



MINISTRY OF LANDS, HOUSING  
AND URBAN DEVELOPMENT

# 2021

## UGANDA SUPPORT TO MUNICIPAL INFRASTRUCTURE DEVELOPMENT, ADDITIONAL FINANCING (USMID-AF) PROGRAM

### TITLE OF THE PROJECT

UGANDA SUPPORT TO MUNICIPAL INFRASTRUCTURE DEVELOPMENT  
PROGRAM

### CONTRACT NUMBER

MULHD/USMID-AF/CONS/2019-20/00126

### PERIOD UNDERTAKEN

Financial Year 2020 - 21

### TITLE OF THE REPORT

## BENEFICIARY SATISFACTION SURVEY

### DATE OF SUBMISSION

MARCH 2021

### NAME OF COMPANY

STRATEGIC FRIENDS INTERNATIONAL LIMITED

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 <https://mlhud.go.ug/projects/usmid-program/usmid-af/>

“Hello”



Bunyoro Kitaro Road

## ACKNOWLEDGEMENTS

Strategic Friends International Ltd (SFI) is grateful to Government of Uganda through the Ministry of Lands Housing and Urban Development (MLHUD) and the guidance from the Permanent Secretary. We also thank the Uganda Support to Municipal Infrastructure Development, Additional Financing (USMID-AF) program for the opportunity to lead on this exercise.

SFI specifically acknowledges the support and guidance from the entire USMID-AF Program Support Team (PST) under the leadership of the Program Coordinator Eng.Dr. Isaac Mutenyo and the Program Social Development Specialist as the primary liaison person.

We acknowledge the invaluable input of National level stakeholders and all participants at the regional and local level for their comments and guidance to this final report. The resource persons that participated at the different levels of the survey process as Central supervisors, District supervisors, Data Collectors are all appreciated.

The facilitation and support by the District Chief Administrative Officers (CAOs), Town Clerks together with other leaders in the Districts is gratefully acknowledged. We appreciate in a special way the unique role played by the USMID Coordinators in the different Districts.

Finally, USMID program beneficiaries (both direct and indirect) who set aside valuable time to share invaluable insights. Your contribution is well acknowledged; the future improvements in the delivery of USMID-AF program in this regard will hopefully be a due reward.

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# LIST OF ABBREVIATIONS

<b>BSS</b>	Beneficiary Satisfaction Survey
<b>CDO</b>	Community Development Officer
<b>CFO</b>	Chief Finance Officers
<b>EBB</b>	Entebbe
<b>FGDs</b>	Focus Group Discussions
<b>FY</b>	Financial Year
<b>GFO</b>	Grievance Focal Officers
<b>IGG</b>	Inspector General of Government
<b>KII</b>	Key informant Interview
<b>LGMC</b>	Local Government Municipal Council
<b>LGs</b>	Local Governments
<b>MDF</b>	Municipal Development Forum
<b>MDG</b>	Municipal Development Grant
<b>MDO</b>	Municipal Development Officer
<b>MLGS</b>	Municipal Local Governments
<b>MLHUD</b>	Ministry of Lands, Housing and Urban Development
<b>NDPII</b>	National Development Plan II
<b>ODK</b>	Online Data Collection Kit
<b>OSR</b>	Own source revenue
<b>PDO</b>	Program Development Objective
<b>PMU</b>	Program Management Unit
<b>PST</b>	Program Support Team
<b>REA</b>	Real Estate Association
<b>SFI</b>	Strategic Friends International
<b>SoW</b>	Scope of Work
<b>SPSS</b>	Statistical Package for Social Scientists
<b>ToR</b>	Terms of Reference
<b>TPC</b>	Technical Planning Committee
<b>UBOS</b>	Uganda Bureau of Statistics
<b>UIPP</b>	Uganda Institute of Physical Planners
<b>USMID</b>	Uganda Support to Municipal Infrastructure Development
<b>USMID-AF</b>	Uganda Support to Municipal Infrastructure Development, Additional Financing (USMID-AF)



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Clock Tower - Mbale City

## Executive Summary

This beneficiary satisfaction survey (BSS) was commissioned by the Ministry of Lands Housing and Urban Development (MLHUD) and conducted by Strategic Friends International (SFI). This was carried out in 14 Municipal

Local governments namely: Arua, Entebbe, Fort Portal, Gulu, Hoima, Jinja, Kabale, Lira, Masaka, Mbale, Mbarara, Moroto, Soroti and Tororo.

The overall objective of the survey was to assess and understand the perception and levels of appreciation of beneficiaries towards outputs resulting from USMID support and to seek improved methods of project delivery. The primary audience for the survey is the USMID-AF, Permanent Secretary of Ministry of Lands Housing and Urban Development (MLHUD), participating Local Governments and the USMID Program Support Team (PST).

The secondary audience includes all the participating Municipal Council/City authorities, World Bank, and other partners and agencies involved in the implementation of the USMID-AF program.

The survey adopted a qualitative and quantitative approach to data collection and the target respondents of outputs resulting from USMID support in the targeted municipalities. At the Central Government level, key informants included the MLHUD, Uganda Institute of Physical Planners, Urban Authorities Association, Real Estate Association of Uganda, Academia and Inspectorate of Government (IGG).

Out of the 820 respondents that participated in the survey, 54.9% of the beneficiaries interviewed were male, 49% were below 35 years and 51% were above 36 years. Only (5.5%) of the beneficiaries interviewed had some form of disability, 3% physical handicap, and 1.2% visual impairment. As many as 85.5% of the respondents had lived/worked within the Municipalities for at least more than 24 months.



## Beneficiary Satisfaction Survey (BSS)



The results further indicate that 87.7% of the beneficiaries were either satisfied or very satisfied with the quality of the outputs in the different municipalities. In Entebbe Municipality, out of the sampled 49 respondents that participated in the survey, 44% were the least satisfied. This was common especially among traders operating around the yet to be commissioned taxi park.

Reasons for the different levels of satisfaction amongst the sampled beneficiaries include increased access to markets, new business opportunities i.e. roadside markets plus increase in daily incomes because of extended working hours due to the street lighting.

The findings reveal that the beneficiaries have clear information on the institution (s) supporting the infrastructure development/services within the Municipalities. 44% mentioned Government of Uganda and 52% World Bank as the key agencies funding the program.

Six (6) out of 10 (56.9%) respondents are aware that the local authorities are responsible for activity implementation in the different Municipalities. 96.4% confirmed that they were already using the improved infrastructure/ services within the Municipalities. Regarding the quality of the improved infrastructure, 64% felt that they were of good quality while 35% said it is satisfactory.

Regardless of the high satisfaction level at 93.7% across the 14 Municipalities, a section of beneficiaries (6.3%) remained dissatisfied despite USMID support towards infrastructure/service improvements.

From the 820 respondents, majority (98%) were aware of the ongoing infrastructure/service improvements in their Municipalities. Whereas (52%) of the beneficiaries were informed about the program through the LG Municipality/City representatives.

About nine in every ten (93.7%) respondents were satisfied with outputs resulting from USMID program support. 34.6% were very satisfied and 59.1% were satisfied. About six percent (6.2%) of the respondents were not satisfied with the outputs resulting from USMID support in the targeted Municipalities.

Beneficiaries from 10 out of the 14 Municipalities registered a satisfaction score above 90% (satisfied and very satisfied) combined. On the contrary, the lowest level of beneficiary satisfaction score was 55.6% registered in Entebbe Municipality. About 83.6% of respondents were satisfied with the level of consultations that took place with the LG Municipality/City officials prior to program implementation.



## Conclusion & Recommendations

Beneficiaries provided constructive suggestions for improving service delivery including the appropriate modes of communication.

- Overall, it was observed that beneficiary satisfaction level with outputs resulting from USMID support is very high at 93.7 percent
- Generally, users are satisfied with USMID interventions in the following dimensions: beneficiary consultations with the LG Municipality/City officials prior to program implementation, beautification and quality of the constructed roads, street lighting, and Improved bus/lorry parks etc.
- However, satisfaction levels of beneficiaries were low in the following areas: timeliness in the funds release, the issue of clustering, some LG Municipality/City officials think that some of the contractors did not have the capacity to manage the scope of work within the clusters assigned to them. These areas might require a review by USMID.
- Some of the Municipalities faced challenges in delivering the outputs in a timely manner due to the lengthy process of site acquisition (EBB phase two of the Vehicle Park), infrastructure procurements, among others. A section (6.2%) of beneficiaries were not satisfied with these two scenarios.
- Availing streetlights along the improved roads, has enhanced safety and business opportunities enabling beneficiaries to work for slightly longer hours than before, and its safer for the customers i.e Masaka, Fort portal etc
- It was also evident, that outputs resulting from USMID support in the different municipalities have a direct contribution to changes in the income and welfare of beneficiaries i.e. improving incomes of service providers, traders, transporters, including producers of local building materials

Below are some of the recommendations from beneficiaries for consideration in the delivery of the USMID program going forward.

### Issues that need to be addressed by the LGMC Officials

- Beneficiaries felt, the need to focus on maintenance as one of the areas that need support going forward. This was frequently mentioned by both the community and Municipality/City leadership.
- Beneficiaries expressed the need for Municipalities to introduce user committees or vigilantes to take care of the infrastructure namely litter bins, streetlights and to some extent watch out for proper usage of roads most especially as regards to road signages and road curb vandalisation.
- Recommend that each of the participating Municipalities to have in place a functional community feedback and complaints mechanism. This offers beneficiaries the opportunity to engage and enhance their understanding of the program plus reducing potential tensions. Evidence suggests that with a functional feedback mechanism, this is a 'unique and invaluable source of information to be used for better program management and outcomes.
- Efforts should be made **to not only inform** the beneficiaries the expected start and end timelines of the infrastructure developments in their communities, but also stick to the communicated timelines.
- The supervision and monitoring from some of the LG Municipality/City officials was reported to be inadequate; this needs strengthening. The representatives from the LG Municipalities need to undertake scheduled visits to the work sites as opined by the beneficiaries.



## Issues to be addressed by USMID-AF PST

- There is need to come up with strategies detailing **WHY** and **HOW** to maintain the improved infrastructure. i.e. increase information sharing through communication and education to influence beneficiary behavior and practices.
- Due to the several approaches and suggestions on how to maintain the infrastructure, it is advisable for USMID to lead in the standardization and harmonization of concepts and ideas from municipalities to ensure adherence to these.
- There should be post-completion support and monitoring also to strengthen the maintenance system within the different Municipalities.
- Orientation on the program should be held more than once to cater for new staff and sometime act as a reminder. All aspects of the program should be explained to beneficiaries (community and LG Municipality/City officials) during the orientation sessions.
- Provision for annual independent third-party assessment and feed-back system (BSS) covering all aspects of the program for effective program outcomes should be considered going forward.
- From the key informant interviews, some of the LG Municipality/City leadership raised concerns about the USMID decision to cluster contractors. Whereas there seems to be good reasons for the decision, there is need to allocate time especially during re-orientation sessions and highlight the role of all the different stakeholders including Municipality/City officials, MLHUD and USMID PST.
- It is important to address shortfalls identified from the survey, as this has a direct bearing in improving the quality of services, the perception, and levels of appreciation of beneficiaries towards outputs from the USMID program.



## Introduction

This chapter presents a brief background on the concept of beneficiary satisfaction surveys, the objectives of the assignment, and the program whose beneficiaries are intended to be impacted by its outputs and who consequently shall be the main respondents to this survey.





### 1.1 Background to the Assignment

This beneficiary satisfaction survey (BSS) was commissioned by the Ministry of Lands Housing and Urban Development (MLHUD) and implemented by Strategic Friends International (SFI). This was carried out in 14 Municipalities namely: Arua, Entebbe, Fort Portal, Gulu, Hoima, Jinja, Kabale, Lira, Masaka, Mbale, Mbarara, Moroto, Soroti and Tororo.

In line with enhancing the institutional capacity and improving urban service delivery, USMID commissioned the BSS to identify and propose solutions to existing gaps that compromise service delivery in the 14 Municipal Local Governments (MLGs).

The beneficiaries of USMID program outputs include direct/indirect program beneficiaries, key officials both at the central and local government level, the urban authorities association including members from Real Estate Association (REA).

#### 1.1.1 Beneficiary Satisfaction Surveys

Beneficiary satisfaction surveys are an essential competitive advantage in all areas of production (Woodruff 1997; Kotler 2000) including in the infrastructure sector. In general, the significance of beneficiary satisfaction is emphasised in markets where competition is intense (Jones and Sasser 1995). Companies use beneficiary satisfaction measurements in developing, monitoring, and evaluating service offerings as well as motivating and compensating employees (Anderson et al. 1994). Measuring beneficiary satisfaction also has several benefits for organisations and programs, such as improving communication between parties, strengthening client loyalty, enabling of mutual agreement, evaluating progress towards achieving intervention goals, and monitoring accomplished results and impact (Burns and Bush 2006; Naumann 1995).

Traditionally, performance in the infrastructure sector has been measured through costs, time, and quality (Pinto and Rouhiainen 2001). According to the “triple constraint”, a program is successful if the infrastructure is delivered at the right time, for the right price and quality (e.g. Atkinson 1999). On the contrary, infrastructure development affiliates strongly with customer orientation where services delivered by the contractor are emphasised alongside with traditional success factors.

## 1.2 Uganda Support to Municipal Infrastructure Development, Additional Financing (USMID-AF) Program

The Uganda Support to Municipal Infrastructure Development, Additional Financing (USMID-AF) Program is a follow-on operation to the USMID program that was successfully implemented from Financial Year (FY) 2013/14 to FY 2017/18 in fourteen MLGs.

USMID-AF is anchored on the status of the urban sector in Uganda and the aspirations of Uganda as envisioned in Vision 2040 and the second National Development Plan (NDPII). Infrastructure development and human resource development are identified among the fundamentals for achievement of a middle-income economy. The additional funding is focusing on urban infrastructure development but with minimal expenditures to institutional support of the Municipal Local governments and the Ministry of Lands, Housing and Urban Development (MLHUD). There are four main activities eligible for funding under the USMID-AF and these are: -

### Component 1:

#### **Municipal Infrastructure Investments**

**Activities** – Provide an enhanced Municipal development grant (MDG) for urban infrastructure investments to the twenty-two program Municipalities. The objective of the enhancement in the MDG is to allow the participating Municipal Local Governments (LGs) to provide improved urban services consistent with their mandates under the Second Schedule of the LGs Act CAP 243, while addressing the current investment backlog.

### Component 2:

#### **Institutional Strengthening and Systems Development Activities:**

- Provide funds to finance institutional strengthening and systems enhancement activities to strengthen the institutional capacities of the participating municipal LGs and the MLHUD for improved urban management and development.

### Component 3:

#### **Institutional strengthening for MLHUD and program management and coordination:-**

Support institutional strengthening and system development at the MLHUD related to finalizing the development of the Physical Planners' Registration Act, finalizing the amendment of the Physical Planning Act with a view to strengthening the effectiveness of the National Physical Planning Board, the National Land Acquisition, Resettlement and Rehabilitation Policy, finalizing the review of regulations, standards and guidelines for the implementation of the Physical Planning Act, 2010, etc

### Component 4:

#### **Support to Local Governments Hosting Large Numbers of Refugees:**

- Support eight districts currently hosting large numbers of refugees to improve planning, land tenure security, and small infrastructure investments targeting refugees and host communities.

In brief, USMID-AF is expected to contribute to enhanced public infrastructure, improved management, and delivery of urban services through the strengthening of the capacities of the municipalities and the MLHUD. Furthermore, the program is supporting in the implementation of the approved National Urban Policy.

### 1.2.1 USMID-AF Program Development Objective (PDO)

USMID-AF Program development objective (PDO) is to enhance the institutional capacity of selected municipal LGs to improve urban service delivery.

Program's expected outcomes are: -

- i. Strengthened capacities of participating Municipalities in fiduciary, safeguards, urban planning, and own source revenue (OSR) generation,
- ii. Increase in total planned infrastructure completed by participating Municipal LGs,
- iii. Enhanced service delivery through improved local infrastructure in Local Governments hosting refugees, and
- iv. Enhanced capacity of MLHUD for urban development, management, and back-stopping for the implementation of the program.

The Program is expected to result in improvement of the percentage/number of Municipalities that have improved fiduciary safeguards, urban planning process and percentage of total planned infrastructure completed by participating Municipalities, and with due consideration and priority on projects which benefit the women, youth and private sector.





## 1.3 Purpose and objective of the survey

The overall objective of the Beneficiary Satisfaction Survey (BSS) was to assess and understand the perception of beneficiaries and population at large towards outputs resulting from USMID support in the targeted Municipalities.

1. Gather feedback from USMID benefiting stakeholders.
2. Establish variation and reasons for satisfaction across regions.
3. Properly document voices of the people regarding their levels of satisfaction with USMID interventions/ outputs.
4. Draw lessons & provide recommendations for improving stakeholder satisfaction in general.

The primary audience for the BSS is the USMID-AF Program and the Permanent Secretary of Ministry of Lands, Housing and Urban Development (MLHUD) to whom USMID-AF reports. The secondary audience includes all the participating Municipal Council/City authorities, World Bank, and other partners involved in the implementation of the USMID-AF program.





## 1.4 Scope and coverage of the survey

Alex Sebowa Road - Masaka City

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This survey covered users of outputs resulting from USMID support in the targeted Municipalities. Other key persons included, Town Clerks, Community Development Officers (CDO), Members of the Municipal Development Forum (MDF), Members of Urban Authorities Association of Uganda, Grievance Focal Officers, (GFOs) in the different Municipalities/Cities, and the Technical Planning Committee (TPC) members etc.

At the Central Government level, the BSS respondents as key informants included the personnel from the Inspectorate of Government (IGG), Uganda Institute of Physical Planners, Real Estate Association of Uganda, and Key personnel at the MLHUD and specifically the Physical Planning and Urban Development Directorate.

In summary, the study was limited to a sample of USMID beneficiaries (both direct and indirect) as shown in the table below.

S/N	Type of Intervention	Definition of USMID beneficiaries	Type of Beneficiaries	
1	Improved Road infrastructure	Population of the catchment area in the vicinity of 1- 0.5km from the road	Direct	
		Vehicle owners, tax operators, transporters, passengers		
		Vendors along the road.		
		Population density of the area served by the road i.e. within a distance of 1 – 5 km		Indirect
2	Improved Markets	Vendors/traders employed in the markets	Direct	
		Population in the catchment area i.e. Division.		Indirect
3	Street Lighting	Population in the catchment area i.e. Division	Direct	
		Transporters; producers and traders		Indirect
4	Works – Vehicle Parks	Vehicle owners	Direct	
		Population in the catchment area i.e.Division.		Indirect
5	Drainage	Community residents leaving within a range 0.5 to 1 km. on either side of the drainage	Direct	
		Community/catchment area within a range of 1 km. to 5km from the drainage		Indirect
6	Works- Slaughter House	Population in the catchment area i.e. Division	Direct	
		Transporters; producers and traders of animals		Indirect
7	Solid Waste	Population of the catchment area i.e. the Municipality/City	Direct	N/A

As per the Terms of Reference (ToR), the survey team was required to cover the 14 Municipalities, where different USMID program outputs were considered i.e. Urban roads and associated infrastructure, Bus/Taxi parks and associated market stalls etc.

Beneficiaries were requested to share their thoughts and feedback on the services/infrastructure. Data collection was undertaken simultaneously in the different Municipalities for a period of 19 days between October and November 2020.

### 1.5 Organisation of the report

The report is organized into five chapters. Chapter one presents the introduction and provides a background to the study and then discusses key survey priorities such as survey objectives, scope and coverage of BSS.

In chapter two, the survey methodology is outlined including the survey design, sampling techniques and procedures. Training of field personnel and fieldwork are also discussed in this chapter.

Chapter three and four discuss the key findings of the survey while chapter five which is the final chapter, summarizes the findings, draws conclusions, and offers recommendations.





Jathebai Street - Masaka City

## 2. Survey Approach and Methodology

### 2.1 Introduction

This chapter describes the methodology and research methods used including, the survey design, sampling techniques, procedures, and questionnaire used. It also describes the data collection and management procedures.

### 2.2 Preparatory meeting

Upon signing the contract, the survey team held an inception meeting with the USMID reference team to gain common understanding and harmonization on the approach for executing the assignment as per the ToR, especially the scope of work (SoW), survey methodology, work plan and report format, prior to field work.

### 2.3 Methodology

#### 2.3.1 Qualitative approach

To triangulate the quantitative results and collect nuanced data on perceptions, opinions, and experiences of beneficiaries, the representative quantitative samples were supplemented by qualitative data collection. The qualitative component consisted a combination of Focus Group Discussions (FGDs), direct observations by survey team, and transect walks.

Participants for qualitative sessions were selected from the program targeted beneficiaries via a combination of purposeful and convenience sampling. Formal focus groups were organized, one for youth, female, and male participants. Following this, the survey team supplemented with direct observation and transect walks accompanied by beneficiary interviews.





2.3.1.1 Focus Group Discussions (FGDs)

Youth Focus Group Discussion - Arua City

The survey team held three (3) FGD sessions in the eight subregions (Uganda Bureau of Statistics (UBOS) categorisation that make up the 14 Municipalities, totalling to 24 FGD sessions. Community leaders (Municipal development officers and Local Councils) helped in purposively identifying participants from a mix of persons that make up the program targeted beneficiaries.

In total, 40 participants were consulted at FGD sessions' level and these featured Youth (8 FGDs); Women (8 FGDs); and Men (8 FGDs) as shown in Table 1 below:

Table 1: FGD Composition at regional level (8)

Participant Category	Number of Participants
Youth FGD participants	
Boys 12-24 years	Between 3-5
Girls 12-24 years	
Women FGD participants	
Women 25+ years	Between 3 – 5
Men FGD participants	
Men 25+ years	Between 3 -5
One in each sub region (8)	

Note: The Youth categorization was informed by the Uganda Children's' Act Cap 59 Part 10, while UNICEF generally defines youth as being between the ages of 15 and 24 years old.

Table 2 below presents the 8 sub-regions, that make up the 14 Municipalities and the FGD location District per sub-region totalling to eight (8) FGD sessions.

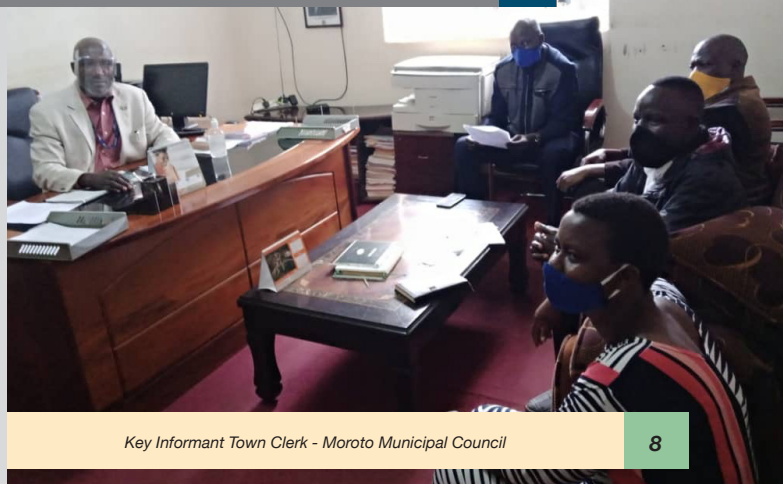
Table 2: Focus Group discussion session locations

Uganda's sub-regions (UBOS categorization)	Study Municipalities	FGD Location District
Central 1	Entebbe	Entebbe
	Masaka	
East central	Jinja	Jinja
Eastern	Tororo	Mbale
	Mbale	
	Soroti	
Northern	Gulu	Gulu
	Lira	
South West	Mbarara	Kabale
	Kabale	
Western	Fort Portal	Hoima
	Hoima	
West Nile	Arua	Arua
Karamoja	Moroto	Moroto
8	14	8

Note: Each FGD subregion featured a youth, male and female FGD session.

i.e. a total of 24 FGDs sessions (Youth, Women, Men)

### 2.3.1.2 Key Informant Interviews (KIIs)



Key Informant Town Clerk - Moroto Municipal Council

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Using the key informant interview (KII) check list (Annex 2.1), interviews were conducted with people that had in-depth knowledge or experience about the USMID interventions. The Key Informants were purposively selected because of their knowledge and involvement with the program.

These included Central & Local Government/ Municipality/City officials, Members of the MDF, Members of the Grievance Redress Committees, Municipal Development Officers (MDO) etc. Views from the Key informants aided experts to frame opinions and understanding about the beneficiaries including any potential effects so far. A total of eight (8) Key Informant Interviews were conducted at National and seventy-five (75) at Municipal/City level. See the list of key informants in annex 4.

## 2.4 Quantitative approach

The quantitative approach used semi structured questionnaires during data collection. Pre-test of tools was undertaken prior to field visits. This provided important learning points that were used to finalise the tools. The questionnaires were researcher-administered using the online data collection Kit (ODK). This helped in catering for all beneficiaries both that were able/not able to read and write. Successful interviews were immediately uploaded by interviewers onto the SFI central server for validation and quality control checks

### 2.4.1 Survey instruments

To elicit the required information from the respondents, a structured questionnaire on specific topics was programmed in ODK. The questionnaire development also involved consideration of similar surveys that had been conducted elsewhere. The questionnaire was divided into six different sections with each having a specific focus as follows:

- a) **Awareness** — beneficiary awareness of the program and Municipalities (implementation location of USMID interventions)
- b) **Process** — beneficiary priorities, timing, and location of infrastructure/services and how they feel the program can be improved
- c) **Benefits** — benefits particularly resulting from the services/ infrastructure provided with the USMID support to the beneficiaries (individual and community)
- d) **Use and Maintenance** — beneficiary use and maintenance of the infrastructure and recommendation for improvement going forward
- e) **Overall satisfaction levels** - a two-way communication from beneficiaries, owners of Commercial Premises in the Municipalities, MLGs officials, business community, traders etc

The specific targeted beneficiaries were drawn from residents in the catchment area in the vicinity of 1- 0.5km from the roads, vendors along the roads, participating Municipality/City staff, vehicle owners/drivers, transporters, passengers, vendors/traders employed in the markets..



## 2.4.2 Sampling design and sample size

According to the UBOS (2014) total number of households was 1,156,882 in the targeted 14 Municipalities (See Table 2 below). The total population was then used to determine the sample size using the Taro Yamane (1967 formula). The sample size (n) is a function of size of the population of interest (i.e., households within the 14 Municipalities), the desired confidence level, and level of precision. The final representative probability sample size (n) was calculated using the Taro Yamane (1967) formula below which assumes that households are normally distributed and internally homogenous.

$$n = \frac{z^2 p(1-p)N}{z^2 P(1-P) + N(e)^2}$$

Where.

n = required sample size of households.

N = total number household in the 14 municipalities i.e. 1,156,882 households; a summation from the National Population and Housing Census results 2014 (UBOS, 2014).

Z = value of the standard normal distribution given the chosen confidence level of 95% such that Z = 1.96 at 95% level.

ℓ = level of precision or permissible error/margin of error which is  $0.025 \leq 0.1$  (Kish, 1965)

p = Probability of success in choosing a household=0.5 i.e. 50%.

q = (1-p) = probability of failure= 0.5 i.e. 50



Katwe Road - Masaka City

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## 2.4.3 Study Participants

When the sample size is 385, a two-sided 95.0% confidence interval for a single proportion using the large sample normal approximation will extend 0.050 from the observed proportion for an expected proportion of 0.5 (since proportion of clients satisfied is unknown). When the design effect is factored in then,  $2 = 385 \times 2 = 770$  individuals. To ensure standardization, proportional allocation was used to distribute households based on the actual population (number of households) that each Municipality/City contributes to the total (N) above. This ensured that Municipalities with higher population are allocated a proportionately higher number of households selected to participate in the survey.

Table 3: Number of participants to be selected per Municipality/City

Municipality	Population	Proportion	# Sampled HHs Proportion to size of the population	Adjusted Sample size (No. of selected HHs)
Entebbe	69,430	0.0600148	23	46
Masaka	103,293	0.0892857	34.5	69
Jinja	76,057	0.0657431	25.5	51
Tororo	42,001	0.0363053	14	28
Mbale	92,863	0.0802701	31	62
Soroti	49,646	0.0429136	16.5	33
Gulu	149,802	0.1294877	50	100
Lira	99,511	0.0860166	33	66
Mbarara	195,160	0.1686948	64.5	129
Kabale	49,201	0.042529	16.5	33
Fortpotal	53,628	0.0463556	18	36
Hoima	100,126	0.0865482	33.5	67
Arua	61,951	0.05355	20.5	41
Moroto	14,213	0.0122856	4.5	9
<b>Total</b>	<b>1,156,882</b>		<b>385</b>	<b>770</b>



Orientation with Research Team

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### 2.4.4 Field personnel recruitment and training

The quality control team applied several measures to ensure data quality during data collection. Some of the measures applied included:

#### a) Before fieldwork

- All research assistants were screened before they were included on the project.
- Only interviewers with a diploma or undergraduate and had worked on similar surveys were included. All candidates were recruited from the survey area, and those that did not meet the minimum requirements were dropped

#### b) During fieldwork

- Most interviews were conducted in English with some translations to local languages in case the respondent did not understand English. The quality control team reviewed incoming data daily and gave relevant feedback to the field team. All data generated through interviews was accepted after being checked and verified by the quality control team

#### c) After data collection

- Data was checked for consistency and cleaned by the data team. After data validation the raw data was exported to statistical package for social scientist (SPSS) for analysis. From the qualitative approach, data from FGDs was transcribed and translated from the local language to English before being reviewed and analysed.

### 2.4.4 Field personnel recruitment and training

After finalizing the field staff selection procedures including research assistants, a formal two-day orientation and training for the research assistants was conducted in Kampala second week of October 2020. This orientation and training helped to gain a common understanding between all the members of the survey team. Importantly, the orientation also emphasised ethical approaches when working with beneficiaries at the community level; how to protect confidentiality and reduce risks to respondents.

In each of the selected Municipality/City, the Team Leader first introduced the team and the survey to the Town Clerk, who provided the authorization for the team to operate in the selected Municipality/City. The USMID worked closely with the survey team to review the data collection tools prior to fieldwork.

### 2.4.6 Research ethics

Ethical guidelines were followed during this survey. Permission was sought from all respondents before they could participate in the survey. Willing respondents were required to give consent to be recorded at the start of FGDs and individual interviews. Respondent confidentiality was observed by protecting their identity during data collection and report writing.

### 2.5 Limitations of the study

This study is limited to beneficiaries 'satisfaction survey on various aspects as listed in the ToR. Hence, the data presented represents the perceptions of the beneficiaries, which in some cases may differ from facts. Verification of the information provided by beneficiaries has not been made with other secondary data. For example, data provided by beneficiaries on the quality of the infrastructure has not been verified with secondary data available with line agencies and it may differ from them. However, in evident cases expert 's views have been indicated in notes under beneficiary's data.

The analysis is limited to simple analysis of tables, averages, and percentages. Every attempt was made to make the sample as representative as possible, but it

may not represent every aspects of people's perception. Harsh weather- Rain related challenges were experienced during data collection since Oct-Nov is the rainy season in most of the targeted Municipalities. Heavy rains were indeed a challenge to interviewers and respondents during data collection. Lastly time allocated to assignment was another limitation. The study had to be completed within eight (8) weeks. There were a few challenges in meeting key persons in the different Municipalities and at the National level. This created hurdles and delay in field work. Resources were limited too. However, the survey team was able to cover all the 14 Municipalities.





Mugisu Hill Road - Mbale City

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### 3. Findings from USMID Beneficiaries

#### 3.1 Introduction

This chapter presents findings from the survey about USMID program beneficiaries (population living within the USMID targeted Municipal jurisdiction as well as the transient population). Rating of satisfaction was reported on a 4-point scale ranging from “4” for very satisfied with their experience to “1” for very dissatisfied. The presentation of findings in this chapter are from the quantitative and qualitative findings.

#### 3.2 Background of respondents

According to findings in tables 4 below, 54.9% of the beneficiaries interviewed were male, 49% were below 35 years and 51% were above 36 years. Only (5.5%) of the beneficiaries interviewed had some form of disability, 3% physical handicap, and 1.2% visual impairment. As many as 85.5% of the respondents had lived/worked within the Municipality for at least more than 24 months.

**Table 4 : Characteristics of respondents, n=820**

Variable		n	Percentage
Gender	Male	450	54.9
	Female	370	45.1
Total		820	100.0
Age	Less than 17yrs	1	0.1
	18-25 yrs.	122	14.9
	26-35 yrs.	279	34.0
	36-45 yrs.	297	36.2
	46+	121	14.8
Total		820	100
Any form of Disability	Yes	45	5.5
	No	775	94.5
Total		820	100
Kind of Disability	Physical Handicap	25	3
	Visual Impairment	10	1.2
	Auditory impairment	3	.4
	Mental impairment	5	.6
	Others (specify)	2	.2
	Non	775	94.5
Total		820	100.0
How long someone lived/worked within the Municipality	12-24 months	118	14.4
	24 months +	702	85.6
Total		820	100.0

### 3.3 Perceptions and opinions about outputs from USMID interventions

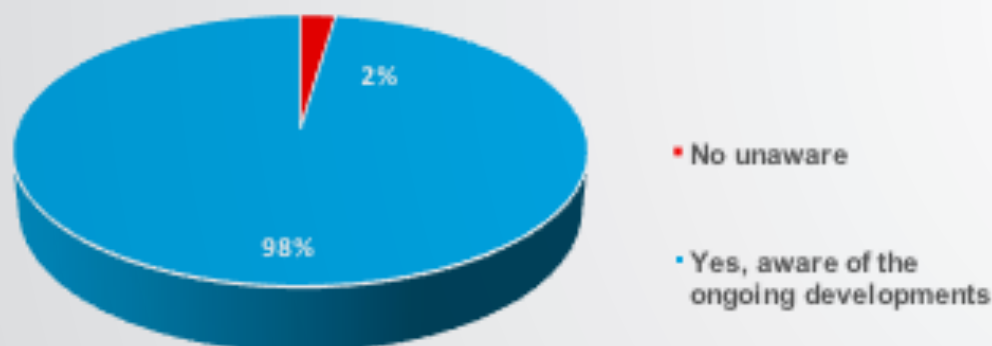
The ToR asked the survey team to assess the outputs resulting from USMID support in the targeted Municipalities as well as conducting the beneficiary satisfaction survey amongst population at large. The survey team needed to establish if the targeted beneficiaries, were aware if their Municipality/City was participating in the USMID program.

### 3.4 Source of awareness about the program

Before establishing level of satisfaction, it was necessary to assess whether the targeted beneficiaries were aware of the ongoing infrastructure/services improvement program in the different Municipalities. This was assessed through direct and indirect questions about the program activities. This helped in establishing the overall awareness and adequacy of USMID information dissemination system. Results are further discussed below.

Figure one below shows that out of the 820 respondents who participated in the survey, majority (98%) were aware of the ongoing infrastructure/service improvements in their Municipality/City. Meaning, 9 out of 10 persons were aware of USMID interventions.

**Figure 1: Aware of the ongoing infrastructure/service improvements activities in your Municipality?**



Source: BSS Data, 2020

#### 3.4.1 Source of information about USMID interventions

The mode of Information sharing is a key element for development activities that adopt people's participation such as infrastructure development. From the table below, it clearly shows that majority of the beneficiaries (about 52%) were informed about the program through the LG Municipality/City representatives. User meetings (Taxi drivers, market authorities, vendors etc.) and Local area councils also played a significant role (about 34.0%) in supplying information to the beneficiaries.

S/N	Source	No. of Respondents	Percentage
1	Referral	15	1.8
2	Other	33	4.0
3	Neighbours	70	8.5
4	Local area council	130	15.8
5	User meeting	149	18.2
6	Municipality representatives	423	51.6
	Total	820	100.0

Source: BSS Data, 2020



About 8.5% of the total sampled beneficiaries reported that through word of mouth (neighbours), helped them to know about program. The most effective method in information sharing was found to be through Municipality/City representatives. From the FGDs, nearly all the respondents were aware of outputs resulting from USMID support. (Quotes from FGDs about the program).

### Highlights from Key informants (KII)

*"The idea of community involvement and stakeholder meetings helped to get the community on board, and it created a sense of ownership".*

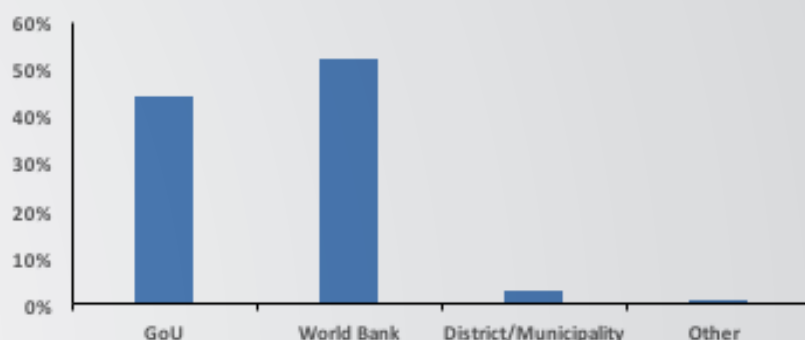
**Community Development Officer Fort Portal Municipality**

*"Municipality engaged the communities and the leaders about the program prior to the start, deciding the projects and appraising went through different leadership levels".* **Town clerk Entebbe Municipality**

### 3.4.2 Knowledge of beneficiaries about the funding agencies

The survey team assessed the beneficiaries' level of awareness on key institutions involved in the implementation of the program. The findings reveal that the beneficiaries have clear information on the key institution (s) supporting the infrastructure development/services within the Municipalities. This indicates that the prevailing information dissemination system was effective.

Among the sampled beneficiaries, 44% mentioned Government of Uganda and 52% World Bank as the key agencies funding the program. However, few (3%) of the respondents reported District/Municipality/City as a co-sponsor of the program. Majority of people did not mention about MLHUD.



Source: BSS Data, 2020

### 3.4.3 Knowledge about organisation leading in implementing USMID.

The sampled beneficiaries were also asked if they were aware of the key organisation or government entity leading in implementing infrastructure improvements in the municipalities.

The beneficiaries were well aware of the key organisation leading in the implementation of USMID outputs in the municipalities.

**Table 6: Knowledge of organisation leading the implementation**

Municipality	MLHUD (%)	Municipality (%)	Donors (%)	All of them (%)	Don't know (%)	No. of Respondents (#)
Jinja	98.2	1.8	0	0	0	55
Kabale	0	22.9	17.1	60	0	35
Soroti	60.5	29	5.3	5.3	0	38
Tororo	15.6	37.5	28.1	18.8	0	32
Moroto	20	80	0	0	0	10
Fort Portal	2.7	94.6	0	2.7	0	37
Mbarara	0	97.1	1.4	1.4	0	138
Masaka	0	94.2	2.9	1.4	1.4	69
Lira	32.8	38.8	17.9	9	1.5	67
Hoima	4.5	77.6	0	14.9	3	67
Mbale	35.4	47.7	10.8	1.5	4.6	65
Entebbe	30.6	24.5	30.6	2	12.2	49
Arua	14	55.8	2.3	0	27.9	43
Gulu	23.5	41.8	0	0.9	33.9	115
Overall	22.1	56.9	6.8	6.3	7.8	820

Source: BSS Data, 2020

Table 6 above, indicates that 6 out of 10 (56.9%) respondents are aware local authorities are responsible for activity implementation in the different Municipalities. (22.1%), mentioned the Government/MLHUD (22.1%), while 6.3% mentioned that all the above were key

implementers in the program. The beneficiaries, who did not know about the key institution (Municipality/City) leading in implementation were 7.8%, majority were from Gulu.

### 3.4.4 Utilisation of the improved infrastructure

Out of the 820 respondents, 96.4% confirmed that they were already using the improved infrastructure/services within the Municipalities. Unfortunately, 3.5% beneficiaries reported that constructed infrastructure was not yet fully completed in their area, making them unable to use it as expected (Entebbe).

**Table 7: Utilization of Infrastructure majorly the roads**

S.N.	Persons using the infrastructure or not	No. of Respondents	Percentage
1	No	29	3.5%
2	Yes	791	96.4%
Overall	820	100%	

Source: BSS Data, 2020

Several of the respondents reported that, constructed infrastructure (e.g. roads) had increased access to markets, created new business opportunities such as roadside markets, trading centres etc. Some the respondents, confirmed that the improved infrastructure of Hoima City, has contributed to increase in their daily incomes as they are able to work long hours since they have streetlights.



Stalls in Moroto Bus/ Taxi Park



Youth Focus Group Discussion - Moroto

### Highlights from the Focus Group Discussions (FGDs)

“Landlords along the newly constructed roads are very happy with the program, with the new roads, rent fees increased and business is doing much better because of easy accessibility” **Female Beneficiary in Mbarara City**

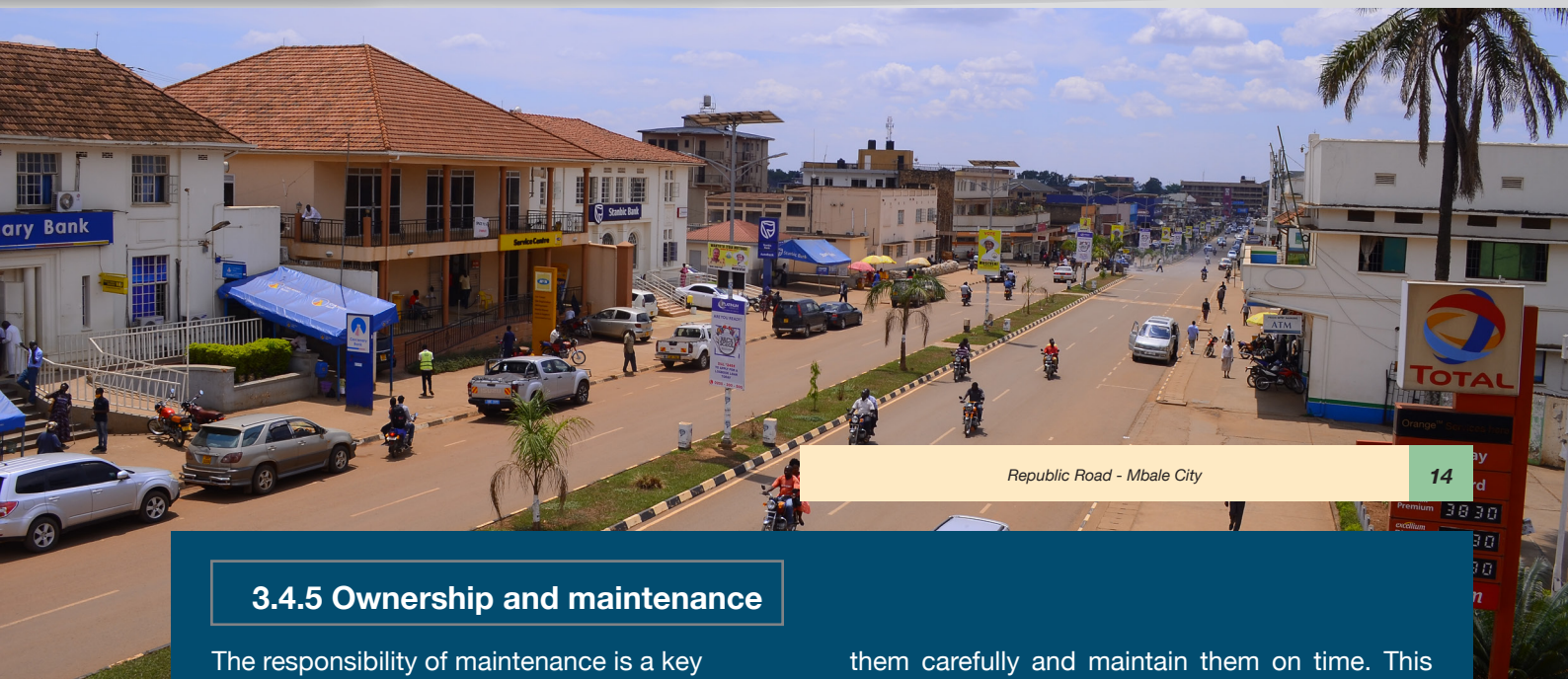
“Almost all roads have very visible road signs and markings, including humps in the residential areas and trading centres” **Male Beneficiary in Masaka City**

The new roads have very beautiful streetlights, this has contributed to better security in our area. However lately some of the lights are not functioning”, **Male respondent /beneficiary from Gulu City.**

“As a trader, I am able to work for a longer time, since with the streetlights, my customers are assured of their safety, so they come to the shop at their convenience”. **Female beneficiary in Hoima City**

We had a narrow road that two vehicles would hardly pass at the same time as one had to first let the other go. Pedestrians were always pushed off the road. However, with the new road it is wide for two cars to pass at the same time and pedestrians have a wide walkway all because of this program” **Youth, from Fort portal City.**





### 3.4.5 Ownership and maintenance

The responsibility of maintenance is a key aspect for any program to sustain the constructed infrastructure. It is a global trend to assign the responsibility of maintenance in the hands of the users. Where users take maintenance as their own responsibility then maintenance becomes more effective. The feeling of self-ownership of the constructed infrastructure encourages beneficiaries to use

them carefully and maintain them on time. This feeling of self-ownership helps to save time, resources, and further damages. However, in most cases, the targeted users find it challenging to generate resources for maintenance purposes. Furthermore, certain sections of the beneficiaries think it is the responsibility of the Municipality/City, donor agencies and Central Government line agencies to take care of the maintenance.

*“Setting up vigilante groups, working with Boda-Boda administration to monitor usage, forming user committees from the persons/business that are immediate neighbours to the infrastructure etc. seems to be effective in reporting damages to the infrastructure”. USMID Coordinator Masaka City*

*“We have the MDF WhatsApp group through which members of the community report to the Municipality sites/locations that might need maintenance including mis use i.e. A truck was pictured and reported to Municipality and the culprits were apprehended and later requested to compensate for the damages to the road.”  
USMID Coordinator Entebbe Municipality.*

*“Through the councils, we are willing to collect taxes or user fees to maintain the infrastructure” Male participant Fort portal City.*

In summary, majority of the respondents expressed the need for Municipalities/Cities to introduce user committees or vigilantes to take care of the infrastructure namely Litter bins, streetlights and to some extent watch out for proper usage of roads most especially road signages and curbs.

All the sampled respondents expressed willingness to support the Municipal authorities' efforts in maintenance. Some of the key suggestions included.

1. Willingness to help in establishing user committees/groups to take charge of the infrastructure maintenance.
2. Request the LGMC to support the user committees/groups with training on what is required of them.
3. Empower the user committees/groups and make them responsible for the supported infrastructure.
4. Continuously engage the user committees/groups through monthly reports and feedback about issues brought forward to LGMC authorities.
5. Municipality/City authorities need to have in place clear inspection schedules as this contributes to deterring misuse of the infrastructure.

### 3.4.6 Opportunity to provide feedback/communicate with the Municipality officials?

When beneficiaries were asked whether they have the opportunity to provide feedback to the Municipality officials, the table below shows that 75% of the respondents believe they are able to share feedback/communicate with the Municipality. On the contrary 25.1% of respondents reported that they have very limited/no opportunity to share feedback with the Municipality.

**Table 8 : Opportunity to provide feedback on the work of the Municipality in the community**

Municipality	Yes (%)	No (%)	Total (%)	No. of Respondents (#)
Moroto	100	0	100	10
Kabale	100	0	100	35
Mbarara	99.3	0.7	100	138
Masaka	98.6	1.4	100	69
Tororo	90.6	9.4	100	32
Entebbe	83.7	16.3	100	49
Fort Portal	75.7	24.3	100	37
Mbale	73.8	26.2	100	65
Jinja	70.9	29.1	100	55
Lira	70.1	29.9	100	67
Gulu	58.3	41.7	100	115
Soroti	57.9	42.1	100	38
Arua	41.9	58.1	100	43
Hoima	37.3	62.7	100	67
Overall	74.9	25.1	100	820

Source: BSS Data, 2020

Out of the 14 (9 Cities and 5 Municipalities), majority of the beneficiaries in Arua (58.1%) and Hoima (62.7%) reported to have the least opportunity to share feedback with Municipality/City officials about outputs resulting from USMID support.

Having in place a functional community feedback and complaints mechanism is an ideal opportunity for beneficiaries to engage with officials and enhance their understanding of the program plus reducing potential tensions. Evidence suggests that with a functional feedback mechanism, this a 'unique and invaluable source of information to be used for better program management and outcomes.





Beneficiaries on a USMID Supported Road

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## 4. Overall beneficiary satisfaction scores

### 4.1 Introduction

This section presents findings on the overall beneficiary satisfaction levels in the targeted Municipalities. Rating of satisfaction was reported on a 4-point scale ranging from “4” - very satisfied with their experience to “1” - for those who were very dissatisfied.

The section also presents beneficiary views and opinions expected to assist USMID including the Municipality officials to improve service delivery to meet the beneficiaries’ expectations.

#### 4.1.1 General satisfaction Level

Table 9 below, shows that more than nine in every ten (93.7%) respondents were satisfied with outputs resulting from USMID support. 34.6% were very satisfied and 59.1% were satisfied. About six percent (6.2%) of the respondents were not satisfied with the outputs resulting from USMID support in the targeted Municipalities.

The results further indicate that 87.7% of the beneficiaries were either satisfied or very satisfied with the quality of the outputs in the different Municipalities. Out of the 49 respondents who participated in the BSS from Entebbe Municipality (44%), were the least satisfied especially among traders operating around the Taxi park.



Table 9: Beneficiary satisfaction levels in the targeted municipalities 2020				
Municipality	(%) Satisfied (A)	(%) Very Satisfied (B)	(A and B) combined	No. of Respondents (#)
Mbarara	32.6	67.4	100	138
Arua	40.5	59.5	100	43
Masaka	44.9	55.1	100	69
Moroto	71.4	28.6	100	10
Soroti	100	0	100	38
Jinja	98.2	0	98.2	55
Fort Portal	54.1	43.2	97.3	37
Gulu	63.5	31.3	94.8	115
Kabale	62.9	31.4	94.3	35
Lira	65.7	28.4	94.1	67
Hoima	43.8	45.8	89.6	67
Tororo	78.1	6.3	84.4	32
Mbale	75.4	0	75.4	65
Entebbe	50	5.6	55.6	49
Overall	59.1	34.6	93.7	820

Source: BSS Data, 2020

Beneficiaries from 10 out of the 14 Municipalities registered satisfaction score above 90% (satisfied and very satisfied) combined. On the contrary, the lowest level of beneficiary satisfaction score was 75.4% and 55.6% registered in Mbale and Entebbe Municipalities respectively as shown in the table 9 above.

*"MLHUD is very happy with the level of transparency and openness especially during the times of developing the workplans. This a good practice that needs to be maintained i.e. the workplans are jointly developed and thereafter signed off by all the responsible persons".*

**Acting Commissioner Physical Planning Min. of Lands Housing and urban planning**

*"The roads are first-class roads. Even people in the market can sell their things at night on the Nyakana road and anytime you need something from the market, you will easily get it".*

**Respondent in Fort Portal City**

Further to this, about 83.6% of respondents were satisfied with the level of consultations that took place with the LG Municipality officials prior to program implementation. However, a section of the beneficiaries expressed their discomfort in the time it has taken from commencement to completion of some of the outputs (Entebbe Taxi Park).

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Renovation/constructing new Roads</li> <li>• Design and quality of the roads i.e. have most of the specifications reflectors, pathways, safe crossing points)</li> <li>• Installation of streetlights leading to longer working hours.</li> <li>• High quality materials were used i.e. asphalt</li> <li>• Well-designed road with streetlights and reflectors</li> <li>• Designated pathways for pedestrians</li> <li>• Environment-Trees planted along the roads</li> <li>• Litter bins have been put along the roads to avoid poor garbage disposal</li> <li>• Transport cost to reach nearby area is now relatively fair (Economic)</li> <li>• There is reduced level of theft due to street lighting (Roads plus related infrastructure)</li> <li>• Less dust along the roads that used to affect businesses especially restaurant, general merchandise plus food business</li> </ul> | <ul style="list-style-type: none"> <li>• Poor drainage system across most municipalities</li> <li>• Garbage Disposal reported from almost all municipalities as wanting</li> <li>• A large number of Non-functioning streetlights (Masaka, Gulu, Mbale and Jinja)</li> <li>• Duration from start to commission sites (EBB)</li> <li>• First contractors were very slow (Fort portal, Mbale, Tororo and Jinja)</li> </ul> |
|---|--|

Note: The question contained multiple answers



Furthermore, some of the reasons fronted for the high level of satisfaction (93.7) from beneficiaries include the Municipality/City beautification along the new roads, creation of local economic opportunities especially for vendors who operate within the bus Parks and alongside the roads.

Other reasons advanced for the level of satisfaction/dissatisfaction with either USMID/outputs were reported during KIIs and FGDs, these include:

### ***Highlights from FGDs and Key informants***

*"Supervision from USMID and the Municipality officials worked so well enabling effective implementation plus fulfilling the required activities"* **Male key informant from Kabale Municipality.**

*"Capacity building was a huge achievement as it helped in having the qualified personnel to implement the program"* **Male Key informant Entebbe Municipality**

*"At the program start some of the municipalities did not have the right persons. Most if not all municipalities have qualified Town clerks because this program has very high needs that need qualified personnel the same applies to physical planners."* **Key Informant from Soroti Municipality**

The program has contributed to rising the economic status through making the roads more accessible and the growth of the roadside markets. Furthermore, the improved infrastructure, has contributed to the rapid growth and development of infrastructures especially commercial structures such as Hotels, Officers including residential houses within the Municipalities.

### ***Highlights from FGDs and Key informants***

*Highlights from FGDs and Key informants*

*"Because of the improvement of the roads even the wholesale shops have increased, and business is on the rise along those roads. The streetlights are very helpful for people to transact business at night"* **Male respondent from Gulu City**

The program has developed a sense of self ownership for improved infrastructure among the beneficiaries. These are key positive attributes about the program reported by the beneficiaries.

### 4.1.2 Reasons for dissatisfaction

Despite the beneficiary satisfaction level at 93.7%, across all the Municipalities, a section of beneficiaries (6.3%) remained dissatisfied despite the support from USMID towards infrastructure/service improvements in the 14 municipalities. See table 11 below.

**Table 11: % of dissatisfied beneficiaries from BSS 2020**

Municipality	Dissatisfied %	# of dissatisfied respondents	Total Respondents (#)
Mbale	25%	16	65
Entebbe	44%	22	49
Tororo	16%	5	32
Jinja	2%	1	55
Lira	6%	4	67
Soroti	0%	0	38
Moroto	0%	0	10
Gulu	5%	6	115
Kabale	6%	2	35
Fort Portal	3%	1	37
Hoima	10%	7	67
Masaka	0%	0	69
Arua	0%	0	43
Mbarara	0%	0	138
Overall	6.3		820

Source: BSS Data, 2020

Several of the Municipalities are still faced with challenges relating to roads, wastage disposal, poor drainage, the high user fees being charged by the municipal councils, unending project sites (markets) etc.

These factors continue preventing some of the beneficiaries from attaining the satisfaction that meets their expectations across the Municipalities/Cities.

**Highlights from FGDs and Key informants**

*“The issue of clustering needs to be revisited as it is affecting implementation i.e. some of the contractors have what it requires on paper, but when it’s time for implementation they are incapacitated to concurrently serve the different municipalities”*  
**Male MDF member**



Lira City Engineer & USMID Coordinator - Lira

**4.2 Satisfaction with other key program attributes**

This section presents beneficiaries’ perception and opinions with respect to program implementation such as awareness, utilisation of the improved infrastructure, perception on the quality of the infrastructure, among others. It further explores the involvement of other key partners in the USMID implementation within the different Municipalities. The rating scale for satisfaction scores ranges from 1 for “very dissatisfied” to 4 for “very satisfied”.

**4.2.1 Perception of beneficiaries on the Quality of USMID key outputs**

People’s perception about the quality of constructed infrastructure is good. Of the total respondents, 64% felt that they were of good quality while 35% of them said that it was satisfactory. Only 0.4% had mentioned it as bad. Hence, beneficiaries seemed to be satisfied with quality of the constructed infrastructure..

S.N.	Quality of infrastructure	No. of Respondents	Percentage
1	Very Good	376	45.8
2	Good	367	44.7
3	Bad	56	6.8
4	No response	22	2.7
	Total	820	100

**4.2.2 Perception on the effect to the Environment**

Majority of the respondents (91%) mentioned that the program had positive impact on environment in terms of increased greenery plantations, raised awareness regarding environmental protection, etc. Only 5.7% respondents believed that this program has negative impact on environment such as soil erosion, cutting of trees etc.

**Highlights from FGD and Key informants**

*“This program has uplifted the face of our town, this because of the greening especially along the bank lane along Kisoro road”* **Female respondents from Kabale Municipality.**



### 4.2.3 Perceived priorities as mentioned by the program beneficiaries

Respondents were asked to list the areas that they felt needed prioritisation by either their Municipality or the agency funding the USMID interventions. Table 13 presents the priorities identified from the beneficiaries during the survey.

**Table 13: Table Key priorities as mentioned by beneficiaries n=645**

S/N	Key Priority area	Yes (%)	No (%)
1	Reduce dust	89.6	10.4
2	Create permanent stages for cyclists	87.9	12.1
3	Repair potholes	87.1	13
4	Better driving by motorists	84.2	15.8
5	Designated pathways	78.1	21.9
6	Footpath hazards removed/repared	78.1	21.9
7	Better road design	76.9	23.1
8	Better Traffic Control by Traffic Police	73.8	26.2
9	More Road Signage	73.5	26.5
10	More safe crossing	71.5	28.5
11	Widening Roads	57.1	42.9
12	Other priority areas	73.6	26.4

Note: The question contained multiple answers

Overall, reducing dust, creating permanent stages for cyclists, and repairing potholes were the top key priorities from the beneficiary satisfaction survey 2020, with over 89.6% % beneficiaries citing reducing dust as the top request that needs to be prioritized within the Municipalities/Cities. Other key areas for prioritisation are shown in table 13 above.



# 5. Conclusion, issues, and recommendations

## 5.1 Conclusion & Recommendations

This section presents recommendations for consideration and improvement in the implementation as compiled from program beneficiaries from the 14 Municipalities. The 2020 beneficiary satisfaction survey (BSS) was conducted to gather feedback and suggestions so as to improve urban service delivery through a two-way communication.

The following conclusions are drawn based on the findings obtained from 2020 beneficiary satisfaction survey:

- Overall, It is observed that beneficiary satisfaction level with outputs resulting from USMID support is generally high at 93.7 percent
- Generally, users are satisfied with USMID interventions in the following dimensions: beneficiary consultations with the LG Municipality officials prior to program implementation, beautification of the roads, quality of the constructed roads, street lighting, Improved bus/lorry parks etc.
- The satisfaction levels of beneficiaries are low in the following areas: the issue of clustering, some LG Municipality officials think that some of the contractors do not have the capacity to

manage the scope for the clusters assigned to them, timeliness in the funds release. These areas might require a review.

- Some of the Municipalities have faced challenges in delivering the outputs in a timely manner due to the lengthy process of site acquisition (EBB section 2 of the Park), infrastructure procurements, among others. A section (6.2%) of beneficiaries were not satisfied with these two scenarios.
- They also mentioned that the availing of solar streetlights along the improved roads, has enhanced their safety and business opportunities enabling beneficiaries to work for slightly longer hours than before and its safer for the customers.
- Furthermore, outputs resulting from USMID support in the different Municipalities/Cities have a direct contribution to changes in the income and welfare of beneficiaries i.e. improve

Below are some of the recommendations for consideration and improvement in the delivery of the USMID program going forward



### 5.1.1 Issues for the attention of the LGMC Officials

- Beneficiaries felt, the need to focus on maintenance as one of the areas that will need support going forward. This was cited by both the community and Municipality/City leadership.
- Beneficiaries expressed the need for Municipalities to introduce user committees or vigilantes to take care of the infrastructure namely Litter bins, streetlights and to some extent watch out for proper usage of roads most especially road signages and road curbs.
- Recommend that each of the participating Municipalities to have in place a functional community feedback and complaints mechanism. This offers beneficiaries the opportunity to engage and enhance their understanding of the program
- plus reducing potential tensions. Evidence suggests that with a functional feedback mechanism, this a 'unique and invaluable source of information to be used for better program management and outcomes.
- Efforts should be made to **not only inform** the beneficiaries the expected start and end timelines of the infrastructure developments in their communities, but also stick to the communicated timelines.
- The supervision and monitoring from some of the LG Municipality officials was reported to be inadequate; so, this needs strengthening. The representatives from the LG Municipalities need to undertake scheduled visits to the work sites as opined by the beneficiaries.

### 5.1.2 Issues Need to be Addressed by USMID PST

- There is need to come up with strategies detailing **WHY** and **HOW** to maintain the improved infrastructure. i.e. increase information sharing through communication and education to influence beneficiary behavior and practices.
- Due to the several approaches and suggestions on how to maintain the infrastructure, it is advisable for USMID-AF to lead in the standardization and harmonization of concepts and ideas from Municipalities to ensure adherence to these.
- There should be post-completion support and monitoring also to strengthen the maintenance system.
- Orientation on the program should be held more than once to cater for new staff and sometimes act as a reminder. All aspects of the program should be explained to beneficiaries (community and LG Municipality officials).
- Provision for annual independent third-party assessment and feed-back system (BSS) covering all aspects of the program for effective program outcomes should be considered going forward.
- Priorities from Municipalities officials such as clustering of contractors needs to be included in the subsequent orientation sessions. During the re-orientation there is need to highlight the role of all stakeholders including Municipality officials, USMID-AF to the concerned stakeholders.
- It is gratifying to note that the BSS is one of the avenues through which USMID-AF expects to receive feedback about outputs in the targeted Municipalities. Hope the findings will be utilized to address the shortfalls identified during the study as this has a direct bearing on improving the quality of services and the wellbeing of the beneficiaries going forward.

# ANNEXES:

## ANNEX 1: THE USMID Beneficiary and Satisfaction Survey Respondents Distribution

Instrument	Respondents/Participants	Quota	Total Respondents
Questionnaire	This will target a sample of beneficiary's (direct and indirect) respondents across the 14 municipalities	See Sample distribution Table two in the Main Inception	770
Key Informant Interview			
Municipalities & Central Level Officials	<ul style="list-style-type: none"> <li>• Chief Administrative Officer,</li> <li>• Town Clerk/Mayor</li> <li>• District Community Development Officer</li> <li>• Members of the Municipal Development Forum</li> <li>• Members of Grievance Redress Committees</li> <li>• National Environmental Management Authority (NEMA)</li> <li>• Ministry of Gender Labour and Social Development</li> <li>• Ministry of Works, Urban Authorities Association of Uganda</li> <li>• Inspectorate of Government (IGG)</li> <li>• Uganda Institute of Physical Planners</li> <li>• Real Estate Association of Uganda</li> <li>• National Physical Planning Board</li> <li>• Academia specifically Makerere University Physical Planning Department etc.</li> </ul>		
FGD Sessions	Youth	1	8 FGDs Clusters X 3 = 24
	Women	1	
	Men	1	



## ANNEX 2: STUDY TOOLS

Annex 2.1: Key Informants' Interview Guide  
(Municipality and National level)

## Key Informants Guide, 2020

## Introduction:

Good morning/afternoon. My name is -----, a Research Assistant from Strategic Friends International.

Strategic Friends International (SFI) is on contract with the USMID to conduct the Beneficiary and Satisfaction Survey. The survey findings will help USMID to understand levels of 'satisfaction', in particular the quality and appropriateness of USMID support to municipalities from the perspective of beneficiaries.

I will seek for a few responses to some questions detailed below and your genuine/sincere responses will be very helpful. There is no material compensation for participating in the survey and no special support will come to your household as a result of your responses to the questions.

I want to assure you that it is fine if you decide not to answer a particular question or wish to discontinue the questionnaire altogether at any point. Please, note that this is a totally voluntary exercise, and your contributions will remain anonymous

Are you willing to spend approximately 20 - 30 minutes participating in this survey?

If the respondent agrees, Note below

1	REGION __Central_____	DISTRICT	
	Wakiso		
2	MUNICIPALITY: Entebbe		
3	NAME OF DIVISION/WARD: Division B		
		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> D D M M Y Y	
1	INTERVIEWER'S NAME AND CODE N° _____		
	_____		

## Beneficiary Satisfaction Survey (BSS)

**Key Informants Include:** Chief Administrative Officer, Town Clerk, Community Development Officer, Chief Finance Officer, Municipal Environment Officer, Members of Urban Authorities Association of Uganda, Grievance Focal Officer, Members of the MDF/TPC,

### Awareness and Partnership/ adherence to Program Process/ Level of Participation/ Quality of improved/ infrastructure/services/Satisfaction

1. Are you aware of any orientation/ awareness activities carried out by USMID? If so, kindly share about the methods and process of orientation/ awareness activities carried out by USMID
2. Please, help us to understand how your office has been interacting with USMID or beneficiaries of USMID support in Municipality (ies) (inclusiveness)
3. Is there anything that you feel is working or not working well in your engagement/partnership in delivering the USMID activities? (effectiveness/intervention options)
4. Particularly, have you participated in oversight activities or supervision and monitoring of any of the USMID supported infrastructure/services?
5. Share your views regarding the quality of the improved infrastructure/services and suggestions how this should be maintained going forward
6. On a scale of 1 to 3 where Good is 1, Satisfactory is 2, and Not good is 3 where would you place your view towards the **quality of improved infrastructure/services and why?**
7. What recommendation can you give to streamline the implementation of USMID?
8. In your view do you think the targeted beneficiaries are satisfied with USMID outputs.
9. What could be the 2 reasons why beneficiaries might be satisfied/not satisfied with the program outputs (Roads, Parks etc)?
10. Finally, how do you rate your level of satisfaction with the implementation of the USMID?

Rating	Tick
Very good	
Good	
Average	
Poor	
Very Poor	

**This is the end of the interview, thank you. Ask if he has any question and explain again that the information will be kept strictly confidential.**

**Please write interviewer's comments and general observations on back of questionnaire if any**



**Annex 2.2: Focus Group Discussion Guide (Beneficiaries both direct & Indirect) in the Municipality**



**Focus Group Discussion Guide for the USMID Beneficiary and Satisfaction Survey**

Good morning/afternoon. My name is -----, a Research Assistant from Strategic Friends International (SFI).

SFI is on contract with the USMID to conduct the Beneficiary and Satisfaction Survey.

The survey findings will help us to understand levels of 'satisfaction', in particular the quality and appropriateness of USMID support to municipalities from the perspective of beneficiaries.

There is no material compensation for participating in the survey and no special support will come to you because of your responses to the questions. Your participation is completely voluntary.

I want to assure you that it is fine if you decide not to answer a particular question or wish to discontinue the questionnaire altogether at any point.

The records of this research will be kept private. In any publication based on this questionnaire, any information that will make it possible to identify participants will not be included.

We are interested in what you think about the questions. Feel free to make any comment; all answers are perceived right. Also, for Questions relating to this survey please feel free to call **Andrew on 0756-501678 or 0772501678.**

Are you willing to spend approximately 15 minutes participating in this survey? If the respondent agrees, tick this box

Table 14: USMID BENEFICIARY SATISFACTION SURVEY FOCUS GROUP DISCUSSION GUIDE

TOPIC	PRIMARY QUESTION	SECONDARY QUESTION	OTHERS	
1. USMID Supported services/ infrastructure within the Municipality. (municipal roads/ infrastructure i.e. lighting, Walkways etc	Are you aware of any improvements made in terms of roads, markets, slaughterhouse, drainage system etc within this community/ Municipality?	If so, kindly explain to me what you know/happened in your Municipality?	What are some of the benefits from the services/ infrastructure changes in your Municipality?	What difference has this made to the services you see provided?
2. Garbage Disposal	Can you tell me about the way Garbage is collected and Disposed off within your Municipality?	Are you generally happy in the manner that Garbage is collected and disposed off?  In your Municipality?		
3. Municipal local economic infrastructure (bus parks, markets, parking lots etc).	In your view, the listed services/infrastructure improvements where they the most pressing needs in your Municipality?	Who do you think should be responsible for providing this kind of services?  What percent of the community do you feel are motivated to use these listed services? May apply to mainly roads	Since the listed infrastructure/ services are now improved, what is the benefit to you as the community members? Please explain	
4. Awareness about USMID interventions	What do you know about functions and responsibilities of municipal authorities?	How do you feel now after USMID supported your Municipality in the rehabilitation of services/infrastructure?	Would you recommend these services to a friend?	
5. Role of different stakeholders in improving social services within the Municipality	What do you think the City authorities could do to improve the management of the recently improved services/ infrastructure in your area?	Could others be involved in improving the management of the recently improved services/infrastructure in your area?	Who do you suggest and what could they do?	

**Thank you, this is the end of the interview. Explain again that the information will be kept strictly confidential.**



Annex 2.3: Household Questionnaire (To be captured through Online Data Capture kit (ODK))



**Greet the respondent, then give them this introduction:**

Good morning/afternoon. My name is -----, a Research Assistant from Strategic Friends International (SFI).

SFI is on contract with the USMID to conduct the Beneficiary and Satisfaction Survey.

**The survey findings will help us to understand levels of ‘satisfaction’, in particular the quality and appropriateness of USMID support to municipalities from the perspective of beneficiaries.**

There is no material compensation for participating in the survey and no special support will come to you because of your responses to the questions. Your participation is completely voluntary.

I want to assure you that it is fine if you decide not to answer a particular question or wish to discontinue the questionnaire altogether at any point.

The records of this research will be kept private. In any publication based on this questionnaire, any information that will make it possible to identify participants will not be included.

We are interested in what you think about the questions. Feel free to make any comment; all answers are perceived right. Also, for Questions relating to this survey please feel free to call **Andrew on 0756-501678 or 0772501678**

Are you willing to spend approximately 15 minutes participating in this survey? If the respondent agrees, tick this box

## Beneficiary Satisfaction Survey (BSS)

<b>PART A: SECTION 1: MUNICIPALITY PARTICULARS</b>			
001	REGION	CODE	
002	MUNICIPALITY	CODE	
<b>PART A SECTION 2: STAFF DETAILS AND SURVEY TIME</b>			
103	NAME OF INTERVIEWER	CODE	
104	DATE OF INTERVIEW		
105	NAME TEAM LEADER	CODE	
106	START TIME	TIME	
107	END TIME	TIME	
<b>200 PART B SECTION 1 : DEMOGRAPHIC INFORMATION</b>			
No	Questions and Filters	Coding and categories	Skip to
201	Gender	Male.....1 Female.....2	
202	How old are you?	< 17.....1 18-25.....2 26-35.....3 36-45.....4 Above 45.....5	
203	Do you have any disability on your body?	Yes.....1 No.....2	
204	If yes, what kind of disability?	Physical Handicap.....1 Visual Impairment.....2 Auditory impairment.....3 Mental impairment.....4 Others (specify).....5	
205	How long have you lived/worked within the Municipality	Less than 6 months.....1 6-12 months.....2 12-24 months.....3 24 months +.....	
<b>300 USMID Supported services/infrastructure within the Municipality</b>			
I am now going to ask you about some of the services provided within the Municipality.			
301	In the past 24 months, have you used any of the improved infrastructure/services within this Municipality? i.e.	Yes.....1	
	New road, Street lighting, Improved industrial park, Renovated slaughterhouse, Renovated Drainage system	No.....2	



**Beneficiary Satisfaction Survey (BSS)**

302	How did you get to know about these services /infrastructures within the Municipality	User meeting.....1 Municipality representatives.....2 Local area council.....3 Referral.....4 Radio.....5 Neighbour.....6 Other .....7	
303	Could be knowing who is funding these infrastructure development/services within the Municipality?	GoU.....1 World bank.....2 District.....3 Other.....4	
304	Are you aware of the entities/organisation leading in the implementation of the stated infrastructure/services within the Municipality?	MLHUD.....1 District.....2 Municipality.....3 Donors.....4 All of them.....5 Don't know.....6	
305	Are you aware of the persons meant to utilise/enjoy/benefit from the services mentioned above?	Yes.....1 No.....2	
306	Are there any opportunities for you to contact or provide feedback on the work of the Municipality in your community?	Yes.....1 No.....2	
307	How satisfied are you with the level of consultation, information, and involvement that you have with the Municipality?	Very Dissatisfied.....1 Dissatisfied: .....2 Satisfied.....3 Very Satisfied.....4	

## Beneficiary Satisfaction Survey (BSS)

**400: In the next few questions, we are seeking your views as a person that has used the rehabilitated municipal road with related infrastructure (lighting, Walkways etc)**

No	Questions and Filters	Coding and categories	Skip to
401	In general, how safe you feel when traveling on the municipal road or using the rehabilitated infrastructure?	1. Very unsafe 2. Unsafe 3. Safe 4. Very Safe	
402	If you feel unsafe/very unsafe while traveling on the municipal road or using the rehabilitated infrastructure? why is this so?	Tick all responses mentioned. DO NOT read out the options to the respondent.  A) High Volume of traffic B) Bad Signage C) Poor/Aggressive Driving D) Narrow Roads E) Theft/Robbery F) High Speed of Traffic G) Heavy Goods Vehicles H) Overloaded/crowded vehicles I) Un-roadworthy vehicles J) Many potholes K) No/Small pathway for pedestrians L. Rampant Road Accidents M) Many Boda Boda Z) Other (Specify): _____	
403	As an individual that uses the municipal road/rehabilitated infrastructure, I would like you to tell me the top three areas which you consider need to be prioritized to improve your experience.	[DO NOT prompt. Only mark 3 entries]  A) Designated pathways B) Better Road Design C) Better Driving by Motorists D)Footpath hazards removed/repared E) Better Traffic Control by Traffic Police F) More safe crossings G) Reduce Dust H) Repair Potholes I) More Road Signage J) Widening Roads K) Construction of flyovers L) Create permanent stages for cyclists Z) Other (Specify): _____	

**500: I would like to ask you about your general satisfaction levels related to the Garbage Disposal system in your Municipality.**

**500: I would like to ask you about your general satisfaction levels related to the Garbage Disposal system in your Municipality.**

501	Are you generally satisfied with your overall experience in how Garbage is collected and Disposed off within your Municipality?	On a scale of 1 to 4 where Very Dissatisfied.....1 Dissatisfied: .....2 Satisfied.....3 Very Satisfied.....4	
502	If you are dissatisfied or very dissatisfied with how Garbage is collected and Disposed off within your Municipality, why is this so?	[DO NOT PROMPT] A) Lack of proper education to public B) Lack of trash bins C) High fees for garbage collection D) Irregular Garbage collection by authorities E) Dustbin is far away from me F) Irregular collection times by the garbage trucks G) Other (Specify):_____	
503	Over the last year, what is your experience in the collection and disposal of Garbage in your Municipality changed?	1. Significantly worsened 2. Worsened 3. Not changed 4. 4. Improved 5. Significantly Improved	
504	If you think that your experience in the collection and disposal of Garbage in your Municipality has either improved significantly or improved this year compared to the same period last year, why do you think this is so?	[DO NOT PROMPT.] A) New Garbage collection system B) Less Congestion C) Municipality purchased Garbage collection vehicles D) New Land fill E) Municipality contracted private Garbage collectors F) Public outcry on Garbage condition in Municipality G) Other (Specify):_____	
505	If you think that your experience in the collection and disposal of Garbage in your Municipality has worsened or either significantly worsened this year compared to the same period last year, why do you think this is so?	[DO NOT PROMPT.] A) Same old garbage collection system B) More Congestion C) Municipality has not purchased any Garbage collection vehicles D) Same Land fill E) Municipality has not contracted any additional private Garbage collectors F) Public on Garbage condition in Municipality is fine with it G) Other (Specify):_____	



**Beneficiary Satisfaction Survey (BSS)**

**600: I would like to ask you about your general satisfaction levels related to Municipal local economic infrastructure (bus parks, markets, parking lots etc).**

601	How satisfied are you with your experience in using any of the local economic infrastructure?	On a scale of 1 to 4 where Very Dissatisfied.....1 Dissatisfied: .....2 Satisfied.....3 Very Satisfied.....4	
602	If you are dissatisfied or very dissatisfied with your experience in using any of the local economic infrastructure, why is this so?	[DO NOT PROMPT] A) Lack of proper education to public B) Z) Other (Specify): _____	
603	Over the last year, what is your view on the state of the Municipality local economic infrastructure (bus parks, markets, parking lots etc).	1. Significantly worsened 2. Worsened 3. Not changed 4. Improved 5. Significantly Improved	
604	If you think that the state of the Municipality local economic infrastructure (bus parks, markets, parking lots etc.) has either improved significantly or improved this compared to the same period last year, why do you think this is so?	[DO NOT PROMPT.] A) Newly rehabilitated B)  Other (Specify): _____	
605	If you think that the state of the Municipality local economic infrastructure (bus parks, markets, parking lots etc) has either worsened or either significantly worsened compared to the same period last year, why do you think this is so?	[DO NOT PROMPT.] C) Newly rehabilitated  Other (Specify): _____	

**700: SECTION 4: AWARENESS ABOUT USMID**

**I about to ask you about the “Uganda Support to Municipal Infrastructure Development (USMID)” and what you know about her functions and responsibilities.**

701	Have you heard about the Uganda Support to Municipal Infrastructure Development program (USMID) OR Ministry of Lands Housing and Urban Development before?	1. Yes 2. No	
702	Where have you seen or heard about USMID) OR Ministry of Lands Housing and Urban Development (MLHUD)	A) Radio B) Television C) Newspaper D) Leaflets E) Social Media F) Road Sign	

**Beneficiary Satisfaction Survey (BSS)**

		G) Word of Mouth H) Staff/Office I) T-shirts J) Dustbins Z) Other (Specify): _____	
703	Regarding urban local development, what do you think/know that USMID/ (MLHUD) is responsible for?	[DO NOT PROMPT] A) Policy making, B) Standards setting, C) National planning, D) Regulation, E) Coordination, F) Inspection, monitoring and G) Back-up technical support relating to lands, housing, and urban development. H) Promoting and fostering sustainable human settlement I) Other (Specify): _____	
704	Over the past six months, have you used any of the Municipality infrastructure/service rehabilitated with support from USMID? <ul style="list-style-type: none"> <li>• the bus park,</li> <li>• market,</li> <li>• parking lots,</li> <li>• road (s) including the street lights</li> <li>• Garbage collection/Disposal?</li> </ul>	Yes .....1 No.....2	
705	Now thinking about your experiences as a person that has used/uses the municipal road/rehabilitated infrastructure, how satisfied are you with your experience?	On a scale of 1 to 4 where  Very Dissatisfied.....1 Dissatisfied: .....2 Satisfied.....3  Very Satisfied.....4	
706	What is your satisfaction level with the quality of rehabilitated infrastructure/services within the Municipality?	On a scale of 1 to 3 where  Good.....1 Satisfactory .....2 Not good.....3	
	What is your satisfaction level regarding the time it took before you started using the rehabilitated infrastructure/services within the Municipality?	Good.....1 Satisfactory .....2 Not good.....3	
708	If you are dissatisfied or very dissatisfied with your experience	Tick all responses mentioned.	

**Beneficiary Satisfaction Survey (BSS)**

	<p>using the municipal road/rehabilitated infrastructure, why is this so?</p>	<p>DO NOT read out the options to the respondent. (multiple response)</p> <p>A) Poor Quality in designs/finishing          B) Tight restrictions from Council Staff          C) Poor maintained          D)</p>	
709	<p>If you are satisfied/dissatisfied with using any of the listed infrastructure/services?</p> <p>What were your main reasons for being/not being satisfied?</p>	<p><b>Consider per infrastructure/Service supported within the Municipality (Multiple response)</b></p> <p>1. Park          2. Road          3. Market          4. Garbage Disposal system</p>	

**Thank you, this is the end of the interview. Explain again that the information will be kept strictly confidential.**



## Annex 3: COMPLIANCE TO COVID-19 SOPS DURING THE SURVEY

The summary below will be the key reference for the research team during the field and specifically before and during Face-to-Face interview sessions

1. Constant adherence to all physical distancing requirements plus the Ministry of Health guidelines will always be practised. i.e.
  - a) Two -metre distancing, use of face coverings, limits on the number of people allowed to meet in person etc.
  - b) The team will try as much as possible to limit usage of public transport as this one of the high-risk points for C-19 transmission
  - c) Movements to the Boarder Districts, will be through a well-coordinated approach with the respective District Health Officer. We anticipate support from the USMID Municipality coordinator
  - d) Attempts will be made to avoid/eliminate population/**individuals who may be clinically vulnerable? E.g. those aged over 70 or who have underlying health conditions**
  - e) Researchers and data collectors identified as clinically vulnerable will be encouraged to stay at home as much as possible because face-to-face contact increases risk of transmission.
2. Should any of the research team members begin to feel unwell and/or have been in contact with someone who has been unwell or is feeling unwell with suspected Covid-19 symptoms, we shall refrain them from coming into work and self-isolate.
3. We shall include short screening questions to be asked to identify data collectors who are experiencing COVID-19 symptoms or at risk of infection. These will include:
  - a. Current state of data collector's health and that of their household, have they been displaying symptoms of Covid-19
  - b. Whether data collectors and/or household members have been diagnosed or tested for Covid-19
  - c. Whether in the last two weeks, data collectors and/or household members have been exposed to someone unwell, with suspected symptoms of Covid-19 and/or diagnosed with Covid-19
  - d. Whether data collectors are shielding or caring for clinically vulnerable & Data collectors who indicate their circumstances are vulnerable or they are at risk of being infected with Covid-19 should not carry out data collection.
4. Will provide data collectors with documentation about the study and authorisation from regional or district authorities to ensure they have safe passage or get through any roadblocks or check points in case
  - Data collectors will receive training on conducting research in post-lockdown conditions, including:
  - Use and disposal hand sanitizer and PPE including tissues and or sanitary wipes
  - Maintaining physical distancing
  - Hygiene standards e.g. hand washing and not touching their face
  - Cleaning and handling of data collection tools e.g. laptops, stimulus materials, incentives, reimbursements and refreshments, documentation and/or consent forms
5. All the identified study locations must fulfil the requirement to allow for physical distancing requirements: research activities to be conducted outside or in well-ventilated rooms, with access to hand washing facilities. Despite this need, team will be mindful to maintain privacy and confidentiality and balance with the need to maximise ventilation.
6. Lastly will ensure compliance with any **additional safe working MoH covid-19 guidelines** which apply to the location where data collection is done e.g. wearing facial coverings public/ in shopping centres/markets.

### Key definitions about Covid19

- **Covid-19:** a viral infection which affects the lungs and airways. Symptoms of Covid-19 include a continuous cough, a high temperature, shortness of breath, breathing difficulties and a loss of the sense of smell and/ or taste. It is not yet known exactly how the virus spreads from person to person, but it is suspected to be spread by droplets.

## Beneficiary Satisfaction Survey (BSS)

- **Clinically vulnerable:** individuals who may be at increased risk from Covid-19, including those aged 70 or over, and those with underlying health conditions.
  - **Face coverings:** a non-surgical (or other medical grade) masks covering the mouth and nose, made of cloth or other textiles, which enables the individual to breathe will be used where necessary
  - **Face-to-face methodologies:** any in-person data collection processes used to obtain information from or about a person (for research or non-research learning purposes) e.g. in-depth interviews, in-person questionnaires/surveys, focus group discussions, observations
  - **Non face-to-face methodologies:** any data collection processes which don't require in-person contact between a data collector and participant e.g. literature reviews, secondary data analysis, routine data analysis, telephone interviews, online surveys, feedback forms from service delivery sites, proxy respondents (e.g. interviewing staff or representatives of community based organisations to speak to a certain issue), utilising existing client contact methods (e.g. contact centre calls, CBMs) to ask additional questions
  - **Physical distancing:** limiting face-to-face contact with other individuals by keeping space between people.
-

## Annex 4: List of People Met at National and Municipality

## Annex 4.1: National Level Key Informants

No.	Name	Position
1	Mr. Kaganzi Emmanuel	Commissioner, Physical Planning Ministry of Lands Housing & Urban Development
2	Mr. Stephen Bogere	Senior Sociologist Ministry of Lands Housing & Urban Development
3	Mr. James Penywii	Director Operations Inspectorate of Government
4	Mr. Alfred Ogwang	General Secretary Urban Authorities association of Uganda
5	Mr. Wegulo Peter	Lead Technical & Capacity Building Urban Authorities association of Uganda
6	Mr. Lazarus Mugabi	Real Estate Association of Uganda
7	Henry Muhaire	Rep. Uganda institute of Physical planners Ministry of Lands Housing & Urban Development
8.	Dr. Tamale Kiggundu	Department of physical planning Makerere University, Kampala

## Annex 4.2: Contacts of Key Informants by Municipality

Municipality	Name of respondent	Position
<b>Entebbe</b>		
	Mr. Charles Magumba	Town Clerk
	Mr Godfrey Bwandinga	President of MDF
	Mr. Frank Sekajiri	Municipality Development Officer
	Miss. Nanyonga Grace	Municipality Physical Planner
	Mr. Ssemakula Sam	USMID Coordinator Entebbe
	Najjuma Florence	Environment Officer
<b>Arua</b>		
	Adule Kefa	Senior Planner
	Asedri Fred	Senior Environment Officer
	Ociti Felix	Physical Planner
	Kawesa Daniel	Town Clerk
	Drate Judith	USMID Coordinator
	Otika Leonard	Environment Officer
	Owinyi Freddie	Municipality Engineer



## Beneficiary Satisfaction Survey (BSS)

<b>Gulu</b>		
	Kiwanuka Edward	Town Clerk
	Oloya Gilbert	USMID Coordinator
	Ocan Michael	Environment Officer
	Oyela Agnes	Physical Planner
	Obwona H. Morris	Deputy Town Clerk
	Aligseli George	President MDF
<b>Mbarara</b>		
	Mukasa Rashid	MDF Member
	Rwakinanga Samwuel	S. Revenue Officer
	Arinaitwe Julius	Accountant
	Tumwebaze Herbert	Environment Officer
<b>Fort portal</b>		
	Kusemererwa Peter	SATC
	Komuntaro Alice	USMID Focal Person
	Mbeine Gilbert	PHI
	Binta Joachim	PCO
	Nyakatura Fred	Planner
	Wandera Michael	President-MDF
	Alituha Richard	PEO
<b>Kabale</b>		
	Ahibisibwe Alfred	USMID Coordinator
	Ariho Ivan	Land Supervisor
	Ahumuza Emmanuel	Physical Planner
	Fr. Ndyomugabe R	President -MDF
	Mutabazi Kedress	Deputy Mayor
<b>Hoima</b>		
	Kaseregenyi Daniel	Deputy Town Clerk
	Babi Ali	President-MDF
	Musiime Francis	Senior Planner
	Tibakanya Robinah	MDF
	Ayesiga Alice	Commercial Officer
	Hope Susan	PCDO
<b>Masaka</b>		
	Behangaana John	Town Clerk
	Mugisha Emmanuel	DTC
	Ssembajuse Abel	
	Kiiza Wilson	
	Nabadda Pauline	Environment Officer
	Kigozi Martin	Physical Planner
	Kamumba Vicent	President -MDF

## Beneficiary Satisfaction Survey (BSS)

<b>Moroto</b>		
	Adyaka Alfred	USMID Coordinator
	Aurthuman Sebaduka	Town Clerk
	Seko Edward	Principal Assistant Secretary
	Akwaso Sarah	CDO
	Auma Scovia	AG CFO
<b>Soroti</b>		
	Okaja Emmanuel	Deputy Town Clerk
	Amolo Moses	Grievance Handling Officer
	Oryokot Abraham	Head of Finance
	Engulu Eric Paul	Environmental Officer
	Edepu Dan	President MDF
	Asekenye Damali	Principal Community Development Officer
<b>Mbale</b>		
	Woniala Daniel	Secretary MDF
	Neumbe Angela	Community Development Officer
	Nyaribi Angella	USMID Coordinator
	Kenneth Khatuli	Deputy Town Clerk
	Mabala Richard	CFO
	Namono Beatrice	Grievance Officer
<b>Tororo</b>		
	Omoko Paul	Town Clerk
	Akol Monica	Environment Officer
	Ochieng Joseph	CDO
	Akongo Anna Rose	CFO
	Irene Achola	USMID Coordinator
	Omoit Amos	President MDF
<b>Jinja</b>		
	Muzusa Geoffrey	
	Peter Mawerere	Deputy Town Clerk
	Vicky Kakaire	Senior Environment Officer
	Ebusa William	Chairperson LC III
<b>Lira</b>		
	Okello Tom Richard	Principal Community development Officer
	Nuru Mariam	USMID Coordinator
	Opio Leonard	Secretary CDF
	Kyasanku D	Town Clerk
	Otika Leonard	Environment Officer
	Owinyi Freddie	Engineer