

CIVIL SERVANTS AND POLITICAL LEADERS' PERFORMANCE IN SERVICE DELIVERY IN KISORO DISTRICT LOCAL GOVERNMENT, UGANDA.

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ABSTRACT

This study analysed the relationship between civil servants' and political leaders' performance and service delivery in Kisoro District Local Government. The objectives of the study were to establish how monitoring and supervision of projects and programmes by civil servants and political leaders affects health service delivery in Kisoro district, to assess the effect of financial accountability by civil servants and political leaders affects effective health service delivery in Kisoro district, to analyse how implementation of education projects affects education service delivery in Kisoro district and to investigate the challenges faced by civil servants and political leaders in health and education service delivery in Kisoro district. In conducting the study, the researcher employed descriptive research design which was backed up by qualitative and quantitative research approaches. It targeted civil servants and political leaders of Kisoro District and used a sample of 80 respondents who were selected using simple random and purposive sampling techniques. Data for this study was collected using questionnaires and interview guide which were augmented by documentary review that was used to collect secondary data for the study. Data was analyzed using descriptive statistics such as frequency and percentages. It was presented in tables which were drawn using Microsoft excel. From the findings, it was established that monitoring and supervision ensures timely reports are produced and disseminated to all stakeholders in health which ensures constant supply/delivery of medical facilities and drugs. It was established that corruption, limited revenue and financing, human resource incapacity, Conflict between civil servants and political leaders, lack of coordination between local authorities and extension service delivery workers hinder effective performance of civil servants and political leaders in ensuring effective service delivery. Based on the findings, the study concluded that monitoring and evaluation ensures there is availability and functionality of infrastructure and/or equipment in the health sector for better health services delivery. The study also concludes that financial accountability as performed by civil servants and political leaders ensures effective and efficient use of finance in the purchase of medical equipment, construction of hospital wards and health centres which consequently leads to effective delivery of health services. The study thus recommended that civil servants in health and education as well as political leaders should put in place an ethical code of conduct for staff so as to promote the health units as one that is ethical in the delivery of their services to customers. Routine monitoring, supervision and evaluation of performance should be encouraged so that errors and misappropriations are reduced or eliminated in order to enhance effective health service delivery.