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**POLITICAL DECENTRALIZATION, RESOURCE AVAILABILITY AND PUBLIC  
SERVICE DELIVERY IN UGANDA: A CASE OF TORORO DISTRICT LOCAL  
GOVERNMENT**

**BY**

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**BU/GS22/MPA/9**

**A DISSERTATION SUBMITTED TO THE DIRECTORATE OF GRADUATE STUDIES,  
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PUBLIC ADMINISTRATION OF  
BUSITEMA UNIVERSITY**

**OCTOBER, 2024**

# DECLARATION

## DECLARATION

I, the undersigned, declare that this dissertation is my original work and has never been submitted to this University or to any other institution for funding or any award.

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## APPROVAL

### APPROVAL

This dissertation titled "Political Decentralization, Resource Availability and Public Service Delivery in Uganda: A Case of Tororo District Local Government" has been submitted for examination with our approval.

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## **DEDICATION**

I dedicate this dissertation to my beloved wife Ms. Hyama Shamim, my children Jedidiah Richs Solomon and Jether Samuel Richs, my parents Mr. Amos Ocheda Ayeet and Margaret Nyafwono. May this work be a source of inspiration to my children.

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## **LIST OF ABBREVIATIONS**

CVI	Content Validity Index
OECD	Organization for Economic Co-operation and Development
SPSS:	Statistical Package for Social Sciences
TDLG	Tororo District Local Government
WHO	World Health Organization

## ABSTRACT

The study examined the mediating effect of resource availability on the relationship between political decentralization and service delivery in Tororo District Local Government in Uganda. The study was guided by the following specific objectives; to establish the effect of political decentralization on service delivery; to examine the effect of the political decentralization on resource availability in Tororo District Local Government; to determine the effect of resource availability on service delivery in Tororo District Local Government; and to examine the mediating role of resource availability in the relationship between political decentralization and service delivery in Tororo District Local Government. The study considered a cross sectional research design and also applied the quantitative approach. The study population of 333 comprised all employees in service at Tororo District Local Government. The sample used was 181 respondents out of whom 163 returned completed and usable questionnaires. Descriptive statistics of frequencies and percentages was used to obtain specific findings, while Pearson Product Moment Correlation and regression analyses were used to obtain major findings. Regression results revealed that political decentralization had a statistically significant effect on service delivery ( $\beta = .570$ ;  $p < 0.001$ ); political decentralization had a statistically significant effect on resource availability ( $\beta = .441$ ;  $p < 0.001$ ); resource availability had a statistically significant effect on service delivery ( $\beta = .381$ ;  $p < 0.001$ ); and resource availability partially mediated the relationship between political decentralization and public service delivery. The study concluded by emphasizing the need for comprehensive decentralization policies that enhance local capacity and fiscal autonomy while also strengthening local governance mechanisms. By focusing on both resource availability and governance improvements, policymakers can ensure that decentralization efforts lead to substantial and sustainable enhancements in public service delivery. The study recommends that promoting citizen participation and accountability is vital for effective service delivery: - A participatory approach ensures that resource allocation and service delivery are aligned with the needs and preferences of the community.

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 Introduction**

This chapter presents the background to the study, problem statement; purpose of the study; specific objectives; research questions; hypotheses; conceptual framework; significance of the study; justification of the study; scope and terms and operational definitions.

### **1.1 Background to the Study**

Effective public service delivery is fundamental to the functioning of any government and is directly tied to the quality of life of its citizens (World Bank, 2018). Services such as healthcare, education, infrastructure, and security form the backbone of societal well-being, social equity, and economic progress (Shittu, 2020). When these essential services are delivered efficiently, they contribute to reducing poverty, improving health outcomes, and fostering sustainable development (Jackson, 2021). Conversely, inadequate service delivery can exacerbate inequalities, lead to social unrest, and undermine trust in public institutions (World Bank, 2021). Thus, public service delivery is not just a technical exercise; it is a critical pillar of governance that directly impacts human development and social justice (Madu, 2023).

Globally, the challenge of service delivery is multifaceted. While many developed nations have largely succeeded in building systems that ensure consistent and high-quality public services, this success is not uniform across all regions. According to the United Nations Development Programme (UNDP), countries that invest heavily in public services tend to achieve higher levels of human development, as reflected in their Human Development Index (HDI) scores (UNDP, 2023). Nations such as Norway and Sweden, consistently ranked among the top in the HDI, have

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