

# Addressing Uganda's Transparency and accountability challenges

Uganda faces numerous Transparency and Accountability (T&A) challenges, including limited access and re-use of public sector information, opaqueness in government operations, multiple fragmented actors, and lack of technical skills and capacity for demand and supply of data for T&A, among others. Whereas various actors, including Civil Society Organisations (CSOs), are doing commendable work in improving transparency and accountability, including enabling citizen voice and advocating for duty bearer responsiveness through Information and Communication Technologies (ICT) and offline engagements, their efforts are undermined by limited reach to actors and geographical regions, as well as inadequate elevation of issues raised in their work to public officials, including decision makers at district and national level

Ugandan media face several challenges in meaningfully executing the role expected of them as the Fourth Estate. These challenges include inadequate research and sourcing, cumbersome access to public sector information, and weak relations with sources including civil society actors. These challenges hamper the media from playing an

active role as a watchdog that holds state and non-state parties accountable, as an enabler of debate of issues of community and national concern, as a driver of transparency, and as a promoter of the public good. Addressing these challenges requires a closer working relationship between the media and CSOs engaged in T&A work, and development of new skills by both stakeholder groups.

During June and July 2018, the Collaboration for International ICT Policy in East and Southern Africa (CIPESA) in partnership with TracFm conducted two opinion polls to engage local communities and gather information on governance issues in order to inform dialogue with duty bearers and other stakeholders. The polls were part of CIPESA's Media for Transparency and Accountability project that seeks to increase media engagement in ongoing activities, effective media coverage of issues of public service delivery especially for the rural poor and women, and joint efforts in public awareness and engagement on governance issues to further the outreach and impact of partners' work in social accountability and civic participation.



## POLL QUESTIONS

**Poll I: In your district, which sector is best performing in delivery of public services?**

Although there are many stories exposing the inadequacies and incompetence of public officials in managing the delivery of public services across all sectors, there are also some positive stories showing how some of the sectors are delivering quality services to the people of Uganda amidst tough and difficult conditions.

**2,726**

Total Responses

Radio Stations **4**

19th June  
- 5th July 2018  
Poll duration



**29%**

Agriculture



**19%**

Education



**17%**

Health



**22%**

Energy & Transport



**13%**

Security

### Mega FM

Main Districts reached.

Gulu, Oyam, Amuru  
Nwoya, Omoro and Lira



Total Responses: 567

### Simba FM

Main Districts reached.

Mubende, Luweero, Kayunga  
Mukono, Nakasongola, Kamuli  
Wakiso and Kampala.



Total Responses: 855

### Delta FM

Main Districts reached.

Soroti, Kaberamaido, Serere  
Amuria, Kumi and Katakwi.



Total Responses: 873

### Hits FM

Main Districts reached.

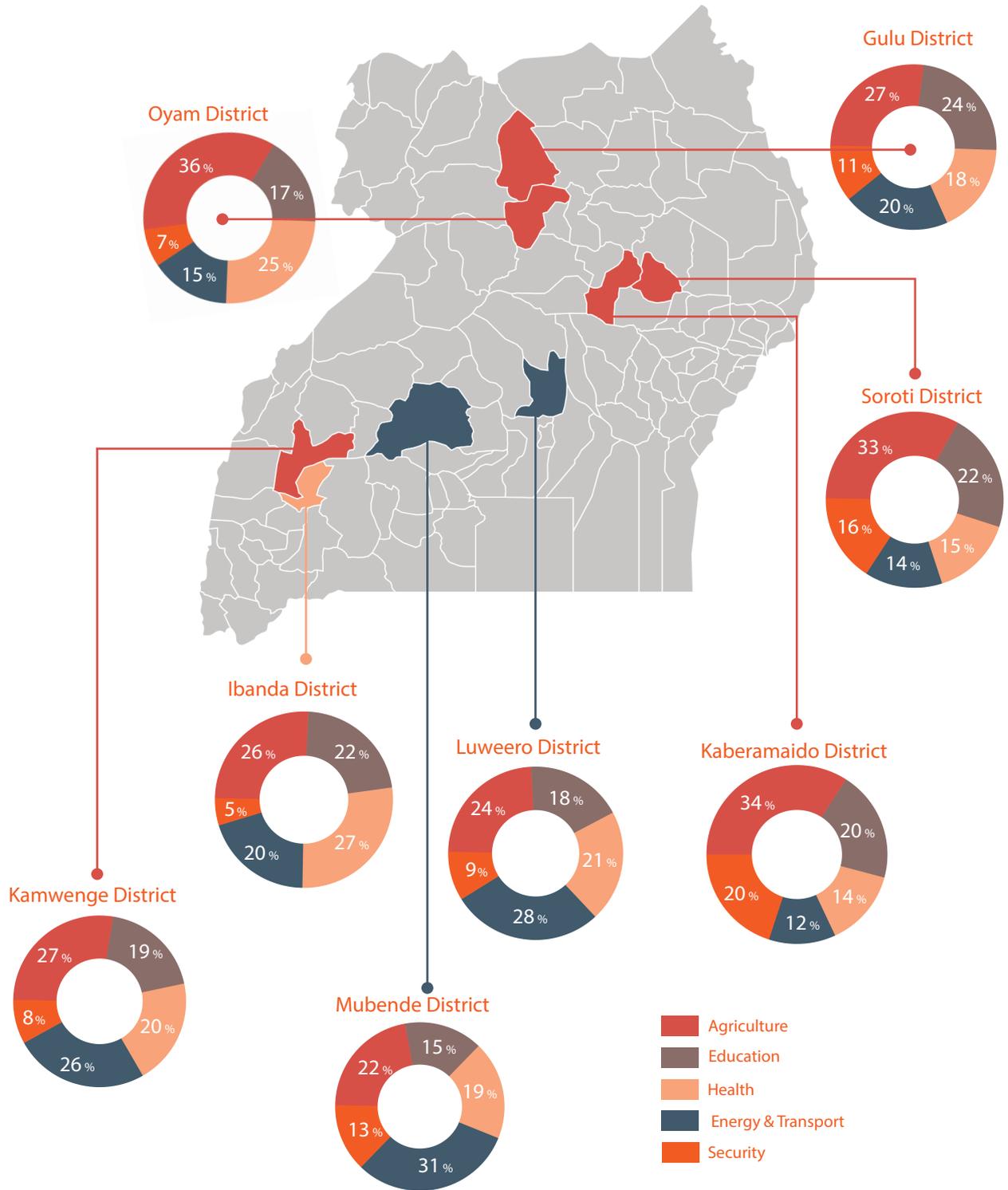
Kamwenge, Ibanda, Kasese  
Kabarole, Kiruhura, Kyegegwa  
and Kyenjonjo



Total Responses: 431



## In your district, which sector is best performing in delivery of public services?



## Poll II: What should be done to improve the performance of the health sector?

The previous poll survey shows that the health sector is among the worst performing in Uganda. Although the government of Uganda has made major strides to ensure that health center are accessible to all Ugandans even in the remote areas, most of the health facilities have been overwhelmed by the disease burden. Some of the public health facilities have been accused of not being able to provide basic health care services.

**4,174**

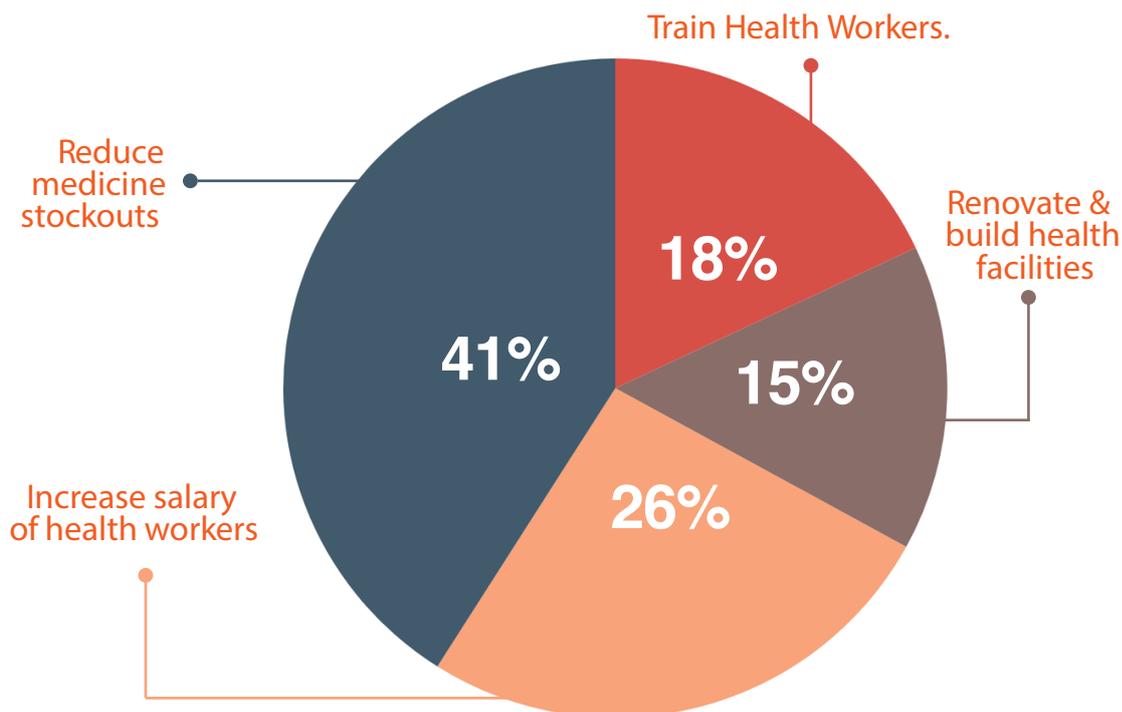
Total Responses

**4**

Radio Stations

5th - 12th July 2018

Poll durations



### Responses by gender





## About CIPESA

CIPESA was established in 2004 under the Catalysing Access to Information and Communications Technologies in Africa (CATIA) initiative, which was mainly funded by the UK's Department for International Development (DfID). CIPESA is a leading centre for research and the analysis of information aimed to enable policy makers in East and Southern Africa understand ICT policy issues and for various stakeholders to use ICT to improve governance and livelihoods.

For more information on CIPESA: Contact:- [programmes@cipesa.org](mailto:programmes@cipesa.org) or visit [www.cipesa.org](http://www.cipesa.org)



## About TRAC FM

TRAC FM enables citizens in Uganda and other East African countries to take part in meaningful public debate on matters concerning their relationship with government, private sector and public services. TRAC FM reaches out to even the most remote and excluded citizens through the use of basic mobile phones, free SMS and interactive radio talk-shows broadcast in local languages. Through this interaction, TRAC FM gathers real-time citizen data that helps to identify socio-economic and political trends.

TRAC FM's mission is to stimulate responsive governance by leveraging public opinion in interactive radio debates and data-driven advocacy campaigns. Opinion polls and surveys are broadcasted during radio programs and through the online TRAC FM software platform, listeners' SMS feedback is captured and visualized for debate. Through a wide network of CSO and media partners, TRAC FM structures and amplifies the collective voice of citizens.

### How TRAC FM collected the data.

Listeners use the SMS function on their mobile phones to vote on poll questions presented to them during the live talk-shows. The TRAC FM software instantly registers and processes peoples SMS votes into clear graphics, and visualizes the poll results directly on the studio monitor in front of the talk-show host so that the results can be shared instantly with listeners, guests and experts in the studio. The radio-poll results, demographic data and additional statistics are used to structure, represent and amplify people's voices during the radio debates and shared with CSO partners for follow-up advocacy campaigns.

Our established methodology has shown unprecedented results with over 650.000 individual users in Uganda alone. By creating an instant feedback loop, TRAC FM promotes public engagement, Transparency and Accountability, while collecting valuable data to improve responsiveness of our partners. The collected data assists policy-makers and practitioners on the ground to respond in more flexible ways to emerging opportunities and risks.

For more information on TRAC FM: [info@tracfm.org](mailto:info@tracfm.org) or visit [www.tracfm.org](http://www.tracfm.org)