



MINISTRY OF LANDS, HOUSING & URBAN DEVELOPMENT

ALBERTINE REGION SUSTAINABLE DEVELOPMENT PROJECT (ARSDP)

COMPONENT 2: LOCAL ACCESS, PLANNING
AND DEVELOPMENT

BENEFICIARY SATISFACTION SURVEY

FINAL REPORT



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Prepared by Gard Development Solutions (gDS)

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List of Abbreviations

| | |
|---------------|---|
| ARSDP | Albertine Region Sustainable Development Project |
| BSS | Beneficiary Satisfaction Survey |
| BoQs | Bills of Quantities |
| DEC | District Executive Committee |
| FDGs | Focus Group Discussions |
| GDS | Gard Development Solutions |
| GoU | Government of Uganda |
| GRCs | Grievance Redress Committees |
| IDA | International Development Agency |
| IEC | Information Education Communication |
| LC | Local Council |
| LGs | Local Governments |
| MOES | Ministry of Education and Sports |
| MoLHUD | Ministry of Lands, Housing, and Urban Development |
| MRA | Multiple Response Analysis |
| ODK | Online Data Collection Kit |
| PAP | Project Affected Persons |
| PDO | Project Development Objective |
| PDPs | Physical Development Plans |
| PPS | Probability Proportionate to Size |
| PST | Project Support Team |
| PSU | Primary Sampling Unit |
| RAs | Research Assistants |
| RAP | Resettlement Action Plan |
| RoW | Right of way |
| SPSS | Statistical Packages for Social Scientists |
| SRS | Simple Random Sampling |
| T/C | Town Council |
| ToR | Terms of Reference |
| UBOS | Uganda Bureau of Statistics |
| UNRA | Uganda National Roads Authority |
| UPIK | Uganda Polytechnical Institute at Kigumba |
| USU | Ultimate Sampling Unit |

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Completed Bitumen Road upgraded from gravel in Buliisa T/C

Executive Summary

The Government of Uganda (GoU) through the Ministry of Lands, Housing and Urban Development (MLHUD) secured funding from the World Bank (IDA) for implementing the Albertine Region Sustainable Development Project (ARSDP) in the Albertine region. The ARSDP aim was to improve regional and local access to infrastructure, market, and skills development in the Albertine region. After implementing several sub-projects since 2014, the ARSDP initiated the Beneficiary Satisfaction Survey 2021 (BSS) to ascertain the level of stakeholder satisfaction about the completed sub-projects specifically under component 2. This involved measuring beneficiary participation in project activities, satisfaction levels and examining beneficiaries' perceptions of the impact of the completed projects.

Component 2 was made up of three major sub-components, namely Physical Planning, Local Infrastructure and Technical Assistance and Oversight. The physical planning sub-component included preparation of Physical Development Plans (PDPs) in nine urban centres in the region. The Local infrastructure sub-component involved construction of local roads and local economic infrastructure. In addition, the component supported upgrading of urban roads mainly in Buliisa Town Council (TC) to tarmac standard. While the local economic infrastructure included construction of 03 Local Markets (Biiso, Kabaale & Buhuka).

The Beneficiary Satisfaction Survey aim, was to ascertain the level of beneficiary satisfaction with completed projects, gather feedback and lessons to promote stakeholder engagements and social accountability. The assignment specific objectives were: - i) To determine beneficiary level of awareness of component 2, (ii). To ascertain beneficiary level of participation in the project activities, (iii) To identify beneficiaries' perception of the sub-project before construction, (iv). To find out beneficiaries' level of satisfaction with the appropriateness of the completed sub-project & (v) To examine beneficiaries' perceptions of the impact of the completed project. The assignment execution adopted a mix of methods, using mainly quantitative and to a less extent qualitative methods. Three main tools were deployed – individual survey questionnaires: Key informants' interview checklist, and the Focus Group Discussion (FGD) session guide. - The survey questionnaires were administered to a sample of respondents majorly from the 2 Districts (Hoima and Buliisa) plus a few respondents in Kikuube District. Survey targeted a minimum of three hundred eight three (383) however 407 respondents were identified and interviewed. This method was used to engage three categories of respondents: - 1) Local community/

road users., 2) Local Government Officials – Technical/ Non-District Executive Committee (DEC) members & 3) Members of the road user committees i.e., GRCs LCs. KIs and FGDs targeted specific categories of participants like key LG leaders, contractor's workers as well as specific population categories like women.

A two-stage stratified random sampling design was used to select the respondents. Stratification was made based on the two Districts with completed infrastructure (roads), each forming a stratum. In the first stage, primary sampling units (PSUs) which are (project focus sub counties) were selected using probability proportionate to size (PPS), that is, size implying the number of households within each administrative unit (Sub- County). Geographically, the survey covered three (3) Districts; 11 Sub-counties/Town Councils; and 21 roads). A total of 407 questionnaires were completed by the road infrastructure beneficiaries.

Key study findings

Respondents by gender - Key findings revealed that majority of respondents were male covering nearly 57% compared to 43% females. Most of the respondents were drawn from persons living/working adjacent to the roads, and from literature males are predominately in some gainful economic activity (shops, trading etc.) and these are usually located along the roads, while the females are engaged more in domestic/agriculture work.

Level of awareness of component 2 - The survey found that majority (77%) were satisfied (moderately, satisfactory, and highly satisfactory combined) with the information received about ARSDP, with a few respondents (10.5%) expressing displeasure about the level of awareness. Appropriate application and use of the project information gap analysis, use of multiple dissemination officials and channels plus well designed and packaged messages targeting the different PAPs were key drivers of awareness creation during the ARSDP implementation phases.

Level of participation in the project activities – Out of the survey respondents (407) only 75% revealed to have directly participated in the implementation of ARSDP at different phases. From the 75% beneficiaries that participated in implementation, nine in every ten (91.4%) were satisfied (moderately satisfactory, satisfactory, and highly satisfactory combined) with the level of participation. These were slightly higher among males (93.0%), compared to females (89.5%). Eight out of ten (77.5%) respondents pointed out that the condition of the roads before construction was very undesirable (highly unsat-

isfactory, unsatisfactory, and moderately unsatisfactory combined).

Beneficiary perception of subprojects before construction - Satisfaction before construction is presented with a majority (77.5%) of respondents **very unsatisfied** (highly unsatisfactory, unsatisfactory, and moderately unsatisfactory combined) with the condition of the roads before construction. Reasons for the above findings include very poor state of roads in both Hoima and Buliisa DLG, high levels of road deterioration through erosion along hilly sections especially in Hoima DLG, impassable roads/bridges and culvert crossings due to poor drainage and lack of maintenance (42%) due to insufficient or lack of funds.

Satisfaction with the appropriateness of the completed sub-project – Level of satisfaction with the appropriateness of completed subprojects was established at 97.5%. (24% moderately satisfactory, 59.0% satisfactory and 14.5 highly satisfactory). This is attributed to improved connectivity within the region including daily movement of residents, improved access to social services. In Buliisa District, for example beneficiary's accessibility to the local community markets and other Trading centres along the infrastructure and within Town council. Reduced transport costs to and, from agricultural markets thus increased volume of trade due to the better road connectivity. In addition to this direct personal benefits i.e., jobs such as drivers, flag men and women, cooks, among others were mentioned as well. As a result, beneficiaries gained some income that ultimately contributed to improved living standards especially during the construction.

Beneficiary satisfaction level by District showed that respondents in Hoima District LG were slightly more satisfied at 98% (272) compared to Buliisa District LG at 96% (135), (Moderately, satisfactory, and highly satisfied combined) with **appropriateness of the completed infrastructure**.

Satisfaction with appropriateness by road type (Tarmac Vs Gravel) - Overall satisfaction level (moderately satisfactory, satisfactory, and highly satisfactory combined) by **road type** is higher with gravel roads (98.0%) compared to tarmac roads (93.5%).

Beneficiaries' perceptions - Impact of the completed project - Overall, 89.9% respondents were satisfied (moderately satisfactory, satisfactory, and highly satisfactory combined) with the impact of the completed infrastructure. The improved roads had impacted on easing accessibility to settlements, transport of goods and

services, increased trade opportunities, access to social amenities (schools, Hospitals, justice, recreational services) etc.

Overall beneficiary satisfaction with completed sub-projects - the survey established that 77.5%, respondents were satisfied (moderately satisfactory at 23.9%, satisfactory at 39.2% and highly satisfactory at 14.4% combined) with the completed subprojects (roads). This was obtained by aggregating the overall satisfaction levels per survey objective, followed by computing the average result for the five (5) objectives. A slight difference was established at District level with Hoima at 77.2% (209) and Buliisa at 76.8% (104) respondents satisfied with completed subprojects (roads). At gender level, more males at 78.6% (194) compared to females at 76.3% (122) respondents were satisfied (moderately satisfactory, satisfactory, and highly satisfactory combined) with the completed infrastructure (roads).

As revealed during in-depth interviews, the improved roads had positively impacted on the beneficiaries lives in several ways. For example, beneficiaries revealed improved accessibility to settlements, transport of goods and services, increased trade opportunities and access to social amenities (Schools, Hospitals, justice, recreational services etc.). Similarly, the travel time/cost from one location to another had greatly reduced for both residents and school going children. These are all closely attributed to the improved infrastructure within Hoima and Buliisa DLG.

Conclusions

Beneficiaries' level of awareness of component 2 - The awareness creation activities succeeded in informing the concerned communities with the information beneficiaries expected to receive from ARSDP.

Timely and meaningful consultations with project stakeholders (Local /Community leader, Contractors, Public etc.) took place and contributed to the balanced participation in project activities

Overall, males participated more in the project activities compared to females throughout the different project implementation phases (design, before construction, during construction etc.)

Perception on Infrastructure condition before construction - Respondents especially in Hoima DLG were not satisfied with the road width of the gravel roads, however the type of road has a direct implication on the width. Gravel roads are usually of a specific width, to reduce

deterioration due to traffic and weather loads while tarmac this is different.

A section of beneficiaries in both Hoima and Buliisa DLG were less satisfied with the road safety measures including the condition of some culvert/bridges, especially in Hoima DLG.

Improved access to social services, reduced transport costs (to and from agricultural markets), easy connectivity to the region and communities' opening market opportunities for the rural households and employment for the energetic youths, are the most mentioned benefits accruing from the supported infrastructure.

The survey generated useful information including lessons to guide in future project setup and provides recommendations where gaps were identified.

Lessons Learnt

Awareness creation about component 2 - It is important to invest early in community mobilisation and education. This increased project acceptability amongst the project affected persons at onset.

Participation in the project activities - Mapping and involvement of key stakeholders (District leadership, local councils, and religious leaders etc.) during planning and implementation of activities was important in ensuring ownership and success.

Grievance Redress Management and Ownership - Use of the GRC and LCs stationed within in the community was a resource that helped the project to address and dispose of community complaints swiftly.

Environmental, Social, Health and Safety - Collaborating with several key stakeholders and implementing partners (Police, probation and gender officers, NGOs) yielded synergies plus support services (HIV awareness prevention of GBV and use of Child labor) that were needed by community members.

Recommendations

There is need to raise awareness about road safety aspects through a sustained campaign using various media like FM radios, posters etc. Topics explaining reasons as to why specific road type (gravel) are narrow in width could be addressed during the road safety awareness campaign.

Installation of sufficient and appropriate road signs at proper locations on all roads and strategic places like

sharp bends, blind curves, diversions, including some of the sections still under construction needs to be considered.

Speed limits for specific segments along the roads especially at key locations like schools, hospital, marketplaces etc needs to be specified. There is need to allocate budget/funds to cater for the routine/recurrent and periodic maintenance and improvement of works. These should also be taken up timely to keep the infrastructure free from cracks/potholes.

Project should conduct further community sensitization about the mitigation measures prescribed in the ESAs as well as involvement of the communities in their implementation.

For all IEC materials and job aides distributed with the Districts, copies should be availed first to key technical persons for review/input i.e., District Health Officer (DHOs), District Health Team's office and orientation on their utilization should take place to enable active participation, guidance, and dissemination in the commonly used languages in the community.

To drive equitable and balanced participation throughout the project implementation phases (design, before/during construction etc.), specific gender-focused thresholds for the different activities should be considered in future projects.



Completed Kitoba - Kyabasengya - Kaboijana road in Hoima District

General Introduction

1.1 Introduction to the Project

In March 2014, the Government of Uganda (GoU) secured funding from the World Bank/International Development Agency (IDA) to implement the Albertine Region Sustainable Development Project (ARSDP) in the Local Governments (LGs) of Buliisa District, Buliisa Town Council and Hoima District. The project became effective on 1st July 2014 and was due for completion on 30th June 2018. However, an extension of up to June 30th, 2021, was provided to complete the project activities.

The ARSDP is a multi-sectoral project that aims at improving regional and local access to infrastructure, market, and skills development in the Albertine region. To ascertain the level of stakeholder satisfaction about the completed projects, the ARSDP initiated the Beneficiary Satisfaction Survey (BSS) to measure beneficiary participation in project activities, satisfaction levels and examine beneficiaries' perceptions of the impact of the completed project.

Gard Development Solutions (GDS), a local consulting firm was contracted to design and conduct the BSS within the Local Governments (LGs) of Buliisa District, Buliisa Town Council, Kikuube and Hoima District. Results from the survey are expected to provide feedback and lessons to promote stakeholder engagements and social accountability plus priority issues for further improvement.

The report captured satisfaction levels among various stakeholders namely LG Officials, Road Users including members of the different road user committees i.e., Grievance Redress Committees (GRCs), Local Council (LC) officials etc.

1.1.1 The Project Development Objective (PDO)

The ARSDP aims at improving regional and local access to infrastructure, market, and skills development in the Albertine region.

The key performance indicators related to this Project Development Objective are summarized in table 1 below.

Table 1: Summary of the ARSDP Results Framework (May 2021)

| S/N | Project Development Objective Indicators | Baseline | End Target | Level of Achievement (May/2021) | Comment |
|--|--|-----------------|-------------------|--|--|
| 1 | Share of rural population with access to an all-season road (%) | 40% | 70% | 98% | Already met. |
| 2 | Number of rural people with access to an all-season road (Number) | 260,000 | 450,000 | 572,800 | Already met. |
| 3 | Direct Project Beneficiaries (Number) [1] | 0.00 | 1,690,000 | 1,743,000 | Already met |
| 4 | Female beneficiaries (%) | 0.00 | 51 | 50% | Already met. |
| Intermediate Results Indicators | | | | | |
| | Indicator Name | Baseline | End Target | Level of Achievement (May/2021) | |
| Component 2 | | | | | |
| 1 | Number of bridges, culverts and swamp crossings constructed/rehabilitated under the project | 0 | 40 | 40 | Already Met. |
| 2 | Rural District roads rendered passable all season under Project (km) | 0.0 | 150.0 | 150.75 | Already Met |
| 3 | Town Roads upgraded/ rehabilitated under Project (km) | 0.0 | 7.0 | 7.36 | Will be Met A total of 7.36 km of roads already have AC wearing course, pending completion of drainage and ancillary works. By the project closure date, all civil works will have been completed. |
| 4 | Number of Local physical plans updated/ completed and approved for selected areas in Buliisa and Hoima Districts | 0 | 9 | 9 | Already Met |
| 5 | Number of Markets constructed under the Project | 0.0 | 3.0 | 60% | Will not be fully Met Construction of three markets is on-going on all the three sites, works shall be 60% by June 30, 2021 |
| 6 | Rural District roads designed (km) | 0.0 | 350.0 | 366 | Already Met |
| 7 | Proportion of beneficiaries expressing satisfaction with the completed subprojects (%) | 0.0 | 50.0 | 77.5% | Determined under this survey |

Source: The ARSDP Status as at end of May, 2021

From table 1 above, the basis of the beneficiary satisfaction survey was anchored on intermediate indicator seven (7) - ***“Proportion of beneficiaries expressing satisfaction with the completed subprojects (%)”***.

1.1.2 Project Components

Component 1 - Regional Access and connectivity - The component is financing the upgrading of approximately 100 Km stretch of road from Kyenjojo to Kabwoya which forms part of the 238 Km Kyenjojo - Hoima - Masindi-Kigumba Road connecting the Districts of Kyenjojo, Kibaale, Hoima, Masindi, and Kiryandongo in western Uganda. This component is implemented by Uganda National Roads Authority (UNRA)

Component 2- Local Access, Planning, and development. This component is implemented by Ministry of Lands, Housing, and urban Development (MoLHUD), under physical planning department. Component 2 has three major subcomponents that include Physical Planning, Local Infrastructure and Technical Assistance and Oversight. The physical planning sub-component included preparation nine (9) Physical development Plans (PDPs), while the local infrastructure subcomponent supported the rehabilitation of local roads and local economic infrastructure. The local economic infrastructure includes construction of 13 markets, 2 fish landing sites, 25 cages and an animal slaughterhouse.

Component 3- Skills Access and Upgrading. This component is implemented by Ministry of Education and Sports (MOES). Under the component, the focus is on upgrading of Uganda Polytechnical Institute at Kigumba (UPIK) in Kiryandongo District, Uganda Technical College at Kichwamba in Kabarole District, and development of a possible third institute in Nwoya District. As far as skills access subcomponent, the project is supporting bursaries for several learners from the region to undergo skills training in the foremost institutes in the country on construction, agriculture, tourism, and nursing.

1.1.3 General Overview of ARSDP Component 2

Component 2 has three major sub-components that include Physical Planning, Local Infrastructure and Technical Assistance and Oversight.

The physical planning sub-component includes preparation of Nine (9) PDPs of Wanseko, and Biiso in Buliisa District as well as Kigorobyia and Butema in Hoima plus Kiziranfumbi, Kyangwali, Kabwoya, Kyarushesha and Buhuka in Kikuube District.

The Local infrastructure sub-component includes construction of local roads and local economic infrastructure. Under roads the focus is on improvements and/or repair of District/Town Council roads (covering about 350 km) to make them motorable all year around by removal of bottlenecks to access. This may include repair/provision of bridges, culverts, raising of critical road sections especially in swampy areas and any other spot improvements.

In addition, the component is supporting upgrading of urban roads mainly in Buliisa Town Council (TC) to tarmac standard. The local economic infrastructure includes construction of three (3) markets. On the other hand, the Technical Assistance and Oversight sub-component supports among others consultancy costs for design and supervision of local roads and economic infrastructure, operational costs for Project Support Team (PST), safeguards monitoring and provision of equipment to LGs.

1.1.4 Progress of sub-projects by the time of the survey

By the time of the survey (April/2021), component two had made significant progress in infrastructure development under batch 1 and batch two (roads) as shown in table 2 below.

Table 2: Progress on Component 2 - Local Access Planning and Development-

| S/N | District/Town Council | Road/Market | KM | Progress as of May/2021 |
|-----|-----------------------|-------------------------------------|------------|---------------------------------|
| 1 | Buliisa T/C-Batch 2 | Gongo | 1.25 | Practically complete (over 95%) |
| 2 | Buliisa T/C-Batch 2 | Commercial | 0.88 | Practically complete (over 95%) |
| 3 | Buliisa T/C-Batch 2 | Muhoojo | 1.68 | Practically complete (over 95%) |
| 4 | Buliisa T/C-Batch 2 | Kyamurwa | 0.47 | Practically complete (over 95%) |
| 5 | Buliisa T/C-Batch 2 | Mutiti | 0.32 | Practically complete (over 95%) |
| 6 | Buliisa T/C-Batch 2 | Speke | 0.43 | Practically complete (over 95%) |
| 7 | Buliisa T/C-Batch 2 | Kalolo | 0.5 | Practically complete (over 95%) |
| 8 | Buliisa T/C-Batch 2 | Rift Valley | 0.23 | Practically complete (over 95%) |
| 9 | Buliisa T/C-Batch 2 | Baker | 0.5 | Practically complete (over 95%) |
| 10 | Buliisa T/C-Batch 2 | Wangalia | 0.3 | Practically complete (over 95%) |
| | | | 6.6 | |
| 1 | Buliisa DLG - Batch-1 | Ngwedo -Ndandamire – Bikongoro road | 10.7 | Practically complete (over 97%) |
| 2 | Buliisa DLG - Batch-1 | Buliisa – Bugana road | 10.8 | Practically complete (over 97%) |
| 3 | Buliisa DLG - Batch-1 | Nyeramya-Waki road | 8.5 | Practically complete (over 97%) |
| | | | 30 | Practically complete (over 97%) |
| 1 | Hoima/Batch 1 | Kafo-Kasambya-Wagesa-Buraru - | 19.85 | Practically complete (over 97%) |
| 2 | Hoima/Batch 1 | Kitoba - Kyabasengya - Kaboijana | 14.75 | Practically complete (over 97%) |
| 3 | Hoima/Batch 1 | Kitoba - Icukira - Kigorobya | 11.2 | Practically complete (over 97%) |
| 4 | Hoima/Batch 1 | Kiboirya - Iseisa Buhamba | 12.5 | Practically complete (over 97%) |
| 5 | Hoima/Batch 1 | Bulindi - Waki-Dwooli | 17.6 | Practically complete (over 97%) |
| 6 | Hoima/Batch 1 | Waki-Kiryabutuzi-Mparangasi | 16.2 | Practically complete (over 97%) |
| 7 | Hoima/Batch 1 | Kyakapeya - Kisiita - Kibaire | 15.4 | Practically complete (over 97%) |
| 8 | Hoima/Batch 1 | Kihombya - Kyarubanga - Bukerenge | 10.6 | Practically complete (over 97%) |
| | | | 118 | |
| 1 | Hoima-Batch 2 | Kabaale Market | | Physical Construction underway |
| 1 | Kikuube- Batch 2 | Buhuka Market | | Physical Construction underway |
| 1 | Buliisa- Batch 2 | Biiso Market | | Physical Construction underway |

Source: ARSDP BSS Survey

Based on the above, quantitative survey questionnaires were only administered to the beneficiaries whose projects had been practically completed.

1.2 Purpose of the survey

The Beneficiary Satisfaction Survey aim was to ascertain the level of beneficiary satisfaction with completed projects, gather feedback and lessons learnt - to promote stakeholder engagements and social accountability.

The specific objectives were:

- To determine beneficiary level of awareness of component 2
- To ascertain beneficiary level of participation in the project activities
- To identify beneficiaries' perception of the sub-projects before construction
- To find out beneficiaries' level of satisfaction with the appropriateness of the completed sub-projects
- To examine beneficiaries' perceptions of the impact of the completed sub-projects

By the time of the survey, project completion was scheduled for June 2021 including the end of project evaluation to determine the level of overall project achievement. However, among the key project requirements was the BSS to inform the overall stakeholder participation as part of citizen's engagement and accountability under component 2.



During the BSS, the consultant was required to ascertain the level of stakeholder satisfaction from both Batch 1 and Batch 2 practically completed (97+ level of completion) sub projects in Hoima and Buliisa LGs. (See table 3 for Batch1 & 2 infrastructure and figure 1)

Table 3: Subprojects under Component 2 (Practically complete (over 97%))

| S/N | District/Town Council | Road/Market | KMs |
|-----|-----------------------|-------------------------------------|--------|
| 1 | Buliisa - Batch-1 | Ngwedo -Ndandamire – Bikongoro road | 10.7Km |
| 2 | Buliisa - Batch-1 | Buliisa – Bugana road | 10.8KM |
| 3 | Buliisa - Batch-1 | Kisiabi – Kabolwa road* | 9.8Km |
| 1 | Hoima/Batch 1 | Kafo-Kasambya-Wagesa-Buraru - | 19.8Km |
| 2 | Hoima/Batch 1 | Kitoba - Kyabasengya - Kaboijana | 14.7Km |
| 3 | Hoima/Batch 1 | Kitoba - Icukira - Kigoroby | 11.2Km |
| 4 | Hoima/Batch 1 | Kiboirya - Iseisa Buhamba | 12.5Km |
| 5 | Hoima/Batch 1 | Bulindi - Waki-Dwooli | 17.6Km |
| 6 | Hoima/Batch 1 | Waki-Kiryabutuzi-Mparangasi | 16.2Km |
| 7 | Hoima/Batch 1 | Kyakapeya - Kisiita - Kibaire | 15.4Km |
| 8 | Hoima/Batch 1 | Kihombya - Kyarubanga - Bukerenge | 10.6Km |

Source: ARSDP BSS Survey * Replaced with Nyeramya-Waki road due to inundation from flood waters



Completed section on Bulindi - Waki -
Dwoli road (around the forest)

1.3 Key beneficiary satisfaction survey attributes

In line with the Terms of reference (ToR) and the discussions held during the inception phase, below are the major BSS parameters that were agreed upon and later applied to the assignment.

- 1) Beneficiaries' level of awareness of component 2 - Awareness about component 2. Task involved establishing if beneficiaries were engaged and sensitized about the project, how/who sensitized them and what is their level satisfaction with awareness provided?
- 2) Beneficiary level of participation in the project activities - This was assessed as a key player at different levels of project implementation, the modes of participation and level of satisfaction with participation on the project.
- 3) Beneficiaries' perception of the sub-project before construction – This involved eliciting beneficiary' comments/views on the state of the sub-projects before construction, what were the major obstacles that characterized the sub-projects to assess whether the selected sub-projects deserved the nature of interventions from the project.
- 4) Beneficiaries' level of satisfaction with the appropriateness – The task involved finding out whether project outputs met or did not meet the beneficiary's needs, and expectations.
- 5) Beneficiaries' perceptions of the impact of the completed project – This involved establishing effect of ARSDP deliverables on the beneficiaries, in terms of economic, social, environmental, among others.

In summary, table 4 below presents the overarching attributes that guided the overall BSS including the sub-indicators.

Table 4:List of Beneficiary Satisfaction Survey overarching attributes

| Thematic Area | Beneficiary satisfaction attributes |
|--|---|
| Beneficiaries' level of awareness of component 2 | <ul style="list-style-type: none"> • Information needed by the beneficiaries of this project. • What information was disseminated? • In what ways was the information about the project disseminated? • When was the information disseminated? • Who disseminated the information? • Beneficiary view on the adequacy of information provided. • Overall level of beneficiary awareness? |
| Beneficiary level of participation in the project activities | <ul style="list-style-type: none"> • How inclusive was/is ARSDP in the delivery of project activities? • What were the available avenues for the different stakeholders to actively take part in the project activities? • What ways were the stakeholders actively involved in the project activities? • Overall level of beneficiary participation |
| Beneficiary perception of the sub-project before construction | <ul style="list-style-type: none"> • Situation of the infrastructure before construction? • Views on the infrastructure before construction? • Overall level of beneficiary satisfaction about the infrastructure before construction? |
| Beneficiaries' level of satisfaction with the appropriateness of the completed sub-project | <ul style="list-style-type: none"> • Beneficiaries' expectations on the nature of the infrastructure after construction? • Did the completed infrastructure meet the above expectations of the beneficiaries? • Views of beneficiaries on the necessity/ relevancy of the completed infrastructure? • Views of beneficiaries on the Durability of the completed infrastructure? • Views of beneficiaries on the Usability (safety) of the completed infrastructure? • Overall level of beneficiary satisfaction about appropriateness of the completed infrastructure |
| Beneficiaries' perceptions of the impact of the completed project | <ul style="list-style-type: none"> • Difference infrastructure made to the regular lives in the community i.e. economic, social, environmental, Health and Safety etc of the communities • Other likely short- and medium-term changes as a result of this infrastructure? • How should the positive changes be sustained, and the negative changes minimized • Overall level of beneficiary perceptions of the impact of the completed project |

2.1 Overarching approach to the survey

2.1.1 Phase One - Preliminary Phase

On contract commencement, the first assignment output was production of an Inception report in which the Consultant team confirmed the following:

- ▣ Understanding of the assignment and the proposed approach and methodology to complete the survey
- ▣ Status of mobilization and readiness for the assignment
- ▣ The required support from the client for the success of the activity &
- ▣ Stakeholders' identification and proposed approach to obtain the identified stakeholders

Key documents reviewed in preparation of the inception and execution of the assignment included: -

- ▣ The ARSDP Project Implementation Status Report 15th March 2021,
- ▣ Project brief for Gravel Improvement of 8 Batch-1 Roads (118.1km) in Hoima DLG.
- ▣ Project Briefs for Gravel Improvement of 3 Batch-1 Roads (31.3km) in Buliisa DLG
- ▣ ARSDP Resettlement Policy Framework (Volume 1), among others

The preliminary document review later translated to in-depth analysis during data gathering, analysis, and draft report. This further enhanced the Consulting team appreciation and understanding of the ARSDP.

2.1.2 Phase Two – The Pilot phase

The pilot survey was undertaken on 12th April 2021 to test effectiveness of tools developed for the survey. The pilot helped to fine-tune operational aspects of the field survey. This was undertaken in Hoima District with a sample of 46 road users for only structured interviews. Based on the findings from the pilot survey, research tools were refined, and survey design further improved.



Training session during the BSS inception phase

Approach and Methodology

The assignment adopted a four-phase approach, namely, Preliminary, Pilot, Field Data Collection, Analysis, and Reporting phase.

2.1.3 Phase Three - Field Data Collection

The field visit phase took place from April 13th, 2021, commencing with Hoima and ended in Buliisa District on May 25th, 2021. Consultations took place at the sampled community level for the questionnaires, Focus Group Discussions (FDGs) with the members of the GRCs, LCs and Key informant Interviews (KIIs) with District and key stakeholders at LG, especially members from the District Executive Committee (DEC) and Heads of Technical Departments.

2.1.4 Phase Four Analysis and reporting

Smart phones specifically the Online Data collection Kit (ODK) was used to collect data for the quantitative survey. This helped to reduce the time lag between data collection and data analysis using the Statistical Packages for Social Scientists (SPSS 20).

2.1.4.1 Quantitative data analysis

Data was analysed using descriptive statistics, including means, frequencies, percentages, totals, and cross-tabulations generated in SPSS 20. Multiple response questions were analysed using multiple response analysis (MRA).

2.1.4.2 Qualitative data analysis

Data collected was typed in MS-Word and analysed using qualitative analysis techniques, including thematic, content, and discourse analyses. Qualitative data from KIIs and FDGs participants was progressively analysed to explain, triangulate, and validate quantitative information and giving context to the quantitative findings. In some cases, direct quotes have been used in this report.

2.2 Sampling Plan

A unique multistage sampling methodology was adopted for the survey. This unique design ensured adequate spread of sample and proper representation of beneficiaries from the supported infrastructure. Sampling focused on two key issues i) Scope and size of the sample, and ii) Spread of sample and selection Criteria.

2.3 Sampling Design

A two-stage stratified random sampling design was used. Stratification was made on the two Districts with completed infrastructure (roads) each forming a stratum. In the first stage, primary sampling units (PSUs) which are (project focus sub counties) were selected using probability proportionate to size (PPS), that is, size implying the number of households within each administrative unit (Sub- County).

To ensure standardization, proportional allocation was used to distribute households based on the actual population (number of households) that each sub county contributed to the total (N). This ensured that sub counties with higher population were allocated a proportionately higher number of households selected to participate in the survey. In the second stage, simple random sampling (SRS) was used to select beneficiaries as the ultimate sampling units (USUs). This unique design ensured adequate size, spread and proper representation.

2.3.1 Survey scope

The three (3) Districts were purposively selected as these were the target project areas as specified in the ToR. According to the Uganda Bureau of Statistics (UBOS 2014), total number of households was 89,868 (N) in the three (3) Districts (See Table 5 below). The total population was then used to determine the sample size using Cheshire MAAG formula.

2.3.1.1 Sample size allocation per supported infrastructure

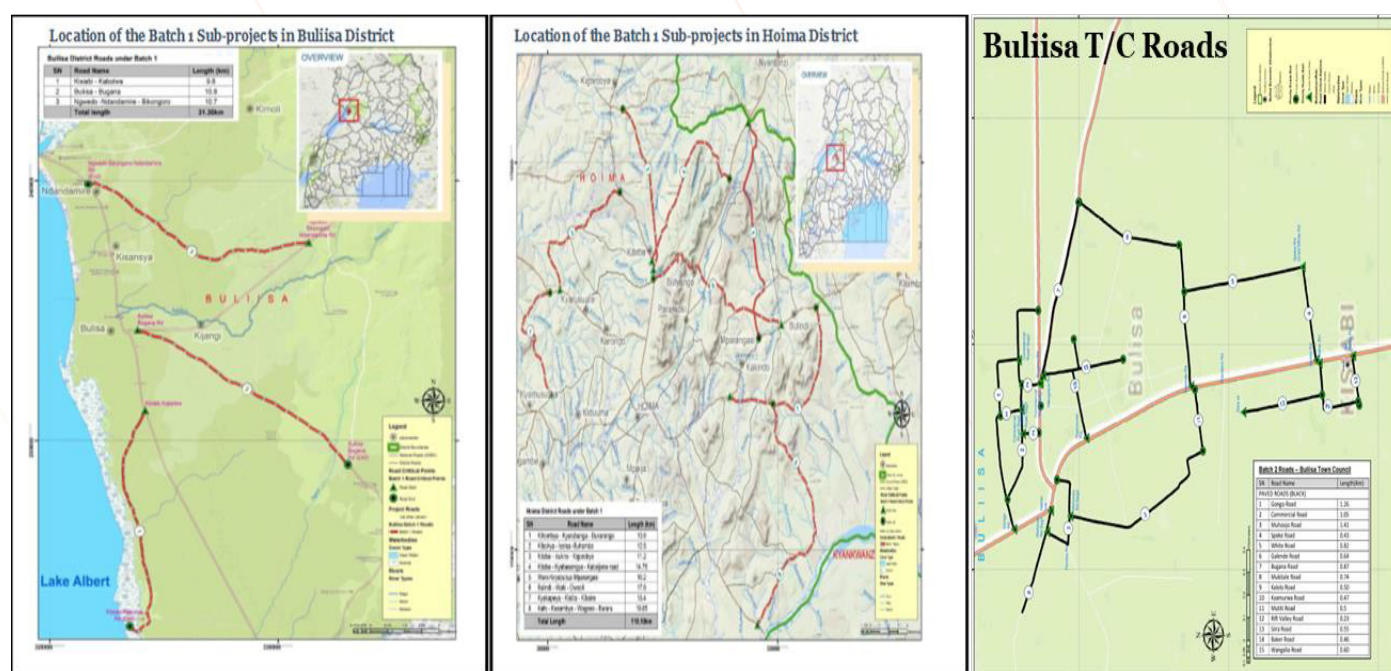
The survey covered three Districts: 7 Sub counties, One (1) Town Council and a total of 10 Tarmac roads in Buliisa T/C, 3 and 8 Gravel roads in Buliisa and Hoima DLG, respectively.

Table 5: Sample distribution across ARSDP supported sub county/infrastructure

| S/N | District | Road/Market | KM | Sub county/TC | No. of HHs | Actual Sample Size | Sample in District |
|---|-------------|--------------------------------------|------------|---------------|---------------|--------------------|--------------------|
| 1 | Buliisa T/C | Gongo | 1.256 | Buliisa T/C | 1,488 | 10 | 95 |
| 2 | Buliisa T/C | Commercial | 0.88 | Buliisa T/C | 1,488 | 8 | |
| 3 | Buliisa T/C | Muhoojo | 1.68 | Buliisa T/C | 1,488 | 8 | |
| 4 | Buliisa T/C | Kyamurwa | 0.47 | Buliisa T/C | 1,488 | 7 | |
| 5 | Buliisa T/C | Mutiti | 0.32 | Buliisa T/C | 1,488 | 6 | |
| 6 | Buliisa T/C | Speke | 0.43 | Buliisa T/C | 1,488 | 7 | |
| 7 | Buliisa T/C | Kalolo | 0.5 | Buliisa T/C | 1,488 | 17 | |
| 8 | Buliisa T/C | Rift Valley | 0.23 | Buliisa T/C | 1,488 | 9 | |
| 9 | Buliisa T/C | Baker | 0.5 | Buliisa T/C | 1,488 | 15 | |
| 10 | Buliisa T/C | Wangalia[1] | 0.3 | Buliisa T/C | 1,488 | 8 | |
| | | | 6.6 | | | | |
| 1 | Buliisa DLG | Ngwedo - Ndandamire – Bikongoro road | 10.7 | Kigwera | 2,644 | 9 | 62 |
| 1 | | | | Ngwedo | 3,210 | 18 | |
| 2 | Buliisa DLG | Buliisa – Bugana road | 10.8 | Buliisa | 3,213 | 19 | |
| 3 | Buliisa DLG | Nyeramya-Waki road | 8.5 | Buliisa | 3,127 | 16 | |
| | | | 30 | | | | |
| 1 | Hoima | Kafo-Kasambya-Wagesa-Buraru - | 19.85 | Buhanika | 3,332 | 17 | 250 |
| 2 | Hoima | Kitoba - Kyabasengya - Kabojjana | 14.75 | Kitoba | 7,476 | 40 | |
| 3 | Hoima | Kitoba - Irukira - Kigorobyia | 11.2 | Kitoba | 7,476 | 31 | |
| 4 | Hoima | Kiboirya - Iseisa Buhamba | 12.5 | Kitoba | 7,476 | 30 | |
| 5 | Hoima | Bulindi - Waki-Dwooli | 17.6 | Kitoba | 7,476 | 32 | |
| 6 | Hoima | Waki-Kiryabutuzi-Mparangasi | 16.2 | Kitoba | 7,476 | 32 | |
| 7 | Hoima | Kyakapeya - Kisiita - Kibaire | 15.4 | Kyabigambire | 8,908 | 39 | |
| 8 | Hoima | Kihombya - Kyarubanga - Bukerenge | 10.6 | Bugambe | 6,827 | 29 | |
| Source: Population and Housing Census 2014 | | | | | 83,521 | 407 | 407 |

A total of 383 participants were targeted for the quantitative survey analysis. These were spread across the completed infrastructure in the two Districts shown in figure 1 below. However, a higher sample (407) than anticipated was achieved as shown in table 5 above.

Figure 1: Location of Batch the completed Roads in Buliisa and Hoima Districts



Source: Project brief for gravel improvement in Hoima & Buliisa DLG

2.3.1.2 Survey respondents and participants

Respondents - In line with the ToR and project appraisal document, all population in the two Districts traversed by the roads were considered as project beneficiaries. However, the survey concentrated on respondents/local community members living adjacent to the different roads under batch 1 and batch 2 to contextualise views from all beneficiaries

However, in Kikuube Districts, no road construction had taken place and physical construction of Buhuka market was not yet under way, thus in Kikuube District, only qualitative views were gathered from the purposively selected key informants.

Study Participants – This comprised of purposively selected key informants from the DEC/Heads of Technical Departments, Contractors, and Implementation Consultants. These provided qualitative insights to triangulate opinions from the quantitative results.

2.4 Methods of Data Collection, Tools and Analysis

The assignment execution adopted a mix of methods, using mainly quantitative and to a less extent qualitative methods. Three main tools were deployed – individual survey questionnaires, key informants' interview checklist, and the FGD session guide.

2.4.1 Quantitative Survey (Questionnaires)

The BSS targeted a representative sample of respondents across the 3 Districts totalling to three hundred eight three (383). This method was used to engage three categories of respondents: -

1. Local community/road users.
2. Local Government Officials – Technical and non-technical or DEC members
3. Members of the road user committees i.e., GRCs and LCs.

The quantitative survey was able to reach a total of 407 beneficiaries made up of different categories of respondents as summarized in table 6 below.

Table 6: ARSDP BSS over all Quantitative Questionnaire respondents

| Category of Beneficiary | Road | % |
|---|------|------|
| Local Government Official | 35 | 9% |
| Local Council/Grievance Redress Committee members | 100 | 25% |
| Residents/Users | 272 | 67% |
| Totals | 407 | 100% |

The questionnaires covered several aspects about (1). Beneficiary awareness about component 2) Perception before construction, (3) Level of beneficiary participation, (4) Satisfaction, and appropriateness of completed

sub projects, and (5) Perceptions on the impact of completed projects. The questionnaires were not translated since they were administered by research assistants who were conversant in the beneficiary local languages.

2.4.2 Qualitative Survey

2.4.2.1 Key Informant Interviews

The KII checklist (see in Annex 3), was used to interview 28 relevant key informants. The participants included selected members from the DEC or Heads of Departments, Contractors, and Implementation Consultants. The key

informants were purposively identified based on their role and responsibility during project implementation. In table 7, is the summary of KIs interviewed during the survey.

Table 7: ARSDP BSS Key Informant Participants/District

| KEY INFORMANT PARTICIPANTS | | | | | | | | |
|----------------------------|-----|-----|-----|---------------------|--------------------------|---------------------------|----------------------------|-------|
| District | RDC | CAO | LCV | ARSDP Focal Persons | District Technical Staff | Infrastructure Contractor | Infrastructure Consultants | Total |
| Hoima | 1 | 1 | 1 | 1 | 3 | 3 | 2 | 12 |
| Buliisa | 1 | 1 | 1 | 1 | 2 | 3 | 5 | 14 |
| Kikuube | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 4 |
| Total | 2 | 2 | 2 | 3 | 6 | 7 | 8 | 30 |

2.4.2.2 Focus Group Discussions

A total of sixty-five (65) participants were consulted during the FGD sessions. A total of five (5) separate FGDs sessions (3 in Hoima and 2 in Buliisa) were held, featuring members of the GRCs (42), Local area council members (23). See Table 8 below for the breakdown.

Table 8: FGD Participants per District

| ARSDP BSS Focus Group Discussion Participants | | | |
|---|-----|-----|--------|
| District | GRC | LCS | Totals |
| Hoima | 24 | 15 | 39 |
| Buliisa | 18 | 8 | 26 |
| Kikuube | 0 | 0 | 0 |
| Total | 42 | 23 | 65 |

On average, there were approximately eleven (11) to Thirteen (13) participants during each FGD session. According to the project guidelines, the GRCS included community volunteers as well LC members. The different categories played a critical role during project imple-

mentation; thus, it was important to hold FGD sessions with these two groups to assess how grievance issues were critically addressed as part of the beneficiary engagements. Details of all Key informants and FGD participants are annexed to this report (Annex 1)

2.4.3 Data analysis and information synthesis

Data was collected using the ODK. This helped to reduce the time lag between data collection, cleaning, and analysis.

2.4.3.1 Quantitative data analysis

Data were analysed using descriptive statistics, for example, means, frequencies, percentages, totals, and cross-tabulations generated in SPSS 20. Multiple response questions were analysed using multiple response analysis (MRA)

Overall beneficiary perceptions/satisfaction were rated using the scores from Likert-type scale with: - 0 - Highly unsatisfactory, 1 - Unsatisfactory, 2 – Moderately unsatisfactory, 3 – Moderately Satisfactory, 4 – Satisfactory & 5 – Highly Satisfactory. The output of the analysis was interpreted, and findings and recommendations are made in line with the survey objectives.

2.4.3.2 Qualitative data analysis

Data collected was typed in MS-Word and analysed using qualitative analysis techniques, for example, thematic, content, and discourse analyses. In some cases, direct quotes are used in this report. Qualitative data from KIIs and FGDs was synthesized and used to supplement quantitative results obtained from the individual questionnaire. Qualitative data from FGDs and key informant interviews was progressively analysed to explain, triangulate, and validate quantitative information.

2.5 Validity and Reliability of Information

To ensure data collection was reliable, the following measures were considered.

- Throughout the survey, guidance was referenced to the ToR.
- Teams from the MLHUD were involved in the activity implementation right from commencement to field data collection.
- Pilot phase was conducted to generate feedback and sharpen the tools before actual fieldwork.
- Research Assistants (RAs) were provided with adequate training prior to fieldwork to orient them on the tools and avoid errors that would emerge from data collection processes.
- Data collection tools were standardised to ensure both data obtained through quantitative and Qualitative were valid.

2.6 Ethical Considerations

- Confidentiality: Respondents were interviewed individually and in a private location of their choice. There was no coercion exerted for those who were not willing to participate. Personal identifiers were removed where respondents are quoted and in presentation of the data.
- Participation to the study was voluntary: The study purpose and methodology were fully explained to respondents. They were required to consent to participate in the survey without coercion. The respondents were also asked to consent sign/verbally to accepting to participate in the survey.
- Introduction: At each study District, the research team first reported to the District authorities to introduce themselves and the survey locations before proceeding to the sub-counties/the targeted infrastructure.
- Each time, consent of study respondents was sought prior to interaction.
- Throughout the exercise, The Consultant had to abide by the code of conduct for business providers and services as well as the environmental, health and safety requirements of the project. Covid 19 standard operating procedures (SOPs) were also adhered to during the assignment.

2.7 Intellectual Property

Outputs delivered under this consultancy and information such as maps, diagrams, plans, databases, other documents, and software, supporting records or material compiled or prepared in the course of the services shall be confidential and remain the absolute property of the MLHUD.

2.8 Organisation of field visits and quality control processes

A total of three (3) District-based supervisors and 13 Research Assistants (both male and female), were recruited, trained, and deployed to collect data. The team possessed a minimum of Bachelors' degree with cumulative experience in conducting surveys.

Prior to deployment, the supervisors were oriented on the assignment survey scope of work, roles, and responsibilities, how to administer the online questionnaire, how to minimize biases and ensure accurate gathering of data and coverage.

Supervisors were each responsible for between 4-5 enumerators. Key supervisor responsibility was to allocate work to the enumerators, conducting back-checks and other quality control measures, and providing regular updates to the data manager (the statistician).

MLHUD deployed a team as one way to facilitate knowledge transfer. The deployed team closely worked with consultant as well as ensuring all process were followed. In each of the selected study Districts, the Team Leader first introduced the team to the ARSDP Focal Persons, who provided the guidance and key project locations selected (villages) including the suitable route plans.

2.9 Limitations and challenges

- As per the survey scope, consultant was required to undertake the study on completed infrastructure. (***"Proportion of beneficiaries expressing satisfaction with the completed subprojects (%)"***). However, at the time of the survey, 11 roads were complete, and 10 in Buliisa TC had reached substantial level of implementation (90%). Thus, survey focused more on road beneficiaries since they were complete. The lessons and recommendations should be able to guide the implementation of the other ongoing sub-projects, particularly the markets.
- Reluctance to cooperate by some road users, some difficulty was faced in obtaining cooperation from a few beneficiaries. This was minimised with support from the local area leadership.



Gathering views from community leaders
held in Biso - Buliisa District

Following the MoH SoPs

Survey Findings

The following section presents the results of the BSS as per the five (5) assignment objectives.

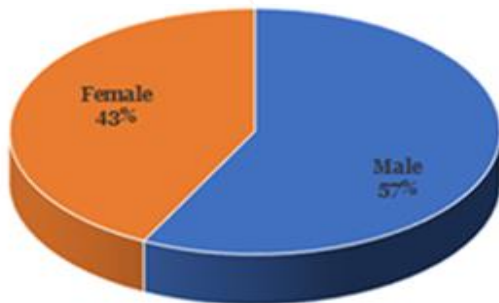
3.1 Demographic characteristics of respondents

The survey covered three (3) Districts; 11 Sub-counties/ Town Councils; and 21 roads plus one market). Out of the total 436 individual questionnaires administered, 407 questionnaires were filled from the road infrastructure, thus, generating a response rate (r) of 93.3% which was higher than the initially targeted response rate of 80% commonly used in most sample surveys. During the survey twenty-eight (28) key informants were interviewed (12 in Hoima, 14 in Buliisa and 2 in Kikuube). Also, 65 participants from the 5 FGD sessions featuring GRCs and Area LC members (Hoima 24 GRCs and 15 LC, Buliisa 18 GRCs and 8 LCs) were consulted. Of the 65 participants 26 were females and 39 males.

3.1.1 Respondents by Gender

Figure 2 below, shows majority of respondents were male covering nearly 57% compared to 43% females. This may be due to the fact, males are predominately in some gainful economic activity (shops, trading etc.) and these are usually adjacent to roads, while the females are engaged more in domestic work and agricultural work, thus not so adjacent to the roads.

Figure 2: Survey respondents by Gender (n=407)

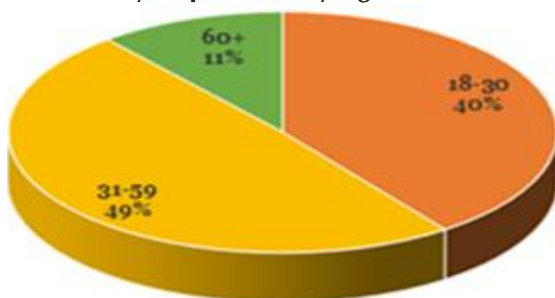


This could be one of the reasons as to why the survey was able to reach more males compared to females, since most of the respondents were drawn from persons living/working adjacent to the roads

3.1.2 Age group of beneficiaries

Overall, 40% of survey respondents at household level were aged 18 - 30, followed by age 31-59 (49%) and age group 60+ years and above at 11%.

Figure 3: Survey respondents by Age (n=407)

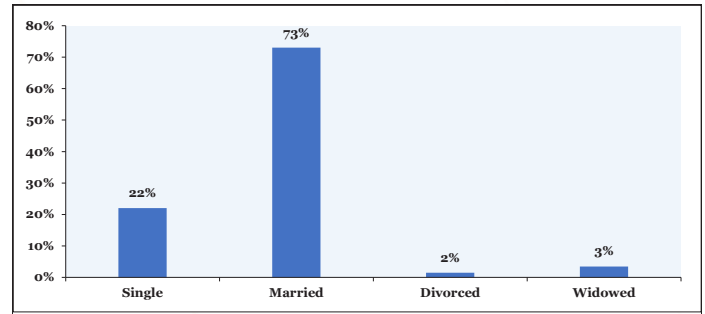


From the results, it appears the adult youth participated more in the survey. Among the several challenges faced by this age group include the absence or lack of access to markets combined with limited entrepreneurial skills. However, with the infrastructure this is likely to improve access/connectivity in the community. Furthermore, there is a likelihood of a boost in the economic growth of the community with the improved road connectivity.

3.1.3 Marital Status of Respondents

Figure 4 below shows that overall, most of the respondents in the households 297 (73%) were married, 90 (22%) were single, 12 (3%) were widowed while 8 (2%) were divorced as indicated in the figure below.

Figure 4: Marital Status of survey respondents



Source: - 2021 ARSDP BSS, Sample size: 407

As revealed during the in-depth interviews in Hoima, the survey established that wellbeing of families had been indirectly influenced by completed projects. For example, men noted that it was easier for them to provide for the health of their families due to improved access to the Health Centres. The wellbeing of children in families was also noted to have improved since the completion of the roads as children can now easily access schools through a better road network in the communities. The survey identified that the project had specific codes of conduct that guided the safety of children, women and other vulnerable persons and the construction activities did not have any interferences with people's marriages in the communities in both Buliisa and Hoima. Beneficiaries revealed that improving local connectivity had contributed to improving the family wellbeing both in Hoima and Buliisa DLG.

3.1.4 Occupational status of respondents

Table 9 below shows the employment status of respondents. Majority (90.1%) of the respondents engaged in some form of gainful employment, 2.6% unemployed/looking for work and 6.5% students.

From the results, majority (39.4%) are engaged in agriculture (paid and unpaid). In communities where agriculture is the main source of livelihood, community access roads and the establishment of the markets are necessary investments to accelerate the transformation of agriculture from subsistence to commercial production.

Table 9: Occupational status of respondents

| Kind of work mainly done | Frequency | Percent |
|---------------------------------------|------------|---------------|
| Agriculture (unpaid) | 112 | 27.6% |
| Professional/ technical / managerial | 57 | 14.1% |
| Sales & services | 50 | 12.4% |
| Agriculture (paid) | 48 | 11.8% |
| Skilled manual | 31 | 7.6% |
| Unskilled manual | 26 | 6.5% |
| Unemployed, not looking for paid work | 16 | 3.9% |
| Unskilled manual (paid) | 13 | 3.2% |
| Clerical | 13 | 3.2% |
| Student | 28 | 6.9% |
| Unemployed, looking for work | 11 | 2.8% |
| Total | 407 | 100.0% |

Source: - 2021 ARSDP BSS, Sample size: (407+27) =434

3.2 Beneficiaries' level of awareness of the project

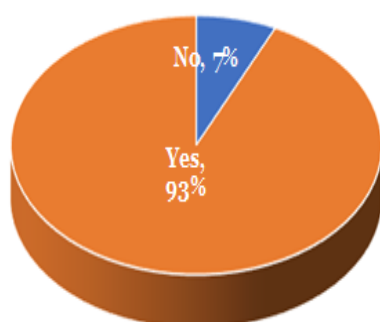
Exposure to information through radio, face-to-face meetings/workshops and in print can increase an individual's knowledge and awareness of new ideas, social changes, and opportunities, which in turn affect the individual's perception and behavior. Beneficiaries' level of

awareness of component 2 was assessed through asking respondents about what they had heard about the project, when did they hear about the project, and who disseminated the information, among others. Findings from each subsection are presented below.

3.2.1 Awareness about ARSDP in the community

Respondents were asked how many had ever heard about ARSDP and from the results in figure 5, majority (93%) of the road respondents confirmed to have ever heard about ARSDP activities in the community.

Figure 5: Have you ever heard about ARSDP activities (N=407)



During the in-depth discussions with KIs, the level of awareness is attributed to deliberate efforts by MLHUD and LGs to sensitize the public about the project. Furthermore, it was established from the District Project Focal person, that all improved subprojects were selected

through engagements from the village, parish, Sub County/ Town Council and District levels. This took place during the ARSDP inception phase. Selection of subproject were also based on number of factors; (i) project had to be priority as per the 5-year development plans of the District, (ii) had to be in the Physical Development Plans, (iii) Needed the respective District Council approval evidenced with council minute (s). This among others, enabled the LGs to create awareness at the earliest opportunity, thus leading to more people reached with information about the project.

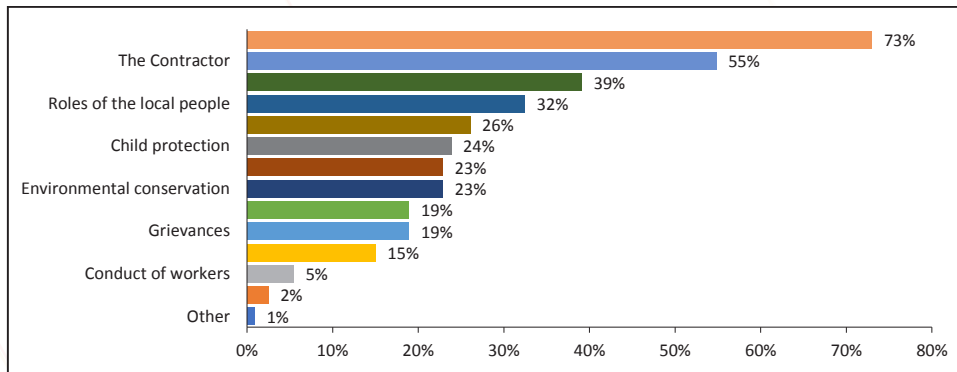
On the other hand, discussions with LCV chairpersons indicated that high migration patterns had been experienced within the communities since 2014. This could partly explain why some community beneficiaries might not have heard about the project. In addition, the interviews pointed out that the multi-ethnicity of the communities could have potentially contributed to the 7% of the beneficiaries being unaware about the project. Whereas the dominant ethnic group was Banyoro, followed by Bagungu and Alur, there were other small groups of Congolese, Lugbra, among others.

3.2.2 Messages disseminated about ARSDP.

Out of respondents that had reported to have heard about ARSDP activities as shown in figure 6 below, ARSDP was mostly known as a Funder (73%), Contractor (55%), implementer of the MLHUD (39%). Also, some

of the respondents heard about ARSDP because of HIV (19%), Grievances (19%), Gender Based Violence (15%) and conduct of workers (5%).

Figure 6: What beneficiaries heard about ARSDP.



Source: - 2021 ARSDP BSS, Sample size: 407- This was a multiple response question

During the qualitative interviews, the contributing factors to the type of messages included - The growing expectations on donor funded projects in the region; it was reported that the community had developed high expectations on donor funded projects due to the expectations of compensation and local jobs compared to non-donor funded projects in the area.

This partly explains the dominance of the funder related messages disseminated/ received in the community. One of the GRC participants in Buliisa remarked during the FGD,

“.....In fact, the information was passed to the entire community. The Town Clerk made announcements about the World Bank project that was interested in constructing roads. That was the reason why we came up with the Grievance Redress Committees.....”

The nature of contractual requirements for contractors; during discussions with the contractors and the supervising consultant, it was stressed that the nature of the contracts required contractors to undertake many stakeholders' engagements before, during and on completion of civil works. Each of the contractors had adequate staff including sociologists and community liaison officers to disseminate information related to their contracts. This provided avenues for contractors to provide information in the communities, manage the community concerns and grievances at community. All contractors established work offices within the benefiting communities, and employed local workers, which partly made it easy

er for continuous engagements and information sharing about the contractors in the community. This partly explains why messages related to contractors were rated number two by the beneficiaries.

During discussions with CAOs and RDCs, it was established that MLHUD had signed participation agreements that required LGs to take lead in engagements with local persons during sub-projects selections, securing Right of Way (RoW) and mobilizing local communities for engagements. This partly contributed to awareness creation about MLHUD as the implementing agency especially in undertaking supervision, quality assurance and coordination role.

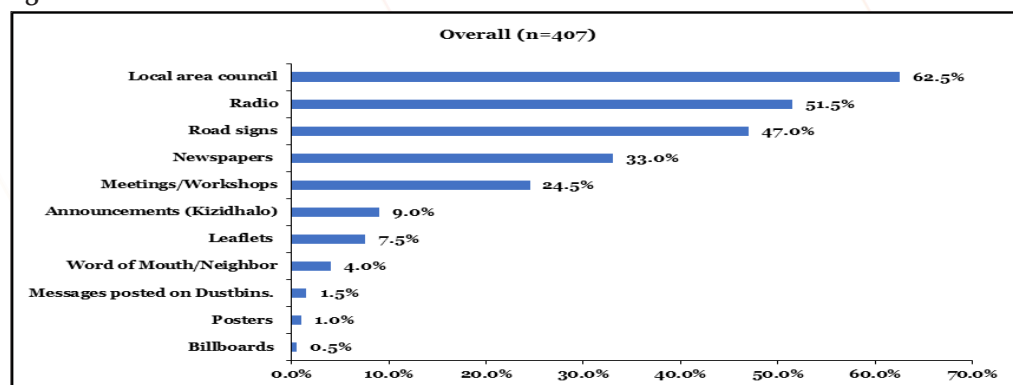
The messages on project duration of were rated lowest. From interviews with the Project Focal Persons and Supervising consultant, it was established that the construction period experienced unbearable challenges including the rising waters on Lake Albert which made some roads to be dropped in Buliisa as well as variations in quantities and timelines on Buliisa and Hoima. In addition, there were several no cost extensions due to lapses in safeguards implementation in Hoima where operations were suspended for 4 months. The emergency of COVID-19 pandemic had enormous effect on the variations of project timelines. This partly explains the lowest score of messages regarding project periods as the DLGs became more sensitive to provide inaccurate information on project duration that kept on changing during implementation.

3.2.3 Source of information about ARSDP

One of the factors that affect knowledge is the source of information. Household respondents were asked what their main source of information about ARSDP was.

From figure 7 below, the local area council meetings were mentioned as a key source of information by most respondents. This was followed by those who got the information about ARSDP from the radio.

Figure 7: Source of information about ARSDP



Source: - 2021 ARSDP BSS, Sample size: 407- This was a multiple response question

From the qualitative discussions in Buliisa and Hoima, beneficiaries commended MLHUD for having ensured that LCs from Villages to District levels spearhead sensitizations about the project. This enabled local level availability of information about the project. The Project Focal Persons revealed that the strategy of putting local leadership at the forefront of awareness creation was informed by the participation agreements, stakeholder analysis as well as facilitation provided to the DLGs through the Project that enabled local leaders to mobilize and actively engage in all project activities during project implementation. LCs chairpersons for villages also noted that they led local level engagements due to the need to have their roads improved as the roads were in very bad state. The LCs chairperson saw the project as a long-awaited opportunity to improve bottlenecks that had hindered transport within the Districts.

With the advent of COVID 19, the beneficiaries commended the role played by the Radio Talk shows on the local radios that included Biiso FM in Buliisa, and Hoima FM, Kitara FM and Spice FM in Hoima DLG in disseminating information about the project. Key persons that regularly participated in delivering the interactive radio talk shows included DLG officials, contractors, supervising consultant and the Nominated Service Provider (NSP) for Social Risk Management. A key informant in Hoima remarked.

".....At the beginning (first 6 months) we were using direct community engagements before construction started. However, with covid 19 we changed the strategy we had to change to using Information Education Communication (IEC) materials and radio programs with support from local leaders.....".

3.2.3.1 Source of information about ARSDP- District and Gender wise

When results were disaggregated by District and Gender, as shown in Table 10 below, there was slight difference between the Districts, with Buliisa having larger portion of respondents that mentioned meetings/workshops (66.5%) and Hoima 61%) as most widely used method.

Table 10: Source of information about ARSDP disaggregated by District and Gender wise.

| Category | Hoima (n=272) | Buliisa (n=135) | Male (n=247) | Female (n=160) | Overall (n=407) |
|-----------------------------|---------------|-----------------|--------------|----------------|-----------------|
| Meetings/Workshops | 61.0% | 66.5% | 67.0% | 58.0% | 62.5% |
| Local area council | 55.5% | 44.5% | 55.0% | 48.0% | 51.5% |
| Radio | 53.5% | 33.5% | 55.0% | 39.0% | 47.0% |
| Word of Mouth/Neighbour | 28.0% | 40.5% | 25.0% | 41.0% | 33.0% |
| Road signs | 24.0% | 26.5% | 26.0% | 23.0% | 24.5% |
| Announcements (Kizidhalo) | 12.0% | 4.0% | 9.0% | 9.0% | 9.0% |
| Posters | 8.0% | 8.0% | 9.0% | 6.0% | 7.5% |
| Newspapers | 2.5% | 6.0% | 5.0% | 3.0% | 4.0% |
| Leaflets | 1.5% | 1.5% | 2.0% | 1.0% | 1.5% |
| Billboards | 1.5% | 0.0% | 1.0% | 1.0% | 1.0% |
| Messages posted on Dustbins | 0.0% | 1.5% | 0.0% | 1.0% | 0.5% |

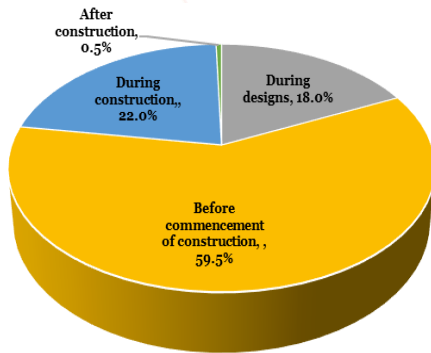
Source: - 2021 ARSDP BSS, Sample size: 407- This was a multiple response question

Further analysis at the gender level, slightly more males (67.0%) compared to females (58.0%) were reached through meetings and workshops. More Men appear to have been reached using the three widely used methods (meetings 67%, LCs, 55%, and radio (55%). During discussions, participants in Hoima and Buliisa noted that the demographic of the area has more men migrating in region compared to females and hence it was normal for meetings to have more men attending as opposed to women. In addition, the agro-based livelihood conditions make it practically hard for women to abandon farming to attend community meetings. It was further pointed out that men had more ability to purchase and listen to radio or pay transport costs to the meetings compared to women.

3.2.4 Timing when beneficiary got to know about ARSDP activities.

In terms of the time when beneficiaries got to know about ARSDP activities, most (59.5%) of the respondents as shown in figure 8 below, got to know about ARSDP activities before commencement of the construction, with less than 1% after construction.

Figure 8: When did you get to know about the ARSDP N=407?

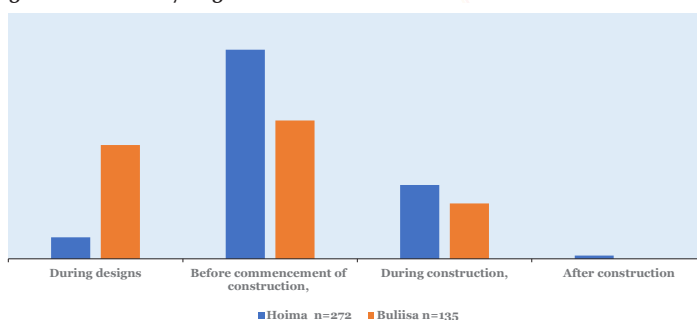


This is a clear demonstration; awareness creation activities were conducted at the appropriate phases i.e. During design and before commencement of construction etc.

3.2.4.1 What phase did beneficiaries get to know about ARSDP- District-wise?

From the results presented in figure 9 below, a higher number of respondents (37.0%) in Buliisa compared to Hoima DLG (7.0%) got to know about the project during the design phase. However, during the subsequent project implementation phases, more respondents in Hoima (93.0%) compared to Buliisa DLG (63.0%) were made

Figure 9: When did you get to know about the ARSDP?



Source: - 2021 ARSDP BSS, Sample size: 407

"..... ARSDP carried out several public awareness activities. these included sensitizing several stakeholders starting from the local community to the top leadership of the District.....". **LC V Chairperson-Buliisa District**

".....We got to know about ARSDP through a training that they were going to construct this Bulindi-Waki-Dwoli road because it was in a very bad condition and it was funded by World Bank.....". **FGD GRC Member Hoima DLG**

The information was disseminated at the beginning of this project.....". **FGD LC Member-Buliisa District**

Beneficiaries revealed that the timing of the awareness creation activities was commensurate with the information needs at the different implementation phases i.e. During design/before construction phase, mobilisation was more important as beneficiaries needed to know their roles, who was to be affected, where to report any grievances etc. From the survey, timely and meaningful consultations with project stakeholders (Local /Community leader, Contractors, Public etc.) seems to have contributed positively towards project deliverables.

aware about ARSDP (before construction, during construction and after construction). The survey further established that more awareness was created in Hoima compared to Buliisa during all the phases, except the design phase.

The survey established that the roads within Hoima DLG traverse the whole District and therefore more Local leaders were engaged in awareness creation compared to Buliisa. Stakeholders also revealed that Buliisa District has only one radio station (Biiso FM), while in Hoima DLG there were several Radio stations including Hoima FM, Spice FM, Bunyoro FM, among others. This gave Hoima DLG more platforms to undertake awareness sessions about the project.

3.2.4.2 At what phase did beneficiary know about ARSDP- Gender wise?

From the gender analysis in Table 11 below, more females (20%) compared to males (16%) got to know about ARSDP during design phase. While before construction this was the reverse with more males (69%) compared to females (50%). However, during construction, more females (29%) compared to males (15%) got to know about the ARSDP activities.

From the above findings, whereas more females than the males were made aware about the project during design phase, it is necessary for implementers to take note of gender inequalities so that all beneficiaries can equally participate and benefit from the resources, services, and other activities offered by the project.

Table 11: When did you get to know about the ARSDP?

| Category | Male (n=247) | Female(n=160) |
|--------------------------------------|--------------|---------------|
| During designs | 16.0% | 20.0% |
| Before commencement of construction, | 69.0% | 50.0% |
| During construction, | 15.0% | 29.0% |
| After construction | 0.0% | 1.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

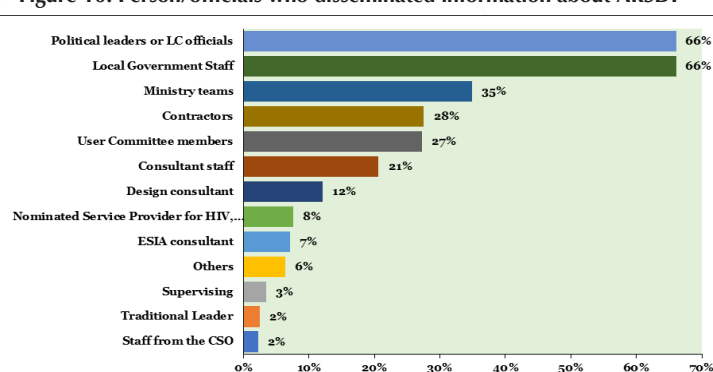
Key initiatives to enhance equality further would include:

- Designing project activities to meet the specific needs of both women and men for example targeted awareness outreach activity to increase both men and women's participation in project activities.
- Developing gender-specific targets or performance indicators that track gender results etc.

3.2.5 Analysis of Agents of Awareness Creation about the Project

The survey asked respondents if they could recall the persons /officials that disseminated information. From Figure 10 below, political leaders or LC officials (66%), and the LG staff (66%) disseminated most of the information about the ARSDP activities in the community.

Figure 10: Person/officials who disseminated information about ARSDP



Source: - 2021 ARSDP BSS, Sample size: 407- This was a multiple response question

From the findings, the most effective sources of information were first local Councils/Political leaders, followed by DLG officials, Teams from the Central level (MLHUD), Contractors and in the fifth slot were the user committees. These are key findings as they illustrate the key channels for information dissemination for projects like the ARSDP.

The project invested in creating awareness through various channels, however a few misunderstandings on the most preferred/spoken local languages to translate the project IEC materials. This was mentioned during the sessions in Hoima DLG. Thus, it is advisable for project teams to establish the widely used local languages before printing Information Education Communication (IEC) materials. From the in-depth sessions, it was reported that not all messages were translated in the widely used local languages. This could have distorted the meaning of some messages disseminated as beneficiaries had to depend on third party translations. Below were a few highlights captured from the in-depth discussions.

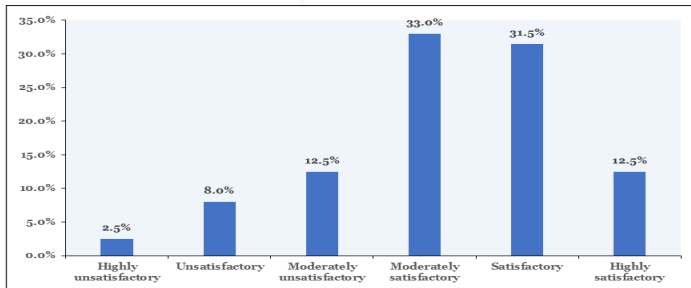
".....Not all messages were translated in local languages therefore we missed reaching out to a few persons.....".
FGD Participant Hoima DLG

".... Town Council called the locals and announced about the project. Not only that, but councillors went ahead to disseminate information through the radio talk shows, during funerals and church services. The information reached everyone....." Key Informant – Buliisa District.

3.2.6 Overall satisfaction - information received about ARSDP.

The respondents were asked to provide the overall ranking showing whether they were satisfied with information they needed to know about ARSDP.

Figure 11: Overall beneficiary satisfaction level with information needed from ARSDP



Source: - 2021 ARSDP BSS, Sample size: 379.

“..... issue of compensation, we were told that the issue of compensation would be handled by the office of the Town council, but there was no value attached to any category of item.”

FGD Participants - Buliisa DLG

On the other hand, participants view for the satisfactory level of information received included.

- The project team undertook clear stakeholder analysis and information needed at each stage of project implementation as well as deciding on the modes of awareness creation. This helped in establishing clear, concrete messages at the different project implementation phases.
- The second factor was the well designed and packaged messages at the different project implementation phases targeting the different beneficiaries including PAPs.
- The third factor was the use of multiple dissemination channels including meetings, Radios, News Papers, IEC materials among others which made it possible to meet several targeted beneficiaries of the project.
- Furthermore, the involvement of local stakeholders in awareness creation enabled local level mobilization and building confidence and trust of the messages disseminated. The key local stakeholders included LG Political and Technical Officials, Local Councils and Road User Committees/ Grievance Redress Committees.

Figure 11 above shows out of all the survey respondents, 33.0% were moderately satisfied, 31.5% satisfied, and 12.5% highly satisfied, with a few respondents (10.5%) expressing displeasure with the information received about ARSDP.

From the discussions with participants, a few factors already pointed out contributed to the satisfaction levels with the information provided. On the other hand, reasons for the unsatisfactory level with information provided included insufficient details about compensation related issues, not being informed about the project commencement date, thus some of the beneficiaries were caught unaware at project start, leading to loss of a few belongings.

- It was also pointed out that there were dedicated funds for stakeholders' engagements during project implementation phases. These funds were allocated to the District Local Governments as part of quarterly operational funds, there was also allocated funds within the contractors' bills of quantities for safeguards implementation as well as funds for special engagements by the Ministry of Lands, Housing and Urban Development.

In addition, the beneficiaries noted the role of the NSP in ensuring stakeholders' awareness. The survey established that in all awareness sessions, there was special sessions to discuss the facts about the overall project and progress of infrastructure construction before dwelling in sessions on HIV/AIDS, GBV, VAC and other key safeguards issues. The same model applied to all engagements by the DLGs, contractors and the MLHUD.

3.2.6.1 Satisfaction - information about ARSDP (District and Gender wise)

Table 12 below reveals that satisfaction level with information received from ARSDP was slightly higher (moderately satisfactory, satisfactory, and highly satisfactory combined) in Buliisa (78.5%) compared to Hoima (76%) District.

Table 12: Overall satisfaction with information received from ARSDP-District and Gender

| Category | Hoima (n=257) | Buliisa (n=122) | Male (n=232) | Female n=(147) |
|---------------------------|---------------|-----------------|--------------|----------------|
| Highly unsatisfactory | 4.0% | 0.0% | 2.0% | 3.0% |
| Unsatisfactory | 11.0% | 4.5% | 7.0% | 9.0% |
| Moderately unsatisfactory | 9.0% | 17.0% | 11.0% | 14.0% |
| Moderately satisfactory | 29.5% | 38.5% | 30.0% | 36.0% |
| Satisfactory | 33.5% | 28.5% | 37.0% | 26.0% |
| Highly satisfactory | 13.0% | 11.5% | 13.0% | 12.0% |

Source: - 2021 ARSDP BSS, Sample size: 379.:

However, from the gender perspective, satisfaction with information received was higher (80%) amongst males (moderately satisfactory, satisfactory, and highly satisfactory combined) compared to females (74%). This is in line with the earlier finding that awareness creation activities were attended by the more males (67.0%) compared to females (58.0%) through meetings and workshops.

From the qualitative viewpoint, most leaders acknowledged the project disseminated information right from the start to project completion/handling over.

“.....The information was adequate only that most of the information should have been translated in all the local languages in the community (Runyoro, Lugungu and Alur) to enable all people to get first-hand information.....”.

Buliisa District LG Official

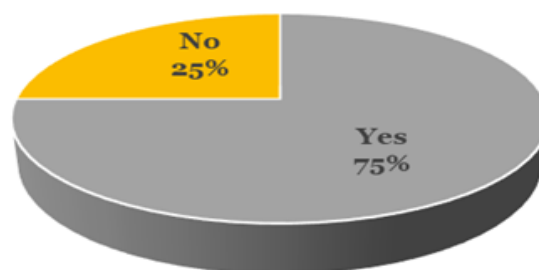
3.3 Beneficiary level of participation in project activities

To effectively assess the beneficiary level of participation, several sub indicators namely, how inclusive was ARSDP in activity implementation, what avenues were in place to promote participation in project activities, what ways were stakeholders actively involved etc. This and a few other indicators were used to assess beneficiary participation and the results are presented below.

3.3.1 Beneficiary participation in ARSDP activities in any form

Figure 12 below indicates that 75% (305) of respondents participated in the ARSDP activities, and 25.0% (102) though had heard about ARSDP, they did not directly participate in any form during the different project phases.

Figure 12: Have you participated in ARSDP activities? (N=407)



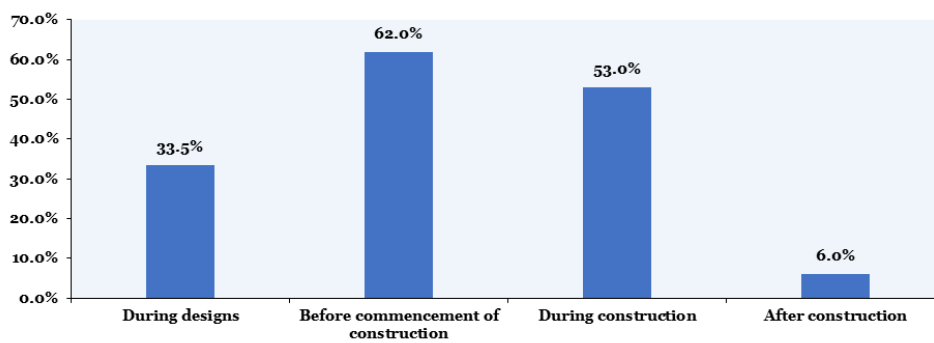
From the qualitative discussion with LCs and Road User Committees, several beneficiaries were aware, their involvement was required at different implementation phases. The areas of participation included selection of the infrastructure, providing the right of way, providing local labour, being volunteers, reporting project related issues and concerns, attending meetings, providing local material, providing security, translating IEC materials, providing local foods to workers, providing local accommodation and other avenues for goods and services needed during construction.

3.3.1.1 Phases of Participation by Beneficiaries

To adequately gauge how beneficiaries participated in the project activities, out of those (75%) that participated, respondents were further asked the specific phase/ stage when they got involved in the project activities.

From figure 13 below, majority got involved before commencement of construction (62.0%), followed by “during construction” (53.0%), design phase (23.5%) and a few (6.0%) after construction.

Figure 13: Phase/Level where beneficiaries participated in ARSD in ARSDP activities



Source: - 2021 ARSDP BSS, Sample size: 305.:

Overall phases of beneficiary participation coincided with those of information dissemination, with highest level before commencement of construction. During discussions with the Focal persons, LCV Chairpersons and CAOs, it was noted that before construction, the picture of project became clear since design phase including environmental and social impact assessments had taken quite much more time than anticipated. After announcement of contractors, the DLGs embarked on construction preparedness and mobilization. Below are remarks from both the Hoima and Buliisa ARSDP focal persons

“.....Upon receipt of the letter from the PS stating that procurement of the contractor had been concluded, we got relieved and our leadership from technical and political wings were mobilized and we started pre-construction preparedness including setting up relevant committees, reconfirmation of Right of Way, preparing our Physical Planning Committees to fast track statutory approvals of any required structures and community level mobilization....” **Hoima ARSDP Focal Person**

It had taken a while after designing the roads and we were under political pressure as whether the roads were to be made. When we got information about the contractor, it was a relief and we immediately worked with MLHUD to prepare construction, which involved many engagements, meetings, completing mobilization of the community and setting up of the required construction support committees like grievance committees... **Buliisa ARSDP Focal Person**

3.3.1.1 Phases of beneficiary participation – District & Gender wise

Deeper analysis in participation by District showed varying difference in the different implementation phases. During the design phase, a higher percentage (42.5%) from Buliisa DLG compared to Hoima DLG (27.5%)

participated in the project activities. While before commencement of construction, it was the reverse with a higher percentage (69.5%) respondents in Hoima compared to 49.5% in Buliisa.

Table 13: Phases of beneficiary participation – District & Gender wise

| Category | Total by District | | Total by Gender | |
|-------------------------------------|-------------------|----------------|-----------------|------------------|
| | Hoima (n=206) | Buliisa (n=99) | Male (n=195) | Female n = (110) |
| During designs | 27.5% | 42.5% | 33.0% | 34.0% |
| Before commencement of construction | 69.5% | 49.5% | 69.0% | 55.0% |
| During construction | 60.5% | 40.0% | 56.0% | 50.0% |
| After construction | 8.0% | 2.0% | 7.0% | 5.0% |

Source: - 2021 ARSDP BSS, Sample size: 305

During qualitative discussions, the survey revealed that prior to commencement of construction, in-depth mobilisation activities geared towards driving community participation could have occurred more in Hoima than in Buliisa DLG, resulting into variations in the level of participation between the 2 districts before commencement of construction.

“..... Members of the community participated right from the beginning when they were called and informed about the plans to construct the roads. Generally, beneficiaries confirmed to have participated in ARSDP activities at different levels.....” FGD in Hoima District

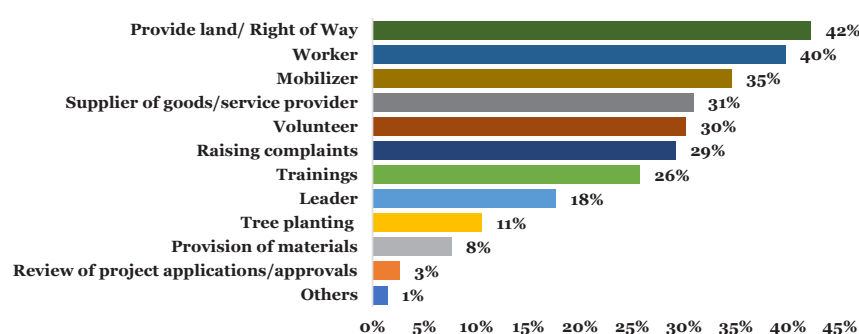
Disaggregation by gender revealed higher male participation in the project activities across all the different levels of project implementation except during designs i.e. during designs (33.0% males: 34% females, before commencement of construction (69.0% males: 55.0% females,) during construction (56.0% males: 50.0% females) etc. Below is an extract from the qualitative sessions affirming beneficiary participation in the project activities.

3.3.2 How did the beneficiaries participate in project activities?

Deeper analysis about the specific method of beneficiary participation in ARSDP activities showed majority participated through giving land / right of way (42%), work-

ing on the project (40%), with others through supplying goods or services. See figure 14 below, for breakdown.

Figure 14: Which avenues did beneficiaries participate in the ARSDP activities?



Source: - 2021 ARSDP BSS, Sample size: 305. This was a multiple response question.

From the in-depth analysis, key informants mentioned that participation occurred through several committees and at different levels (community, Subcounty and District). For example

“.....Some of beneficiaries participated as members of the GRCs, and Area LCs members. These participated in the routine monitoring of project activities....” **LC FGD participant Hoima**

Some of the committees where respondents participated included road user committees -these were responsible for daily monitoring/support to the contractors, the grievance redress management committees at community level and sub county level. These supported in addressing complaints within and from the community at different levels as elaborated above.

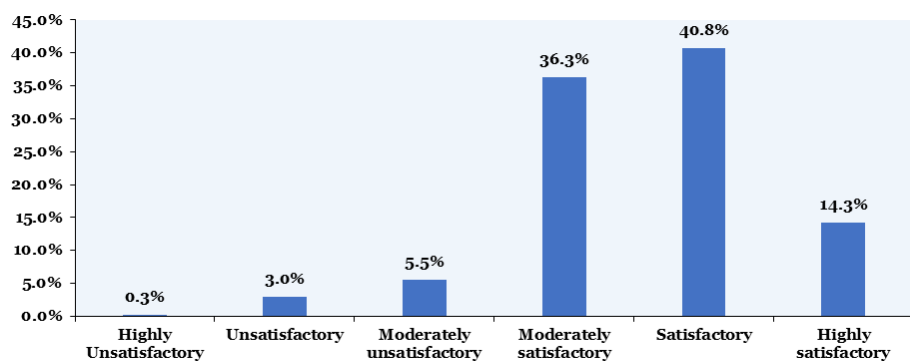
3.3.3 Overall level of satisfaction of beneficiaries with participation in ARSDP activities

Figure 15 below, nine in every ten (91.4%) respondents were satisfied (36.3% moderately satisfactory, 40.8% satisfactory, and 14.3% highly satisfactory) with the level

During discussions with CAOs and RDCs, it was pointed that the nature of this project did not have funding for compensation and resettlement action plan (RAP). This meant that there was huge need to ensure potential Project Affected Persons (PAPs) are well engaged and sign consent forms. Hence, people who owned land along the roads voluntarily offered Right of Way (RoW) for the rehabilitation of the roads. In a discussion with the Resident Engineer, it was noted that, there was not much land required as the rehabilitation of gravel roads followed the existing road widths. It was only in the Buliisa T/C where some expansion of roads was made, though with the Physical Development Plan, the RoW was readily available.

of participation in project activities. Out of the satisfied respondents, 14.3% were highly satisfied with the level of participation as illustrated in figure 15 below.

Figure 15: Overall participation in ARSDP activities and category of respondents



Source: - 2021 ARSDP BSS, Sample size: 305

From further probing, especially from the key informants, it was reported that the preparation of roads designs commenced with the selection of roads in line with the DDPs. However, it should be noted that District priorities are usually made up of community needs captured from the parish and later passed over to subcounty level if established to be a priority need. This finding is in line with the survey results demonstrating that beneficiaries participated in the selection, design, and implementation of the sub-projects. Below are some of key informants extracts in line with beneficiary participation.

“.....Several leaders participated at different levels. The Grievance Management Committee (GMC) participated in resolving affected persons issues at the Sub County. In incidences where grievances could not be resolved at the lower level, these were forwarded to the District GRC for final review and disposal.....” **Key informant Hoima District LG Official**

From the above, it is clear the project provided several avenues to promote local community/stakeholder participation during project implementation.

The survey established the following factors that explain the level of satisfaction with participation. Beneficiaries that rated high satisfaction with participation pointed out the role of the project team at the MLHUD and DLGs. There was a lot of follow up from the MLHUD and DLGs to ensure the contractors utilized the formed project implementation structures at district, Sub County/ Town Council, and community levels.

Beneficiaries also commended the role of World Bank standards and implementation support missions. When

In addition, beneficiaries raised the role played by awareness creation activities during the design and pre-construction phases. They noted that, this provided time to prepare and understand the project, their roles, possible risks, and measures of mitigating the risks. Hence, they took initiatives to ensure that the agreed roles as stipulated during the design phases are implemented.

On the other hand, beneficiaries who noted that the level of participation was not satisfactory attributed to this

Similar sentiments were noted in Hoima during a meeting with LCs. One member remarked.

For me I had my land with murum, and I brought it to the attention of the Engineers. Unfortunately, I was informed that contractors only acquire sites where the materials had been tested in Laboratories. I had not seen such on murum roads. This made some of us to miss good opportunities....

beneficiaries got to know that this was a World Bank funded project, it raised their participation and for those that provided material and labour, they were assured of being paid and indeed by the time of the survey, beneficiaries commended the contractors for having paid them contrary to the common contractors' practices on other projects. One GRC member in Hoima remarked during the FGD.

"At least we were assured by MLHUD that whenever we have been invited for meetings, we were to receive transport facilitation and the contractors complied and this gave us motivation even if our work was on voluntary basis..."

to expecting slightly more rewarding jobs from the project. One member of the FGD in Buliisa DLG remarked.

I received complaints that our local people were denied jobs because the contractor was asking high qualifications. For example, a machine.... operator had to have certifications and a license which many youths in our area did not have at all.

During an engagement with one of the LCIII Chairmen in Hoima, it was established that the LGs expected to provide technical supervision using the Bills of Quantities (BoQs) yet this was the role of the supervising consultant. Thus, the misunderstanding of the roles of some key stakeholders made them feel that their participation was not satisfactory.



3.3.3.1 Beneficiary participation at District and Gender level

Deeper analysis at District LG and gender level, shows there was slight difference between Hoima and Buliisa DLGs at 92.0% and 90.5% respectively in the participation (moderately satisfactory, satisfactory, and highly combined) of ARSDP activities.

When males were compared against females, participation was slightly higher among males (93.0%), compared to females (89.5%) as shown in table 14 below.

Table 14: Overall Beneficiary participation at District LG & Gender level

| Category | Hoima (n=206) | Buliisa (n=99) | Male (n=195) | Female (n=110) |
|---------------------------|------------------|-------------------|-----------------|-------------------|
| Highly Unsatisfactory | 0.5% | 0.0% | 0.0% | 0.5% |
| Unsatisfactory | 4.0% | 2.0% | 1.5% | 4.5% |
| Moderately unsatisfactory | 3.5% | 7.5% | 5.5% | 5.5% |
| Moderately satisfactory | 37.0% | 35.5% | 34.5% | 38.0% |
| Satisfactory | 40.0% | 41.5% | 40.0% | 41.5% |
| Highly satisfactory | 15.0% | 13.5% | 18.5% | 10.0% |

Source: - 2021 ARSDP BSS, Sample size: 305

However, from Table 14 above, dissatisfaction with the level of participation (highly unsatisfactory, unsatisfactory, and moderately unsatisfactory combined) at District level was slightly higher in Buliisa DLG (9.5%) compared to Hoima DLG (8.0%).

From the above, it is evident more males compared to females participated in project activities, however for future projects, perhaps there is need to deliberately allocate gender-focused thresholds as a means to drive equitable and balanced participation.

"..... The locals got jobs, they supplied the murram, monitoring of the project was there, we gave in our engineer as the project manager, there was a focal point person attached to the project to monitor, every day he would be moving out with the technical team of the contractor, he would prepare the reports showing out the snags which have to be worked on before defect liability period expires...." CAO Hoima DLG

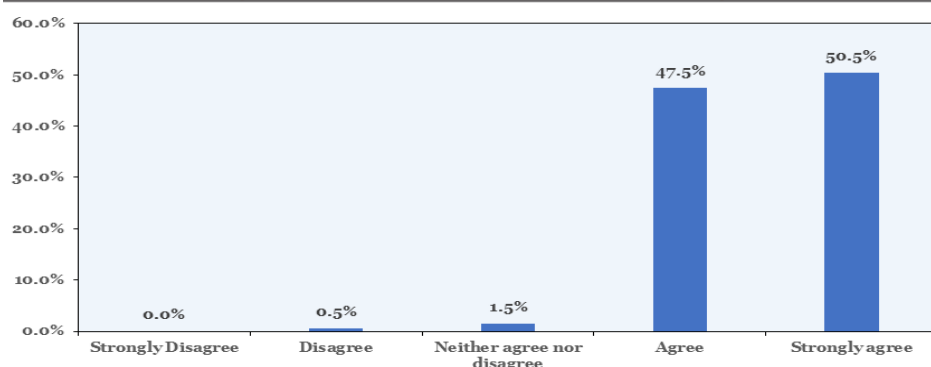
3.4 Beneficiary perception of the subproject before construction

Preliminary findings from literature review highlighted several challenges before construction namely: - generally bad roads, presence of potholes on some of the roads, muddy and almost impassable roads, among others. To effectively assess the perception of respondents about the subproject, it was important to seek views/opinions about the infrastructure (roads) before construction.

3.4.1 District road condition before construction.

Beneficiaries were asked whether the condition of the roads had improved after construction. From the results illustrated in figure 16, nearly all (98%) respondents agreed the condition of the infrastructure had improved (agree and strongly agree combined) compared to the period before.

Figure 16: Do you agree, road condition has improved compared before construction



Source: - 2021 ARSDP BSS, Sample size: 407

3.4.1.1 District road condition before construction – District and Gender

As showed in table 15, majority (99.5% of respondents from Hoima and Buliisa (93.5%) DLG agreed (agree and strongly agree combined) that the condition of the infrastructure had improved compared to the period before.

Comparison in gender showed no great variations in males (97%) compared to females (99%) that agreed the condition of the infrastructure had improved compared to the period before.

Table 15: District and Gender wise – Condition before construction

| Category | Hoima (n=272) | Buliisa (n=135) | Male (n=247) | all | Female (n=160) | all |
|----------------------------|------------------|--------------------|-----------------|-----|-------------------|-----|
| Strongly Disagree | 0.0% | 0.0% | 0.0% | | 0.0% | |
| Disagree | 0.0% | 2.0% | 1.0% | | 0.0% | |
| Neither agree nor disagree | 0.5% | 4.5% | 2.0% | | 1.0% | |
| Agree | 37.0% | 66.0% | 50.0% | | 45.0% | |
| Strongly agree | 62.5% | 27.5% | 47.0% | | 54.0% | |

Source: - 2021 ARSDP BSS, Sample size: 407

3.4.2 Travel time between one place to another

The state of the infrastructure specifically (roads) has direct impact on travelling cost and time. From the responses summarised in table 16, almost all (98.5%) respondents agreed (agree and strongly agreed overall) it took more traveling time between particular places due to the condition of the infrastructure before construction.

Table 16: Beneficiary opinion - travel time from one location before construction.

| Category | Hoima | | Buliisa | | Total | | Overall (n=407) |
|----------------------------|---------|--------|---------|--------|-------|--------|--------------------|
| | Male | Female | Male | Female | Male | Female | |
| | n = 177 | n = 95 | n=70 | n=65 | n=247 | n=160 | |
| Strongly Disagree | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Disagree | 1.0% | 0.0% | 0.0% | 2.0% | 1.0% | 1.0% | 1.0% |
| Neither agree nor disagree | 1.0% | 0.0% | 1.0% | 3.0% | 1.0% | 1.0% | 1.0% |
| Agree | 37.0% | 33.0% | 60.0% | 65.0% | 43.0% | 46.0% | 44.5% |
| Strongly agree | 61.0% | 67.0% | 39.0% | 31.0% | 55.0% | 53.0% | 54.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

“.....Before the road construction, traders and business-persons would take more time traveling from one point to another, and consequently to end consumers. However, with these roads, traders move their goods in time, with much lesser loss especially the perishables like fish, vegetables etc.....”. **Buliisa District LG Official**

“.... previously we would rotate via the main road when traveling to Kigoroby, but now it takes a very short to get to the tarmac in Nakulabye and Kigoroby.....”
FGD Participant- Hoima DLG

3.4.3 Cost of travel from one place to another

When asked about the cost of travel from one place to another before construction, table 17 below, shows that a combined majority of 95.5% agreed (agree 46.0% and

strongly agree 49.5%), it cost more money to travel between places due to the condition of the infrastructure before construction

Table 17: Cost more money to travel between particular places before construction.

| Category | Hoima | | Buliisa | | Total | | Overall (n=407) |
|----------------------------|---------|--------|---------|--------|-------|--------|--------------------|
| | Male | Female | Male | Female | Male | Female | |
| | n = 177 | n = 95 | n=70 | n=65 | n=247 | n=160 | |
| Strongly Disagree | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Disagree | 0.0% | 0.0% | 1.0% | 8.0% | 0.0% | 3.0% | 1.5% |
| Neither agree nor disagree | 1.0% | 1.0% | 10.0% | 4.5% | 4.0% | 2.5% | 3.0% |
| Agree | 42.0% | 38.0% | 56.0% | 56.5% | 46.0% | 45.5% | 46.0% |
| Strongly agree | 57.0% | 61.0% | 33.0% | 31.0% | 50.0% | 49.0% | 49.5% |

Source: - 2021 ARSDP BSS, Sample size: 407

From the respondents, the cost of travel between places was estimated in terms of financial cost, travel time in a vehicle, bicycle, or motorcycle. From KIs/ FGDs, it was established for example that the travel cost using a motorcycle between Bulindi Town to Dwooli had dropped from an average of Uganda shillings 20,000 to 6,000 since the road was previously impassable and passing through high steep slopes. While in Buliisa DLG, the cost of travel on Bodaboda from Ngwedo to Buliisa Town had dropped from an average of Uganda Shillings 9,000 to 5000 since the road had a permanent swamp crossing. Below are a few extracts captured during the FGDs.

“.....Public transporters including motorist moving between nearby towns can increase their frequency and hence more profit.....”. **Hoima District LG Official**

“..... The road was in a bad state, many potholes, muddy and almost impassable. It would take almost two hours, and cost of transport would double whenever it rained....” **GRC Member-FGD Buliisa LG**

3.4.4 Convenience to access settlements before construction.

Table 18 below shows that 87.5% of the respondents were highly inconvenienced (inconvenient and very inconvenient combined) in accessing different settlements

such as schools, health facilities, workplaces, trading centres etc. before the roads were improved.

Table 18: Beneficiary's perception on how convenient to access settlement

| Category | Hoima | | Buliisa | | Total | | Overall (n=407) |
|-------------------------------------|---------|--------|---------|--------|-------|--------|--------------------|
| | Male | Female | Male | Female | Male | Female | |
| | n = 177 | n = 95 | n=70 | n=65 | n=247 | n=160 | |
| Very inconvenient | 50.0% | 58.0% | 30.0% | 14.0% | 40.0% | 36.0% | 38.0% |
| Inconvenient | 44.0% | 39.0% | 47.0% | 68.0% | 45.5% | 53.5% | 49.5% |
| Neither convenient nor inconvenient | 2.0% | 0.0% | 7.0% | 8.0% | 4.5% | 4.0% | 4.3% |
| Convenient | 2.0% | 1.0% | 11.0% | 8.0% | 6.5% | 4.5% | 5.5% |
| Very convenient | 2.0% | 2.0% | 4.0% | 3.0% | 3.0% | 2.5% | 2.8% |

Source: - 2021 ARSDP BSS, Sample size: 407

From the in-depth discussion with GRCs and Area LC members, most beneficiaries were inconvenienced in their day-to-day activities particularly when commuting on the roads

".....as of now the roads are better than before, even if a woman is in labour, it may not be possible for her to give birth alongside the road because we will have already reached the health facility....." FGD participant in Bulyango village, Hoima DLG

3.4.5 How safe while commuting on the road

Road safety is major concern while traveling from one place to another. During survey, eight out of ten respondents (81.0%) felt some level of being unsafe (52.5%

very unsafe and somewhat unsafe 28.5%) while traveling on the roads before construction.

Table 19: How safe beneficiary felt commuting on the infrastructure before construction?

| Category | Hoima | | Buliisa | | Total | | Overall N=407 (n=407) |
|-------------------------|---------|--------|---------|--------|-------|--------|-----------------------------|
| | Male | Female | Male | Female | Male | Female | |
| | n = 177 | n = 95 | n=70 | n=65 | n=247 | n=160 | |
| Very unsafe | 66.0% | 69.0% | 24.0% | 23.0% | 54.0% | 51.0% | 52.5% |
| Somewhat unsafe | 28.0% | 24.0% | 36.0% | 34.0% | 30.0% | 27.0% | 28.5% |
| Neither safe nor unsafe | 2.0% | 1.0% | 16.0% | 23.0% | 6.0% | 10.0% | 8.0% |
| Somewhat safe | 2.0% | 4.0% | 24.0% | 17.0% | 9.0% | 9.0% | 9.0% |
| Very safe | 2.0% | 2.0% | 0.0% | 3.0% | 1.0% | 3.0% | 2.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

From the in-depth session, participants responses for feeling unsafe while commuting on the roads before construction included: - bad/ narrow roads, sharp turns, poor signages, high speed of traffic, thick dust along the roads, bad overtaking by reckless riders/motor vehicle drivers etc

"..... Some corners were very sharp and without signposts to show ahead so that one can drive while taking precaution of what is ahead. We expected signposts to be put along the sharp corners, they put some and others they did not...". FGD Participant – Hoima DLG

From gender-wise analysis in table 19, nine out of ten (94%) male respondents from Hoima compared to 60% in Buliisa DLG felt unsafe (very unsafe and somewhat unsafe combined) commuting on the roads before construction. Equally nine out of ten (93%) females from Hoima compared to 57% females from Buliisa DLG felt

unsafe while commuting on the roads.

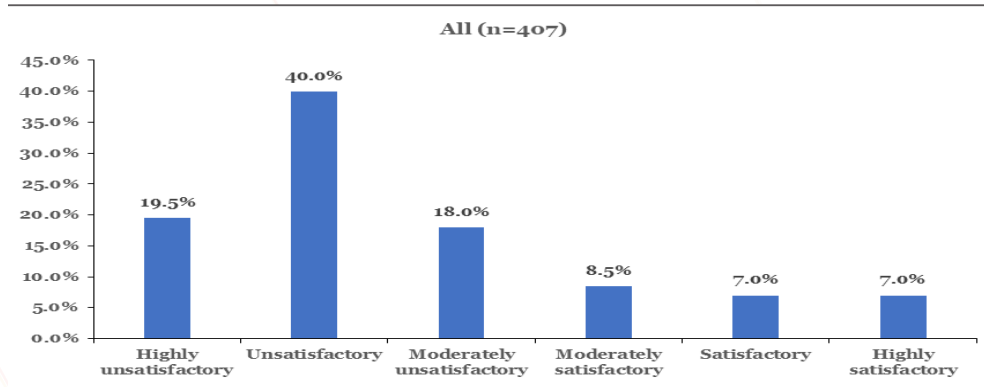
From the above findings, the safety aspects (bad/narrow roads, sharp turns, poor signage, high speed of moving traffic, thick dust etc) in Hoima compared to Buliisa DLG appear to have been more lacking. However, the reverse could also be true.

3.4.6 Overall beneficiary perception before construction?

Objective three of the BSS was to identify beneficiaries' perception of the sub-project before construction. In figure 17 the response to the overall beneficiary satisfaction before construction is presented with the majority

(77.5%) of respondents very unsatisfied (19.5% highly unsatisfactory, 40.0% unsatisfactory and 18.0% moderately unsatisfactory) with the condition of the roads before construction

Figure 17: Overall beneficiary satisfaction level before construction



Source: - 2021 ARSDP BSS, Sample size: 407

During the in-depth sessions, the following were established as reasons for the level of dissatisfaction before construction.

- Presence of potholes even on murram roads
- Excessive dust most especially during the dry season and
- Poor maintenance (42%) especially for the roads/bridges and culvert crossings contributing to poor drainage, among others.

The above findings were further confirmed during the qualitative sessions with several respondents mentioning issues such as insufficient or lack of funds to support routine road maintenance, high levels of road deterioration through erosion. This was very pronounced in Hoima DLG with several roads traversing through hilly sections. All-in- all, respondents were not satisfied with the conditions before construction of the infrastructure for reasons presented above.

3.4.6.1 Beneficiary perception before Construction-District and Gender

When disaggregated according to District, Table 20 below illustrates, 78.5% in Hoima (29.5% highly unsatisfactory, 38.5% unsatisfactory and 10.5% moderately unsatisfactory) while, 80.5% in Buliisa District felt the infrastructure before construction was unsatisfactory.

However, when this was analysed at gender level, there seemed to be no difference between males (77%) and females (78%) in the level of dissatisfaction (highly unsatisfactory, unsatisfactory, and moderately unsatisfactory) with the condition of the roads before construction.

Table 20: Overall beneficiary perception before construction-District Level

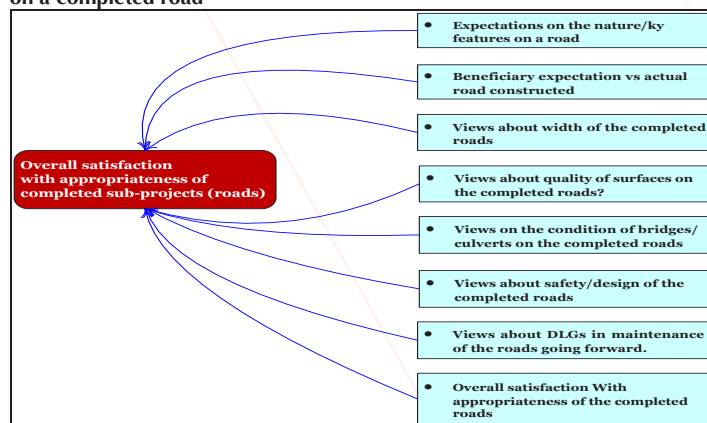
| Category | Hoima (n=272) | Buliisa (n=135) | Male all (n=247) | Female all (n=160) |
|---------------------------|---------------|-----------------|------------------|--------------------|
| Highly unsatisfactory | 29.5% | 2.0% | 21.0% | 18.0% |
| Unsatisfactory | 38.5% | 45.5% | 43.0% | 37.0% |
| Moderately unsatisfactory | 10.5% | 33.0% | 13.0% | 23.0% |
| Moderately satisfactory | 5.0% | 13.0% | 6.0% | 11.0% |
| Satisfactory | 7.0% | 5.0% | 9.0% | 5.0% |
| Highly satisfactory | 9.5% | 1.5% | 8.0% | 6.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

3.5 Satisfaction with appropriateness of completed sub-projects.

To adequately establish the beneficiary satisfaction levels with appropriateness of completed sub-projects, all respondents (407) were interviewed on the different parameters summarized in figure 18 below. Findings per different feature and overall assessment were later analysed and the results are presented further below.

Figure 18: Key beneficiary satisfaction attributes/features on a completed road

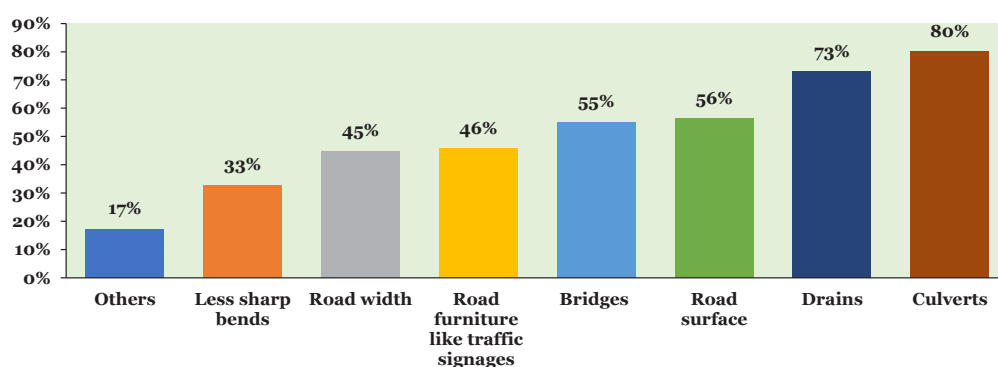


3.5.1 Expectations on the nature of the roads after construction?

To establish the beneficiary's expectation for a completed infrastructure (road), the survey team asked respondents to state key features in order of importance for a good road. From Figure 19 culverts (80%), drains (73%) and road surface (56%) were mentioned as important

features observed along the completed infrastructure (roads). About third of the respondents (33%) said fewer sharp bends were necessary features on the completed infrastructure (roads).

Figure 19: Beneficiary's expectation of key features on completed infrastructure (roads)



Source: - 2021 ARSDP BSS, Sample size: 407

3.5.2 Beneficiary expectation vs actual road constructed.

To effectively assess the beneficiary's expectation viz viz the actual roads constructed, it was necessary to compare the situation before and the current state of the roads. Respondents were asked for their views regarding

the current state of the road compared to what it was before. From the results in Table 21 below, an overwhelming majority (98%%) agreed the condition of the roads had greatly improved in the last 3 years.

Table 21: Percentage of beneficiaries who agree road conditions had improved

| Category | Overall (n=407) |
|----------------------------|-----------------|
| Strongly Disagree | 0.0% |
| Disagree | 0.5% |
| Neither agree nor disagree | 1.5% |
| Agree | 47.5% |
| Strongly agree | 50.5% |

Source: - 2021 ARSDP BSS, Sample size: 407

From observation within Hoima and Buliisa DLG, there are newly constructed roads with better road conditions compared to the situation before. As revealed from the in-depth analysis, respondents agreed the road network had greatly improved, however they requested for deliberate efforts towards improving safety related challenges to maximally utilise and derive benefits from using the infrastructure.

"..... yes we are very happy with the new roads, because there are no more potholes like it used to be. But, my fear is on the last stage of road construction, we are not sure if they are completely done, or they are still going on.....". **GRC FGD. Buliisa District.**

"....The road was very muddy and almost impassable, it would almost take two hours to move from Kyakapera to Kibaire.....". **FGD in Kyakapeya/Buraru Sub County Hoima DLG**

3.5.2.1 Beneficiary expectation vs actual roads - District and Gender wise.

Disaggregation by District showed nearly all (99.5%) respondents (37% agree and 62.5% strongly agree) in Hoima DLG compared to 93.5% in Buliisa, (66% agree and 27.5 strongly agree) agreed the road condition had improved in the past three years (see table 22 below). Even

though the difference appears wide, it should be noted that at the time of the survey, most of the road network in Buliisa was still undergoing construction though at advanced stage (95%+) especially in the Town council.

Table 22: Beneficiaries who agreed road conditions had improved-Gender level

| Category | District Total | | Gender Total | |
|----------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Strongly Disagree | 0.0% | 0.0% | 0.0% | 0.0% |
| Disagree | 0.0% | 2.0% | 1.0% | 0.0% |
| Neither agree nor disagree | 0.5% | 4.5% | 2.0% | 1.0% |
| Agree | 37.0% | 66.0% | 50.0% | 45.0% |
| Strongly agree | 62.5% | 27.5% | 47.0% | 54.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

When disaggregated according to gender, Table 22 above shows that almost all females (99%) compared to 97% males agreed the condition of the completed infrastructure had improved during the past 3 years.

3.5.3 Beneficiary views about width of the completed roads

When respondents were asked whether the roads width was adequate for the traffic plying on them, the trend is different. Overall, six out of 10 respondents (54.5%) said

that the width of the different roads was adequate. However, a few (32%) respondents felt the road width was inadequate as revealed during the in-depth discussions.

Table 23: Adequacy of width of the completed infrastructure (Roads)

| Category | All (n=407) |
|---------------------------------|-------------|
| Very inadequate | 2.0% |
| Inadequate | 30.5% |
| Neither Adequate nor inadequate | 13.0% |
| Adequate | 46.5% |
| Very adequate | 8.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

“..... When we were in Kakindo they told us that the road would be 9 meters wide but then at the end of it, even if you go and take measurements, they are roughly 6 - 7 meters. Why? So where did they put the other three meters.....”. **FGD Participant**

3.5.3.1 Adequacy of width of completed infrastructure - Gender level

A further analysis shows very few respondents, both males and females in Hoima (41% males and 36% females) found the width adequate (adequate and very ad-

equate combined). While in Buliisa DLG, a large proportion (82% males and 84 females) found the road width adequate.

Table 24: Adequacy of width of the completed infrastructure -gender level

| Category | Hoima | | Buliisa | | Total | |
|---------------------------------|---------|--------|---------|--------|-------|--------|
| | Male | Female | Male | Female | Male | Female |
| | n = 177 | n = 95 | n=70 | n=65 | n=247 | n=160 |
| Very inadequate | 1.0% | 4.0% | 0.0% | 0.0% | 1.0% | 3.0% |
| Inadequate | 40.0% | 44.0% | 11.0% | 11.0% | 32.0% | 31.0% |
| Neither Adequate nor inadequate | 18.0% | 16.0% | 7.0% | 5.0% | 15.0% | 11.0% |
| Adequate | 35.0% | 33.0% | 66.0% | 72.0% | 44.0% | 49.0% |
| Very adequate | 6.0% | 3.0% | 16.0% | 12.0% | 9.0% | 7.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

It should be noted that the type of road has a direct implication on the width. Gravel roads are usually of a specific width narrow in nature, so as to reduce deterioration due to traffic and weather loads. On the other hand, tarmac roads usually have a higher resistance to wear and

tear from traffic and weather load. This could perhaps explain the varying findings about adequacy of width from the two Districts as most of the roads in Hoima are Gravel in nature while Buliisa has several Tarmac roads particularly within the T/C.

3.5.4 Views about quality and surface of the completed roads

Respondents were asked to rate their perception regarding the road quality - specifically the general smoothness as observed from non-technical perspective. Table 25

below shows that a combined majority of 89.0% (18.5% very good and 70.5% good) were happy with the quality of the completed infrastructure.

Table 25: Perception about quality, surface/smoothness of completed infrastructure

| Category | All (n=407) |
|-----------------------|-------------|
| Poor | 1.5% |
| Neither good nor poor | 9.5% |
| Good | 70.5% |
| Very good | 18.5% |

Source: - 2021 ARSDP BSS, Sample size: 407

When disaggregated at the District and gender level in Table 26, there was no difference between males and females. Majority (88% and 90%), females and males agreed the quality of surface, smoothness, and appear-

ance on the completed infrastructure (roads) was good. This finding was revealed by respondents from both Hoima and Buliisa DLG.

Table 26: Beneficiary satisfaction with quality/road surface at Gender Level

| Category | District Total | | Gender Total | |
|-----------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Poor | 1.0% | 2.0% | 0.0% | 3.0% |
| Neither good nor poor | 8.5% | 10.5% | 10.0% | 9.0% |
| Good | 69.0% | 75.0% | 71.0% | 70.0% |
| Very good | 21.5% | 12.5% | 19.0% | 18.0% |

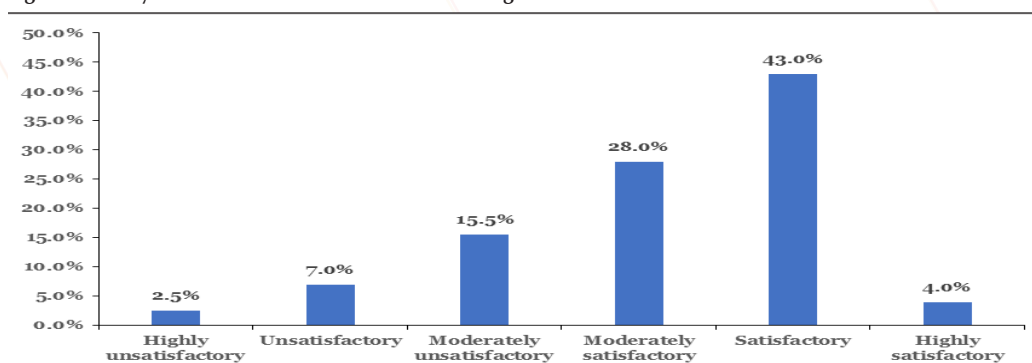
Source: - 2021 ARSDP BSS, Sample size: 407

3.5.5 Views about the condition of bridges/Culverts on the roads

Respondents were asked to rank their level of satisfaction with the condition of the bridges/culverts on the roads. The results presented in figure 20 below show that 75%

of respondents were largely satisfied (moderately satisfactory, satisfactory, and highly satisfactory combined) with the condition of the bridges/culverts

Figure 20: Are you satisfied with the condition of bridges/culvert on the roads?



Source: - 2021 ARSDP BSS, Sample size: 407

However, there was a considerable percentage of respondents who expressed dissatisfaction with the condition of the culvert/bridges (25%). This was common along some road sections including Bulindi-Waki road. Reasons included poor water flow direction after the road construction, thus affecting the households adjacent to the roads, poor cross sections at some junctions (Kasokera) etc. Since these are safety related attributes, any level of dissatisfaction needs the almost attention. Responses from participants captured during the in-depth discussion are presented below.

“.....The bridge needed a fence or barriers, these were not put in place and one easily fall in the river.....” **FGD Participant- Bulyango village, Kitoba sub county.**

“.....There is a complaint that some culverts do not allow smooth flow of water. I am yet to get an explanation from the project engineer, because I thought that water would flow through the culverts, but it seems in some lines this is not the case.....” **CAO Hoima DLG**

“.....part of what did not go well include the drainages, culverts which were placed wrongly. Some sections where you expect to find culverts, you do not find them. Water seems to be crossing in a few areas where roads join.”. **ARSDP Focal Person Hoima DLG**

3.5.5.1 Satisfaction with bridges/Culverts – Gender Level

Further disaggregation by District summarized in table 27 shows that 67.5% (26% moderately, 45% satisfactory and 3% highly satisfactory) respondents from Hoima DLG compared to a majority 89% (24.5% moderately,

59% satisfactory and 5.5% highly satisfactory) from Buliisa DLG were satisfied with the bridges/culverts on the completed infrastructure.

Table 27: Satisfaction with bridges/culvert- District and Gender Level

| Category | District Total | | Gender Total | |
|---------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Highly unsatisfactory | 3.5% | 0.0% | 2.0% | 3.0% |
| Unsatisfactory | 11.0% | 0.5% | 8.0% | 6.0% |
| Moderately unsatisfactory | 18.0% | 10.5% | 13.0% | 18.0% |
| Moderately satisfactory | 30.0% | 24.5% | 30.0% | 26.0% |
| Satisfactory | 34.0% | 59.0% | 42.0% | 44.0% |
| Highly satisfactory | 3.5% | 5.5% | 5.0% | 3.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

This confirms that fewer beneficiaries in Hoima compared to Buliisa DLG were satisfied with this attribute (condition of bridges/culvert along the roads). Below are a few responses captured from the FGDs and in-depth discussion with key survey participants.

“.....Another expectation was on our bridge of Waki which was in a bad state. But they tried to build the bridge for us even if they didn't complete it well.....” **FGD Participant**

“.....At Kisabagwa trading Center, water blocked the road, and it is all flooding into people's houses. The road was repaired, however in some sections the water has destroyed people's property” **FGD Highlight - Bulyango, Kitoba sub county Hoima DLG**

3.5.6 Views regarding safety while using the roads.

Nine out of ten (95%) of the respondents felt safe while commuting on different ARSDP supported infrastructure (roads). Wide roads and, pothole free roads, less dust etc.

were some of reasons revealed by respondents for feeling safe using the infrastructure.

Table 28: Feeling safe while commuting on the infrastructure.

| Category | All (n=407) |
|-------------------------|-------------|
| Somewhat unsafe | 2.50% |
| Neither safe nor unsafe | 2.50% |
| Somewhat safe | 46.50% |
| Very safe | 48.50% |

Source: - 2021 ARSDP BSS, Sample size: 407

However, from the FGDs, a few respondents (females) revealed that at times they do not feel safe due to the high speeding vehicles compared to the male counterparts.

Table 29: Feeling safe while commuting on the infrastructure -District and Gender wise

| Category | District Total | | Gender Total | |
|-------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Somewhat unsafe | 2.5% | 3.0% | 2.0% | 3.0% |
| Neither safe nor unsafe | 2.0% | 3.0% | 4.0% | 1.0% |
| Somewhat safe | 41.5% | 56.0% | 45.0% | 48.0% |
| Very safe | 54.0% | 38.0% | 49.0% | 48.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

From table 29 above, there was little difference between Hoima and Buliisa DLG, similarly between males and females in terms of satisfaction regarding feeling safe while commuting on the infrastructure.

3.5.7 Beneficiary views about safety/design of the roads.

To assess the safety design of the supported infrastructure, respondents were asked about specific safety design attributes. These included road width, sharp turns, speed limits, zebra crossing, road signs including, cattle crossing zones etc. Despite majority (95%) of respondents feeling safe (table 29) commuting on the roads,

there was a drop in respondents satisfied with the safety design of the completed infrastructure. As shown in table 30 below, seven out of ten respondents (69.5%) were satisfied (26.5% moderately satisfactory, 36.5 satisfactory and 6.5% highly satisfactory) with the safety designs of the roads.

Table 30: Rating safety design of the completed roads

| Category | All (n=407) |
|---------------------------|-------------|
| Highly unsatisfactory | 3.0% |
| Unsatisfactory | 13.0% |
| Moderately unsatisfactory | 14.5% |
| Moderately satisfactory | 26.5% |
| Satisfactory | 36.5% |
| Highly satisfactory | 6.5% |

Source: - 2021 ARSDP BSS, Sample size: 407

3.5.7.1 Satisfaction level about safety/design-District and Gender wise

When results were disaggregated by District, Table 31 below, shows that satisfaction with safety design from respondents in Hoima (62.5%) is lower compared to Buliisa (83%) DLG.



Interview with Chairman LCV
Hoima District

Table 31: Rating safety design of the completed roads- District and Gender level

| Category | District Total | | Gender Total | |
|---------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Highly unsatisfactory | 3.5% | 1.5% | 3.0% | 3.0% |
| Unsatisfactory | 19.0% | 3.0% | 13.0% | 13.0% |
| Moderately unsatisfactory | 15.0% | 12.5% | 14.0% | 15.0% |
| Moderately satisfactory | 30.5% | 18.0% | 30.0% | 23.0% |
| Satisfactory | 29.5% | 51.0% | 34.0% | 39.0% |
| Highly satisfactory | 2.5% | 14.0% | 6.0% | 7.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

When disaggregated further by gender, there was slight difference between males (70%) and females (69%) satisfied with the safety design of the completed infrastructure. From the above, there is need to further enhance the safety measures especially in Hoima DLG, though it would be beneficial to cut across all the ARSDP Districts. This could include provision of more visible signs at key road sections, continuous monitoring, and reporting key black spots along the roads, plus more awareness creation activities about safe road behavior. Summarized below are submissions about safety designs revealed by respondents during the in-depth discussion.

“.....a finished road should have road signs, zebra crossing; walkways should be designed for differently abled persons including persons with disabilities. The roads shouldn't have many sharp corners to avoid accidents.....” **Buliisa District DLG Official**

“.....we are cattle keepers; the road should have a road sign showing where the animals should cross from. It should have traffic lights, good drainage systems with well-placed culverts.” **Hoima DLG FGD Participant.**

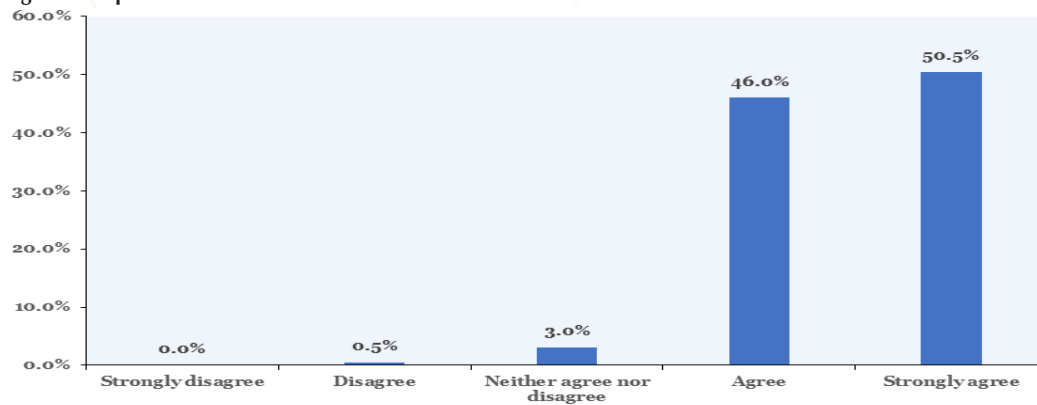
“.....there was no provision for road humps which should be taken care of in the next projects.....” **CAO Hoima.**

3.5.8 District view about maintenance of the roads going forward.

During the survey the respondents were asked for their views regarding LGs role in the maintenance of the constructed infrastructure. From the respondent's perception shown in figure 21 below, nearly all (96 %) agreed LGs

have a role to play in the infrastructure maintenance activities, with a few (3.5%) not sure LGs are responsible for maintenance.

Figure 21: Opinion on Local Governments' role in infrastructure maintenance.



Source: - 2021 ARSDP BSS, Sample size: 407

3.5.8.1 Local Government role in maintenance - District and Gender wise

In respect to gender, Table 32 below shows no difference between males (96%) and females (97%) who agreed (agreed and strongly agree combined) DLG have a key role to play in infrastructure maintenance.

Table 32: Opinion on Local Governments' role in infrastructure maintenance.

| Category | District Total | | Gender Total | |
|----------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Strongly disagree | 0.0% | 0.0% | 0.0% | 0.0% |
| Disagree | 0.5% | 1.5% | 0.0% | 1.0% |
| Neither agree nor disagree | 3.0% | 3.0% | 4.0% | 2.0% |
| Agree | 41.0% | 55.5% | 47.0% | 45.0% |
| Strongly agree | 55.5% | 40.0% | 49.0% | 52.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

From the qualitative sessions, several mentioned that the LGs were responsible and will need to maintain the roads going forward. Below is a caption from the FGD session held in Buliisa DLG.

".....Our leaders should also think of routine maintenance of these infrastructures that they provide to us, more especially the roads, so that they are not taken up by bushes and then destroyed....." GRC FGD Buliisa District.

From the qualitative discussions, some members of the District administration acknowledged the need to come up with operation and maintenance plans including budget to ensure the infrastructure is well managed and maintained. Key issues to ensure maintenance include routine de-silting to avoid poor drainage and flooding of areas along the roads etc.

The survey established that each of the Districts had key personnel i.e District Engineer, Assistant Engineer (No) Road's supervisor, mechanic, operator etc. to spearhead the operation and maintenance. However, the survey was not able to ascertain the availability of road equipment such the excavator, bulldozer and wheel roller that

are necessary to facilitate road maintenance. Thus, both DLGs, have some level of capacities to spearhead the operations and maintenance going forward.

However, there were requests for the Central Government to take up the roads as majority of DLGs especially Buliisa expressed the lack of adequate resources for routine road maintenance.

".... Local Government does not have enough resources for the routine road maintenance. That is why for us Buliisa DLG request UNRA to take over the routine maintenance of these roads because we know they have the capacity" Deputy CAO Buliisa District.

3.6 Overall satisfaction - appropriateness of the completed roads

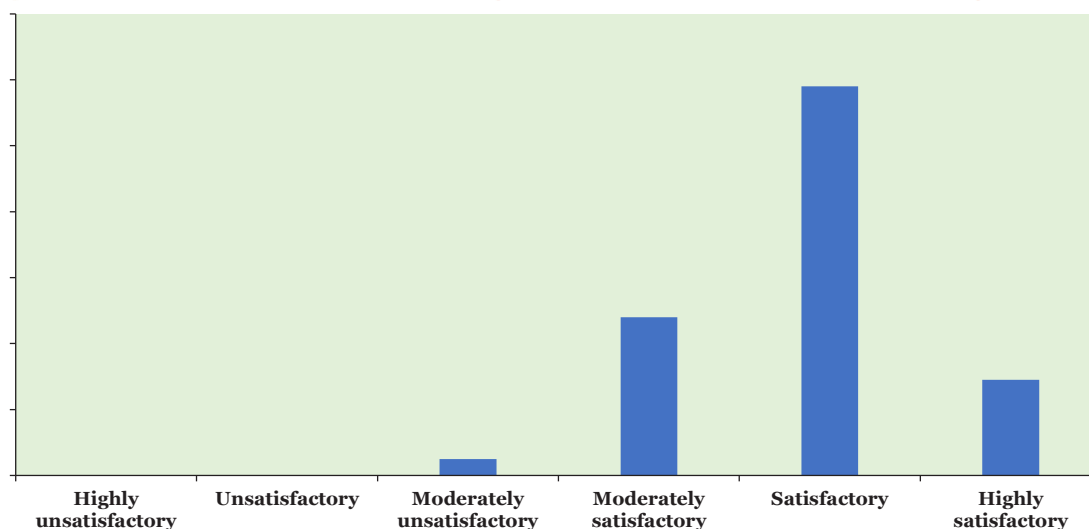
Using the scoring methodology, the overall satisfaction with appropriateness of completed subprojects (roads) from beneficiaries was established at different level as summarised below.

- 24% of the respondents (407) were moderately satisfied,

- 59.0% were generally satisfied and
- 14.5 were highly satisfied with the completed sub-projects (roads)

Figure 22 below, shows the different respondents satisfaction levels" with the appropriateness of the completed subprojects (roads)

Figure 22: Overall beneficiary satisfaction level with completed subprojects



Source: - 2021 ARSDP BSS, Sample size: 407

Respondents were satisfied with the appropriateness of completed subprojects for several reasons that include –

- Installed culverts of appropriate size and constructed small bridges improved drainage and flow of water along the roads. This has made it easier for residents to safely cross dangerous streams to access schools, health centres, and markets along roads that frequently flooded during the rainy seasons. i.e along Waki-Kryabutuzi-Mparangasi road, Kafo-Kasambya-Wegesa road etc.
- All constructed roads in both Hoima and Buliisa DLGs were appropriately planned for and in line with district priorities as per the approved DDPs. This was affirmed by both Buliisa and Hoima Districts CAO and RDCs.
- Road construction made use of appropriate and tested materials (murram, sand, cement, water, and aggregates) sourced from approved material sites. The Hoima DLG Engineer revealed that the quality of materials used were of the required standard, thus going forward, this is likely to minimize on the maintenance and rehabilitation costs during the road's life.

- Constructed roads met the general expectations of the stakeholders such as improved connectivity within Albertine region especially the much-needed linkages between community facilities e.g., markets, health centres and schools.
- Road width is in accordance with the standard requirements - Almost all the roads especially in Buliisa T/C including the gravel roads in Hoima and Buliisa DLG are of specific width (adequate). This is key in safety enhancement and preventing any future encroachment on the roads.
- Safety along the constructed roads has been enhanced to a great extent. Narrow/sharp corners along most roads were reduced to accommodate driveway and drainage. This has contributed to a reduction in high incidences of accidents. A case in point are the corner/curves along Biiso-Nyeranya-Waki road. Furthermore, roads especially in the T/C in Buliisa are made up of more straight sections, thus enhanced safety.

The overall satisfaction with appropriateness of completed infrastructure was further distributed by District, gender, and road type (Gravel vs Tarmac) and results are presented below.

3.6.1 Appropriateness of subproject - District & Gender wise

A disaggregation by District in table 33 below, showed that the respondents in Hoima District LG were slightly more satisfied with appropriateness of completed sub projects at 76% compared to Buliisa District LG at 73%.

Table 33: Overall satisfaction, appropriateness of completed subprojects – District & Gender wise

| Category | District Total | | Gender Total | |
|---------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Highly satisfactory | 0.0% | 0.0% | 0.0% | 0.0% |
| Satisfactory | 0.0% | 0.0% | 0.0% | 0.0% |
| Moderately unsatisfactory | 2.0% | 4.0% | 2.0% | 3.0% |
| Moderately satisfactory | 23.5% | 24.0% | 20.0% | 28.0% |
| Satisfactory | 60.0% | 58.0% | 63.0% | 55.0% |
| Highly satisfactory | 14.5% | 14.0% | 15.0% | 14.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

As much as there were few areas of concern especially with bridges/culverts, satisfaction with safety design, there is no difference between males (98%) and females (97%) as far as the satisfaction (moderately satisfactory, satisfactory, and highly satisfactory combined) with appropriateness with completed subprojects. Below are some of the submissions captured from the in-depth discussions.

“.....the new roads are motorable throughout the year due to the good quality materials that were used especially the quality of murram” RDC Buliisa DLG

“.....The road designs took care of the conditions in our location, we do experience flooding sometimes, thus we expect these roads to be very durable and cost us less money to maintain....”Dept CAO Buliisa DLG

“.....the contractors have tried to ensure the roads have drainage pathways, as you know stagnant water damages the roads surfaces in most cases.....”. FGD Participant from Hoima DLG

3.6.2 Beneficiary satisfaction with appropriateness (Tarmac Vs Gravel)

Table 34 below displays the beneficiary satisfaction level categorized at the type of road (Tarmac and Gravel). The survey results show that the satisfaction (moderately satisfactory, satisfactory, and highly satisfactory combined)

Table 34: Beneficiary satisfaction level by type of road (Tarmac and Gravel)

| Question | Ranking | Tarmac (n=79) | Gravel (n=328) |
|---|---------------------------|---------------|----------------|
| OVERALL, on a scale of 5, how satisfied are you with the appropriateness of the completed infrastructure? | Highly unsatisfactory | 0% | 0% |
| | Unsatisfactory | 0% | 0% |
| | Moderately unsatisfactory | 6.5% | 2.0% |
| | Moderately satisfactory | 25.5% | 22.5% |
| | Satisfactory | 49.0% | 62.5% |
| | Highly satisfactory | 19.0% | 13.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

level with appropriateness by road type is generally higher among gravel roads (98.0%) compared to tarmac roads (93.5%) respondents

It should be noted, the gravel road (328) respondents were much higher than tarmac road respondents (79). This was partly attributed to areas/distance of coverage per road type (Tarmac 7.36Kms while Gravel 150Km) which was used during sample size determination.

Part of the reasons attributed to the above findings included:

- Gravel roads traverse a wider geographical area, hence connecting larger population mostly engaged in agriculture. This is associated with reduction in production and transaction costs, fostering trade and making possible a large portion (farmers) to access modern inputs.

- The larger the population covered, the more the benefits such as increase in profitability due to easeness in accessibility and increased market (coverage).
- The more the population, the more the aggregated benefits in the community.

The above reasons are associated with higher satisfaction amongst gravel road users. However, the above hypothesis needs further research. In respect to road type at DLG level, the result shown in Table 35 below are similar to the above findings (Gravel users more satisfied compared to Tarmac users).

Table 35: Beneficiary satisfaction level by road type at Local Government

| Question | Ranking | Buliisa Tarmac (n=79) | Hoima Gravel (n=272) | Buliisa Gravel (n=56) |
|--|---------------------------|-----------------------|----------------------|-----------------------|
| OVERALL, on a scale of 5, how satisfied are you with the appropriateness of the completed infrastructure? | Highly unsatisfactory | 0% | 0.00% | 0% |
| | Unsatisfactory | 0% | 0.00% | 0% |
| | Moderately unsatisfactory | 6% | 1.8% | 0% |
| | Moderately satisfactory | 25% | 22.8% | 21% |
| | Satisfactory | 49% | 60.7% | 71% |
| | Highly satisfactory | 19% | 14.7% | 7% |

Source: - 2021 ARSDP BSS, Sample size: 407

From both Buliisa and Hoima DLG, satisfaction level (moderately satisfactory, satisfactory, and highly satisfactory combined) amongst gravel road beneficiaries is higher at 99% (Buliisa) and 98.2% (Hoima) compared to tarmac roads at 93% (Buliisa T/C).

3.7 Beneficiaries' perceptions - impact of the completed project

Infrastructure specifically roads play an important role in facilitating the movement of people and goods every day, thus contributing to economic growth. Roads on one hand have some significant positive impact on society through stimulating growth, generating employment, and helping to integrate the Country. However, road construction is also associated with some negative impacts i.e. increase in environmental degradation, accidental

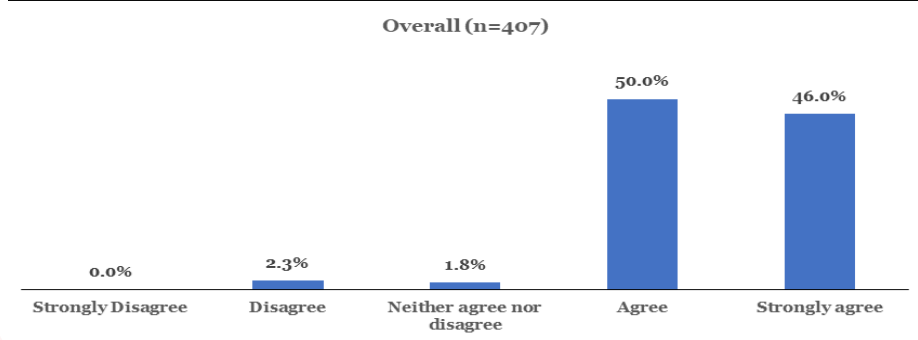
death and injury, and social costs in terms of community severance or destruction of cultural property. Presented below are the beneficiary's perception to various questions about the impact of the completed infrastructure on economic status, environment, and safety.

3.7.1 Perception on the Economic status of community

Respondents were asked whether the infrastructure had made any contribution towards improving the economic status of the community in terms of income, employment, market opportunities. Majority of the respondents

(96.0%) agreed (50.0% agree and 46.0% strongly agreed) the constructed infrastructure had contributed positively to the economic status of the community as presented in figure 23 below.

Figure 23: Economic status of community because of completed infrastructure.



Source: - 2021 ARSDP BSS, Sample size: 407

Economic benefits resulting from the constructed infrastructure include: - improved transportation, increased volume of trade due to the better road connectivity in the region, a few job opportunities both direct/indirect employees to the project.

In Buliisa District, for example out of the respondents interviewed, 65% out of 135 beneficiaries revealed that the completed infrastructure (roads) had greatly improved the transportation of goods and services including daily movement of residents to the local community markets and to Trading Centres.

It should be noted that across all ARSDP supported Districts, crop farming (subsistence and commercial) is the dominant source of livelihood followed by fishing activities (Buliisa) plus a few small business enterprises and livestock farming. Therefore, the improved road connectivity between agriculturalists and the local markets is likely to further contribute to diversification/intensification of agricultural production within the Albertine region.

3.7.1.1 Economic status of community District & Gender

In respect to District and gender in table 36 below, a higher percentage of respondents in Buliisa DLG (98.0%) compared to Hoima (95.0%) agreed that completion of the infrastructure had improved the economic status of the community.

Table 36: Economic status of community due to completed infrastructure - District & Gender wise

| Category | District Total | | Gender Total | |
|----------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Strongly Disagree | 0.0% | 0.0% | 0.0% | 0.0% |
| Disagree | 2.8% | 0.5% | 2.5% | 2.0% |
| Neither agree nor disagree | 2.3% | 1.5% | 2.5% | 1.0% |
| Agree | 44.0% | 60.5% | 47.0% | 53.0% |
| Strongly agree | 51.0% | 37.5% | 48.0% | 44.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

When broken down by gender, females (97%) compared to males (95.0%), agreed (agreed and strongly agree combined) completion of the infrastructure had improved the economic status of the community.

Specific benefits within the Districts include stimulation of trading business and increase in income to small businesses especially among women (49.0%) selling along roads in key trading Centres like Kisyansya, Bugana, Nyapea and Kabolwa trading centers all within Buliisa District.

3.7.2 Perception of impact on the social conditions of the area

Impact on social condition was assessed based on several attributes, these included effect on health care of the project affected persons, change in sources of income and nature of housing. Potential socio-economic impacts that could have resulted from the project included land

Highlights from in-depth discussions.

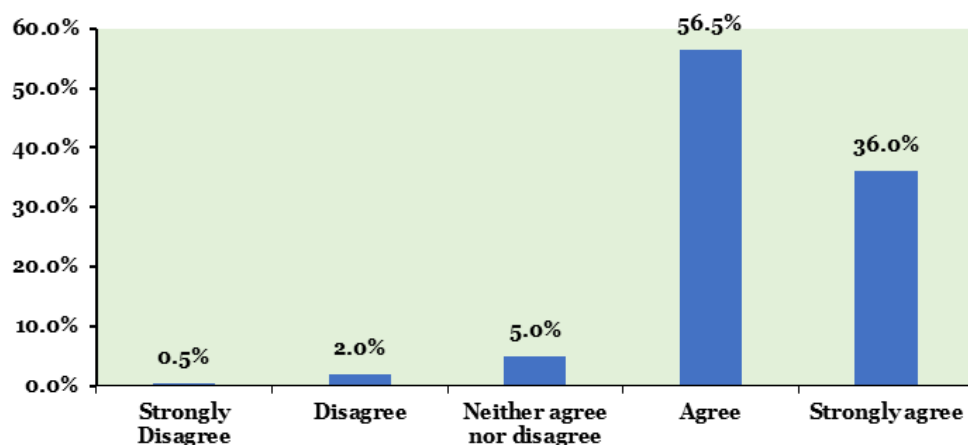
".....It increased the level of personal income, increased businesses and access to schools and health facilities. Also, it has reduced the cost of transport especially time spent traveling from one place to another....." **RDC Buliisa District LG**

".....I can already see emerging side markets or kiosks plus small business that have come about because of the completed infrastructure or because of increased traffic....." **Hoima ARSDP Focal Person**

".....The local people supplied sand, marram, they were also given jobs....." **Community liaison officer.**

acquisition, or loss, denial, or restriction of access to land including quality of life and health related impacts. In figure 24 below, 92.5% of the sampled respondents agreed, construction of ARSDP supported infrastructure had indeed improved the social conditions of the area.

Figure 24: Perception on the social conditions of the area



Source: - 2021 ARSDP BSS, Sample size: 407

Nine out of ten respondents (93.0%) revealed to be enjoying direct social benefits from the project. These included the increased and better access to education facilities (53%), hospitals (36%), and other social services like markets and places of worship (65%). Some of social services include Buliisa General Hospital in Buliisa District, water sources (boreholes) especially along batch 1 roads in Hoima DLG, schools such as Kibingo Muslim Primary School in Buliisa.

Furthermore, 65% (n=407) of the beneficiaries were informed about HIV and AIDS prevention & care services, support, and treatment: prevention and detection of cases of sexual harassment (72%), Gender-Based Violence

(GBV), sexual exploitation and abuse among contractors' workers and communities (54%) during the awareness creation activities. This plus other interventions was attributed to the respondents that believe the project had positively contributed to improvements in the social aspects of the community. Further analysis at District and gender level on the impact of infrastructure in relation to the social conditions of the area is presented in Table 37 below. A significant proportion (94.0%) in Buliisa compared to 91.5% of respondents in Hoima DLG, agreed the completed infrastructure had contributed to the social condition of the area.

Table 37: Perception on the social conditions of the area – District & Gender wise

| Category | District Total | | Gender Total | |
|----------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Strongly Disagree | 0.5% | 0.0% | 0.0% | 1.0% |
| Disagree | 2.0% | 1.5% | 2.0% | 2.0% |
| Neither agree nor disagree | 6.0% | 4.5% | 6.5% | 3.5% |
| Agree | 56.5% | 57.0% | 55.5% | 57.5% |
| Strongly agree | 35.0% | 37.0% | 36.0% | 36.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

These social benefits include, reduced vehicle accidents hazard and GBV incidences (66.0%) because of some signages along the roads, though this needs further enhancement. However, no analysis was conducted to establish whether contributions were positive or negative.

The social conditions within Hoima and Buliisa DLGs were influenced by several factors that included.

- The formation of several partnerships with social focused Civil Society Organisations (CSOs),
- Use of IEC materials, mass media programmes like interactive live radio talk shows, radio dramas, running radio spot messages etc.

These seem to have benefited the local communities, stakeholders, plus promoted local ownership and support for the project.

Highlights from in-depth discussions.

“..... In my area condoms were placed in almost every place including community sensitization about HIV, GBV, employing underaged children etc. These road constructors did very well.....” FGD Participant Hoima DLG

3.7.3 Perception on the environmental aspects of the community

The project undertook Environment and Social Impact Assessments (ESIA) for the various infrastructures. Key environmental issues that project needed to take note of included: -

- Degradation of sensitive ecosystems including wetlands, Forests, Rivers, and Lake George which is transboundary in nature. Also, some of the wetlands are Ramsar sites which are wetlands of international importance specifically the Murchison Falls Delta Ramsar Site which lies in Buliisa. The project area also traverses some of the protected areas like game reserves.
- Increased litter and waste discharge into the environment
- Noise pollution from the construction activities,
- Air pollution from emissions due to construction activities and increased traffic,

- Contamination of soil and water sources
- loss of biodiversity and habitat
- poor drainage channels along the roads,
- soil erosion, flash floods in some areas.

Respondents were asked to share their overall perception on the impact to environment because of the improved infrastructure. As shown in Table 38 below, seven out of ten respondents (73.6%) agreed (52.3% agree and 21.3% strongly agree) completion of road had contributed to the environmental aspects of the community. (Positive or Negative).

However, one in ten (11.3%) did not agree with the above finding and 15.3% were undecided when asked whether the completed infrastructure had improved the environmental aspects of the community.

Table 38: Perception on the environmental aspects of the community

| Attribute | Category | Overall (n=407) |
|---|----------------------------|-----------------|
| Do you agreed completion of the road has improved the environmental aspects of the community? | Strongly Disagree | 1.5% |
| | Disagree | 9.8% |
| | Neither agree nor disagree | 15.3% |
| | Agree | 52.3% |
| | Strongly agree | 21.3% |

Source: - 2021 ARSDP BSS, Sample size: 407

The project put in place measures starting with having in place the Environment and Social Impact Assessments (ESIA) for the various infrastructures, mass awareness activities on social and environment issues and implementation of the Environment and Social Management Plans that were prepared.

3.7.3.1 Perception on effect to environmental because of the improved infrastructure – District and Gender wise

When disaggregated at District level, table 39 below shows that 79.4% of respondents in Buliisa compared to 67.5% in Hoima DLG, agreed that the completion of the road improved the environmental aspects of the community.

Table 39: Perception on the environmental aspects of community District & Gender wise

| Category | District Total | | Gender Total | |
|----------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Strongly Disagree | 2.0% | 1.0% | 0.5% | 2.5% |
| Disagree | 9.0% | 10.5% | 11.5% | 8.0% |
| Neither agree nor disagree | 21.5% | 9.0% | 16.0% | 14.5% |
| Agree | 54.5% | 50.0% | 48.5% | 56.0% |
| Strongly agree | 13.0% | 29.5% | 23.5% | 19.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

As much as there seems to be some degree of variance in those that agreed in Buliisa and Hoima DLG, there is no notable difference in those that disagreed (11.5% Buliisa and 11.0% Hoima) that the completion of the road improved the environmental aspects of the community. However, a higher proportion (21.5%) in Hoima compared to 9.0% in Buliisa DLG neither agreed nor disagreed.

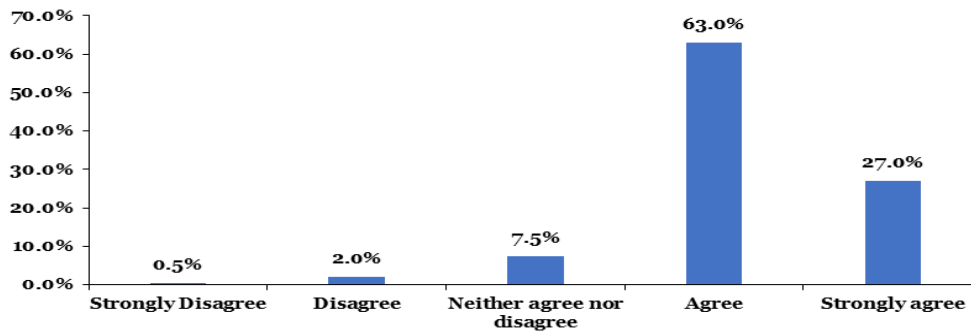
From the findings, it is necessary for the project to conduct further community sensitization about the mitigation measures prescribed in the ESIA's as well as involvement of the communities in their implementation. This would also be the case while decommissioning of project sites after project completion.

3.7.4 Perception on the improvement of Health and Safety on the roads

The survey team sought respondents' views regarding health and safety situation during the infrastructure development. Nine in every ten (90%) respondents agreed (63.0% agree and 27.0% strongly agree) the completion

of the infrastructure had positively improved the health and safety situation of the community (See figure 25 below).

Figure 25: Completed infrastructure effect on health & safety situation of the community.



Source: - 2021 ARSDP BSS, Sample size: 407

On a regular basis health and safety related issues were addressed by the different infrastructure contractors. These were discussed during the in-depth discussion. Listed below are some of the issues and submissions captured during the in-depth discussions.

- Ensuring the use of safety gear: The use of safety gear was mandatory at all construction sites. Members of the GRC revealed that most of the workers used the required safety gear while working.
- Timely replacement of safety gear: As much as the contractors adhered to the need for each worker to have safety gear, a few challenges especially replacing safety equipment in a timely manner were experienced.

Discussions with key contractors from Hoima and Buliisa DLG, confirmed having in place a Memoranda of Understanding (MoUs) with reliable entities (Kabalega Medical Centre – for ATSGSL; Buliisa H/Centre IV for GIL and CCCC; and Biiso H/C III, Buhuka H/C III and Kaabaale H/C III – for Techno-3) for the provision of medical referral services, supervision of site clinics, collection of

medical wastes and ambulance service (save for Techno-3), these were yet to secure Ambulance to facilitate Referral Services.

Furthermore, the beneficiaries expressed satisfaction with several aspects related to enhancement of health & safety of the community during after road construction. These included the widened width of previously narrow roads/sections, reduction of sharp bends along some roads especially within Hoima DLG.

Other measures geared towards improvement in health and safety were - installation of culvert of adequate size plus bridges to facilitate drainage and movement across previously dangerous spots, roadside bush clearance prior to road construction, elimination of previously water-logged sections along the roads, elimination of improper curves along the roads, plus installation of access culverts etc.

A further analysis disaggregated by District (Table 40), showed 91.0% and 88.5% in Buliisa and Hoima respectively agreed, the infrastructure development had contributed to improving the health safety situation of the community.

Table 40: Infrastructure effect on Health & safety of the community District & Gender wise

| Category | District Total | | Gender Total | |
|----------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Strongly Disagree | 1.0% | 0.0% | 0.0% | 1.0% |
| Disagree | 2.0% | 3.0% | 2.0% | 2.0% |
| Neither agree nor disagree | 8.5% | 6.0% | 9.0% | 6.0% |
| Agree | 64.0% | 60.0% | 61.0% | 65.0% |
| Strongly agree | 24.5% | 31.0% | 28.0% | 26.0% |

Source: - 2021 ARSDP BSS, Sample size: 407

In respect to gender, the results indicate no notable difference between males (89.0%) and females (91.0%), who agreed the completed infrastructure, had a contribution to the health and safety issues within the community.

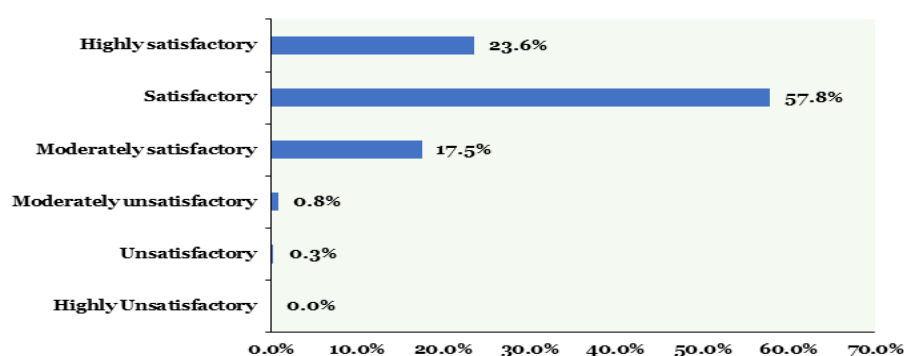
3.7.5 Overall beneficiary impact from the completed infrastructure

The respondent's satisfaction with impact from the completed infrastructure was established at 98.9% combined (moderately, satisfactory, and highly satisfactory). Break down at the different level is shown below.

- 23.6 % highly satisfactory,
- 57.8% satisfactory
- 17.5% moderately satisfactory.

Respondents strongly agreed improvement in the roads will impact on several factors namely: - easing accessibility to settlements, transport of goods and services, increased trade opportunities, access to social amenities (schools, Hospitals, justice, recreational services etc.). Figure 26 shows the overall satisfaction perception on the impact of completed infrastructure on the community.

Figure 26: Overall perception, on the impact of the completed infrastructure,



Source: - 2021 ARSDP BSS, Sample size: 407

However, as much as the constructed infrastructure is more associated with positive impacts, there is need to have in place mitigation measures against any negative social and economic impacts like high population influx,

increased disease prevalence due to easy movement/connectivity, school dropout due to boom in economic activities, increase in GBV and increase in cost of living.



3.7.5.1 Overall beneficiary impact from the completed infrastructure – District and Gender wise

When results were disaggregated by gender, Table 41 below shows that out of the 407 respondents, overall beneficiary satisfaction with impact from the completed infrastructure by District was slightly higher in Buliisa DLG 99.5% compared to Hoima 98.0% (moderately sat-

isfactory, satisfactory, and highly satisfactory combined).

At gender level, there was no difference between males and females in their satisfaction, with satisfaction score for each gender was 99.0% (moderately satisfactory, satisfactory, and highly satisfactory combined).

Table 41: Perception on the impact because of completed infrastructure-District & Gender wise

| Category | District Total | | Gender Total | |
|---------------------------|----------------|---------|--------------|--------|
| | Hoima | Buliisa | Male | Female |
| | (n=272) | (n=135) | n=247 | n=160 |
| Highly Unsatisfactory | 0.0% | 0.0% | 0.0% | 0.0% |
| Unsatisfactory | 0.5% | 0.0% | 0.0% | 0.5% |
| Moderately unsatisfactory | 1.0% | 0.5% | 1.0% | 0.5% |
| Moderately satisfactory | 21.0% | 14.0% | 17.5% | 17.5% |
| Satisfactory | 52.5% | 63.0% | 61.5% | 54.0% |
| Highly satisfactory | 25.0% | 22.5% | 20.0% | 27.5% |

Source: - 2021 ARSDP BSS, Sample size: 407

A few highlights from the in-depth discussion affirming the respondent's satisfaction with the impact resulting from the completed infrastructure are captured below.

Completed Section around the bottleneck at
KM 10+040 on Bulindi - Waiki - Dwoli road

".....As a result of the improved infrastructure, this is already impacting on some of the operating costs (Maintenance cost, fuel consumption) of vehicles/Motorists including Cyclists and I think pedestrians too....." **Key Informant in Buliisa District**





Completed road section along Congo
road Buliisa T/C, Buliisa District

Overall beneficiary satisfaction about completed projects

The major goal of the BSS was to ascertain the beneficiary satisfaction level with completed projects. Based upon responses to each sub – objective scores using specific indicators an overall satisfaction level expressed in percentage was obtained as shown in Table 42

4.1 Overall beneficiary Satisfaction with Completed subprojects

Table 42: Overall Beneficiary satisfaction with completed projects

| Parameter/ Objective | Scores on Level of Satisfaction | | | | | |
|---|---------------------------------|----------------|---------------------------|-------------------------|--------------|---------------------|
| | Highly Unsatisfactory | Unsatisfactory | Moderately unsatisfactory | Moderately satisfactory | Satisfactory | Highly satisfactory |
| Awareness | 2.5% | 8.0% | 12.5% | 33.0% | 31.5% | 12.5% |
| Participation | 0.3% | 3.0% | 5.5% | 36.3% | 40.8% | 14.3% |
| Perception before construction | 19.5% | 40.0% | 18.0% | 8.5% | 7.0% | 7.0% |
| Appropriateness of the completed infrastructure | 0.0% | 0.0% | 3.0% | 24.0% | 59.0% | 14.5% |
| Impact of the completed infrastructure | 0.0% | 0.3% | 0.8% | 17.5% | 57.8% | 23.6% |
| Overall | 4.5% | 10.3% | 8.0% | 23.9% | 39.2% | 14.4% |

Source: - 2021 ARSDP BSS, Sample size: 407

The overall beneficiary satisfaction shown in table 42, was obtained by aggregating the overall satisfaction level per survey objective. Thereafter, the average for the five was considered as the most appropriate overall level of stakeholder satisfaction (moderately satisfactory 23.9%, satisfactory 39.2% and highly satisfactory at 14.4% combined) at 77.5% with completed projects.

Some of the beneficiary reasons attributed to the findings are summarized below.

- Greatly reduced overall travel time spent by beneficiaries moving from one location to another. For the school going children both in Buliisa and Hoima DLG, the time to reach their schools had greatly reduced due to the improved roads. A case in point, Buliisa LV5, reported that it would take more than seven (7) days supervising community projects due to the poor state of roads, however with the completed infrastructure, supervising the same communities takes less than 3 days.

Similar perceptions relating reduction in estimated time to access major trading centres, Health Facilities, Churches, Water Sources and Mosques were captured from respondents. From the FGDs, reasons for the few dissatisfied beneficiaries include - some of the beneficiaries expected slightly wider roads than what had been constructed, some expected only tarmac roads rather than both gravel and tarmac, wider drainages compared to what had been constructed etc

4.1.1 Overall satisfaction disaggregated by District and Gender wise.

From table 43 below, there is a slight difference when overall satisfaction with the completed infrastructure among stakeholders was considered at District level with Hoima at 77.2% (209) and Buliisa at 76.8% (104).

Table 43: District and Gender Wise Distribution of overall satisfaction

| Category | Highly Unsatisfactory | Unsatisfactory | Moderately unsatisfactory | Moderately satisfactory | Satisfactory | Highly satisfactory | Overall |
|------------------------|-----------------------|----------------|---------------------------|-------------------------|--------------|---------------------|---------------------|
| Hoima (n=272) | 6.8% | 10.8% | 5.2% | 23.2% | 38.6% | 15.4% | <u>77.2%</u> |
| Buliisa (n=135) | 0.4% | 10.4% | 12.4% | 25.0% | 39.2% | 12.6% | <u>76.8%</u> |
| Male | 4.6% | 10.3% | 6.5% | 21.6% | 42.1% | 14.9% | <u>78.6%</u> |
| Female | 4.3% | 10.2% | 9.2% | 26.1% | 36.3% | 13.9% | <u>76.3%</u> |

Source: - 2021 ARSDP BSS, Sample size: 407

Furthermore, when disaggregated at gender level, more males at 78.6% (194) compared to females at 76.3 % (122) respondents were overall satisfied (moderately satisfactory, satisfactory, and highly satisfactory combined) with the completed infrastructure.

From the qualitative session, respondents revealed that the completed subprojects especially the roads, had enhanced opportunities for employment and for entrepreneurs to network better.

For example, “.....a new economic activity of sugar cane growing had seriously emerged with the completed roads as the lorries now use the roads to ferry the sugar cane from the farms to the sugar factory....”. Hoima ARSDP focal Person

The completed infrastructure roads had improved access to various destinations especially within the Albertine region by improving the quality of the transport made available to residents, they had facilitated social convergence, and they are also encouraging economic activity.

5.1 Conclusions

Completed infrastructure supported through ARSDP have been truly transformational in both Buliisa and Hoima DLG. Several positive remarks mentioned by respondents include. Good access roads for both residents, school going children, businesspersons including ordinal farmers. Reduced travel costs from one point to another etc. Despite the several benefits, respondents from both Hoima and Buliisa DLG unanimously expressed the need for ongoing maintenance to preserve the roads in good state going forward.

Suggested areas for the DLGs authorities to focus on during maintenance include drainage sections along some of the roads as highlighted in the report, and, above all, more awareness creation especially in improving road use behavior amongst the residents. Based on the findings and analysis, several conclusions were drawn as follows:

Beneficiaries level of awareness of component 2

- The awareness creation activities succeeded in informing the concerned communities with the information beneficiaries expected to receive from ARSDP.
- The timing of awareness creation activities was commensurate with the information needs at the different implementation phases.

Participation in the project activities

- Timely and meaningful consultations with project stakeholders (Local /Community leader, Contractors, Public etc.) took place and contributed to the balanced participation in project activities.
- Overall, males participated more in the project activities compared to females throughout the different project implementation phases (Design, before, during construction etc.)

Perception on Infrastructure condition before construction -

- Beneficiaries were highly unsatisfied with the conditions before construction of the infrastructure.
- Respondents especially in Hoima were not satisfied with the road width especially for the gravel roads, however the type of road has a direct implication on the width. Gravel roads are usually of a specific width, to reduce deterioration due to traffic and weather loads while tarmac this is different.



Completed Kiboiya - Iseisa Buhamba road in Hoima District

Conclusions, Lessons & Recommendations

- From both Hoima and Buliisa DLG, section of beneficiaries were not satisfied with the road safety measures including the condition of culvert/bridges especially in Hoima. Key safety issues for attention include provision of more visible signs along the roads, the need for monitoring, and reporting black spots especially sharp bends along the gravel roads.
- An overwhelming majority (98%) agreed the condition of the roads had greatly improved in the last 3 years.

Satisfaction with appropriateness of the completed infrastructure

Satisfaction with appropriateness of completed sub-projects was established at a high level (97.5%). Reasons for high satisfaction include: -

- Installed culverts of appropriate size and constructed small bridges improved drainage and flow of waters along most roads. making it easier for residents to safely cross dangerous streams to access schools, health centres, and markets along roads that frequently flood during the rainy seasons.
- All constructed roads both in Hoima and Buliisa DLGs were appropriately planned for and in line with District priorities as per the approved DDPs.
- Road construction made use of appropriate and tested materials (murram, sand, cement, water, and aggregates) sourced from approved material sites.
- Safety along the constructed roads has been enhanced to a great extent. Narrow/sharp corners along most roads were reduced to accommodate driveway and drainage, with a few areas highlighted in the report that need attention.

Perception- impact of the completed infrastructure on specific areas

Economic- Better Road connectivity in the region is expected to stimulate increased volume of trade, job opportunities especially with the project.

Transport connectivity, this likely to further promote trade and ultimately reduce poverty within the communities and at individual levels.

Social benefits- increased and better access to education facilities, hospitals etc. Increased awareness about social issues i.e., HIV and AIDS prevention, Prevention, and detection of cases of sexual harassment, Gender-Based Violence (GBV), Sexual exploitation and abuse among contractors' workers and communities.

Environmental - Project implementation was guided by the Environment and Social Impact Assessments (ESIA) for the various infrastructures, mass awareness activities on social and environment issues. However, several beneficiaries feel the completed infrastructure could have done more with issues related to environmental aspects of the community.

Overall beneficiary satisfaction with completed sub-projects - the survey established that 77.5%, respondents were satisfied (moderately satisfactory at 23.9%, satisfactory at 39.2% and highly satisfactory at 14.4% combined) with the completed subprojects (roads). A slight difference was established at District level with Hoima at 77.2% (209) and Buliisa at 76.8% (104) respondents satisfied with completed subprojects (roads). When disaggregated at gender level, more males at 78.6% (194) compared to females at 76.3 % (122) respondents were satisfied (moderately satisfactory, satisfactory, and highly satisfactory combined) with the completed infrastructure (roads).

5.2 Lessons Learnt

During the BSS, some lessons seem to be emerging, which can inform future interventions. These are summarised below based on the survey objectives.

Awareness and dissemination of messages about component 2

- Use of several modes of engagement such as community meetings, stakeholders meeting etc. was very instrumental in facilitating mobilization of key stakeholders including the community members participation in project activities.
- It is important to invest early in community mobilisation and education. This increases project acceptability amongst the project affected persons at onset.
- The interactive radio program (giving listeners chance to ask questions) and focused discussion with Key project leadership such as technical personnel and Contractors, brings out issues that can guide planning and focusing implementation.

Participation in the project activities

- Mapping and involvement of key stakeholders (District leadership, local councils, and religious leaders etc.) during planning and implementation of activities was important in ensuring ownership and success.
- Empowering local District/community structure such as GRCs to work as road construction monitoring teams is a more cost-effective way of enhancing routine monitoring in the project delivery.
- Application of multi-pronged mobilization strategies (Ministry, District, Community leaders, plus religious, Cultural, CSOs etc.) resulted in more beneficiary participation in project/community activities.

Grievance Redress Management and Ownership

- Use of the GRC and LCs stationed within in the community is a resource that helped the project to address and dispose of community complaints swiftly.
- Creation of working relationship right from MULHD to the District structure, Police, Contractors, Supervision teams and Community structures was instrumental in turning around the project delivery. These structures supported in attending to challenges as they emerged, thus preventing loss of project time /resources.

Perception of Infrastructure condition before and after construction

- Profiling the social economic situation of targeted community and beneficiaries during the feasibility study phase, generates more understanding of the needs of beneficiaries and contribution to design features of infrastructure.

Environmental, Social, Health and Safety

- Collaborating with several key stakeholders and implementing partners (Police, probation and gender officers, NGOs) yielded positive synergies plus support services (HIV awareness prevention of GBV and use of Child labor) needed by community members.
- Compelling contractors to put in place formal referral mechanism with established Health Facilities i.e., this was integral to ensuring that health and safety of the contractors' teams were guaranteed in case of injury.
- Integrating HIV, GBV prevention during routine work for the different contract teams was an effective means in raising HIV awareness, GBV prevention, and gender norms.

5.3 Recommendations

Listed below are the recommendations intended to stimulate discussion and where appropriate decisions by AR-SDP and relevant stakeholders:

| Recommendation | Responsibility |
|---|---------------------------------------|
| <ul style="list-style-type: none"> There is need to raise awareness about road safety aspects through a sustained campaign using various media like FM radios, posters etc. Topics explaining reasons as to why specific road type (gravel) are narrow in width could be covered during the awareness creation. | MLHUD, LGs and Contractors |
| <ul style="list-style-type: none"> Majority of Beneficiaries feel there is need to enhance beautification of the infrastructure through encouraging plantation of trees along the roadside. Local Governments of Hoima and Buliisa should take up this initiative with the support from the forestry department, community structures and exiting NGOs. | LGs of Buliisa, Hoima and Contractors |
| <ul style="list-style-type: none"> There is need to install sufficient and appropriate road signs at proper locations on all roads and strategic places like sharp bends, blind curves, diversions, road including some of the sections still under construction | LGs of Buliisa, Hoima |
| <ul style="list-style-type: none"> There is need to specify speed limits for segments of roads at key locations like schools, hospital, marketplaces etc. plus installing other necessary road signages (animal crossing, sharp bends, bridge etc.) | MLHUD, LGs and Contractors |
| <ul style="list-style-type: none"> There is need to allocate budget/funds to cater for the routine/recurrent and periodic maintenance and improvement of works. These should also be taken up timely to keep the infrastructure free from cracks/potholes. | LG of Buliisa, Hoima and Kikuube |
| <ul style="list-style-type: none"> Project should conduct further community sensitization about the mitigation measures prescribed in the ESAs as well as involvement of the communities in their implementation. | MLUD/District Technical Leads |
| <ul style="list-style-type: none"> For all IEC materials and job aides distributed in Districts, copies should be availed to key technical persons i.e., DHOs, District Health team's office and orientation on their utilization should take place to enable their active participation in the dissemination and guidance in the commonly used languages in the community | MLHUD/District Technical Leads |
| <ul style="list-style-type: none"> For future projects, perhaps there is need for deliberate effort in allocating specific gender-focused thresholds to drive equitable and balanced participation throughout the different project implementation phases | |

Appendix 1: Summary – List of persons Consulted

| District | Name of respondent | Position |
|----------------|---------------------|---------------------------------------|
| BULIISA | Bahebwa Longino | RDC |
| | Tumusiime Rogers | District Environment Officer |
| | Agaba K Simon | LCV chairperson |
| | Murungi Moses | ARSDP focal person |
| | Magambo Samuel | Ass. CAO |
| | Lu Kai | Contractor CCC |
| | Rish Pal | Site manager- Bisio market |
| | Ibrahim Sembatya | Clerk of works Bisio market |
| | Semugenyi Sylvester | Sociologist- Greystone |
| | Godfrey Balyogera | Clerk of works |
| | Nanfuka A Phiona | Site Environmentalist |
| | Anyait Fridah | Site sociologist |
| | Ebuchu Ronald | Site health and safety manager |
| | | |
| | | |
| Hoima | Dan Waiswa | Clerk of works |
| | Lukwago | CAO |
| | Tumwebaze Yosam | RDC |
| | Isingoma Ephraim | CFO |
| | Eng. Musoke Joseph | CM ABUBAKER CONTRACTORS |
| | Masiko Ambrose | Environment officer Abubakar |
| | Mugisha Brian | Safety officer |
| | Byakagaba John | District Planner |
| | Kobusinge Zubedah | CLO |
| | Kirungi Kadiri | LCV |
| Kikuube | | |
| | Bahungule Ronnie | Physical planner / ARSDP focal person |

Appendix 2: BSS Key Informant Interview Guide



Key Informants Guide, 2021

Introduction:

Good morning/afternoon. My name is -----, a Research Assistant from Gard Development Solutions (gDS).

We have been contracted by MLHUD to conduct the Beneficiary and Satisfaction Survey. Your participation is important to help MLHUD understand levels of 'satisfaction, the quality and appropriateness of deliverables from the beneficiary's perspective. This is taking place in Hoima, Buliisa and Kikuube LG.

Please answer the following questions keeping in mind the specific infrastructure (road/market) constructed with ARSDP support. 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. I would be grateful if you could spare some time to answer these 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 -20 minutes participating in this survey? If the respondent agrees, tick this box

| | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|--|--|--|----|---|---|---|---|---|---|---|--|---|--|---|--|---|--|--|--|--|--|----|--|--|--|
| 1 | DISTRICT _____ | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | TOWN/VILLAGE: _____ | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | NAME OF DISTRICT _____ | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | YY | | | | | | | | | | | | | | | | | | | | | | |
| 1 | INTERVIEWER'S NAME AND CODE N ^o _____ | <table border="1"> <tr> <td></td><td></td> </tr> </table> | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. INTERVIEWEE'S TITLE | | | | | | | | | | | | | | | | | | | | | | | | | | |

Key Informants Include: Heads of District Admin, Chief Administrative Officer, Resident District Commissioner, Local Council Five Chairperson, and Members of the District Executive Committee

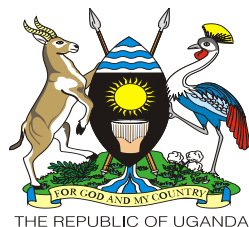
| Objective | Guiding Question |
|--|---|
| • Awareness of Component 2 | <p>In your view, what kind of information was required from this project?</p> <p>What information was disseminated? (probe for who is the funder, who is the implementor, who is the contractor, roles of the local people, health and safety, grievances, GBV, HIV, Child protection, environment conservation, benefits of the infrastructure, conduct of workers, duration of the project)</p> <p>In what ways was the information about the project disseminated?</p> <p>When was this information disseminated? (probe for during designs, before commencement of construction during construction, after construction)</p> <p>Who disseminated the information? (design consultant, ESIA consultant, Ministry teams, Local Government Staff, Local Government political leaders, LC officials, User Committee members, Contractors, Supervising Consultant staff, Nominated Service Provider for HIV, VAC7 GBV, others.)</p> <p>What is your view on the adequacy of information provided? (strengths and gaps, recommendation)</p> |
| 2. Beneficiary perception of the sub-project before construction | <p>On a scale of 6, what is the overall level of beneficiary awareness? _____</p> <p>What was the situation of the infrastructure before construction (probe for Bottlenecks, Travel time, Travel costs, safety, routine maintenance, access to the road)</p> <p>Why do you think the infrastructure was like before construction?</p> |
| 3. Beneficiary level of Participation | <p>On a scale of 6, how do you rank the infrastructure before construction? _____</p> <p>How inclusive was/is ARSDP in the delivery of her project activities that include support in the preparation Road designs, Rehabilitation of District gravel roads plus a few urban roads etc.</p> <p>In what ways were the stakeholders actively involved in the project activities? (provision of materials, provision of land/ Right of Way, supplier of goods/ service provider, worker, volunteer, mobilizer, leader, tree planting trainings, raising complaints, review of project applications/approvals, others)</p> |
| 4. Satisfaction & appropriateness of the completed sub-project | <p>On a scale of 6, how do you rank beneficiary level of participation? _____</p> <p>What was beneficiaries' expectations on the nature of the infrastructure after construction? (probe for features like drains, culverts, bridges, road surface, road width, removed sharp bends, road furniture like traffic signs and others)</p> <p>For markets views about location, size, access, working areas, engendered washrooms, lock ups, aeration, electricity, water facility, kitchen, breast feeding areas, nature shelter, waste disposal facility,</p> |
| | <p>How has the completed infrastructure met the above expectations of the beneficiaries?</p> <p>What are the views of beneficiaries on the necessity/ relevancy of the completed infrastructure?</p> <p>What are the views of beneficiaries on the Durability of the completed infrastructure?</p> <p>What are the views of beneficiaries on the Usability (user friendliness) of the completed infrastructure?</p> <p>What are the views of beneficiaries on the acceptability of the completed infrastructure? (fitting within the existing social context/ not an exotic unfractured, made of local materials, able to be managed and maintained safe for use)</p> |
| 5. Perceptions of impact of the completed project | <p>On a scale of 6, how do you rank appropriateness of the completed infrastructure? _____</p> <p>What are other likely short- and medium-term changes as a result of this infrastructure? lives i.e., economic, social, environmental, Health and Safety etc.</p> <p>How should the positive changes be sustained, and the negative changes minimized.</p> |
| 6. Finally, is there anything that you feel should be brought to the attention of the ARSDP management in the implementation of their activities? (effectiveness/intervention options) | <p>On a scale of 6, how do you rank appropriateness of the completed infrastructure? _____</p> |

Within each Urban Centre, during KII the key focus areas will include probing about the Physical Development Plans among others.

This is the end of the interview, thank you.

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

Appendix 3: Focus Groups Discussion Guide



Focus Group Discussion Guide for the ARSDP Beneficiary and Satisfaction Survey

Good morning/afternoon. My name is -----, a Research Assistant from Gard Development Solutions (gDS).

We have been contracted by MLHUD to conduct the Beneficiary and Satisfaction Survey. Your participation is important to help MLHUD understand levels of 'satisfaction, the quality and appropriateness of deliverables from the beneficiary's perspective. This is taking place in Hoima, Buliisa and Kikuube LG.

Please answer the following questions keeping in mind the specific infrastructure (road/market) constructed with ARSDP support. 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. I would be grateful if you could spare some time to answer these 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 -20 minutes participating in this survey? If the respondent agrees, tick this box

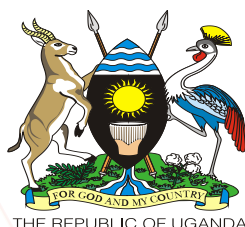
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ARSDP BENEFICIARY SATISFACTION SURVEY FOCUS GROUP DISCUSSION GUIDE (Women, Men Youth, Suppliers)

| TOPIC | PRIMARY QUESTION (Probe further where necessary) |
|--|--|
| 1. Awareness of Component 2 | <p>Inquire if the project disseminated any information about its activities and thereafter, follow up with the questions below</p> <p>However, in your view what kind of information should have the project shared with you?</p> <p>What information was disseminated? (probe for who is the funder, who is the implementor, who is the contractor, roles of the local people, health and safety, grievances, GBV, HIV, Child protection, environmental conservation, benefits of the infrastructure, conduct of workers, duration of the project)</p> <p>In what ways was the information about the project disseminated? (Meetings, posters, radio talk shows, announcements, jingles, trainings/ workshops, door to door, billboards, others)</p> <p>When was this information disseminated? (Probe for during designs, before commencement of construction, during construction, after construction)</p> <p>Who disseminated the information? (Design consultant, ESIA consultant, Ministry teams, Local Government Staff, Local Government political leaders, LC officials, User Committee members, Contractors, Supervising Consultant staff, Nominated Service Provider for HIV, VAC7 GBV, others.)</p> <p>What is your view on the adequacy of information provided? (Strengths and gaps, recommendation)</p> |
| 2. Beneficiary perception of the sub-project before construction | <p>What was the situation of the infrastructure before construction (probe for Bottlenecks, Travel time, Travel costs, safety, routine maintenance, access to the road)</p> <p>Why do you think the infrastructure was like that before construction?</p> |
| 3. Beneficiary level of Participation | <p>How inclusive was/is ARSDP in the delivery of her project activities that include support in the preparation of Road designs, Rehabilitation of District gravel roads plus a few urban roads etc</p> <p>What were the available avenues for the different stakeholders to actively take part in the project activities? (probe for during designs, before commencement of construction, during construction, after construction)</p> <p>In what ways were the stakeholders actively involved in the project activities? (provision of materials, provide land/ Right of Way, supplier of goods/ service provider, worker, volunteer, mobilizer, leader, tree planting, trainings, raising complaints, review of project applications/approvals, others)</p> |
| 4. Satisfaction & appropriateness of the completed sub-project | <p>What was beneficiaries' expectations on the nature of the infrastructure after construction? (probe for features like drains, culverts, bridges, road surface, road width, removed sharp bends, road furniture like traffic signages and others)</p> <p>For markets inquire about market location, size, access, working areas, engendered washrooms, lock ups, aeration, electricity, water facility, kitchen, breast feeding areas, nature shelter, waste disposal facility,</p> <p>How has the completed infrastructure met the above expectations of the beneficiaries?</p> <p>What are the views of beneficiaries on the necessity/ relevancy of the completed infrastructure?</p> <p>What are the views of beneficiaries on the Durability of the completed infrastructure?</p> <p>What is your view regarding Usability (user friendliness) of the completed infrastructure?</p> <p>What is your view regarding the acceptability of the completed infrastructure? (fitting within the existing social context/ not an exotic unfractured, made of local materials, able to be managed and maintained, safe for use)</p> |
| Perceptions of impact of the completed project | <p>What difference has this infrastructure made to your regular lives i.e. economic, social, environmental, Health and Safety etc</p> <p>what are other likely short- and medium-term changes as a result of this infrastructure?</p> <p>How should the positive changes be sustained, and the negative changes minimized.</p> |

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

Appendix 4: BSS Quantitative Questionnaire



Greet the respondent, then give them this introduction:

Good morning/afternoon. My name is -----, a Research Assistant from Gard Development Solutions (gDS).

We have been contracted by MLHUD to conduct the Beneficiary and Satisfaction Survey. Your participation is important to help MLHUD understand levels of 'satisfaction, the quality and appropriateness of deliverables from the beneficiary's perspective. This is taking place in Hoima, Buliisa and Kikuube LG.

Please answer the following questions keeping in mind the specific infrastructure (road/market) constructed with ARSDP support. 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. I would be grateful if you could spare some time to answer these 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 -20 minutes participating in this survey? If the respondent agrees, tick this box

☐

ARSDP BENEFICIARY SATISFACTION SURVEY QUESTIONNAIRE, 2021 (ROADS)

| PART A: SECTION 1: DISTRICT PARTICULARS | | | |
|--|--|--|---------|
| 001 | DISTRICT | | |
| 002 | TOWN/VILLAGE | | |
| 003 | NAME OF INFRASTRUCTURE | | |
| 200 PART B SECTION 1 : DEMOGRAPHIC INFORMATION | | | |
| No | Questions and Filters | Coding and categories | Skip to |
| 201 | Gender | 1. Male 2. Female | |
| 202 | Age of respondent? (record) (A person below 18 years not to be interviewed) | | |
| 203 | Respondent Marital status: | 1. Single, 2. Married, 3. Divorced, 4. Widowed | |
| 204 | Category of respondent | 1. Local Government Official 2. Road User Committee member/Grievance Redress committee member 3. Residents/Users | |
| 205 | What is your occupation, that is, what kind of work do you mainly do? | Unemployed, not looking for paid work...1 Unemployed, looking for work.....2 Agriculture (paid).....3 Agriculture (unpaid).....4 Unskilled manual (paid).....5 Unskilled manual (unpaid).....6 Skilled manual.....7 Sales & services.....8 Clerical.....9 Professional/ technical / managerial.....10 Student.....11 Declines to answer.....999 | |
| 207 | Ownership of infrastructure | 1. National 2. District 3. Town Council 4. Sub county 5. Community 6. Private | |
| 300: AWARENESS READ TO RESPONDENT: "I will ask you some questions if you are aware and how you got to know about ARSDP activities in your community." | | | |
| READ QUESTIONS TO RESPONDENT. DO NOT READ OUT ANSWERS UNLESS STATED. | | | |
| 301 | Have you ever heard about the ARSDP in your community? | 1=Yes 2=No, If response is 'No>>Q | |
| 302 | Could you mention what you heard about the ARSDP? 1. Funder (WB/GoU/District 2. MLHUD as implementor 3. The Contractor, 4. Roles of the local people 5. Health and safety issues 6. Grievances, 7. Gender based Violence (GBV) 8. HIV, 9. Child protection 10. Environmental conservation, | CIRCLE "1" FOR ALL THAT APPLY 1.1.....0 2.1.....0 3.1.....0 4.1.....0 5.1.....0 6.1.....0 7.1.....0 8.1.....0 9.1.....0 10.1.....0 11.1.....0 | |

| | | | |
|---|---|---|--|
| | 11. Benefits of the infrastructure, 12. Conduct of workers, 13. Duration of the project 14. Other..... | 12.1.....0 13.1.....0 14.1.....0 | |
| 303 | How did you get to know about the ARSDP? | 1. Road signs 2. Meetings/Workshops 3. Local area council 4. Newspapers 5. Radio 6. Announcements (Kizidhalo) 7. Leaflets 8. Word of Mouth/Neighbor 9. Posters 10. Messages posted on Dustbins. 11. Billboards 12. Other (Specify):_____ | |
| 304 | When did you get to know about the ARSDP? | 1. During designs, 2. Before commencement of construction, 3. During construction, 4. After construction | |
| 305 | Of these, do you recall who disseminated information to you about the ARSDP? PLEASE READ EACH OPTION ALOUD A. Design consultant, B. ESIA consultant, C. Consultant staff, D. Ministry teams, E. Local Government Staff, F. Political leaders or LC officials, G. User Committee members, H. Contractors, I. Supervising J. Traditional Leader K. Staff from the CSO L. Nominated Service Provider for HIV, GBV, M. Others (specify)..... | CIRCLE "1" FOR ALL THAT APPLY A.1.....0 B.1.....0 C.1.....0 D.1.....0 E.1.....0 F.1.....0 G.1.....0 H.1.....0 I.1.....0 J.1.....0 K.1.....0 L.1.....0 M. | |
| 306 | Now I would like you to score the statement based on rating below with, 5 as Highly Satisfactory and 0 is Highly unsatisfactory In your view, do you know all the information you needed to know about the project.... | Highly satisfactory.....5 Satisfactory.....4 Moderately satisfactory.....3 Moderately unsatisfactory.....2 Unsatisfactory.....1 Highly unsatisfactory.....0 | |
| 400: PERCEPTION BEFORE CONSTRUCTION Read to Respondent: "I am now going to read a few statements about this infrastructure before construction. For each one, please tell me whether you agree a lot, agree a little, disagree a little or disagree a lot. | | | |
| 401 | On a scale of 1 to 5 where 1 represents 'Strongly Disagree and 5 represents 'Strongly Agree', In your opinion do you agree that the condition of this infrastructure has improved compared to the period before construction? | Strongly agree.....5 Agree.....4 Neither agree nor disagree.....3 Disagree.....2 Strongly disagree.....1 | |
| 402 | On a scale of 1 to 5 where 1 represents 'Strongly Disagree and 5 represents 'Strongly Agree', In your opinion, do you agree that it took more traveling time between particular places due to the condition of this infrastructure before construction? | Strongly agree.....5 Agree.....4 Neither agree nor disagree.....3 Disagree.....2 Strongly disagree.....1 | |

| | | | |
|-----|---|---|--|
| 403 | <p>On a scale of 1 to 5 where 1 represents 'Strongly Disagree and 5 represents 'Strongly Agree',</p> <p>In your opinion, do you agree that it cost more money to travel between particular places due to the condition of this infrastructure before construction?</p> | <p>Strongly agree.....5</p> <p>Agree.....4</p> <p>Neither agree nor disagree.....3</p> <p>Disagree.....2</p> <p>Strongly disagree.....1</p> | |
| 404 | <p>On a scale of 1 to 5 where 1 represents 'Strongly Disagree and 5 represents 'Strongly Agree',</p> <p>In your opinion, do you agree that the cost of routine road maintenance was more due to the condition of this infrastructure before construction?</p> | <p>Strongly agree.....5</p> <p>Agree.....4</p> <p>Neither agree nor disagree.....3</p> <p>Disagree.....2</p> <p>Strongly disagree.....1</p> | |
| 405 | <p>On a scale of 1 to 5 where 1 represents 'Very inconvenient and 5 represents 'Very convenient',</p> <p>In your view, how convenient was it to access settlements like workplaces/ residence/ shops/ schools/ hospitals before construction of this infrastructure?</p> | <p>Very convenient5</p> <p>Convenient.....4</p> <p>Neither convenient nor inconvenient.....3</p> <p>Inconvenient.....2</p> <p>Very inconvenient.....1</p> | |
| 406 | <p>On a scale of 1 to 5 where 1 represents 'Very safe and 5 represents 'Very unsafe',</p> <p>How safe would you feel while commuting on this infrastructure before construction?</p> | <p>Very safe.....5</p> <p>Somewhat safe.....4</p> <p>Neither safe nor unsafe.....3</p> <p>Somewhat unsafe.....2</p> <p>Very unsafe.....1</p> | |
| 407 | <p>OVERALL, in your view on a scale of 5, how do you rank the infrastructure before construction?</p> | <p>Highly satisfactory.....5</p> <p>Satisfactory.....4</p> <p>Moderately satisfactory.....3</p> <p>Moderately unsatisfactory.....2</p> <p>Unsatisfactory.....1</p> <p>Highly unsatisfactory.....0</p> | |
| 500 | <p><u>BENEFICIARY LEVEL OF PARTICIPATION:</u> READ TO RESPONDENT: "I will ask you some questions about your level of participation before/during and after the ARSDP activities"</p> | | |
| 501 | Have you participated in any form in any of the ARSDP listed activities? | <p>Yes.....1</p> <p>No.....2</p> | |
| 502 | Have/Did you participate in any of the ARSDP listed activities | <p>Support in preparation of Designs....1</p> <p>Rehabilitation of District Gravel plus a few urban roads.....2</p> <p>Other (specify).....3</p> | |
| 503 | During which avenues did you actively take part in the project activities? | <p>1. During designs,.....1</p> <p>2. Before commencement of construction..2,</p> <p>3. During construction,.....3</p> <p>4. After construction.....4</p> | |

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| 504 | <p>Could you mention from the list ways through which stakeholders were actively involved in the project activities.</p> <p>PLEASE READ EACH OPTION ALOUD</p> <ol style="list-style-type: none"> 1. Provision of materials, 2. Provide land/ Right of Way, 3. Supplier of goods/service provider, 4. Worker, 5. Volunteer, 6. Mobilizer, 7. Leader, 8. Tree planting, 9. Trainings, 10. Raising complaints, 11. Review of project applications/approvals, 12. Others) | <p>CIRCLE “1” FOR ALL THAT APPLY</p> <ol style="list-style-type: none"> 1.1.....0 2.1.....0 3.1.....0 4.1.....0 5.1.....0 6.1.....0 7.1.....0 8.1.....0 9.1.....0 10.1.....0 11.1.....0 12.1.....0 | |
| 505 | <p>OVERALL, in your view on a scale of 5, how do you rank your level of participation?</p> | <p>Highly satisfactory.....5</p> <p>Satisfactory.....4</p> <p>Moderately satisfactory.....3</p> <p>Moderately unsatisfactory.....2</p> <p>Unsatisfactory.....1</p> <p>Highly unsatisfactory.....0</p> | |
| 600 | <p><u>Beneficiary Satisfaction & appropriateness of the completed sub-project</u></p> <p><u>READ TO RESPONDENT: “I will ask you some questions about overall Satisfaction & appropriateness of the completed sub-project about the ARSDP activities/deliverable</u></p> | | |
| 601 | <p>In your view, what could be the key/important features on a completed infrastructure (Road)</p> <ol style="list-style-type: none"> 1. Drains, 2. Culverts, 3. Bridges, 4. Road surface, 5. Road width, 6. Less sharp bends, 7. Road furniture like traffic signages & 8. Others(specify)..... | <p>CIRCLE “1” FOR ALL THAT APPLY</p> <ol style="list-style-type: none"> 1.1.....0 2.1.....0 3.1.....0 4.1.....0 5.1.....0 6.1.....0 7.1.....0 8.1.....0 | |
| 602 | <p>In your opinion, do you agree that the condition of the completed infrastructure has improved in the last 3 years?</p> | <p>Strongly agree.....5</p> <p>Agree.....4</p> <p>Neither agree nor disagree.....3</p> <p>Disagree.....2</p> <p>Strongly disagree.....1</p> | |
| 603 | <p>Do you believe, the width of this ARSDP completed infrastructure is adequate for traffic plying on the road?</p> | <p>Very adequate.....5</p> <p>Adequate.....4</p> <p>Neither Adequate nor inadequate.....3</p> <p>Inadequate.....2</p> <p>Very inadequate.....1</p> | |
| 604 | <p>What do you think about the quality of surface, smoothness and appearance on the completed infrastructure (roads)</p> | <p>Very good.....5</p> <p>Good.....4</p> <p>Neither good nor poor.....3</p> <p>Poor2</p> <p>Very poor.....1</p> | |
| 605 | <p>How satisfied are you with the condition of bridges/Culverts on the completed infrastructure (roads)?</p> | <p>Highly satisfactory.....5</p> <p>Satisfactory.....4</p> <p>Moderately satisfactory.....3</p> <p>Moderately unsatisfactory.....2</p> <p>Unsatisfactory.....1</p> <p>Highly unsatisfactory.....0</p> | |

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| 606 | How satisfied are you with the durability/layering on the completed infrastructure? | Highly satisfactory.....5 Highly satisfactory.....5 Satisfactory.....4 Moderately satisfactory.....3 Moderately unsatisfactory.....2 Unsatisfactory.....1 Highly unsatisfactory.....0 | |
| 607 | How safe do you feel while commuting on the completed infrastructure? | Very safe.....5 Somewhat safe.....4 Neither safe nor unsafe.....3 Somewhat unsafe2 Very unsafe.....1 | |
| 608 | In your own judgement regarding safety design the completed infrastructure i.e., road signs, guardrails & other safety features, how do rate these on the completed infrastructure | Highly satisfactory.....5 Satisfactory.....4 Moderately satisfactory.....3 Moderately unsatisfactory.....2 Unsatisfactory.....1 Highly unsatisfactory.....0 | |
| 609 | In your view, do you believe the completed infrastructure was a key necessity to the community? | Yes.....1 No.....2 | |
| 610 | In your opinion, do you agree that the LG have a role to play in the maintenance of the constructed infrastructure going forward. | Strongly agree.....5 Agree.....4 Neither agree nor disagree.....3 Disagree.....2 Strongly disagree.....1 | |
| 611 | OVERALL , on a scale of 5, how satisfied are you with the appropriateness of the completed infrastructure? | Highly satisfactory.....5 Satisfactory.....4 Moderately satisfactory.....3 Moderately unsatisfactory.....2 Unsatisfactory.....1 Highly unsatisfactory.....0 | |
| 700 | <u>BENEFICIARY PERCEPTIONS ON IMPACT OF THE COMPLETED PROJECT</u> <u>READ TO RESPONDENT: "I will ask you some questions about your perceptions on IMPACT (good/bad) of the completed ARSDP infrastructure"</u> | | |
| 701 | The completion of this infrastructure has improved the economic status of the community. (Income, Education, employment, Market opportunities, material possessions etc | Strongly agree.....5 Agree.....4 Neither agree nor disagree.....3 Disagree.....2 Strongly disagree.....1 | |
| 702 | The construction of this infrastructure has improved the social conditions of the area. (Quality of housing, Health care, sources of income/poverty etc | Strongly agree.....5 Agree.....4 Neither agree nor disagree.....3 Disagree.....2 Strongly disagree.....1 | |
| 703 | The completion of the road has improved the environmental aspects of the community | Strongly agree.....5 Agree.....4 Neither agree nor disagree.....3 | |

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| | | Disagree.....2 Strongly disagree.....1 | |
| 704 | The completion of this infrastructure has improved the health and safety situation of the community | Strongly agree.....5 Agree.....4 Neither agree nor disagree.....3 Disagree.....2 Strongly disagree.....1 | |
| 705 | Now if we talk about your overall perception, on the impact of the completed infrastructure, where would rank this in your view? | Highly satisfactory.....5 Satisfactory.....4 Moderately satisfactory.....3 Moderately unsatisfactory.....2 Unsatisfactory.....1 Highly unsatisfactory.....0 | |
| 706 | How should the positive changes be sustained, and the negative changes minimized. (suggest 1-2 ideas) | Economic..... Environmental..... Social..... Health and Safety (designs)..... | |
| 707 | Finally, can you give any suggestion for further improvements in road-infrastructure? Design, maintenance, signages on the road etc | Record Verbatim | |
| 708 | Do you have any questions for us? | | |

Gallery







Section of completed bottleneck at KM 7+605 on Kihombya-Kyarubanga-Bukerenge road



Section of completed bottleneck at KM 2+500 on Kihombya-Iseia-Buhamba road



Section of completed bottleneck at KM 8+700 on Kihombya-Iseia-Buhamba road



Completed Section around the bottleneck at KM 5+600 on Kitoba-Icukira-Kigorobya road



Completed Section around the bottleneck at KM 13+700 on Kitoba-Kyabasenja-Kabojana road



Section with completed side drain around at KM 0+100 on Kitoba-Kyabasenja-Kabojana road



Completed Box Culvert at Waki River bottleneck at KM 0+200 on Waki-Kryabutuzi-Mparangasi road



Completed Box Culvert at Waki River bottleneck at KM 0+200 on Waki-Kryabutuzi-Mparangasi road



River training works around bottleneck at KM 12+100 on Waki-Kryabutuzi-Mparangasi road



Completed Section around the bottleneck at KM 10+040 on Bulindi-Waki-Dwoli road



Completed section on Bulindi-Waki-Dwoli road (around the forest)



Completed Box Culvert at KM 9+340 on Kafo-Kasambya-Wegesa road



Completed section on Kyakapeya-Kisita-Kibeire road



Excavating rock to create side drains along Kyakapeya-Kisita-Kibeire road



The Project Team conducting Live radio talk shows with representatives from DLG, IPs & Police



The NSP conducting a District Stakeholder Meeting in Hoima



A billboard placed at Kitoba road junction with HIV/AIDS messages in Runyoro.



HIV testing to workers at Campsite in Hoima

5.2 Rehabilitation of Gravel roads-Buliisa DLG



Completed Section around the bottleneck at KM 9+950 on Buliisa-Bugana road



Completed Section on Buliisa-Bugana road



Compacting roadbed layer for Biiso – Nyeramya- Waki rd



Widening curve at around K0+800, on Biiso-Nyeramya-Waki road



Road formation at Waki, on Biiso-Nyeramya-Waki road



Widening of swamp section around K0+800, on Biiso-Nyeramya-Waki road



Workers of Greystone Investment Ltd during a project staff workshop at the campsite in Buliisa



HIV/AIDS billboard installed at Ngwedo Trading Center (Left) and Wanseko Market street (Right)



The CDO of Buliisa town council on the left the GBV/VAC officer in the middle and the LC1 chairperson of after the installation of the billboard at Paraa -Bugana junction in Buliisa Town council



HCT at the campsite in Buliisa