



**INFLUENCE OF BUDGETARY CONTROLS ON SERVICE DELIVERY  
IN TORORO DISTRICT LOCAL GOVERNMENT**

**BY**

**KWERO WILSON**

**BU/UP/2023/3789**

**2300403789**

**A RESEARCH PROPOSAL TO BE SUBMITTED TO BUSITEMA UNIVERSITY**

**FACULTY OF MANAGEMENT SCIENCES IN PARTIAL**

**FULFILMENT FOR THE REQUIREMENT OF THE**

**AWARD OF A DIPLOMA IN BUSINESS**

**ADMINISTRATION OF BUSITEMA**

**UNIVERSITY**

**@AUGUST 2025**

**wilsonkzero222@gmail.com**

**DECLARATION**

I **Kwero Wilson** do ratify that this research proposal is my own work which has never been submitted for examination in this university for academic qualification.

Student Name: KWERO WILSON

Registration No: BU/UP/2023/3789


Signature ..... 

Date..... 11/08/2025

**APPROVAL**

This report is submitted to Busitema University as a partial fulfillment for the award of Diploma in Business Administration with my approval as the internal supervisor.

Madam Taaka Irene Prisca

Signature: ..... 

Date: ..... 1<sup>st</sup> / 08 / 2025

## **DEDICATION**

This work is dedicated to the to my parents Okado Julius and Achieng Monica for enabling me and their moral support, encouragement and understanding. To all my friends, course mates, lecturers, and the Almighty God for his unceasing blessings without which it is impossible to ensure the proposal submission a reality.

## **ACKNOWLEDGEMENTS**

I am grateful to the almighty God that; he has given me the gift of life, as well to my parents, and friends, who gave me opportunity to be in school and guided me throughout this study and writing of this report.

My heartfelt thanks goes to my parents Mr. Okado Julius and Mrs. Achieng Monica who generously provided me with financial, emotional and social support while carrying out this study and throughout my entire course.

Great thanks goes to my supervisor Madam Taaka Irene Prisca who guided me in the right direction from the beginning till the end of this proposal and she has greatly contributed in making a difference in my performance.

Superficial thanks goes to all Busitema University lecturers Mr. Okirror Ismeal, Wadambisha Brian and Madam Taaka Hope who guided us throughout this process.

I am also indebted to all my DBA classmates Kanalo Cyrus and Ayeko Shadrack, for the support that made my diploma program an enthralling Journey. May God grant vast blessings and propel each and every one of you to serve him in your entire life.

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## LIST OF ACRONYMS

<b>Acronym</b>	<b>Full Meaning</b>
IFMS	Integrated Financial Management System
LG	Local Government
M&E	Monitoring and Evaluation
MoFPED	Ministry of Finance, Planning and Economic Development
MTEF	Medium-Term Expenditure Framework
NAO	National Audit Office (UK)
NBS	National Bureau of Statistics (Nigeria)
OAG	Office of the Auditor General
PEFA	Public Expenditure and Financial Accountability
PPP	Public-Private Partnership
SD	Service Delivery
UBOS	Uganda Bureau of Statistics
TDLG	Tororo District Local Government

# CHAPTER ONE

## INTRODUCTION

### 1.0 Introduction

This chapter introduces the background, statement of the problem, purpose of the study, research objectives, research questions, scope of the study, content scope, geographical scope, time scope, Significance of the study, conceptual framework, definition of key terms.

### 1.1 Background of the study

Service delivery refers to the process through which public institutions provide goods and services such as education, healthcare, water, sanitation, and infrastructure to meet the needs and expectations of citizens efficiently, equitably, and sustainably (World Bank, 2018). Service delivery stands at the heart of public trust and development, acting as the visible face of government performance when services are timely, accessible, and of high quality, they empower communities and drive inclusive growth; but when they fail, they breed inequality, dissatisfaction, and disillusionment with governance (OECD., 2023; UNDP., 2022). In today's rapidly evolving social and economic landscape, effective service delivery is not just a necessity but a catalyst for resilience, social justice, and sustainable development (World Bank., 2023). However, there exists poor service delivery in most government and as seen in;

Despite their advanced systems, local governments in developed countries still face notable challenges in service delivery. For example, in the United States, a 2022 Pew Research Center report found that only 56% of citizens expressed satisfaction with local government services, citing issues of low accessibility in underserved urban and rural communities (Pew Research Center, 2022). Additionally, in the United Kingdom, a 2021 National Audit Office report revealed that over 30% of local councils experienced delays in delivering social care and housing services, highlighting timeliness failures (National Audit Office, 2021). Furthermore, in Canada, a 2023 Statistics Canada survey showed that 27% of residents reported poor quality in health and municipal services, especially in low-income and Indigenous areas (Statistics Canada., 2023).

In Africa Nigeria in particular, the National Bureau of Statistics (2022) reported that over 60% of citizens experienced delays in accessing healthcare and education services due to bureaucratic

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