

**COMMUNICATION, ACCOUNTABILITY AND QUALITY SERVICE DELIVERY IN
LOCAL GOVERNMENTS IN TESO SUB REGION**

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**A DISSERTATION SUBMITTED TO THE DIRECTORATE OF GRADUATE STUDIES,
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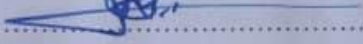
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DECLARATION

I Alungat Celine Mercy do declare that this dissertation is my original work and it has not been submitted to this University or to any other institution for partial fulfilment for any award. Due acknowledgement has been made to other scholars' work.

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APPROVAL

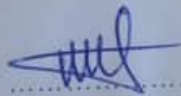

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DEDICATION

I dedicate this research dissertation to God Almighty for His Grace that enabled me succeed and to my family who have always been there for me in my journey of life, May the Almighty God bless you abundantly. And to my colleagues in the academic struggle as well as the Busitema fraternity.

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LIST OF ACRONYMS

QSD:	Quality Service Delivery
UBOS:	Uganda Bureau of Statistics
OECD:	Organisation for Economic Co-operation and Development
LGs:	Local Governments
CAO:	Chief Administrative Officer
SAS:	Senior Assistant Secretary
CDO:	Community Development Officer
LC3:	Local Council 3 (Chairperson)
CVI:	Content Validity Index
SPSS:	Statistical Package for Social Sciences

ABSTRACT

The purpose of the study was to examine the relationship between communication, accountability and quality service delivery among local governments in six selected districts in Teso sub region. Specifically, the study assessed the relation between communication and quality service delivery, communication and accountability, accountability and quality service delivery, and the mediating role of accountability in the relationship between communication and quality service delivery. The study used a cross-sectional research design with a quantitative approach. A population of 103 local governments which included districts local governments, a city, town councils, and sub counties were considered. A sample of 80 local governments was derived based on the guidelines of Kregcie and Morgan (1970). Data was collected using a structured questionnaire. Out of 80 local governments, 65 participated in the study giving a response rate of 82.3%. The findings indicate that accountability mediated the relationship between communication and quality service delivery accounting for 50.6% while the direct effect of communication on quality service delivery accounted for 49.4%. Based on these findings the study concluded that accountability is the mechanism through which communication influences quality service delivery in local governments in Teso sub region. The study has limited ability to track changes over time thus longitudinal suggestion, Self-reported response and researchers encourages citizen satisfaction surveys and geographical limitation which the researcher recommends research in other regions. The study recommends the integration of communication and accountability as a vital tool for enhancing quality of service delivery.

CHAPTER ONE

INTRODUCCION

1.0 Introduction

This chapter provides the study's background, problem statement, purpose, objectives, hypotheses, scope, conceptual framework and significance of the study, while also identifying key knowledge gaps.

1.1 Background

Quality service delivery (QSD) in the public sector is essential for fostering citizen satisfaction, trust, and inclusive governance (Abili et al., 2012; Dick-Sago et al., 2021; Karusigarira et al., 2024). Quality service delivery not only fosters public trust but also indicates effective utilization of public resources (Khan, 2021). It entails delivering services reliably, responsively, and empathetically, while instilling assurance through professionalism and competence (Parasuraman et al., 1988). Quality service delivery is measured through dimensions such as responsiveness (promptness in service provision), reliability (consistency and accuracy), empathy (personalized attention and care), and assurance (confidence inspired by knowledgeable and courteous staff). However, public service delivery across the globe especially in developing countries continues to fall short of these benchmarks. Despite their critical role, local governments around the world, particularly in developing countries, continue to face profound challenges in delivering high-quality services.

Globally, A World Bank (2023) review of over 60 developing countries found that more than 55% of local governments failed to meet reliability and responsiveness benchmarks in service provision, with most delays attributed to poor infrastructure, weak coordination, and under-resourced

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