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**E-GOVERNANCE IMPLEMENTATION AND PUBLIC SERVICE DELIVERY IN  
LOCAL GOVERNMENTS: A CASE OF PALLISA  
DISTRICT LOCAL GOVERNMENT**

**BY**

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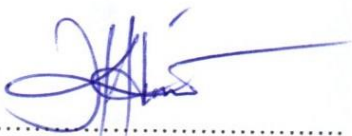
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## DECLARATION

I, **OBWINO KOSTANT**, declare that this research report is my original work and has not been submitted for any award for examination at any institution of higher learning in this or any other university.


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## APPROVAL

This research report is submitted for examination with approval of the undersigned academic supervisor.

Signature: .....  ..... Date: 25/08/2025 .....

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## **DEDICATION**

I would like to dedicate this research report to my wife, Parents, and friends for their moral support, encouragement and understanding.

To all my course mates, Dakasi, Suzan, among many, my beloved lecturers, thank you so much for your support without which it was impossible to make this work a reality.

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## **LIST OF ABBREVIATIONS**

UBOS	Uganda Bureau of Statistics
MoLG	Ministry of Local Government
NSDS	National Service Delivery Survey
SDG	Sustainable Development Goal
UN	United Nations
TAM	Technical Acceptance Model
ICT	Information Communication Technology
IFM	Integrated Financial Management System
NITA-U	National Information Technology Authority

# CHAPTER ONE

## INTRODUCTION

### 1.0 Introduction

This chapter presents the background of the study, statement of the problem, the purpose of the study, research objectives, research questions; the scope of the study; the significance of the study; and the conceptual framework.

### 1.1 Background of the study

Public service delivery efficiency remains a fundamental concern for governments worldwide, particularly in developing countries where administrative capacity is often constrained and demand for services continues to grow (World Bank, 2020). Efficient service delivery refers to the ability of public institutions to provide timely, cost-effective, and citizen-centered services while minimizing wastage and bureaucratic delays (Osborne & Gaebler, 1992). In Uganda, local governments are the primary agents of service delivery in areas such as education, health, sanitation, and agricultural extension services. Despite their centrality, concerns about inefficiency, corruption, and poor responsiveness remain widespread (MoLG, 2019; Ssewakiryanga, 2021).

The 2021 National Service Delivery Survey (NSDS) revealed widespread dissatisfaction with local government services, citing delays, lack of access, and inconsistency in quality (UBOS, 2021). Similar findings were echoed by a study conducted by Katorobo (2018), which noted that inefficiencies in service delivery at the local level were largely due to poor resource management, outdated systems, and insufficient oversight. As citizens increasingly expect

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