



**REVENUE MOBILIZATION AND SERVICE DELIVERY IN PALLISA DISTRICT
LOCAL GOVERNMENT**

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APPROVAL

APPROVAL

This research report is submitted to Busitema University for examination as a partial fulfillment for the award of Bachelors of Business Administration in Accounting and Finance option with my approval as an academic supervisor.

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DEDICATION

This work is dedicated to my mother Ms Asio betty, Myrah karungi for their moral support, love and understanding towards my studies and to all my friends, course mates, lecturers, and the Almighty God for his interminable blessings without which it is impossible to ensure the proposal submission a reality.

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LIST OF ACCRONOMYNS

CVI:	Content Validity Index
IFMS :	Integrated Financial Management System
LG:	Local Government
OECD:	Organization for Economic Co-operation and Development
PFAA:	Public Finance and Accountability Act
PDLG:	Pallisa District Local Government
SPSS:	Statistical Package for Social sciences
TAI:	Treasury Accounting Instructions

ABSTRACT

This study examined the effect of revenue mobilization on service delivery. The study was guided by the following objectives notably, to examine the effect of revenue planning on service delivery, to assess the effect of revenue enhancement plan on service delivery, and to examine the effect of revenue expenditure control on service delivery. The study used a cross sectional research design, and a quantitative approach. Data was collected from 60 employees from different departments as a target population with the sample size of 52 employees from different departments. Data was collected with the aid of closed ended questionnaire and statistical package for social sciences was employed for analyzing data from which frequency tables, descriptive statistics (mean and standard deviation), reliability, validity, correlation, and regression results were obtained. The study findings revealed that there is a positive and a significant effect of revenue planning on service delivery; revenue enhancement plan on service delivery; and revenue expenditure control on service delivery. Finally, the study concludes that there is a strong predictive power that the dimensions of revenue mobilization contribute towards enhancing service delivery in PDLG.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter basically comprises of the background to the study, the scope of the study and the conceptual frame work.

1.1 Background of the study

Madu (2023) argues that service delivery is critical component in addressing development strategies but also in eradicating poverty, income inequality and other societal challenges. Governments are bonded to their citizens in form of a social contract, a contract in which government must provide political, social, economic benefits to the electorate of a particular nation (Affa'a Mindzie et al., 2021). This implies that service delivery sits fundamental to the existence of governments, in that failure to achieve this; citizens become disgruntled resulting into certain governments being voted out of office.

Globally, the decentralization process has progressed furthest in Latin America, beginning with efforts in Chile and Colombia in the early 1980s, to delegate increased responsibilities to municipalities (sub-national administrations) for the delivery of health and other services. In some cases, conditions of resource scarcity brought about by macroeconomic crisis spurred countries to devolve responsibility to lower tiers of government (Prawda 1993). Governments in Colombia, Argentina and Brazil devolved powers to elected municipalities as part of a wider process of political liberalization, whereas the military regime in Chile favored administrative deconcentrating to municipalities under the control of non-elected administrators appointed by the military (Nickson 1995).

The situation in Africa is characterized by a number of challenges. (Report, 2021) illustrates that African challenges include poor infrastructure, inadequate leadership, insecurity, hunger, unemployment crowned off with unsustainable development. Rising inequality and a growing population create many undesirable circumstances for citizens.

Good governance manifested in adequate levels of service delivery is critical for many African governments in order to address development challenges. Previous studies by McGuirk and Burke

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