

**THE ROLE OF UGANDA RED CROSS SOCIETY IN SOCIAL SERVICE
DELIVERY IN KAMPALA CITY-UGANDA**

BY

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UNIVERSITY**

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DECLARATION

I Ashabahebwa Brendah declare that, this dissertation is from my own findings and has never been produced by anybody else for any award in any institution.

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Date:

APPROVAL

This is to satisfy that this dissertation has been done under my supervision and submitted to the faculty of social science for examination with my approval.

DR. Otanga Rusoke

Signature:

Otanga Rusoke

Date:

3 September 2011

DEDICATION

I dedicate this dissertation to my beloved parents, brothers and sisters for all their endless effort to educate, right from my elementary level to the University.

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I acknowledge my beloved parents; my father-Mr. Gumisiraza Asaph, my mother-Mrs. Mauda Gumisiraza for their help rendered to me during my studies.

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LIST OF ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
HIV	Human Immune Virus
NGO	Non Governmental Organization
GDP	Gross Domestic Product

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ABSTRACT

The research on the role of Uganda Red Cross society in social service delivery was carried out in Kampala city-Uganda. The study was guided by objectives of study like; finding out the role of Uganda Red Cross Society in social service delivery in Kampala city; finding out the changes faced by Uganda Red Cross Society in social service delivery and establishing ways of improving the performance of Uganda Red Cross Society in social service delivery. On the role of Uganda Red Cross Society in social service delivery in Kampala city, the research revealed that; infrastructure development, infrastructure development, relief aid in emergencies, and provision of education were the answers given by the respondents.

On the changes faced by Uganda Red Cross Society in social service delivery, the findings revealed that; inadequate funding, corruption, political instability, and government regulations were the answers given by the respondents in this research question. On establishing ways of improving the performance of Uganda Red Cross Society in social service delivery, the research findings revealed that; increased funding, improvement of government-NGO relation, promotion of political stability, fighting corruption, and registration of more NGOs were the answers given by the respondents.

The researcher concluded that the NGOs play an important role in social service delivery in Kampala city although they encounter many operational hiccups. Recommendations later made along side conclusions.

CHAPTER ONE

PROBLEM AND ITS SCOPE

1.1 Background of the study

The NGO sector in Uganda is a growing one. Its most exponential growth was witnessed after 1986 when evidently a relatively more conducive environment for NGO formation and operation was put in place. From a paltry estimate of less than 200 NGOs in 1986 to 3,500 in 2000, 4,700 in 2003, 5,500 by end of 2005 and the number presently is estimated to be in the region of 8,000. This numerical presentation of the NGO sector growth has to be read with caution though, as it is drawn largely from the official NGO Registry of NGOs at the NGO Board. A study by the Office of the Prime Minister in 2003 suggested the sector could in fact be a lot smaller as only between 15-30% of NGOs that register go operational. Secondly there are chances that some NGOs operate without registering with the NGO Board. It has to be noted that the perceived growth in the NGO sector is not an isolated development as evidently there has been growth in several other sectors in the last two decades (NGO Forum, 2009).

NGOs exist as diverse organizational forms. Diversity is not only a central characteristic of the sector, but also one of its key strengths. Secondly, it is crucial to note that NGOs exist and operate in a context. Their agenda is shaped by forces in a strong global, regional, national and local environment. Today, NGOs face strong global influences resulting from a dominant neo-liberal ideology driving the global economy. These influences have conditioned many developing countries and NGOs to be reactive rather than proactive in shaping their economic and political choices. Extreme power imbalances that shape the global economy are reflected at country level: poverty and deprivation co-exist with wealth, powerlessness exists with the transformative potential of citizens, and severe socioeconomic and political injustices reign yet more equitable distribution of resources is possible. The notion of private sector-led growth has weakened the capacity of the state to respond to

unbalanced development, leading to widespread social disruptions which threaten the soul of many nations. It is in this context that hope is often found in NGOs: actors that not only provide essential services to the more disadvantaged sections of society, but also offer space where socioeconomic and political pressure can be nurtured to challenge injustice (Eric Werker and Faisal Z. Ahmed, 2007).

A politico-economy analysis of NGO formation would reveal that NGOs get formed for various reasons, some of which are indeed selfish. There have been many labels on NGOs, from them being briefcase or even 'kavera' entities to being flash disk NGOs. In a society, where life is increasingly becoming very difficult, in part because of the failure of the state or even the much touted private sector to provide adequate opportunity for citizens, such phenomena are not surprising.

1.2 Statement of the problem

Uganda Red Cross Society like many other Non Governmental Organizations exist to provide the space for citizens to engage directly in shaping their own destiny. However, when citizens take their own initiative, this must be appreciated and respected. NGOs or civil society more generally, is a natural phenomenon. Just like in human life where everybody belongs to an associational life - within a family, village, etc, NGOs are a reflection of associational and human life. Therefore there will never be a day when NGOs are not relevant.

All of these organizations specialize in relief and development programs. Funds are being allocated through them, both from individual donors in wealthy countries and from bilateral aid agencies. Their trucks, or the trucks they have contracted, are delivering supplies to poor communities in the most remote regions of the world. Their managers, and the managers of local organizations

with whom they partner, are making decisions on how to allocate scarce development resources. The month of April and May have been characterized by political turmoil in Kampala in which many people were killed and injured and it was the Uganda Red Cross Society at the forefront of helping the victims by offering medical services and other services to them. The researcher in this place intends to find out the role of the Uganda Red Cross Society in social service delivery in Kampala city.

1.3 Objectives of the study

1.3.1 General objective

The major objective of the study was to find out the role of Uganda Red Cross Society in social service delivery in Kampala city.

1.3.2 Specific objectives

- (i) To find out the role of Uganda Red Cross Society in social service delivery in Kampala city
- (ii) To find out the changes faced by Uganda Red Cross Society in social service delivery
- (iii) To establish ways of improving the performance of Uganda Red Cross Society in social service delivery

1.4 Research Questions

- (i) What is the role of Uganda Red Cross Society in social service delivery in Kampala city?
- (ii) What are the changes faced by Uganda Red Cross Society in social service delivery?
- (iii) What are ways of improving the performance of Uganda Red Cross Society in social service delivery?

1.5 Scope of the study

1.5.1 Geographical scope

The research was conducted in Uganda Red Cross Society which is located in the central district of Kampala. Uganda Red Cross Society is the biggest indigenous humanitarian organization in Uganda. It started as a branch of the British Red Cross in 1941. In 1964, under an Act of Parliament, the Uganda Red Cross Constitution was adopted bringing into existence what we know today as the Uganda Red Cross Society. A year later in 1965, the Society was admitted as a member of the International Federation of Red Cross and Red Crescent Societies. Uganda Red Cross Society has continued to grow over the years and it now boasts of 49 branches, and 5 sub-branches spanning the whole of Uganda. The society also works with a number of partners in the execution of its mission. These include the government of Uganda, United Nations agencies, international funding agencies, corporate companies and participating sister Red Cross National Societies.

1.5.2 Content scope

The research was carried out on the role of Uganda Red Cross Society in social service delivery in Kampala city.

1.5.3 Time scope

The research was carried out for a period of three months; from May to July 2011.

1.6 Significance of the study

The study will add to the already existing literature on the impact of Non Governmental Organizations in social service delivery in Kampala city and Uganda at large.

The research will also be accessible to students, social workers and Uganda ministry of gender labor and social development and the NGO board for further research and publication on related issues.

The research will be of relevance to policy makers and NGOs working in humanitarian situations and perhaps propose better laws that protect humanitarian agencies like the Uganda Red Cross Society from performing their duties.

The research will finally help the principal researcher attain a bachelors' degree of social work and social administration of Kampala International University.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter is about the ideas and views of other persons in relation to the topic identified by the researcher. The literature is vital and enables the researcher to investigate further. The literature was mainly taken from other secondary sources of data.

2.1 Understanding of NGOs

Borrowing liberally from the World Bank's necessarily-vague Operational Directive 14.70, we define NGOs as private organizations "characterized primarily by humanitarian or cooperative, rather than commercial, objectives... that pursue activities to relieve suffering, promote the interests of the poor, protect the environment, provide basic social services, or undertake community development" in developing countries (Eric Werker and Faisal Z. Ahmed, 2007). NGOs, then, are the subset of the broader nonprofit sector that engages specifically in international development; our definition excludes many of the nonprofit actors in developed countries such as hospitals and universities. For example, a related category some data collectors lump together "community-based organization" with non-governmental organizations. However, we keep these categories separate, because unlike non-governmental organizations, community-based organizations exist to benefit their members directly.

NGOs are one group of players who are active in the efforts of international development and increasing the welfare of poor people in poor countries. NGOs work both independently and alongside bilateral aid agencies from developed countries, private-sector infrastructure operators, self-help associations, and local governments. They range in size from an individual to a complex organization with annual revenue of \$1 billion or more with headquarters

anywhere from Okolo, Uganda, to Oklahoma City, Oklahoma, in the United States.

2.2 Emergency of NGOs

The remarkable growth in non-governmental organizations over the last several decades is the result of interactions between secular trends, ideas, and technology. Governments have been outsourcing more of their development aid delivery to NGOs, following a trend amongst all organizations to outsource non-core functions (for example, Mullin, 1996), and also specifically due to a “perceived failure of governmental development assistance” (Barr and Fafchamps, 2006). At the same time, a reduction in communication costs has made it easier and cheaper for entrepreneurs in the NGOs to organize.

The steady rise of NGOs has captivated the imagination of some policymakers, activists, and analysts (Fisher, 1997), leading some observers to claim that NGOs are in the midst of a “quiet” revolution (for example, Edwards and Hulme, 1996). From this perspective, NGOs are frequently idealized as organizations committed to “doing good,” while setting aside profit or politics (Zivetz, 1991; Fisher, 1993).

In the realm of international development, NGOs have been characterized as the new “favored child” of official development agencies and proclaimed as a “magic bullet” to target and fix the problems that have befallen the development process (Edwards and Hulme, 1996, p. 3). They are seen as instrumental in changing mindsets and attitudes (Keck and Sikkink, 1998) in addition to being more efficient providers of goods and services (Edwards and Hulme, 1996). Indeed, to ignore NGOs, according to Harvard historian Akira Iriye, is to “misread the history of the twentieth-century world” (1999, p. 424).

The International Committee of the Red Cross was founded in 1863 in the aftermath of the Crimean war. During World War I and World War II, new NGOs devoted to humanitarian and development goals emerged, including Save

the Children Fund in 1917, Oxford Committee for Famine Relief (now Oxfam) in 1942, and CARE in 1945. To be sure, NGOs have played a growing role in development since the end of World War II. The number of international NGOs rose from less than 200 in 1909 to nearly 1000 in 1956 to over 20,000 currently, as depicted in (Union of International Associations, 2005).

2.3 The role of the Red Cross in social service delivery

Quantitative evaluations of the non-governmental organizations sector in general are nonexistent. However, a number of academic studies have estimated the effect of individual projects. For example, several randomized evaluations of local NGOs projects in Kenya and India found that they improved educational outcomes (Banerjee et al., 2003; Kremer, 2003). Kremer, Moulin, and Namunyu (2002) describe a program in which the NGO International Christelijk Steunfonds provided uniforms, textbooks, and classroom construction to seven randomly-selected schools from a pool of 14 poorly performing candidates. This program raised school enrollment and after five years, pupils in the treatment schools had completed about 15 percent more schooling. Not all randomized evaluations of NGOs programs, however, find positive outcomes; some evaluations find no difference (Duflo and Kremer, 2003).

Whether addressing a natural or structural vulnerability; whether doing it from a basic needs(direct service delivery) or rights-based (policy and advocacy) approach, there is widespread consensus that NGOs have made and continue to make a significant contribution in getting rid of pervasive poverty and socio-economic and political injustices, bringing about more widely spread national health and wealth. NGOs have been the catalysts for recent successful global campaigns on debt relief and access to essential medicines. It has been acknowledged that the achievement of Millennium Development Goals will require meaningful involvement of NGOs (because) of their unique knowledge of local realities.

NGOs niche has been the provision of a wide range of services where the state and the market have been overwhelmed failed or simply ignored the problem partly because often they are party to the problem: relief and rehabilitation in humanitarian emergencies; anti-corruption work; conflict resolution and employment creation. In Uganda, NGOs have traditionally been heavily involved in education, health and agriculture. For example in Uganda, it is estimated that NGOs and Faith Based Organizations have been contributing around 40% of services to a sector like health. More recently their contribution is significant in environment, microfinance and HIV/AIDS. The Civil Society Index puts their impact at as high as 2.3 out of 3. Powerful local NGOs have become a well recognized element of local development, where they speak with authority on issues affecting the poor and marginalized and are able to influence the highest level of national and international policy making (Eric Werker and Faisal Z. Ahmed, 2007).

A number of attempts to document the contribution of NGOs to development have been made most notably in a research in 1999 as part of the John Hopkins Comparative Non Profit Sector Project. Then, it was estimated that civil society in Uganda in 1998 alone accounted for about \$89 million in expenditures, an amount equivalent to 1.4% of the country's GDP that year. It found out that the sector employed over 230,000 workers representing 2.3% of the country's economically active population and 10.9% of its non-agricultural employment. Civil Society was estimated to be one-and-a-half times that of the public sector workforce and over half as large as that in the fields of manufacturing combined. The sector is therefore quite critical for Uganda's development aspirations. In 2010, the National NGO Forum will undertake a comprehensive study on the value, current size, scope and contribution of the NGO sector to Uganda's development

In 2006, the National NGO Forum, DENIVA and other NGOs came together and started a process to develop a Quality Assurance Mechanism. This process, which was widely consultative, including in the media culminated in the adoption in 2007 of an NGO Quality Assurance Certification Mechanism, popularly known as the QuAM. The QuAM is an NGO developed and managed voluntary code of conduct whose aim is to help NGOs grow in good internal governance. The QuAM has 59 indicators of good and ethical behavior and practice for NGOs and the idea is to promote the QuAM so that NGOs adopt it voluntarily, knowing that their adoption of the principles contained in the QuAM will help them improve on their work and make them truly publicly accountable organizations.

In addition to delivering aid services, many development non-governmental organizations are also concerned with changing policies at the national and international level. Coalitions of non-governmental actors play a prominent role in transnational advocacy. Keck and Sikkink (1998) cite contemporary advocacy networks in human rights, the environment, and violence against women, noting such networks have existed for over two centuries, including the women's suffrage and anti-slavery movements in the nineteenth century. However, assessing the effects of these advocacy networks is an arduous endeavor. As Spar and Dail (2002) argue more broadly, it is inherently difficult to assess the performance of many NGOs if their outputs, like promoting democracy, are difficult to observe.

CHAPTER THREE

METHODOLOGY

3.0 Introduction

This chapter included the methodology of the study. It entails research design, geographical location/area and population, sampling design, data collection methods and instruments, data analysis and processing and the limitations of the study.

3.1 Research Design

The design was of a case study of the Uganda Red Cross Society in Kampala-Uganda. The research used descriptive and analytical research design. These are selected because they are effective ways of research presentation. It was survey-based on quantitative and qualitative data analysis.

3.2 Area and population of study

The research was conducted in one area that is Kampala city which is the largest city and capital of Uganda with a total population of four million people. The city is divided into five boroughs that oversee local planning: Kampala Central, Kawempe Division, Makindye Division, Nakawa Division and Lubaga Division. The research involved both the women and men in the district plus the NGOs and the government officials who are expected to give better information on the research topic and area. This area has been basically chosen because the researcher is familiar with the area and is able to speak the most common languages in the area of the study.

3.3 Sample framework

The researcher used random sampling and purposive sampling method since different groups of people are involved in the study and only predetermined and chosen respondents are approached, hence getting relevant, correct and adequate information.

3.3.1 Sample size

Researchers also regard a sample of 100 as adequate irrespective of population (Bailey, 1994). Also according to Roscoe 1975), sample sizes of between 30 and 500 are appropriate for most studies. However, through this sampling technique is chosen, it has a weakness that inadequate information can sometimes be given because the selected respondents may be less informed on the topic of research.

The sample size of 100 respondents was chosen and this included; 50 Uganda Red Cross beneficiaries, 30 Red Cross workers, 10 other NGO officials, and 10 government officials in Kampala district. The responses got from these respondents were generalized to the whole population of the division.

3.3.2 Sample techniques

Random sampling technique in which the size of the respondents is predetermined before the research is conducted without bias. A sample size of 100 was arrived at and was randomly selected from the sheets of paper spread. This is when using stratified random sampling. After that systematic random sampling is used this later gives the actual sample size. Quantitative data collection was then used which involved editing, encoding, and later tabulation of the collected material.

3.3.3 Sample procedure

Stratified random sampling was employed to determine four respondents from the company and the different categories of respondents were got. This sampling data collection instrument was pre-tested in which the researcher has to first pre-test and find out whether the sampling technique is efficient or not. The determined respondents were consulted and prior information was given to them seeking their consent before they are fully involved in the

research. Purposive sampling was carried out to the division executive and technical team involved in company management.

3.4 Methods

Data was collected using the instruments of data collections which include the questionnaires and the interviews. The questionnaires were given to the respondents and they were later collected from the respondents when they are answered.

3.4.1 Instruments

(i) Questionnaire

This was designed in line with the topic, objectives and hypothesis. They included both open and closed-ended questions. This instrument has been selected because it is efficient and convenient in a way that the respondent is given time to consult the documents before answering the questions. It is also because the respondent can give unbiased answers since she/he is given to write whatever she/he would like to write which would otherwise be hard for the respondent to write if the researcher is present.

(ii) Focus Group Discussions

The instrument is being chosen because the respondents give instant answers and the data collected can easily be edited since the researcher will have heard when the respondent is communicating (answering) the question. The researcher here is saved from misinterpretation of questions since she can rephrase the question if not fully heard or answered so that he can get the relevant information wanted.

(iv) Interviews

This involved face to face interaction between the researcher and the participant through discussion. Babbie (2003) argues that interviews can be in two ways, namely:

Structured interview in which the responses by the participants was a brief and specific. Unstructured interviews, where the responses were long, elaborated and not specific, the interviews were conducted in group, individual. The researcher carried out interviews with the selected respondents using the interview guide because it is the most appropriate method which can be used to study the attitudes, values, beliefs and motives of people. It also has an element of flexibility. These persons were interviewed individually so as to get independent answers.

3.4.2 Source of data collection

The researcher collected data from both primary and secondary sources.

i. Primary Data

This was raw materials from the field given to the researcher by the respondents. The respondents were got by first determining the number of the respondents and then taking a physical visit to seek for the consent of the respondents to have them answer the set questions in the questionnaire and this was through following stratified random sampling techniques in the respondents are first selected and then approached.

ii. Secondary data

This was sourced by reviewing of documented resources as newspapers, journals, reports, presentations, magazines and online publications. This is done in order to first identify the existing information on the topic of research and to understand how much the respondent knows about the research topic in order to avoid lies.

3.5 Data processing

Audrey J. Roth argues that “data processing is concerned with classifying response into meaningful categories called codes.” Data processing starts by

editing the schedules and coding the responses. Editing, Coding and Tabulation techniques are used in data processing exercise. Data processing is the link between data collection and analysis.

Nachmas and Nichimas pointed out that it involves the transformation of data gathered from the field into systematic categories and the transformation of these categories into codes to enable quantitative analysis and tabulation; the data collected is classified into a meaningful manner for easy interpretation and understanding. This involved preparing data collected into some useful, clear and understandable data. The whole exercise involved editing, tabulation and analyzing the data statistically to enable the researcher draw conclusions in relation to the research variables.

3.5.1 Editing

Editing is the process whereby the completed questionnaires and interview schedules are analyzed in the hope of amending recording errors or at least deleting data that are obviously erroneous. This is aimed at improving the quality of information from respondents. The researcher fills out few unanswered questions. However, answers filed are deducted from the proceeding answers or questions.

3.5.2 Coding

“The purpose of coding in research is to classify the answers to questionnaires into meaningful categories so as to bring out their essential patterns.” Coding was used in this research in order to summarize data by classifying different response given into categories for easy interpretation. For each question, list of probable answers was prepared.

3.5.3 Tabulation

According to Moser and Kalton, “data once edited and coded are put together in some kind of tables and may undergo some other forms of statistical analysis.”

Data is put into some kind of statistical table showing the number of occurrences of responses to particular questions with percentage to express data in ratio form.

3.6 Data analysis

Data filled in the questionnaires were copied and analyzed by tallying it and tabulating it in frequency tables identifying how often certain responses occurred and later evaluation was done. The information was later recorded in terms of percentages. The recorded data was later edited and interpreted to ensure uniformity, legibility and consistency. Also interview results were coded on frequency tables and be calculated in terms of percentages and presented in this study.

3.7 Ethical procedure

Before going to the field, the researcher began with getting authorization letter from the Dean of faculty of social sciences then take it to the respondents and this enabled the researcher attain adequate information from the respondents. During the process of data collection, confirmation was given to the respondents in that the researcher assured the respondents that the reason for the research was for only academic purpose and that no information was given out outside .

3.8 Anticipated limitations of the Study

Unwillingness of the respondents to effectively respond to the questions was one of the most notable problems that the researcher faced while conducting the research.

Financial constraint was also another problem that occurred during the process of conducting the research. Transport costs were so high to be met by

the researcher and this fully contributed to the delay of the research because it became so hard for the researcher to continue with the tight budget.

Hostility among some respondents was also another limitation of the study in the sense that the researcher found that there are hostile respondents who in the long run turned down the request of the researcher to answer the questions. Many of such respondents walked away in spite of the fact that the researcher tried to plead for their attention.

CHAPTER FOUR

PRESENTATION, ANALYSIS AND DISCUSSION OF THE FINDINGS

4.0 Introduction

The data was collected using both quantitative and qualitative methods, which was then analyzed and processed to make it useful and understandable. Data was collected, tabulated and then analyzed.

4.1 Social Demographic Characteristics

4.1.1 Age of the respondents

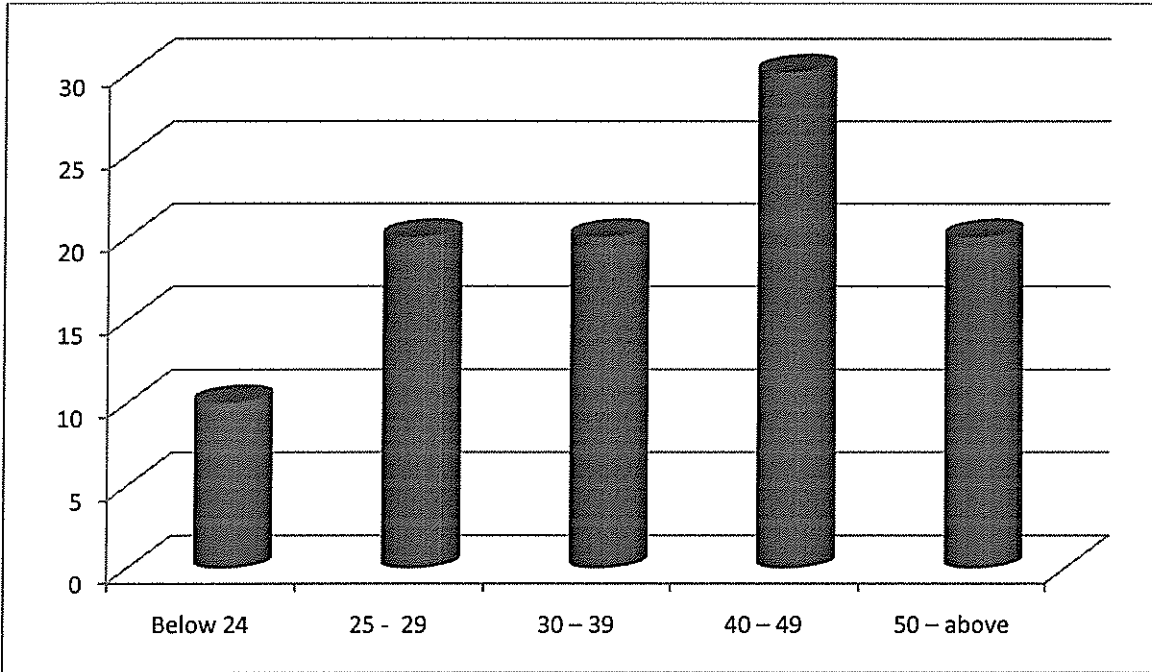
Respondents were asked questions related to their age and the results are shown in the table below:

Table 1: Showing the age distribution of the respondents

Age group	Frequency	Percentage
Below 24	10	10
25 - 29	20	20
30 - 39	20	20
40 - 49	30	30
50 - above	20	20
TOTAL	100	100

Source: Primary Data

Figure 2: Showing the age distribution of the respondents



Source: Primary data

The table 1 and figure 2 above show that 10% of the respondents were below 24 years, 20% were between 25-29 years of age, 20% were between 30-39 years of age, 30% were between 40-49 years and 20% were above 50 years of age.

4.1.2 Marital Status of the respondents

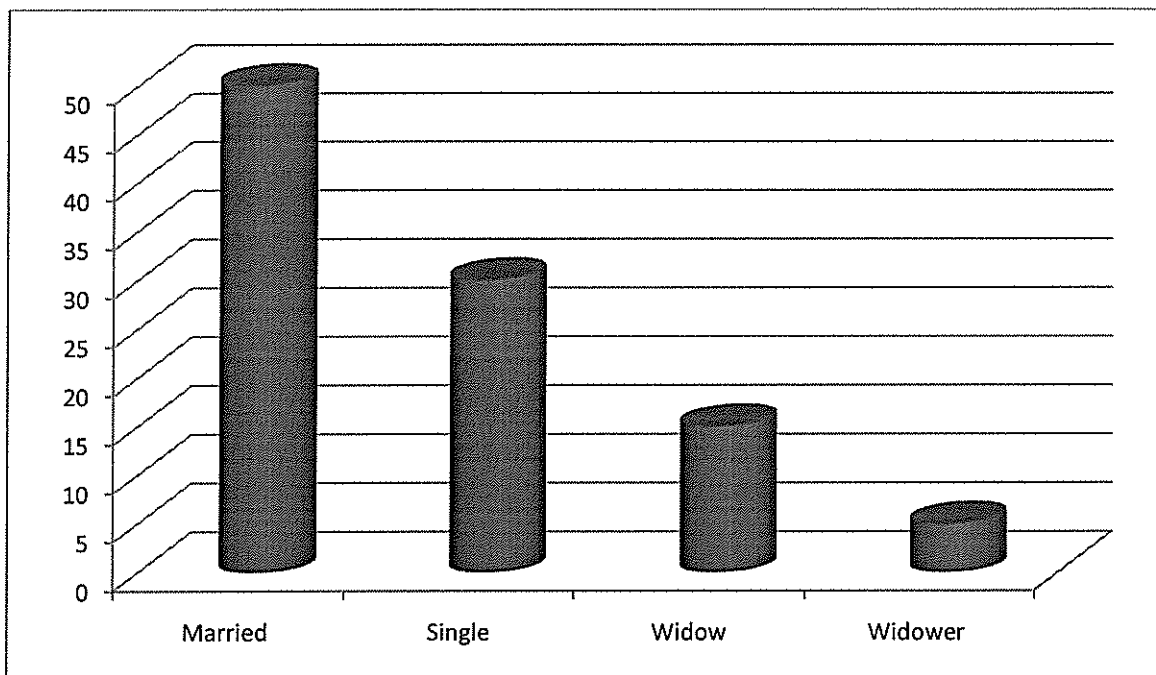
Another variable which was important in respect to the situation of the people in the area was marital status. Information regarding marital status of the respondents was obtained by asking them whether they were married, single, widowed or widowers.

Table 2: Showing the marital status of the respondents

Marital Status	Frequency	Percentage
Married	50	50
Single	30	30
Widow	15	15
Widower	5	5
TOTAL	100	100

Source: Primary Data

Figure 3: Showing the marital status of the respondents



Source: Primary data

Table 2 and figure 3 above show that 50% of the respondents were married, 30% were single, 15% were widows and 5% were widower. This therefore shows that the majority of the respondents were married.

4.1.3 Sex of the respondents

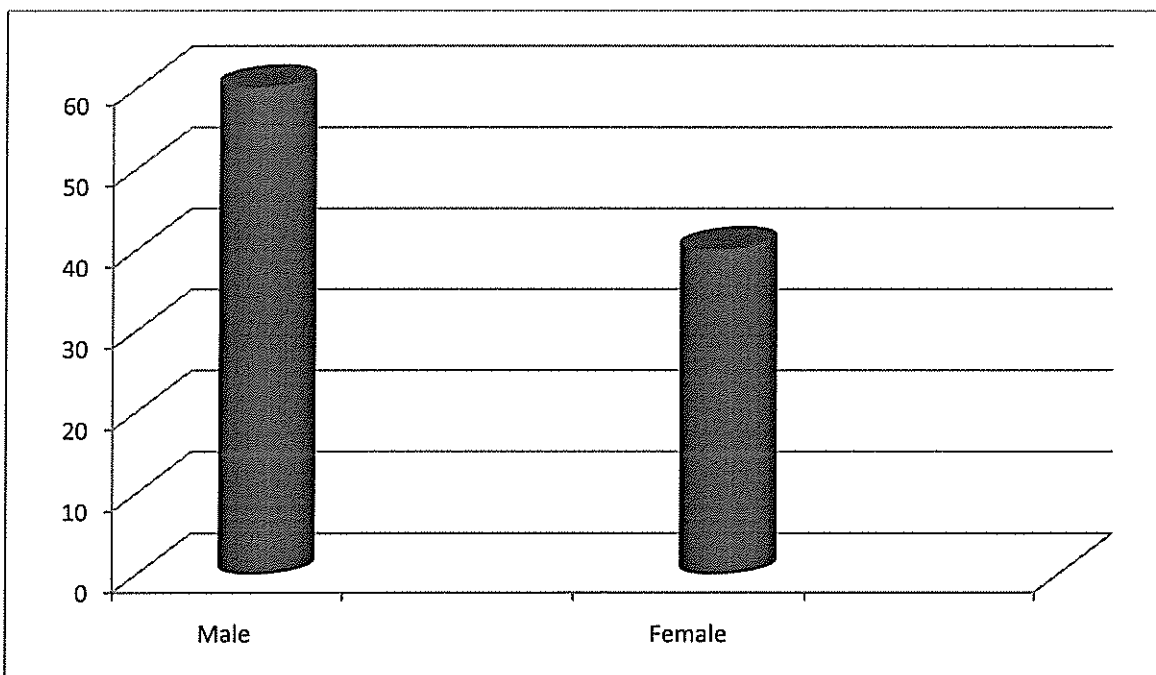
Sex was also another factor which was considered during the study. This is because the researcher was interested in finding out the number of females and males in the whole of the population, and compares the percentage composition of the two.

Table 3: Showing the sex of the respondents

Sex	Frequency	Percentage
Female	40	40
Male	60	60
Total	100	100

Source: Primary Data

Figure 4: Showing the sex of the respondents



Source: Primary data

Table 3 and figure 4 above show the sex of the respondents and it was found that 40% of the respondents were females and 60% were males.

4.1.4 Educational status

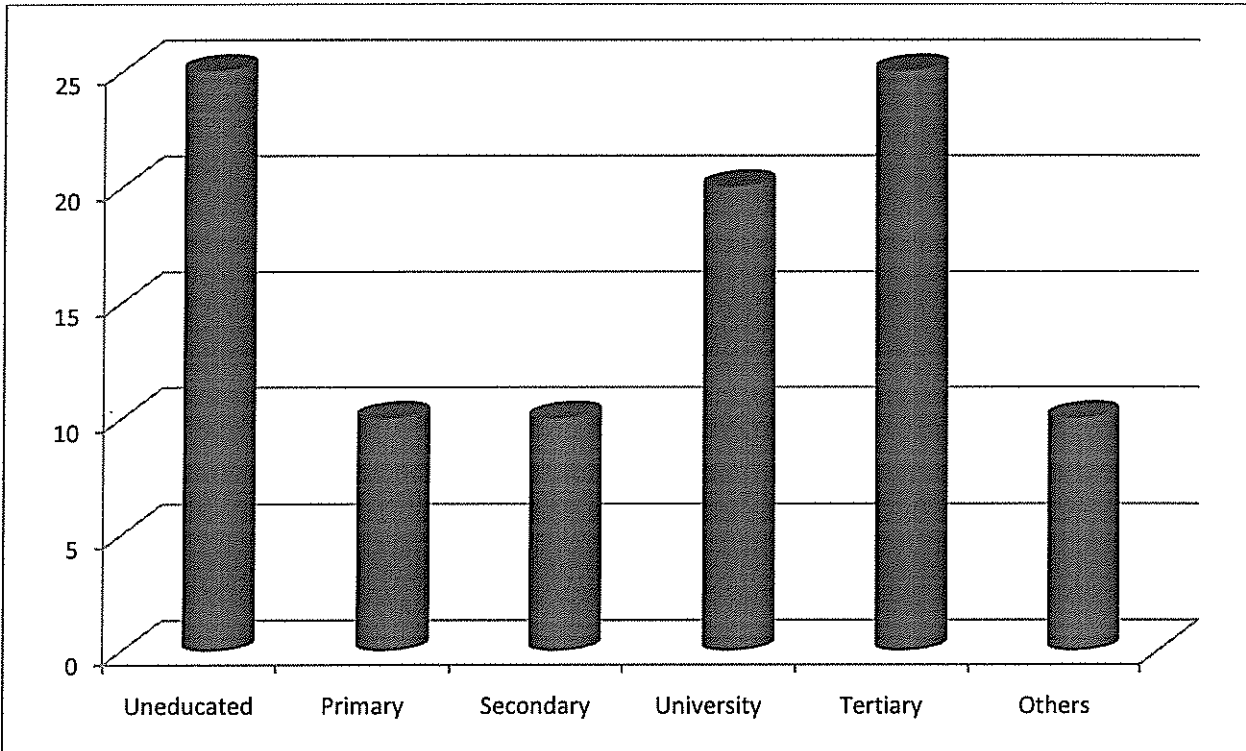
Respondents were asked questions related to their educational status and their responses are shown in the table below;

Table 4: Showing the educational level of the respondents

Education levels	Frequency	Percentage
Uneducated	25	25
Primary	10	10
Secondary	10	10
University	20	20
Tertiary	25	25
Others	10	10
Total	100	100

Source: Primary Data

Figure 5: Showing the educational level of the respondents



Source: Primary data

Table 4 above and figure 5 above show the educational levels of the respondents and it revealed that 25% of the respondents were uneducated, 20% were of primary level, 10% had secondary education, 20% received university education, 25% had tertiary education and 10% fell under other levels of education.

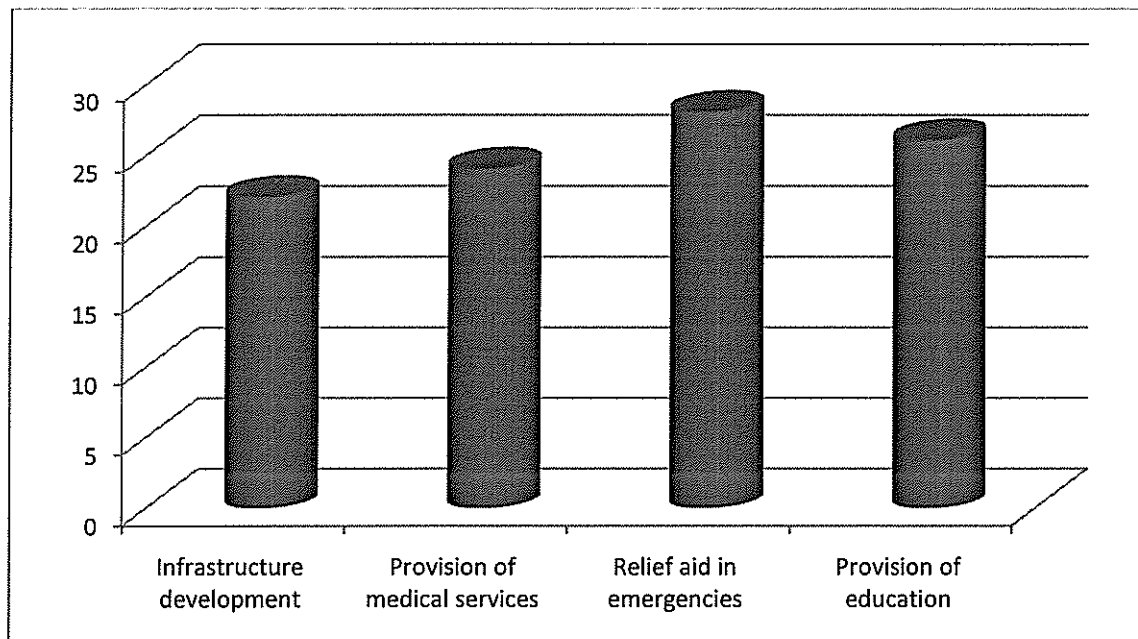
4.2 Role of Uganda Red Cross Society in social service delivery in Kampala city

Table 5: Showing the role of Uganda Red Cross Society in social service delivery in Kampala city

Responses	Frequency	Percentage
Infrastructure development	22	22
Provision of medical services	24	24
Relief aid in emergencies	28	28
Provision of education	26	26
Total	100	100

Source: Primary data

Figure 6: Showing the role of Uganda Red Cross Society in social service delivery in Kampala city



Source: primary data

The table and figure above show the role of Uganda Red Cross Society in social service delivery in Kampala city and the findings revealed that;

Infrastructure development was one of the responses given by the respondents in which over 22% stated that NGOs do great work in the establishment of infrastructure in Kampala city. They revealed that NGOs like the Red Cross have voluntarily constructed infrastructure like roads in many parts of the country and this is one of the roles that they play in social service delivery in Kampala city.

Over 24% of the respondents also stated that provision of medical services is yet another role of NGOs in Kampala city. The respondents said that many of the NGOs like the Red Cross have been in forefront in providing medical services to many people in Kampala city and mainly to the people who have no access to such essential services yet they need the services. These have helped many poor people access medical services in Kampala city.

Further more, NGOs also provide relief aid in emergencies in Kampala city. Over 28% of the respondents said that there are many NGOs like The Red Cross society have in many ways intervened in the public to help in times of emergencies like the recent catastrophes that have befallen Kampala city in the recent past in the after month of the elections. There have indeed many cases of arrest and wrestling between the police and the people and this left many people injured hence calling for NGOs' intervention.

Non Governmental Organizations has also been appreciated for provision of education in Kampala city. Over 26% of the respondents said that many NGOs like Red Cross, Action Aid, and World Vision among others have done great work in the provision of education to many poor people in Kampala city, hence provision of social services to the less advantaged in the city.

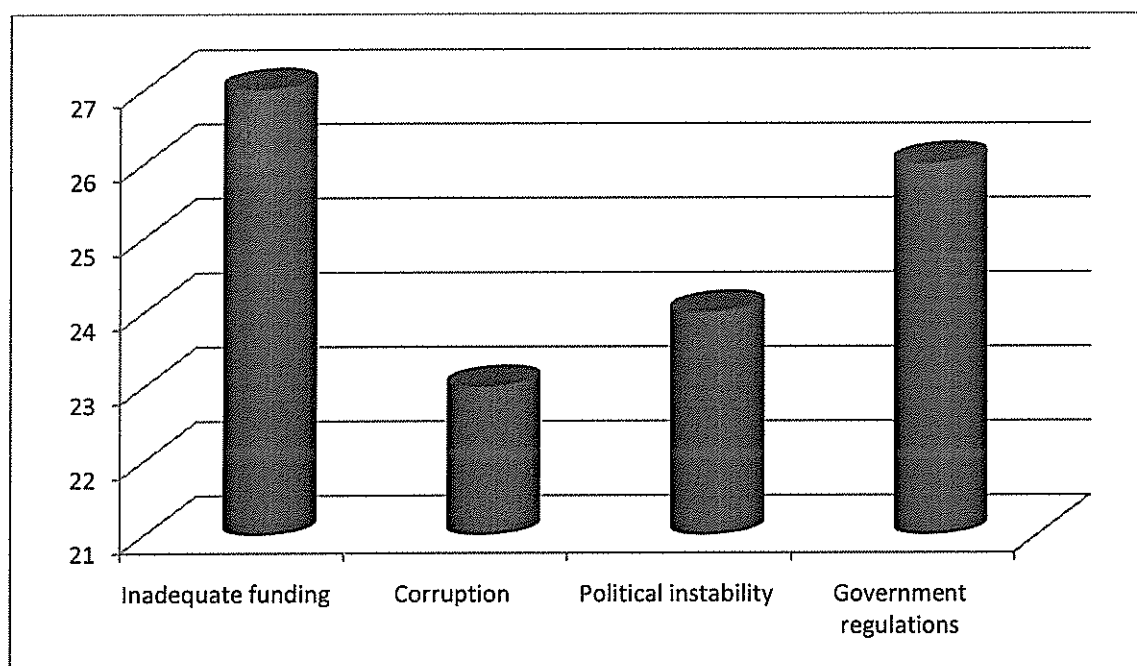
4.3 Changes faced by Uganda Red Cross Society in social service delivery

Table 6: Showing the challenges faced by Uganda Red Cross Society in social service delivery

Responses	Frequency	Percentage
Inadequate funding	27	27
Corruption	23	23
Political instability	24	24
Government regulations	26	26
Total	100	100

Source: Primary data

Figure 6: Showing the challenges faced by Uganda Red Cross Society in social service delivery



Source: primary data

The table and figure above show changes faced by Uganda Red Cross Society in social service delivery and the findings revealed that;

The respondents stated that inadequate funding is one of the challenges faced by NGOs in Kampala city. Over 27% of these respondents revealed that many NGOs lack funds to run their activities in and around Kampala city. They revealed that these NGOs have tight budgets which do not allow them to fully cover their scope of coverage in Kampala city.

Corruption was also mentioned by over 23% of the respondents as another challenge faced by NGOs in social service delivery in Kampala city. The respondents stated that the NGOs like The Red Cross have faced grand corruption in their operations in that many of the people have been reported to have embezzled huge sums of money and this frustrates the operation of NGOs in social service in Kampala city.

The respondents also said that political instability is yet another challenge that NGOs face in their efforts to provide social services in Kampala city. Over 24% of the respondents noted that the situation under which NGOs operate in are not favorable for their effective functioning. The government does not provide security to these NGOs and in times of strikes and chaos in the city, they suffer most as their properties are destroyed and this hampers their operations.

Government regulations were also noted as another challenge faced by NGOs in their operation in social service delivery in Kampala city. Over 26% of the respondents said that the government over regulates the operation of NGOs in Uganda and Kampala city in particular. They revealed that the process of NGO registration is long, and annual renewal of NGO registration is also another huddle.

4.4 Ways of improving the performance of Uganda Red Cross Society in social service delivery

Table 7: Showing ways of improving the performance of Uganda Red Cross Society in social service delivery

Responses	Frequency	Percentage
Increase funding	23	23
Improve government-NGO relation	20	20
Promote political stability	18	18
Fight corruption	19	19
Register more NGOs	20	20
Total	100	100

Source: Primary data

stated that the existing poor relationship between NGOs and the government need to be reviewed so as to allow the NGOs freely operate in Uganda and Kampala city for this case. The respondents stated that there are many times the government puts limits to NGOs' operation even when there is need for the NGOs to intervene.

Promotion of political stability was also mentioned by over 18% of the respondents as another way of improving the performance of NGOs in delivering social service in Kampala city. The stability of the country is the basis of every country's development and once there is instability, there is no development as such. The respondents said that the government needs to improve on the political situation in country so as to allow NGOs freely operate in the country.

It was also noted that fight against corruption is yet another way of improving the performance of NGOs in Kampala city. Over 19% of the respondents said that corruption in the country needs to be fought in all levels and in all sectors because it hinders social service delivery in the country. The respondents here said that once corruption is fought, there will be increased social service delivery by NGOs in Kampala city.

The respondents also said that register of more NGOs is yet another ways of improving the performance of NGOs in Uganda and in Kampala city in particular. Over 20% of the respondents here revealed that it is paramount for more NGOs to be registered in Uganda so as to help the existing NGOs work in different sectors like health, education, development among others. This will increase the performance of NGOs in Kampala city.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

5.0 Introduction

This chapter was concerned with the summary of the study, conclusion and recommendation.

5.1 Summary of the study

The research on the role of Uganda Red Cross society in social service delivery was carried out in Kampala city-Uganda. The study was guided by objectives of study like; finding out the role of Uganda Red Cross Society in social service delivery in Kampala city; finding out the changes faced by Uganda Red Cross Society in social service delivery and establishing ways of improving the performance of Uganda Red Cross Society in social service delivery.

On the role of Uganda Red Cross Society in social service delivery in Kampala city, the research revealed that; infrastructure development, infrastructure development, relief aid in emergencies, and provision of education were the answers given by the respondents.

On the changes faced by Uganda Red Cross Society in social service delivery, the findings revealed that; inadequate funding, corruption, political instability, and government regulations were the answers given by the respondents in this research question.

On establishing ways of improving the performance of Uganda Red Cross Society in social service delivery, the research findings revealed that; increased funding, improvement of government-NGO relation, promotion of political stability, fighting corruption, and registration of more NGOs were the answers given by the respondents.

Conclusions and recommendations were then made after presenting and interpreting the data.

5.2 CONCLUSIONS

It is estimated that NGOs and faith-based organizations have been contributing around 40% of services. Those that are operational create public awareness of various issues, contribute to policy-making and monitoring and build capacity in a variety of sectors. They create employment and pay significant amounts in import duties, pay as you earn and value added tax, among other taxes, contributing to the growth of the economy.

A number of attempts have been made to document the contribution of NGOs to development. Civil society in Uganda in 1998 alone accounted for about \$89m (about sh187b) in expenditures, an amount equivalent to 1.4% of GDP at the time. The sector employed more than 230,000 workers, representing 2.3% of the country's economically active population and 10.9% of its non-agricultural employment. The civil society workforce was estimated to be one-and-a-half times as large as the public sector workforce and more than half as large as the workforce in all fields of manufacturing combined.

Uganda has an NGO sector that is smaller on the ground than what is on paper. There is rapid growth in registration, but less in operations. There has been a shift since the 1970s in the attitudes of the donors and development policy-makers, away from the state-centered development models towards more participatory bottom-up approaches. As a result, the role of NGOs in the development of third world nations has grown rapidly. However, despite of the fact that there many NGOs in the country, A survey done in 2003 by the Office of the Prime Minister established that about only 20% of NGOs that get registered go into operation.

NGOs have contributed a great deal to the wellbeing of the communities they serve despite the various shortcomings highlighted in this report since they have always come to the rescue of the masses. Because some NGOs are oriented towards capacity building and improved community participation at all levels of activity, the future of NGO contribution to social development will be further enhanced.

5.3 RECOMMENDATIONS

After data analysis, the researcher came up with recommendations on the study and the following are the recommendations advanced by the researcher.

Kampala City Authorities need to enact by-laws that strike a balance between an NGO being semi-autonomous from the city leadership but at the same time ensuring transparency of the NGO in terms of funding (amount and source), human resource and target groups (size, location and special needs).

Grant providers and government should establish means of closely monitoring the performance of local NGOs both in terms of accountability and of results.

NGOs have an incentive to overestimate the value of their services, to increase the likelihood of future funding. Consequently, NGOs must be monitored by grant agencies and government to ensure that what they report is accurate. In principle, what is being suggested here is that grant providers should establish means of closely monitoring the performance of local NGOs both in terms of accountability and of results.

Development education and public accountability concerns could also be addressed at the same time, while also providing greater opportunities for lateral learning between NGOs. This will help reduce the sustainability issues when the intervening NGO and donors leave

Capacities of NGO Board, the NGO and other stakeholders needs to be built for them to be able to plan to share information easily in a more transparent and accountable manner

Many of the observations and recommendations above relate to the world- view on what NGOs should be doing. The main concern should now shift from lack of agreement on whether NGOs in Uganda like elsewhere are making impact or not. The mind should begin to focus on information flows between organizations and their stakeholders making the work of NGOs more open to the possibility of radical change, with increased possibility of regular objective interrogation. Since most of the bilateral aid agencies are now making their evaluation reports publicly accessible on a global scale, via the World Wide Web, the next step forward for transparency, and more immediate public accountability, is for the viable NGOs in Uganda to be assisted to build capacity so that they are able to place their annual plans and progress reports in the public domain. In this connection, donors may consider beginning to focus more on building partners' capacity to plan and report more in this way

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APPENDICES

APPENDIX A: QUESTIONNAIRES

Dear respondent,

I am a student of social work and social administration from Kampala International University conducting research on the **topic “the role of the Uganda Red Cross Society in Kampala city”**. The purpose of this study is to fulfill my academic requirements. I therefore kindly request you to answer for me the following questions.

SECTION A

1) Sex

(a) Male (b) Female

2) Age

(a) 20-25 (b) 25-30

(c) 30-40 (d) 41-50

(e) 50-60 (f) 61-70

3) Marital Status

(a) Married (b) Single

(c) Widower (d) Widow

4) Religion

(a) Catholic (b) Protestant

SECTION C

(i) What is the role of Uganda Red Cross Society in social service delivery in Kampala city?

- a)
- (b)
- (c)
- (d)
- (e)
- (f)

(ii) What are the changes faced by Uganda Red Cross Society in social service delivery?

- (a)
- (b)
- (c)
- (d)
- (e)
- (f)

APPENDIX B
RESEARCH BUDGET

The study is estimated to cost 500,000/= arrived at as follows:-

ITEM	COST (TSHS)
Stationary and other related costs	150,000
Transport	100,000
Communication	90,000
Photocopy	20,000
Typesetting and binding	50,000
Internet	15,000
Subsistence	25,000
Miscellaneous	100,000
Total	500,000