

# The Impact of Corruption on Service Delivery of Rukungiri District. A Case Study Bugangari Sub-County

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**Abstract:** *The Rukungiri district in Bugangari sub-county was the subject of the study on the effects of corruption and service delivery. The study's goals were to identify the factors that contribute to corruption's negative effects on service delivery in Rukungiri district Bugangari sub-county, examine those effects' sources, and make recommendations for potential ways to mitigate those effects. A sample size of 54 respondents were chosen from respondents in the Bugangari sub-county of the Rukungiri district as part of the data collection procedures, which also included the use of questionnaires, interview guides, and focus group discussions. According to the study's findings, the Bugangari Rukungiri district experiences a significant influence from corruption on the provision of services. The study therefore advised strengthening the anti-corruption organizations by giving them the authority to carry out their responsibilities without fear or favor, as well as reviewing the fundamental laws against corruption to ensure that the penalties are more severe in order to deter others from engaging in corruption.*

**Keywords:** Corruption, Service delivery.

## 1.0 Introduction

Globally, Corruption encapsulates a very wide range of behavior that varies in terms of their causes, effects and contexts. Kratoski (2018), states that, Corruption can be broadly defined as the misuse of power to obtain an illegitimate gain. McMullan (1970) states that "a public official is corrupt if he accepts money or money's worth for doing something that he is under duty to do anyway, that he is under duty not to do, or to exercise a legitimate discretion for improper reasons". It is a phenomenon with different faces and exists virtually everywhere on the globe, but differs in magnitude and some cultural exceptions.

The issue of corruption is getting a lot of attention worldwide, but especially in Africa. The OECD, the European Union, and many other organizations understood the harm that corruption poses to societies in June 2007. And of course, corruption has different forms and dimensions which threatened societies and governments to their way of development. 2007 (European Union).

It involves the behavior of officers in the public and private sectors to improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position of trust. This occurs in African nations like Ethiopia, Kenya, Mozambique, and Nigeria where some public servants, such as police officers and immigration officers, find themselves in a position where they are unable to pay for daily expenses for their families. (2003) Asian Development Bank

Over the past few decades, academics, economists, and decision-makers in Uganda have become interested in the problem of corruption. Public officials and politicians have repeatedly been suspected of engaging in corrupt practices. In connection with this, the nation has continued to face less economic development than anticipated and subpar delivery of social services (Caracciolo, 2010).

Regarding the public sector, over 25% of people say they feel pressured to provide presents to public servants in order to "get things done" (ES 2013). The entire community also claims that bribery is widespread when it comes to securing public utilities (GCR 2015-2016). Given the foregoing, it is reasonable to anticipate that corruption will significantly affect the provision of services in the Rukungiri district and Bugangari sub-county; this study aims to empirically evaluate this.

## 2.0 Literature review.

The origins of corruption in service delivery, its impact on service delivery, and potential countermeasures are all covered in this chapter.

### 2.1 Causes of corruption on service delivery

According to Kivoi (2012), private gain at the expense of the general good is the driving force behind corruption. According to Lawal (2007), when corrupt practices have taken root, both large-scale and small-scale corruption coexist, with officials at practically every level requesting payments in exchange for completing duties or rendering services.

In his report on corruption in infrastructure: provision and service delivery at municipal level in Nepal, Shrestha (2007) cites a number of causes for corruption, including a lack of public awareness, a lack of information disclosure and accountability, materialism, the abuse of power, a subpar reward and punishment system, acceptance of irregularities, and low salaries.

Gluttony and selfishness, inadequate pay and culture, poverty, the need to expedite services, bad governance, inflation, impunity, ignorance, and unemployment have all been linked to corruption in the Kenyan public sector. Aside from incompetence, other factors include ethnicity, a lack of equity and transparency, inadequate opportunities and resources, a failure to enforce the law, corrupt leaders, a failure to vigorously battle corruption, a lack of drive, division, political favoritism, and red tape/bureaucracy (EACC, 2012). According to KACC/EACC annual surveys, corruption in Kenya is primarily brought on by avarice.

According to a poll conducted by EACC in the public sector in 2013 with 1200 respondents from 47 counties, the primary reasons for corruption in the public sector are: low pay, protracted bureaucratic procedures and processes, greed, the presence of brokers and agents, and a lack of integrity. The centralization of services, poverty, understaffing, high cost of obtaining and processing land, lack of legitimate land credentials/documentation, political involvement, and lack of knowledge of procedures by the service seekers are additional issues. The respondent further indicated that the processes and procedures are underdeveloped, poorly synchronized, and opaque while supervision was insufficient and some authorities possessed an excessive amount of discretionary authority.

Employee unhappiness, discretion and responsibility, nature of work, working conditions, reporting system, supervisor, coworkers, culture, work pressure, communication, and remuneration are organizational elements that either encourage or facilitate corruption (Gorta, 1998). For instance, workplace discretion enables employees to use their own discretion in interpreting, implementing, and managing rules and regulations (Mynit, 2000).

## **2.2 Measures to reduce corruption on service delivery**

Governmental organizations have the authority to influence an economy's investment incentives, future resource allocation and structure, and rate of economic growth. Through investments in technology as well as in people and material resources, they also directly influence economic growth. Therefore, it is crucial for governments to have top-notch institutions that foster economic growth as well as provide people with the freedom and opportunity to receive an education, work, save money, invest, start their own businesses, etc. while also having laws that protect proprietorships and copyrights (Alex Mika and Saliou Sall, 2014).

According to Shleifer (1998), corruption is characterized as proof of institutional inability to effectively manage the public sector in at least one of its several institutions. The administrative capability, public administration culture, and structures and methods used in administering public institutions have all been cited as risk factors for corruption. As Shleifer argued, the political leadership in charge of running things and formally in charge of a nation is without a doubt the main driver of corruption.

One of the biggest issues facing Uganda is corruption, which the government has admitted. Recent events, however, have called into question the political resolve of the government to deal with the issue. To combat corruption, numerous changes, regulations, and new organizations have been developed. But despite recent investigations and corruption cases, there is still a dearth of effective enforcement of the rules in place (Maira Martini, 2013).

## **2.3 Effects of corruption on service delivery**

The effects of corruption have had a severe influence on society as a whole and have worried both the past and present administrations. In his remarks at the National Leadership and Integrity conference on June 12, 2013, at the Kenya School of Monetary Studies, Uhuru Kenyatta, the fourth president of Kenya, reaffirmed the danger that corruption poses to the realization of Vision 2030 and other development objectives.

The inference is that corruption has a negative impact on a nation's ability to develop. According to Nyaga and Theuri (2011), corruption makes it more difficult for the government to deliver essential services like healthcare and education and wastes resources. Additionally, corruption makes conducting business more expensive, deters local and foreign investment, distorts public spending, lowers economic efficiency, and slows down administrative procedures, all of which undermine development and service delivery (Nyaga & Theuri, 2012, Chweya, Tatu & Akivaga, 2005).

According to a cross-national study done by Vian (2005), hospitals lose resources due to unethical behavior, which results in less money coming in to cover expenses like salaries and operations. Additionally, many institutions do not offer their patients access to good, inexpensive services.

Public officials withhold or delay providing services if corruption is established, necessitating the payment of bribes to expedite the process (Shleifer & Vishny, 1993). When a public official requests a bribe, the price of government services is increased, which marginalizes those citizens who cannot afford the services and thus limits the supply.

By undercharging for government services and failing to send the money to the government, a public official can withhold the money on the other hand. Withholding or delaying services results in low levels of performance, which is a sign of subpar service delivery. Withholding income causes the government to lose money, but it raises demand for the services (Munusamy, Chelliah & Mun, 2010).

Integrity, public trust, the ability to deliver products and services effectively and efficiently, regulatory compliance, and qualified staff are all lost as a result of public sector corruption (Thompson, 1992, Caiden & Dwivedi, 2001, Quah, 2007). Additionally, corruption results in ineffectiveness, subpar performance, and subpar services (Vian, 2005, Lindelow & Sernells, 2006, Lawal, 2007).

Because it distorts market fundamentals, discourages domestic and foreign investment, raises production costs, interferes with service delivery, diverts public funds to deserving private hands, and raises taxes, corruption in Uganda is a major barrier to economic growth. This results in widespread unemployment, insecurity, and poverty (EACC, 2013).

## **METHODOLOGY**

### **3.1 Research design**

Descriptive research design was used in the study which enabled the researcher to meet the objectives of the study.

### **3.2 Study area.**

The study covered Bugangari sub-county Rukungiri district.

### **3.3 Study population.**

A total of 54 respondents from the Bugangari sub-county were included in the survey. The Rukungiri district's sub-county chief, police officers, residents, and community development officers were the intended audience.

### **3.4 Sample size**

The researcher used 54 respondents who included 01 sub-county chief, 10 police officers, 42 community members and 01 community development officer. Sample size was determined using formula developed by Krejcie and Morgan (1970).

### **3.5 Sampling procedure**

Both selective sampling and simple random sampling were utilized. The use of a simple random sample design gave each respondent an equal chance to participate. Community development officer and sub-county head were included in the purposeful sampling because the researcher was interested in their records of classified information.

### **3.6 Source of data.**

Both secondary and primary sources were used to obtain information.

### **3.7 Data collection methods**

In order to get more information, the researcher employed an interview and a questionnaire.

### **3.8 Reliability and validity**

Reliability is the extent to which a test or procedure of data collection yields similar results under constant conditions on all occasions (Bell, 1997).

Validity refers to the extent to which a method of data collection presents what it is supposed to do, or the extent to which a method of data collection measures what it is supposed to measure (Amin, 2005, Bell, 1997).

### **3.9 Data Analysis**

The data was analyzed by coding, editing and entering and processed using SPSS

## **4.0 ANALYSIS AND PRESENTATION OF FINDINGS**

### **4.1 Age of the respondents**

**Table 1: Age of respondents**

Variables	Frequency	Percentage (%)
20-30	10	18
31-40	20	37
41-50	5	10
51 and above	19	35
Total	54	100

Source: Field data October 2022

In the table above, the percentage of respondents who were over 51 years old (35%) is presented along with the percentages for respondents who were between 20 and 30 years old (18%), 31 to 40 years old (37%), and 41 to 50 years old (10%).

#### 4.2 Sex of respondents

Table 2: showing Sex of the respondents

Sex	Frequency	Percentage
Females	24	44
Males	30	56
Total	44	100

Source; Field source 2022

According to the aforementioned statistics, the study's participants were split 44% female and 56% male.

#### 4.3 Education of the respondents

Table 3: Educational level of respondents

Level of Education	Frequency	Percentage
Secondary Level	10	19
Diploma	17	31
Bachelor's Degree	18	33
Postgraduate	09	16
Total	54	100

Source: Field source 2022

According to the findings from the table above, 19% of the respondents were at secondary level, 31% were Diploma holders, 33% were Bachelor's degree and 16% were post graduates holders.

#### 4.4 Marital status of respondent

Table 4: Marital Status of the respondents

Marital status	Frequency	percentage
Married	19	35
Single	10	18
Widow	13	24
Separated	12	22
Total	54	100

Source: Field data October 2022

Table 4 shows marital status of respondents. The study considered the marital status of respondents as Married as shown by 35%, Single as stated by 18%, Widowed as explained by 24% and separated/divorced as exemplified by 22%.

#### 4.5 Causes of corruption on service delivery

Table 5: Causes of corruption on service delivery

causes of corruption on service delivery	Frequency	Percentage
Lack of accountability	14	26
Poor Transparency	10	18
Low salaries	16	29
Selfishness/greed	14	26
<b>Total</b>	<b>54</b>	<b>100</b>

Source: **Field data November 2022**

From the table above, causes of corruption on service delivery in Bugangari sub-county Rukungiri district include; lack of accountability with 26%, poor transparency 18%, low salaries with 29%, and selfishness/ greed with 26%

#### 4.6 Effects of corruption on service delivery

**Table 6: Effects of corruption on service delivery**

Effects of corruption on service delivery	Frequency	Percentage
Under development	13	24
Poor basic services	11	20
Increases Public expenditure	14	26
Reduces economic efficiency	16	30
<b>Total</b>	<b>54</b>	<b>100</b>

Source: **Field data November 2022**

From the table above, all the respondents interviewed suggested the effects of corruption on service delivery include; under development with 24%, poor basic services with 20%, increased public expenditure with 26%, reduces economic efficiency with 30%.

#### 4.7 Possible measures to the effects of corruption

**Table 7: Possible measures to the effects of corruption**

Possible measures to the effects of corruption	Frequency	Percentage
Enforcing government policy	12	22
Shaping investment incentives	13	24
Consolidation of corruption	14	26
Availability of basic services	15	28
<b>Total</b>	<b>54</b>	<b>100</b>

Source: **Field data November 2022**

Research findings indicate there were possible measures to the effects of corruption of Bugangari sub-county Rukungiri district as they include; enforcing government policy with 22%, shaping investment incentives with 24%, consolidation of corruption with 26%, availability of basic services with 28%.

## 5.0 CONCLUSION AND RECOMMENDATION

### 5.1 Conclusions

Recommendations According to research, there is a big connection between service delivery and corruption. One of the biggest issues still preventing services from reaching rural areas is corruption, which has an impact on the nation's overall growth. The threat of corruption must be combated by government agencies like the Inspector General of Government. Individual and group efforts through various channels and at various levels are required to ensure success and, as a result, appropriate service delivery, particularly to rural areas, which is the focus of this research. Data were gathered through the use of a questionnaire and qualitative research techniques. Additionally, SPSS was used for coding, editing, and data analysis.

The research suggests strengthening anti-corruption organizations by giving them the authority they need to carry out their responsibilities without fear or favor, and reviewing key anti-corruption laws to make sure that sanctions are severe enough to prevent future misconduct.

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