

**PERSPECTIVES ON CORRUPTION, AND ADDRESSING ITS EFFECT ON
SERVICE DELIVERY: THE CASE OF BANDA PARISH IN NAKAWA WEST
CONSTITUENCY**

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RJ22M02/025

**A DISSERTATION SUBMITTED TO THE SCHOOL OF BUSINESS IN PARTIAL FULFILLMENT
OF THE REQUIREMENTS FOR THE AWARD OF A DEGREE OF MASTER OF ARTS IN
ORGANISATIONAL LEADERSHIP AND MANAGEMENT OF UGANDA CHRISTIAN
UNIVERSITY**

April, 2025



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DECLARATION

I, Ssenyonyi Joel Besekezi, hereby declare that there is no portion of the work referred to in this dissertation that has been submitted to any other university or other institute of learning for any academic award or for other purposes. Therefore, I wish to present it for the award of a Master of Arts in Organizational Leadership and Management by Uganda Christian University, Mukono, Uganda.

Ssenyonyi Joel Besekezi

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Date: 27th March 2025

APPROVAL

This is to certify that the dissertation of Ssenyonyi Joel Besekezi on “Perspectives On Corruption, And Addressing Its Effect On Service Delivery. The case of Banda parish in Nakawa West constituency” has been done under my supervision and approved for submission and examination in partial fulfillment of the requirements for the award of a Master of Arts in Organizational Leadership and Management of Uganda Christian University, Mukono, Uganda.

Dr. Mark D. Walugembe

Signed:



Date: 1st April, 2025.

DEDICATION

I dedicate this project to God almighty, who saved me, and placed a call of leadership on my life. Whenever I feel overwhelmed or inadequate, my God always comes through.

I also dedicate this to my mother, Dorothy Nankunda Ssenyonyi, for raising my siblings and I into responsible citizens. She is my all-time hero. My wife, Febress, has been an incredible support system in my leadership and academic endeavours. I further dedicate this work to my two children Gianna and Hezekiah, may you grow up to become great citizens.

ACKNOWLEDGEMENTS

I am very appreciative of my supervisor, Dr. Mark D. Walugembe, for his incredible support throughout this process. Thank you for always pushing me to keep going even during the hardest of times, and severally helping me to improve my work.

I would like to acknowledge my classmates, especially those in my discussion group because they were very supportive in this journey. We were each-other's keeper, making sure none of us lags behind with work. Thank you for the team spirit.

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LIST OF ABBREVIATIONS AND ACRONYMS

IGG –Inspector General of Government

DEI – The Directorate for Ethics and Integrity

PCT – Public Choice Theory

CSOs – Civil Society Organisations

URA – Uganda Revenue Authority

DEFINITIONS OF KEY OPERATIONAL TERMS

Corruption: Transparency International (2021) defines corruption as "the abuse of entrusted power for private gain." Corruption in this study referred to dishonest or illegal practices, such as bribery and misallocation of resources, that negatively affect service delivery.

Service Delivery: According to Grönroos (1990), service delivery is "a process in which service providers meet the needs of consumers through the provision of goods, infrastructure, and public utilities." Service delivery in this study referred to how public services such as healthcare, education, water, roads, and business licensing are provided to the people.

Stakeholders: Freeman (1984) defines stakeholders as "individuals or groups who have an interest or are affected by an organisation's decisions and actions." Stakeholders in this study referred to business owners, residents, and service users in Banda, Nakawa West Constituency, who rely on government services and are affected by corruption and inefficiencies in service delivery.

ABSTRACT

This study examined perspectives on corruption in Nakawa West Constituency, using Banda parish as the area of study. The objectives were: to identify the main causes of corruption in Banda-Nakawa West Constituency; to examine how corruption manifests in the delivery of services in Banda-Nakawa West Constituency; and to assess the consequences of corruption on service delivery in Banda-Nakawa West Constituency. A phenomenological research design with a qualitative approach was used. 30 participants were recruited purposively, and data collected until the point of saturation. The study revealed that corruption in Banda-Nakawa West Constituency is driven by personal greed, economic hardships, weak governance, and a decline in societal values. It is normalized in various sectors, making it an accepted part of life. This entrenched corruption is further perpetuated by institutional failures, lack of transparency, and weak leadership. The findings also revealed that corruption in Banda-Nakawa West is driven by a combination of weak institutional structures, economic pressures, cultural acceptance, and a lack of effective governance, transparency, and accountability. The findings further revealed that corruption was undermining the quality and accessibility of services, but also created an environment of inequality where access to services depends more on one's ability to pay than on fairness or need. Addressing this will require comprehensive reforms in the political, economic, and social systems of the constituency. The study proposed strategies to combat corruption including stern action against those involved in corruption, strengthening civil society, and promoting ethical behavior in public service.

Key words; Corruption, Government, Service Delivery, Behavior, Public Service.

CHAPTER ONE: INTRODUCTION

1.0 Background

Corruption is the abuse of power for private gain at the expense of the public (Idonije et al., 2019; Saputra & Saputra, 2021). It involves the abuse of power by individuals in positions of authority, like government officials, for private benefit, often at the expense of the public good. There are several forms of corruption, but the most common ones include bribery, lobbying, patronage, and embezzlement. These practices undermine fair and transparent processes (Busulwa, 2017; Idonije et al., 2019; Ibodullaevich & Kizi, 2021). Bribery, for instance, allows individuals to circumvent established procedures (Dikmen & Çiçek, 2023; Okori et al., 2023). Through these, they gain undue advantage through illicit payments. Embezzlement involves the misappropriation of public funds for personal gain (Firdaus et al., 2022; Okori et al., 2023). It deprives crucial sectors of resources needed for development. Favouritism and nepotism distort recruitment and procurement processes (Busulwa, 2017; Thapa, 2023). Through these, unqualified individuals are placed in positions of power based on personal relationships rather than merit.

Corruption is not a new phenomenon. Historically, corruption has plagued human societies, undermining trust in institutions, distorting economies, and crippling development efforts (Kotach, 2018; Ortiz-Ospina & Roser, 2024). The 2023 Corruption Perceptions Index (CPI) by Transparency International reveals that corruption remains a pervasive issue globally, with two-thirds of the 180 countries surveyed scoring below 50%. These corrupt practices divert resources and create bureaucratic hurdles, hindering service delivery (Thapa, 2023). Essential services like healthcare and education become inaccessible or compromised due to corrupt practices. This disproportionately affects the most vulnerable populations, such as the poor, elderly, and disabled, who rely heavily on these services (Busulwa, 2017; Uddin &

Rahman, 2022). When public services are compromised due to corruption, citizens also lose faith in the government's ability to deliver for them.

Infrastructure projects like roads, bridges, and power grids, are crucial for economic development. When such projects are stalled or poorly implemented due to corruption, it hinders economic growth and job creation (Mukobi, 2024; Njangang, Asongu, & Mouchili, 2024). Poorly constructed infrastructure can be dangerous, leading to accidents and injuries. For example, roads with potholes or weak bridges become safety hazards. Corruption creates an uncertain business environment. Investors may be discouraged from investing in a country where they perceive a high risk of encountering corruption (Busulwa, 2017; Njangang et al., 2024). This leads to a lack of foreign direct investment and hinders economic growth. Reduced investment means fewer businesses operating and fewer jobs created. This can trap people in poverty and limit economic mobility (Idonije et al., 2019; Uddin & Rahman, 2022). Talented individuals may choose to leave a corrupt country to seek better opportunities elsewhere. This loss of skilled labor further hinders economic development.

In Uganda, despite existing legal and institutional frameworks, corruption persists, primarily due to a lack of political will to combat it (Busingye, Yahyah, & Kanoel, 2024; Mukobe, 2024). Citizens have come to accept that accessing certain services often requires paying a bribe (Busulwa, 2017; Busingye et al., 2024). This normalization of corruption is exemplified by remarks from some individuals in authority. For example, the Speaker of Parliament, Anita Among, while at a function on 22nd June 2024, publicly suggested that it is acceptable for leaders to engage in corrupt practices as long as they share the benefits with their constituents (Editorial, 2024). Such statements reflect a troubling confidence among leaders, and signal a broader societal acceptance of corruption, particularly when the highest offices in the land fail to take the fight against it seriously.

On 9th December 2021, the Inspector General of Government (IGG) who is the country's ombudsman suggested at a function that a lifestyle audit should be introduced to check leaders and public officials who amass so much wealth, and yet their salaries are not commensurate to the riches they have (Tiberindwa, 2024). The IGG's view was that if a public official's earnings are not in tandem with what the public official owns, then that official should be put to task to explain the source of their wealth. At that same function, the President in response to the IGG's remarks told her to go slow on corrupt people, because if she pursues them so hard, they will instead invest the money they have stolen out of the country instead of investing it in the country (Mbayo & Odot, 2024; Severin & Muzee, 2024). The President was in essence saying for as long as those stealing public funds can invest the money in the country, then they are not so bad after all. Such remarks have emboldened those who engage in corruption because they feel covered even by the highest office in the country.

Whenever people are arrested for whatever reason, they will often have to part with some money to be released by police on bond, even when according to the law police bond is free of charge. But due to desperation, people pay money so as to get out of jail (Kakumba & Krönke, 2023). Corruption in the judiciary has been rife for years, even the Chief Justice has always alluded to the same as he warns judicial officers not to engage in corruption (Kakumba, 2021). This makes justice inaccessible to the poor, because money tends to exchange hands for favourable judgments to be given. In the rural areas, magistrates are even bribed with animals such as cows or goats so as to release suspects, or to rule in their favour. The local news is always awash with these stories. A few months ago, I visited Naguru hospital, a government hospital located in Nakawa Division. Patients told me that for them to be attended to easily, they have to bribe one of the medical personnel so that they can be put ahead of the queue to see the Doctor. This is what happens in most government hospitals.

Corruption stands as one of the major roadblocks hindering Uganda's social and economic development. Despite substantial investments aimed at combating it, corruption continues to impose widespread costs on Ugandan society (Saputra & Saputra, 2021; Saxton, 2022). This illicit practice erodes public trust in the government, leading to a cascade of negative consequences. Poor infrastructure, delays in project implementation, diminished investments, and inadequate social service delivery – all fueled by corruption – contribute to a decline in national well-being and even loss of life (Mukobe, 2024; Njangang et al., 2024). Due to corruption, citizens face constrained access to basic and vital public services in their daily lives. Healthcare, education, and essential utilities become increasingly difficult to access due to corrupt practices.

Some measures have been put in place to fight corruption, however, the effectiveness of these measures has been hindered by implementation weaknesses (Busulwa, 2017). Corruption continues to permeate all segments of Ugandan society, acting as a significant obstacle to economic growth and poverty reduction. According to The Prevalence of Corruption in Uganda 2022/2023 report, a staggering 38% of citizens reported being forced to pay a bribe to access a public service. This illustrates the deep-seated nature of corruption and its pervasive influence on everyday life. The same report highlights bribery, embezzlement, favouritism, and nepotism as prevalent forms of corruption in the public sector.

According to the Inspectorate General of Government (IGG), Uganda loses about 10 trillion shillings annually to corruption (IGG, 2023). This money can do a lot in terms of the much-needed service delivery in our country. For us to grow our sectors, we must deal with the monster of corruption, otherwise we shall continue in a vicious cycle of poverty. This study examined perspectives on corruption and its impact on public service delivery in Nakawa West Constituency, Uganda, given the country's ongoing struggles with corruption and its far-reaching consequences. This research focused on Banda parish in Nakawa West Constituency

within Kampala. Nakawa presents a unique case study due to its rapid urbanization and its diverse population.

1.1 Problem Statement

Despite the prevalence of legal frameworks aimed at fighting corruption in Uganda, factors such as the lack of political will and the normalization of corruption practices have allowed corruption to flourish (Okori et al., 2023; Mukobe, 2024). A report by the Parliament of Uganda found that corruption leads to loss of funds, theft of public assets, and diversion of essential services like healthcare (Parliament of Uganda, 2022). The report cited examples of ghost workers, stolen medicines, and financial mismanagement in various districts and hospitals.

In Banda parish, Nakawa West Constituency, corruption is rife since people who regularly interact with Government offices for services note that they have to bribe their way most of the time if they are to be attended to in good time. So those who are not willing to bribe or are unable will not be attended to, or will get low quality services extended to them. Resources meant to be used for public services in this area are embezzled, and so the public suffers because of a few greedy government officials.

To address these challenges, it is crucial to understand the perspectives of key stakeholders in Banda-Nakawa West Constituency on corruption and its effect on service delivery. This study aimed to explore the views of key stakeholders on the causes, manifestations, and consequences of corruption in Banda parish, Nakawa West constituency.

1.2 Research Questions

1.2.1 Central Research Question

What are the perspectives of key stakeholders in Banda parish in Nakawa West Constituency on corruption, and its effect on service delivery?

1.2.2 Action Research Question

What can be done to promote transparency, accountability and effective service delivery in Banda-Nakawa West Constituency?

1.2.3 Subsidiary Questions

- i. What are the main causes of corruption in Banda-Nakawa West Constituency?
- ii. How does corruption manifest in the delivery of services in Banda-Nakawa West Constituency?
- iii. What are the consequences of corruption on service delivery in Banda-Nakawa West Constituency?

1.3 Research Objectives

1.3.1 General Objective

To explore the perspectives of key stakeholders in Banda parish in Nakawa West Constituency on corruption and its effect on service delivery.

1.3.2 Specific Objectives

- i. To identify the main causes of corruption in Banda-Nakawa West Constituency.
- ii. To examine how corruption manifests in the delivery of services in Banda-Nakawa West Constituency.
- iii. To assess the consequences of corruption on service delivery in Banda-Nakawa West Constituency.

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

This section provides findings on what other studies have discussed about corruption. It defines corruption; discusses perspectives, causes, manifestations and impact of corruption on service delivery; and concludes with ways to promote transparency, accountability and effective service delivery and a research gap.

2.1 Overview of Corruption

2.1.1 Historical Context

Historically, the meaning of corruption has its origins at philosophical backgrounds and it can be traced for as far as Plato and Aristotle (Damijan, 2023). They considered corruption as part of evolution of governments stating that it arose from power shift dilemmas. They also stated that improper balance of governing bodies was a source of moral evil within the state (Damijan, 2023). Other philosophers including Machiavelli and Montesquieu who developed thoughts further continued to uphold the belief that corruption resides with disruption of power relations. They demanded for laws meant for regulating discipline within authorities in society (Wallis, 2006; Brioschi & Shugaar, 2017; Damijan, 2023). This emphasized the proposition that laws could contain corruption-related wrong doings by ensuring accountability and ethical practice in leadership. However, the way people tended to talk about corruption began changing as people began to recognise the societal facets.

Gradually, other meanings of corruption emerged, besides misuse of power in governmental levels, but also the entangled relationship between public and private spheres (Friedrich, 2017; Damijan, 2023). In the latter half of the twentieth century, corruption regained attention as the process of globalisation brought greater attention in both developed and developing countries. Experts started to pay attention to the fact that corruption was not only

an intra-national phenomenon, but also influenced international economy and policy. Recent narratives agree with the view of misuse of public office for private advantage, with a focus on the manner in which corruption distorts public confidence in governance as well as hampering development (Svensson et al., 2022; Damijan, 2023). Such perceptions have given rise to the study of anti-corruption measures as traditional elements of governance.

2.1.2 Theoretical Context

This study was underpinned by Public Choice Theory (PCT) developed by James Buchanan and Gordon Tullock in 1962. PCT applies economic principles to political decision-making, positing that individuals, whether voters, politicians, or bureaucrats, act primarily out of self-interest (Buchanan & Tullock, 1962). The theory assumes that political decisions are made through a process of individual choices rather than collective agreement (Buchanan & Tullock, 1962; Self, 2021). Therefore, all actors seek to maximize their utility. Critics of Public Choice Theory argue that its assumptions oversimplify complex political behaviours. For instance, the notion that all individuals are purely self-interested fails to account for altruistic motives or civic duty (Murtazashvili et al., 2024). Additionally, the theory's reliance on rational choice can overlook emotional and social influences on voter behaviour (Self, 2021).

Despite these criticisms, PCT remains relevant as it highlights how self-interest can lead to corruption in public administration and service delivery. This theory is particularly suitable for this study because it aligns with the research objectives. The theory guided in analyzing how self-interested behaviour among officials leads to corrupt practices, the strategic interactions between voters and politicians driven by individual utility maximization and how self-serving actions undermine public trust and service efficacy.

2.1.3 Contemporary Context

Corruption is emerging as not only a moral problem but also a structural phenomenon that erodes organizational and other institutional structures across different fields and domains.

Bhandari (2023) defines corruption as dishonest deeds that include the abuse of power, and he observes that this topic is highly delicate. Using this approach, corruption is systemic in the social, political, economic societies and, therefore cannot be prevented in a simplistic way. Through the consideration of corruption within a systematic view, Bhandari (2023) influences societies to shift from focusing on acts of deceit and focus on the various outcomes that arise from corrupt practices. Building upon the definition of corruption, Nikoloski (2019) on the other hand goes further in the course of explaining its features as actions by office-holders that violate public expectations as well as entailing personal gains as their primary purpose. As for this definition, it reminds the society of how corrupt practices work; that they are a violation of the public trust and that corruption involves power and ethical understandings. This raises the question that when the leaders act in their egoistic self-interest instead of serving their constitutional roles in leadership, they compromise the institutions they lead and undermine the very trust that is crucial in good governance. However, official acknowledgment of corruption as a systemic problem these days has helped in encompassing the whole scale of its factors and impacts.

The definitions and perspectives discussed above show that corruption is not simply a legal or ethical concept, but also a social problem inextricable from governance. It depicts a shift of social paradigms that occurred in society with regards changing from seeing corruption as a normal thing in the political system, to viewing its effects to be all negative. Various definitions of corruption were admitted to allow the research to take a more extensive view of corruption defined in terms of personal actions and organizational structures that encourage corruption.

2.2 Perspectives of People on Corruption

There are different perspectives of people regarding corruption. The perspectives are explained below:

2.2.1 Individual Perspectives on Corruption

Recent research has increasingly focused on the psychological mechanisms that drive corrupt behaviour. A study by Manara et al. (2023) utilized a grounded theory approach to delve into how individuals rationalize their involvement in corruption. Through semi-structured interviews with 38 convicted individuals in Indonesia, the researchers uncovered a multi-step decision-making process that includes problem recognition, information search, evaluation, and choice. Participants often viewed corruption as a viable solution to achieve personal or professional goals, indicating that it can be perceived as a rational choice rather than merely an immoral act (Manara et al., 2023). This perspective challenges traditional views that frame corruption solely as a moral failing, suggesting instead that situational factors and cognitive processes play significant roles in corrupt decision-making. Another study highlighted that individuals often engage in a cognitive evaluation of their circumstances before deciding to participate in corrupt activities (Köbis et al., 2017). For instance, when faced with financial pressures or competitive work environments, individuals may perceive corruption as the most effective means to overcome obstacles or achieve desired outcomes.

This rationalization process reveals how personal justifications can lead to the normalization of corrupt behaviour, particularly in environments where such actions are prevalent (Manara et al., 2023). Moreover, individual factors such as personality traits, attitudes towards authority, and social norms significantly influence perceptions of corruption. Research indicates that individuals exhibiting higher levels of Machiavellianism (characterized by manipulation and exploitation) are more likely to engage in corrupt practices (Zhang et al., 2023). This suggests that personality traits can predispose individuals to view corruption as acceptable or even necessary for success. Furthermore, attitudes towards authority figures can shape how individuals perceive the legitimacy of corrupt practices (Murtazashvili et al., 2024).

Those who harbor distrust towards institutions may be more inclined to justify their corrupt actions as a response to perceived systemic failures. As research continues to evolve, it is essential for policymakers and anti-corruption advocates to consider these individual differences when designing interventions aimed at reducing corruption.

2.2.2 Societal Norms and Corruption

Corruption does not exist in isolation; it is deeply embedded within societal norms and values that shape how individuals and groups perceive and engage with corrupt practices. Svensson et al. (2022) emphasize the significant role of informal norms in influencing perceptions of corruption at the local level. These informal norms can vary widely between cultures, leading to differing interpretations of what constitutes corrupt behaviour. For instance, practices such as gift-giving may be viewed as bribery in some societies while being regarded as customary or even obligatory in others (Baral, 2023). This cultural relativity complicates the understanding of corruption, as actions deemed acceptable in one context may be condemned in another. The interplay between formal laws and informal practices further complicates efforts to combat corruption.

In many cases, anti-corruption measures may be perceived as foreign impositions rather than legitimate efforts to promote transparency and accountability (Svensson et al., 2022). This perception can lead to resistance against anti-corruption initiatives, particularly if they are not aligned with local cultural values or if they disregard existing social norms. For example, in societies where nepotism is a common practice, anti-corruption campaigns that condemn favouritism may be met with skepticism or outright hostility (Busulwa, 2017). This underscores the need for culturally sensitive approaches to anti-corruption initiatives that take into account local customs and values. Moreover, societal tolerance for corruption can significantly influence its prevalence. Research indicates that when corruption is perceived as widespread, individuals are more likely to engage in corrupt acts themselves (Köbis et al., 2017). This

phenomenon is often referred to as "descriptive social norms," where individuals adjust their behaviour based on the perceived actions of others (Köbis et al., 2017). If citizens believe that "everyone else is doing it," they may feel justified in participating in corrupt practices, thereby perpetuating a cycle of corruption. This creates a self-reinforcing dynamic where the normalization of corrupt behaviour leads to increased tolerance for such acts.

The impact of social norms extends beyond individual behaviours; they also affect collective attitudes towards corruption (Self, 2021). In communities where corruption is accepted as a norm, there may be less social pressure to report or condemn corrupt activities. Citizens may feel powerless to challenge corrupt practices, believing that their efforts will be futile against entrenched systems (Okori & Obici, 2023). This resignation can diminish civic engagement and foster an environment where corruption thrives unchallenged. Furthermore, social networks play a crucial role in shaping perceptions of corruption. Individuals often belong to multiple social networks that exert varying degrees of influence on their behaviour (Idonije et al., 2019). For example, familial obligations may pressure public officials to engage in corrupt practices for the benefit of their relatives, despite knowing that such actions are illegal. The fear of social sanctions, such as ostracism or familial disapproval, can lead individuals to prioritize loyalty over legality. Understanding the complex relationship between societal norms and corruption is essential for developing effective anti-corruption strategies.

2.2.3 Institutional Perspectives

At the institutional level, perceptions of corruption are significantly influenced by the effectiveness of governance structures and anti-corruption policies. Research has demonstrated that weak institutions create environments conducive for corrupt practices (Maslen, 2024). In contexts where governance is ineffective, citizens often perceive their leaders as corrupt or incapable of addressing corruption, leading to widespread disillusionment. This perception can result in a vicious cycle where individuals, feeling powerless against corruption, may resort to

engaging in corrupt behaviour themselves, believing it to be the only viable option for achieving their goals (Self, 2021). The role of transparency and accountability mechanisms is critical in shaping public perceptions of corruption. Studies indicate that increased transparency can significantly reduce instances of corruption by fostering trust between citizens and government officials (Zhang et al., 2023). When government actions are transparent, citizens are more likely to hold officials accountable for their actions, thereby creating an environment where corrupt practices are less tolerated.

For instance, countries that have implemented robust transparency measures, such as open budgeting processes and public access to government contracts, often report lower levels of corruption (Okori & Obici, 2023). However, if transparency measures are perceived as superficial or inadequately enforced, public skepticism may increase, leading individuals to believe that corruption is still rampant despite the existence of these measures (Busulwa, 2017). The institutional context also plays a crucial role in determining how anti-corruption policies are perceived and implemented. In environments where institutions lack independence and are susceptible to political influence, anti-corruption efforts may be undermined (Idonije et al., 2019). For example, if an anti-corruption agency is perceived as politically motivated or lacking in authority, its effectiveness will be severely compromised. This can lead to a culture of impunity where corrupt practices continue unabated.

The relationship between institutional integrity and public trust cannot be overstated. When citizens perceive their institutions as legitimate and effective in combating corruption, they are more likely to engage in civic activities aimed at promoting accountability (Kotach, 2018). Conversely, when institutions fail to uphold their mandate or are seen as complicit in corrupt practices, public trust is eroded. This erosion can result in apathy among citizens regarding governance issues and a decreased likelihood of reporting corrupt activities (Busulwa, 2017). Additionally, the concept of institutional corruption highlights how systemic

issues within organizations can perpetuate corrupt practices. For example, if political campaign financing is heavily influenced by private donations without adequate oversight, it can lead to policies that favour special interests over the public good. In such cases, even if individual actors within the system do not engage in outright illegal activities, the institution itself becomes corrupted by its structural dependencies on financial contributions. As research continues to evolve in this field, it is essential for policymakers to recognize the importance of institutional integrity in fostering a culture that discourages corrupt practices.

2.2.4 Cross-Cultural Perspectives

Corruption is experienced differently across cultures, leading to varying interpretations and responses. Comparative studies reveal that cultural dimensions such as collectivism versus individualism significantly impact how corruption is perceived (Self, 2021). In collectivist societies, where loyalty to family or community often takes precedence over individual ethical standards, corrupt practices may be accepted as necessary for group survival (Kotach, 2018). For example, nepotism (favouring relatives or close friends in professional contexts) can be seen as a legitimate means of supporting one's family or community rather than a corrupt act. This acceptance stems from the belief that maintaining strong personal relationships is crucial for social cohesion and stability. Conversely, in more individualistic cultures, there tends to be a stronger emphasis on personal accountability and ethical behaviour (Kotach, 2018). In these societies, actions such as bribery or cronyism are often viewed as violations of fairness and transparency. The expectation is that individuals should compete based on merit rather than personal connections. This cultural lens shapes not only individual attitudes but also institutional responses to corruption (Okori & Obici, 2023). For instance, in Western countries, anti-corruption laws are typically stringent and enforced rigorously, reflecting a societal consensus that corruption undermines democratic values and economic fairness.

This divergence in behaviour illustrates how cultural norms can legitimize or delegitimize corrupt practices. The perception of corruption can also be influenced by historical and socio-economic factors unique to each culture. For example, countries with a history of colonialism or authoritarian rule may have entrenched systems of corruption that are difficult to dismantle due to widespread public cynicism towards governmental institutions (Brioschi & Shugaar, 2017). In these contexts, citizens may feel that engaging in corrupt practices is the only way to navigate a system they perceive as fundamentally flawed. Current research emphasizes the importance of understanding these cultural nuances when designing anti-corruption strategies (Okori & Obici, 2023). Efforts that fail to consider local cultural contexts may inadvertently reinforce existing corrupt practices rather than eliminate them.

2.2.5 Biblical perspective

After the fall of man, sin entered into the world (Romans 5:12). Corruption is a form of sin which God abhors. Genesis 6:11 says, “Now the earth was corrupt in God’s sight and was full of violence.” God saw that man’s ways had become evil and corrupted. Anyone who steals tax payers’ money offends one of the ten commandments of God found in Exodus 20:15, which says, “You shall not steal.” God therefore expects leaders to be good stewards of the positions they occupy, and the resources under their care. 1 Corinthians 4:2 says, “Now it is required that those who have been given a trust must prove faithful.” When a government official misuses the resources allocated to their office for service delivery, or if they treat people the wrong way, they offend the laws of God. Leaders hold positions as stewards, so they ought to be faithful, knowing that God will hold them accountable for their actions and inactions.

2.3 Causes of Corruption

The causes of corruption are many, including institutional factors, economic and social factors, culture and governance. Understanding them is necessary to develop appropriate strategies to mitigate them. They are explained below:

2.3.1 Weak Institutional Capacity

In their view, Bhandari (2023) postulates that corruption thrives where policies and the legal frameworks of countries in question are not robust. Law enforcement agencies, judiciary and the regulatory bodies are usually inexperienced, neutered and most often resource-starved to fully pursue cases of corrupt practices (Kakumba, 2021). This inadequacy leads to the provision of a ground where corruption can be practiced without check (Kotach, 2018). For example, in most of the third world countries, organized police forces may be inadequately equipped, and the officers ill-trained, to prevent crime or to detain the thugs while the thugs who steal public resources remain untouchable. Nieto-Morales et al. (2024) further emphasize that bribery and other forms of petty corruption often arise in bureaucratic encounters, particularly in countries with weak institutions. This type of corruption can create direct costs for citizens when accessing services and benefits to which they are formally entitled.

The inefficiency of bureaucratic processes exacerbates the likelihood of corrupt practices as individuals may feel compelled to offer bribes to expedite services or obtain their rightful entitlements. Lack of strong institutions also impinges the variety of enforcement ability of the judiciary in regard to the laws without prejudice (Kakumba, 2021; Tiberindwa, 2024). If judicial systems are corrupt or if they get affiliated to political jurisdictions, it sometimes becomes hard to charge corrupt officials (Bhandari, 2023). Such management strengthens the impunity belt where anyone would be allowed to indulge in corrupt practices without any form of repercussions.

2.3.2 Socioeconomic Conditions

Poverty and economic inequality are also some of the factors that lead to prevalence of corruption in most developing nations. According to Bhandari (2023), it is worth pointing out that high levels of inequality push the conditions for corruption to dominate. Employees in authority may engage in corrupt practices by demanding bribes, or embezzling funds where

there are limited economic rewards to gain. In such contexts, corruption is counted as a survival strategy or as the way to get necessary things and services. Additionally, due to lack of access to fundamental services, the effects of corruption affect the most vulnerable in society. Mtuwa and Asiyati (2023) also highlight how poverty exacerbates bureaucratic corruption by institutionalizing corrupt practices within public service delivery. In environments where individuals are required to bribe officials for basic services, corruption becomes normalized as a means of navigating systemic inefficiencies. This normalization perpetuates cycles of poverty and inequality, further entrenching corruption within societal structures. When resources meant for public good, for instance in the health and education sectors get channeled through corrupt practices, the most vulnerable in society often bear the brunt of this misconduct by the officials (Idonije et al., 2019; Bhandari, 2023). This cycle sustains poverty and marginalization, pushing corruption deeper into society.

2.3.3 Lack of Transparency and Accountability

Transparency and accountability are essential factors in fighting corruption; however, most developing countries have problems with implementing these values in public administration (Bhandari, 2023). This way, corrupt activities are perpetrated since officials have no accountability since the systems they use are not transparent. For instance, when decision-making in the government is not transparent, the citizens cannot demand for accountability from leaders. Unclear procedures for whistleblowing also encourage the practice of corruption. Often, there are no such rights or they are limited, and people do not report information about corruption (Bhandari, 2023; Mbayo & Odota, 2024). Zhang et al. (2023) emphasize that corruption accompanies power dynamics within societies. The lack of transparency often allows those in power to manipulate systems for personal gain without fear of exposure or consequence. This manipulation not only undermines trust in public institutions but also creates environments where corrupt practices can flourish unchecked.

2.3.4 Cultural and Societal Factors

Culture and societal factors are fundamental influential determinants of behaviour in the case of corruption. In some cultures, there is preferential treatment and favouritism, where people adopt what is known as cronyism or nepotism where personal ties determine what takes place in the business (Bhandari, 2023). Such practices result in people with connections benefiting from such things as resource allocation and job offers instead of deserving personnel. Nikoloski (2019) discusses how patronage networks can perpetuate political corruption by distributing resources based on loyalty rather than merit. These networks create environments where individuals feel compelled to engage in corrupt practices as a means of securing benefits or advancing their interests within the system. Other than that, other forms of societal corruption can encourage its practice because they are accepted socially. Whereas in other settings, bribery is accepted as a method for overcoming administrative red tape or accessing services, the same persons may be forced to practice corruption (Firdaus et al., 2022; Dikmen & Çiçek, 2023). This normalization of corruption drudges up a vicious cycle in which corruption forms a part of society's ethics.

2.3.5 Weak Governance Structures

Weak governance structures significantly contribute to political corruption in developing countries. Many nations struggle with inadequate legal frameworks and insufficient oversight mechanisms that fail to deter corrupt behaviour (Bhandari, 2023). When there are limited accountability measures for public officials, opportunities for political corruption flourish without fear of consequences. Nikoloski (2019) elaborates on how weak governance structures allow different actors at various levels—political elites, military officials, and organized crime groups—to chip away at the pillars that sustain security within societies. The intertwining relationships between these actors facilitate an environment conducive to widespread corruption. Political patronage networks further exacerbate this issue by

distributing resources based on loyalty rather than merit (Bhandari, 2023; Thapa, 2023). These networks can entrench corrupt practices within governance systems as political leaders reward supporters with positions or benefits while neglecting the needs of the broader population.

2.3.6 Limited Access to Justice

Inadequate access to justice is another critical factor contributing to political corruption (Bhandari, 2023). When judicial independence is compromised by political interests or when legal systems are inefficiently managed, it becomes difficult for citizens to seek redress against corrupt officials. The inability to hold those in power accountable fosters a culture where corruption is tolerated or even expected. Mtuwa and Asiyati (2023) highlight that limited access to justice often results from weak legal frameworks that fail to protect individuals from corrupt practices effectively. When citizens lack faith in the judicial system's ability to deliver justice impartially, they may resort to bribery or other illicit means as alternatives for resolving disputes or accessing services.

2.3.7 Patronage Networks

Patronage networks are particularly prevalent in developing countries where political leaders distribute resources and benefits to loyal supporters (Bhandari, 2023). These networks perpetuate corrupt practices by prioritizing personal connections over merit-based considerations in decision-making processes. As a result, public resources may be allocated based on political allegiance rather than the needs of the community. Nikoloski (2019) notes that these patronage systems often lead to systemic inefficiencies as resources are allocated based on loyalty rather than need or meritocracy. Such dynamics create environments where individuals feel compelled to engage in corrupt behaviours as a means of securing their positions within these networks.

2.3.8 Weak Civil Society and Media

The role of civil society organizations (CSOs) and independent media is crucial in exposing and combating political corruption; however, many developing countries face constraints on these entities' operations (Bhandari, 2023). Civil society organizations may struggle with limited resources or face government repression that hinders their ability to advocate for transparency and accountability. Similarly, media outlets may be subject to censorship or lack the capacity for investigative journalism necessary to uncover instances of corruption (Bhandari, 2023). The weakening of these watchdog institutions diminishes public awareness about corrupt practices and reduces pressure on governments to implement reforms. Nieto-Morales et al. (2024) further emphasize that a strong civil society is essential for holding governments accountable; without it, there is little incentive for public officials to act ethically or transparently. The presence of an active civil society can help foster a culture that values integrity while promoting citizen engagement in governance processes.

The causes of corruption are multifaceted and deeply intertwined with various structural factors present in developing countries. Weak institutional capacity, socioeconomic conditions marked by poverty and inequality, lack of transparency and accountability mechanisms, cultural influences favouring nepotism and cronyism all contribute significantly to the prevalence of corruption (Bhandari, 2023; Thapa, 2023). Addressing these root causes requires comprehensive efforts involving strengthening governance structures, promoting transparency, enhancing access to justice, fostering civil society engagement, building institutional capacity, combatting pervasive behaviour, support for anti-corruption initiatives, fostering a culture of integrity, to mention a few.

2.4 Manifestation (Forms) of Corruption in the Delivery of Services

Corruption manifests in various forms across different sectors, significantly impacting the delivery of public services. Specific examples of corruption include: bribery,

embezzlement, fraud, and kickbacks, highlighting their implications for service delivery and societal trust. These are described below:

2.4.1 Bribery

Bribery is one of the most pervasive forms of corruption encountered in public service delivery. It involves offering, giving, receiving, or soliciting something of value to influence the actions or decisions of an individual in a position of power (Saputra & Saputra, 2021). In many developing countries, bribery has become institutionalized within bureaucratic processes. Mtuwa and Asiyati (2023) describe how ordinary citizens often feel compelled to bribe public officials to access services they are entitled to or to expedite bureaucratic procedures. This practice not only undermines the principles of fairness and accountability, but also perpetuates a culture where corruption is normalized. For instance, in Malawi it is common for citizens to encounter demands for bribes when seeking healthcare or educational services. The expectation of bribes can deter individuals from accessing essential services, thereby exacerbating inequalities and limiting opportunities for vulnerable populations (Mtuwa & Asiyati, 2023). This form of petty corruption creates direct costs for citizens and reinforces systemic inefficiencies in public service delivery.

2.4.2 Embezzlement

Embezzlement involves the misappropriation or theft of funds placed in one's trust or belonging to one's employer. It is a significant issue that often occurs within public institutions responsible for delivering essential services. Nikoloski (2019) highlights how high-ranking officials may exploit their positions to embezzle public funds intended for infrastructure development or social programs. This diversion of resources not only deprives communities of necessary services but also erodes public trust in government institutions (Busulwa, 2017). For example, funds allocated for healthcare facilities may be embezzled by officials who then divert those resources for personal use or into private accounts. This practice compromises the

quality and availability of healthcare services, leading to deteriorating health outcomes for the population (Firdaus et al., 2024). Embezzlement not only impacts immediate service delivery but also has long-term consequences for economic development and social stability.

2.4.3 Fraud

Fraud is another critical manifestation of corruption that can occur in both the public and private sectors. It involves deliberate deception or misrepresentation to gain an unfair advantage or financial benefit (Saputra & Saputra, 2021). In the context of service delivery, fraud can take various forms, including falsifying records to secure funding or manipulating data to meet performance targets. For instance, healthcare providers may engage in fraudulent billing practices by submitting false claims to insurance companies or government programs for services not rendered (Okori & Obici, 2023). This type of fraud not only results in financial losses but also undermines the integrity of healthcare systems (Bhandari, 2023). Addressing fraud requires robust regulatory frameworks and enforcement mechanisms to detect and prevent such practices effectively.

2.4.4 Kickbacks

Kickbacks refer to illicit payments made in exchange for favourable treatment or contracts. This form of corruption often occurs in procurement processes within public administration (Saputra & Saputra, 2021; Bhandari, 2023). Public officials may solicit kickbacks from contractors in exchange for awarding them government contracts or favourable terms (Kotach, 2018). For example, a construction company may agree to pay a percentage of its contract value as a kickback to a government official in return for securing a lucrative project. This practice not only inflates project costs but also compromises the quality of services delivered, as contractors may cut corners to maintain profitability after paying kickbacks (Nikoloski, 2019). The prevalence of kickbacks undermines fair competition and erodes public confidence in government procurement processes.

2.4.5 Extortion

Extortion involves coercing individuals or businesses into providing money or favours through threats or intimidation (Bhandari, 2023). In public service contexts, officials may use their authority to extort bribes from citizens seeking access to essential services. This form of corruption exploits individuals' vulnerabilities and can have devastating effects on those who are already marginalized (Busulwa, 2017). For instance, law enforcement officers may threaten legal action against individuals unless they pay a bribe to avoid penalties (Kakumba, 2021). Such practices contribute to a climate of fear and distrust among citizens towards public institutions, further entrenching corruption within society. These corrupt practices not only create barriers to accessing essential services but also perpetuate cycles of inequality and distrust within societies. Addressing these issues requires comprehensive strategies that promote transparency, accountability, and ethical behaviour across all levels of governance and service delivery.

2.5 Effects of Corruption on Service Delivery

The consequences of corruption manifest in several critical areas, including delays in service provision, low quality of services, inadequate infrastructure, erosion of public trust, and increased inequality. These are further explained below:

2.5.1 Delays in Service Provision

One of the most immediate and visible effects of corruption is the delay in service provision. Ariyo (2023) highlights that a significant majority of patients and healthcare professionals report long wait times for essential services, such as drug acquisition and medical examinations. In many healthcare facilities plagued by corruption, bureaucratic inefficiencies are exacerbated by the diversion of resources intended for patient care. For instance, funds that should be allocated for timely medical supplies may be siphoned off for personal use by corrupt officials, leading to shortages that directly impact on patients. Mtuwa and Asiyati (2023)

further argue that corruption within public administration can lead to a failure in providing even basic services. They note that when state institutions are compromised by corrupt practices, they may become incapable of maintaining public order or delivering essential services effectively. This failure can result in a vicious cycle where citizens lose faith in their government's ability to provide necessary services, leading to increased frustration and social unrest.

2.5.2 Low Quality of Services

Corruption is directly correlated with the deterioration of service quality across various sectors. Okori and Obici (2023) found that government health facilities suffering from corruption often provide subpar health services due to misallocation of resources and lack of accountability. When funds are mismanaged or embezzled, healthcare facilities may lack essential medical supplies or equipment, resulting in inadequate care for patients. Moreover, Naher et al. (2020) emphasize that poor governance and corruption lead to inadequate salaries and motivation for healthcare providers. For example, when healthcare professionals are not compensated fairly or incentivized properly, their performance suffers, which negatively impacts health outcomes and the overall quality of care available to the public. This situation creates a feedback loop where poor service quality further erodes trust in healthcare systems, leading patients to seek alternatives or avoid care altogether. Ariyo (2023) corroborates these findings by noting that many healthcare professionals express concerns about their competence due to systemic issues rooted in corruption. The lack of training opportunities and professional development exacerbates this situation, as corrupt practices often divert funds away from necessary educational programs. Consequently, patients receive care from underqualified professionals, further diminishing the quality of services provided.

2.5.3 Inadequate Infrastructure

Corruption also severely hampers infrastructure development, which is essential for effective service delivery across various sectors. Nethengwe et al. (2023) indicate that corrupt practices inflate project costs and delay completion times for infrastructure projects. For example, funds earmarked for building roads or hospitals may be misappropriated by corrupt officials or contractors who prioritize personal gain over community needs. This mismanagement often results in poor-quality infrastructure that fails to meet community needs and contributes to a cycle of underdevelopment. Abdulwaheed and Ohida (2022) highlight how this lack of basic infrastructure—such as clean water supply systems and reliable transportation networks—exacerbates poverty and limits access to essential services. When communities lack adequate infrastructure, residents face significant barriers to accessing healthcare, education, and employment opportunities. This situation perpetuates cycles of poverty and hinders overall economic development. Furthermore, the impact of inadequate infrastructure extends beyond immediate service delivery failures; it can have long-term consequences for community well-being. Poor roads can impede emergency medical services' response times, while unreliable water supply systems can lead to health crises stemming from waterborne diseases. Thus, the implications of corruption in infrastructure development are far-reaching and detrimental to societal progress.

2.5.4 Erosion of Public Trust

The pervasive nature of corruption erodes public trust in government institutions and leaders. Mabeba (2021) points out that when municipal officials engage in corrupt practices—such as embezzling funds intended for community service delivery—it not only delays essential services but also victimizes community members who rely on these services for their well-being. This loss of trust can lead to increased political instability and social unrest as citizens become disillusioned with their leaders' ability to govern effectively. The erosion of

trust has significant implications for civic engagement as well. When citizens perceive their government as corrupt or ineffective, they may become less likely to participate in civic activities such as voting or community organizing. This disengagement can further entrench corrupt practices within governance structures since accountability mechanisms weaken when citizens do not actively participate in the democratic process. Moreover, the decline in public trust can create an environment where corruption flourishes unchecked. As citizens lose faith in their institutions' ability to address issues such as corruption and poor service delivery, they may become resigned to these conditions rather than advocating for change (Nethengwe et al., 2023). This resignation can perpetuate a cycle where corrupt practices go unchallenged due to a lack of public scrutiny.

2.5.5 Increased Inequality

Corruption contributes significantly to widening inequalities within society. Nethengwe et al. (2023) argue that corrupt practices disproportionately benefit the wealthy while leaving marginalized communities without access to essential services. Wealthy individuals often have the means to navigate corrupt systems—whether through bribery or personal connections—while poorer populations remain vulnerable and underserved. Abdulwaheed and Ohida (2022) further illustrate this point by discussing how corruption leads to a growing gap between the rich and poor, perpetuating cycles of poverty and hopelessness among disadvantaged populations. When resources intended for public goods are siphoned off for personal gain, it exacerbates existing inequalities by denying marginalized groups access to necessary services such as education, healthcare, and employment opportunities. This inequality has profound implications not only for individual well-being but also for societal cohesion. As disparities widen between different socioeconomic groups, social tensions may rise, leading to increased crime rates or civil unrest as marginalized populations demand

equitable access to resources (Mtuwa & Asiyati, 2023). Thus, addressing corruption is critical not only for improving service delivery but also for fostering social stability.

Several pieces of literature consistently demonstrate that corruption has profound negative effects on service delivery across various sectors. It leads to delays in service provision, low quality of services, inadequate infrastructure development, erosion of public trust in institutions, and increased societal inequality. These interrelated consequences create a cycle that perpetuates underdevelopment and hinders progress toward equitable access to essential services. To combat these issues effectively, there is need for comprehensive strategies aimed at enhancing transparency and accountability within governance structures, while empowering citizens to hold their leaders accountable. Addressing these challenges is crucial for improving service delivery outcomes and fostering equitable development within communities worldwide.

2.6 Ways to Promote Transparency, Accountability and Effective Service Delivery

The promotion of transparency and accountability is crucial for enhancing effective service delivery, particularly in the public sector. Corruption undermines these principles, leading to inefficiencies and inequality in service provision. Below are some strategies to foster transparency and accountability to ensure effective service delivery:

2.6.1 Community Empowerment and Engagement

Community empowerment is a fundamental mechanism for promoting transparency and accountability in service delivery. Okori et al. (2023) emphasize that community campaigns against corruption, along with the reporting of suspected cases, play a vital role in holding government employees accountable. By empowering citizens to engage actively in governance processes, communities can foster a culture of vigilance and advocacy that discourages corrupt practices. This engagement can take various forms, including public forums, workshops, and educational campaigns that raise awareness about the detrimental effects of corruption.

Furthermore, Bhandari (2023) notes that fostering a culture of integrity requires collective efforts from individuals, communities, governments, and international organizations. This collaborative approach can enhance transparency by ensuring that citizens are informed about government actions and decisions. When communities are equipped with knowledge about their rights and the mechanisms available for reporting corruption, they become more likely to participate in governance processes actively.

2.6.2 Strengthening Legal and Institutional Frameworks

A robust legal framework is essential for promoting transparency and accountability. Implementing and enforcing anti-corruption laws is critical to establishing a foundation for ethical governance. Bhandari (2023) suggests that independent anti-corruption agencies and ombudsman offices should be established to investigate and prosecute corruption cases effectively. These institutions must have the capacity and independence necessary to operate without political interference. Kwesiga et al. (2022) highlight the importance of enforcing government policies as a means of promoting accountability. By consolidating corruption prevention measures within legal frameworks, governments can create an environment where unethical behaviour is less likely to occur. This includes ensuring that public officials are subject to strict codes of conduct that ensure transparency in their operations.

2.6.3 Enhancing Transparency Through Open Data Initiatives

Transparency can be significantly improved through open data initiatives that allow citizens access to information regarding government activities, budgets, and decision-making processes (Kotach, 2018). Increasing public access to financial information enables citizens to scrutinize government expenditures and demand accountability from public officials (Bhandari, 2023). Implementing measures such as participatory budgeting allows citizens to have a say in how public funds are allocated, thereby enhancing their involvement in

governance. This open environment fosters trust between citizens and public institutions while facilitating informed participation in the democratic process.

2.6.4 Promoting Ethical Behaviour in Public Service

Establishing a culture of integrity within public service is paramount for effective service delivery. Bhandari (2023) suggests implementing strict codes of conduct for public officials that include provisions for asset declaration and conflict of interest management. Such measures ensure that public servants are held accountable for their actions and decisions. Training programs aimed at enhancing ethical behaviour among public officials are also essential (Idonije et al., 2019). By providing adequate training on ethical standards and anti-corruption measures, governments can equip their employees with the knowledge necessary to navigate complex situations without succumbing to corrupt practices (Bhandari, 2023). Encouraging merit-based recruitment and promotion systems further reduces opportunities for nepotism and favouritism within public institutions.

2.6.5 Citizen Engagement and Civil Society Participation

Encouraging citizen engagement is crucial for fostering accountability in service delivery. An active civil society can act as a watchdog, advocating for transparency and holding leaders accountable (Bhandari, 2023). Supporting investigative journalism and whistleblower protections helps expose corruption while empowering citizens to demand better governance (Busulwa, 2017). These efforts not only enhance oversight but also encourage collaboration between government officials and citizens in addressing issues related to service delivery.

2.6.6 Strengthening Financial Management Systems

Effective financial management systems are essential for promoting transparency and accountability in service delivery. Implementing transparent procurement processes ensures that resources are allocated efficiently and reduces opportunities for embezzlement or misappropriation of funds (Bhandari, 2023). Regular audits and oversight mechanisms can help

identify discrepancies in financial management practices. Kwesiga et al. (2022) note that improving financial management systems involves enhancing budgeting processes, revenue collection methods, and expenditure tracking mechanisms. By establishing robust financial controls, governments can minimize the risk of corruption while ensuring that resources are utilized effectively for public services.

2.6.7 International Cooperation

International cooperation plays a vital role in combating corruption on a global scale. Collaborative efforts among countries can facilitate the recovery of stolen assets and support investigations into transnational corruption cases (Bhandari, 2023). Developed nations should provide technical assistance to developing countries in building institutional capacity for anti-corruption initiatives (Self, 2021). Furthermore, international organizations can help establish frameworks for sharing best practices in promoting transparency and accountability across borders. These collaborative efforts contribute to creating an environment where ethical governance is prioritized globally.

2.6.8 Addressing Socio-Economic Factors

Addressing the root causes of corruption requires tackling socio-economic factors such as poverty and inequality. Bhandari (2023) argues that promoting inclusive economic growth ensures equal access to basic services for all citizens. When individuals have improved living conditions—such as access to quality healthcare, education, clean water, and infrastructure—they are less vulnerable to corrupt practices (Okori & Obici, 2023). By investing in social programs aimed at reducing inequality, governments can create an environment where citizens feel empowered to demand accountability from their leaders without fear of reprisal or marginalization.

Promoting transparency, accountability, and effective service delivery requires a comprehensive approach involving multiple stakeholders at various levels. By implementing

these strategies collectively, societies can work towards minimizing corruption while fostering equitable governance systems that serve the interests of all citizens effectively.

2.7 Research Gap

The literature review provided a theoretical foundation on corruption. It gave insight into how corruption is defined historically, theoretically and in the modern age. This study integrated these definitions to comprehensively cover corruption and its impact on service delivery in Nakawa West Constituency. Additionally, the research covers different perspectives of people on corruption, causes of corruption, manifestation of corruption in service delivery, impact/consequences of corruption on service delivery, and ways to promote transparency, accountability and effective service delivery. The information generated was informative and provided a foundation for getting the actual picture of what is happening in Nakawa West Constituency because these studies are not context-specific. Local studies have been carried out in different areas such as Mpigi district. One study specifically focused on corruption in healthcare in Lira district. Internationally, the studies are from different countries in Africa and across the globe. This study built onto existing studies by covering corruption and its impact on service delivery in Nakawa West Constituency.

CHAPTER THREE: METHODOLOGY

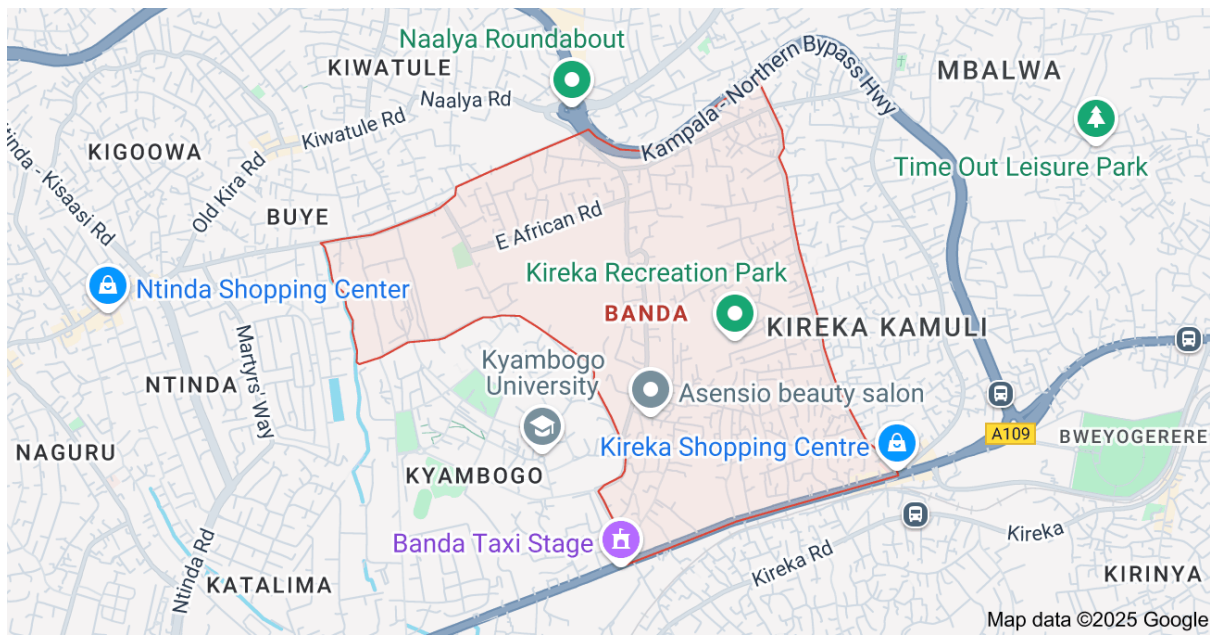
3.0 Introduction

This section outlines the research methodology used in the study. It describes the study area, research design, research approach, study population, sample size determination, sampling strategy, data collection methods, data quality control, data analysis methods, research procedure, and ethical considerations. The study employed a phenomenological approach to explore stakeholders' perspectives on corruption and its effect on service delivery in Banda parish, Nakawa West Constituency.

3.1 Study Area

The study area refers to the geographical location where the research will be conducted. Creswell and Creswell (2018) emphasize that understanding the context of the research is crucial for qualitative studies as it helps to interpret the responses of participants accurately. This study was conducted in Banda parish, Nakawa West Constituency. Banda is a peri-urban area located in Nakawa West Constituency, Kampala, Uganda. It is a densely populated neighbourhood, characterised by a mix of residential, commercial, and institutional establishments. The area is home to diverse socio-economic groups, including low-income earners, small-scale traders, students, and professionals (Ahabwe, 2023). One of the notable institutions in Banda is Kyambogo University, which attracts a significant student population and contributes to the area's economic vibrancy. Despite its strategic location along Jinja Road, Banda faces several developmental challenges, including inadequate infrastructure, poor waste management, and strained public services (Ochola, 2021). Banda was therefore a suitable location for this study due to its socio-economic diversity, accessibility, and the prevalence of governance-related challenges.

Figure 3 1: An Extract of the Map of Banda Parish, in Nakawa West Constituency



Source: [Google Maps \(2025\)](#)

Banda hosts a wide range of stakeholders, including government officials, local council leaders, civil society organisations, business owners, and ordinary residents (Kansiime et al., 2024). This diversity ensured a comprehensive examination of different perspectives on corruption and accountability.

3.2 Research Design

Research design is a framework that guided how the study was conducted (Saunders et al., 2012; Creswell & Plano Clark, 2017). To deeply understand the perspectives on key stakeholders on corruption and its effect on service delivery in Banda-Nakawa West Constituency, a phenomenological research design was used. A phenomenological design seeks to explore individuals' lived experiences regarding a specific phenomenon or situation (Moustakas, 1994). It was used to describe the phenomenon as experienced by participants without imposing external interpretations. The iterative nature of this design aligns well with qualitative methodologies that emphasize context and interpretation (Kothari, 2019). It was

expected that utilizing both will result in the capturing of key information related to participants' perspectives regarding corruption and its effect on service delivery within Banda, Nakawa West Constituency.

3.3 Research Approach

The research approach refers to the overall strategy that encompasses the theoretical framework and methods used in a study (Kothari, 2019). In this case, a qualitative approach was adopted. Qualitative research focuses on understanding human experiences through detailed descriptions and interpretations (Creswell & Plano Clark, 2018). This research approach was suitable because it focuses on understanding human experiences through rich descriptions rather than numerical data (Creswell & Creswell, 2020). The study relied on narratives from participants to identify common themes and meanings related to corruption and service delivery. Narrative data based on the experiences and opinions of participants was obtained to understand the perspectives of key stakeholders regarding corruption and its effect on service delivery in Banda, Nakawa West Constituency.

3.4 Study Population

The study population consisted of individuals who shared specific characteristics that were relevant to the research questions (Creswell & Plano Clark, 2018). Defining a clear population helps ensure that the findings are relevant and applicable to similar groups (Bryman, 2012). Banda, the area of focus has got a population of 20,000 people (UBOS, 2014). Residents and business owners in Banda regularly engage with public services such as health facilities, education, water supply, waste management, and road infrastructure (Ahabwe, 2023; Kansiime et al., 2024). Their experiences made them valuable sources of information on corruption.

3.5 Sample Size Determination and Sampling Strategy

3.5.1 Sample Size Determination

Determining an appropriate sample size is essential for ensuring that the findings are credible and representative of the population. In qualitative studies, one way of obtaining an adequate sample size is by collecting data until the point of saturation. This is where data collection ceases once no new themes, insights, or patterns emerge (Sirawan, 2024).

As indicated in the data collection section, interviews were used in the study. In the use of interviews, it is suggested that 20-30 participants should be involved (Creswell & Creswell, 2020; Wutich et al., 2024). Therefore, this study had a sample size of 30 participants. A sample of this size is appropriate for capturing diverse perspectives while ensuring data saturation. Given the exploratory nature of the study, 30 participants provided in-depth insights into corruption and its effect on service delivery in Banda, Nakawa West Constituency.

3.5.2 Sampling Strategy

A sampling strategy is the process used to select a sample from the population (Kothari, 2019). This study used the purposive non-random sampling strategy. This is ideal for qualitative studies as it is based on non-probability criteria such as location proximity, expertise and availability (Creswell & Creswell, 2020). The purposive sampling, a non-probability sampling technique allowed for the intentional selection of participants based on predefined characteristics relevant to the research objectives (Palinkas et al., 2015). The 30 participants were purposively selected using the criteria indicated below;

a) Inclusion Criteria for Study Participants

For participants to be enrolled in the study, they were expected to:

- i. Have been residing or working in Banda, Nakawa West Constituency for at least five years.
- ii. Be 18 years or older.

iii. Require licences for their activities (for example, business, health, or education sectors).

iv. Have accessed government services at least five times a year.

v. Have been engaged in business or professional service for at least five years.

vi. Be willing to participate in the interviews.

vii. Be able to communicate their experiences effectively.

b) Exclusion Criteria for Study Participants

Participants who did not meet the above criteria were excluded. Particularly, the study did not include:

i. Individuals who had not resided or worked in Banda, Nakawa West Constituency for at least five years.

ii. Individuals who did not require licences for their activities.

iii. Individuals who had not accessed government services more than five times a year.

iv. Business owners or professionals who had not been in service for more than five years.

v. Individuals who refused to give informed consent or were uncomfortable discussing corruption.

The purposive sampling strategy was appropriate for this study because it ensured that participants had direct experience with corruption and service delivery issues in Banda, Nakawa West Constituency.

3.6 Data Collection Methods and Instruments

Data collection methods refer to how information was gathered from participants (Taherdoost, 2021). This study used semi-structured interviews to collect the relevant data.

Semi-structured interviews were used as the primary data collection method. These interviews combined structured and open-ended questions, allowing for a guided yet flexible conversation (Sileyew, 2019). They enabled participants to share their personal experiences and opinions on corruption, while ensuring that key themes relevant to the research objectives are covered. The advantages of semi-structured interviews include the ability to probe deeper into responses, adaptability to participants' perspectives, and the facilitation of rich, descriptive data (Taherdoost, 2021). They were used to engage stakeholders in Banda, Nakawa West Constituency, providing insights into their lived experiences with corruption in service delivery. The interviews were administered in person (face-to-face), with each session lasting between 20 to 30 minutes. Information collected included participants' experiences with corruption, forms of corruption, its perceived causes, impact on service delivery, and suggested solutions. A semi-structured interview guide guided the interview process. Interviews were collected with the aid of Otter.AI, an artificial intelligence tool that automatically records and transcribes audios.

3.7 Data Collection Procedure

The data collection procedure outlines how the study unfolded from start to finish. The steps included:

- i. Participants from Banda, Nakawa West Constituency who met the inclusion criteria were identified and recruited using purposive sampling at the time of data collection.
- ii. The purpose, objectives and ethical considerations of the study were explained to the participants.
- iii. Consent was obtained from each participant before proceeding with the interview.
- iv. A semi-structured interview guide was used during the interviews which were face-to-face.

- v. Participant responses were recorded by note-taking and through recording with Otter.AI (with consent).
- vi. Recordings and notes were securely stored to ensure confidentiality.

3.8 Data Analysis Methods

The data analysis methods involved systematically interpreting collected data to derive meaningful insights. Thematic analysis is what was employed as it allows for identifying patterns within qualitative data (Saunders et al., 2012). Thematic analysis involves identifying recurring themes and patterns from participants' narratives (Guest, Bunce, & Johnson, 2006).

The steps for data analysis included:

- i. **Data Preparation:** The verbatim of all recorded interviews was transcribed to ensure accuracy. The data was cleaned by removing irrelevant information while maintaining the original meaning, and the transcripts were then organised in a systematic manner.
- ii. **Coding and Categorization:** the transcripts were read to identify recurring words, phrases and ideas related to corruption and service delivery. Initial codes were then developed based on key concepts (for example bribery in public offices and political interference). Atlas.ti was used to organize the codes into categories.
- iii. **Thematic Analysis:** Related codes were grouped into broader themes and sub-themes based on research questions. These themes were focused on the perspectives of the participants.
- iv. **Interpretation and Meaning Development:** The themes were analysed to determine how they relate to each other and the overall research objectives. The findings were also compared with existing literature for validation. The findings were summarized in narrative format, using quotes from participants to support key points.

3.9 Data Quality Control Process

Data quality control is implemented to ensure that the right and relevant data is collected (Patel & Patel, 2019). To ensure that the information gathered is trustworthy and accurate, this study focused on the validity and reliability of the data collection instruments.

3.9.1 Validity

Validity refers to how well the tools used in this study measure what they are supposed to measure (Creswell & Creswell, 2017). It refers to the accuracy, credibility and trustworthiness of research findings (Kothari, 2019). According to Creswell and Plano Clark (2018), validity in qualitative research entails ensuring that findings are believable (credibility), can be applied to similar contexts (transferability), are consistent (dependability) and are free from researcher bias (confirmability). To ensure validity in this study, the following steps were undertaken:

- i. Preliminary findings were shared with the research supervisor to assess objectivity and help in identifying potential biases or misinterpretations.
- ii. Superficial or rushed data collection was avoided. Participants were given adequate time to respond to each question.
- iii. Detailed descriptions of participants' responses were provided quotes and examples.
- iv. A research journal was kept to document reflections during data collection.

3.9.2 Reliability

Reliability refers to the consistency of the data collection tools (Creswell & Plano Clark, 2018). A reliable tool will produce similar results if used repeatedly under similar conditions (Mugenda & Mugenda, 2003; Kothari, 2019). It guarantees that similar findings can be obtained if the study is repeated under similar conditions. The following procedure was adhered to, to ensure reliability is achieved in this study:

- i. An interview guide was used to ensure that participants are asked related questions.
- ii. Transcripts, notes, coding frameworks and analytical steps were documented.
- iii. A record of all decisions made during the research process was maintained.

3.10.0 Ethical Considerations

Ethical considerations are paramount in conducting research involving human participants. These are rules or professional code of conduct that govern research studies (Resnik, 2020). The ethical principles that were followed included:

- **Informed Consent:** Participants were fully briefed on the study's objectives, procedures, potential risks, and benefits before providing voluntary consent. This ensures they participate willingly and with a full understanding of what is expected.
- **Confidentiality:** Personal data collected during the study was kept secure, and identifying details are either omitted or replaced with pseudonyms when reporting findings. This prevented unauthorized access to participants' information.
- **Right to Withdraw:** Participants had the autonomy to leave the study at any point without facing any negative consequences. This reinforced their voluntary participation and ethical research practices.
- **Minimizing Harm:** The study took precautions to handle sensitive issues carefully, avoiding psychological or emotional distress among participants. This involved using appropriate questioning techniques and offering support if needed.
- **Anonymity:** The identities of participants were kept hidden to protect their privacy, ensuring that responses remain confidential. This encouraged openness and honesty in sharing their experiences.

By adhering to these principles, the study maintained ethical standards, upheld participants' rights, and fostered trust in the research process.

3.11.0 Limitations and delimitations of the study

3.11.1 Respondent Reluctance Due to Prior Negative Experiences

A notable limitation encountered during the interview process was the reluctance of some potential respondents to participate. Several individuals declined to be interviewed, citing previous negative experiences where they had faced police brutality or arrest following prior interviews. One respondent specifically mentioned that people had previously come to his premises under the pretext of conducting an interview, only for the information collected to be later used in a court case, which resulted in legal complications for those involved. These past incidents created a climate of fear, suspicion, and distrust, leading to hesitation among some participants. Consequently, this may have limited the scope and diversity of the responses collected, as individuals who were more cautious or who feared repercussions opted not to share their views.

CHAPTER FOUR: PRESENTATION AND ANALYSIS OF FINDINGS

4.0 Introduction

This chapter presents the findings of the study on corruption and its effect on service delivery in Nakawa West Constituency. The findings are structured according to the study objectives. Data was collected from stakeholders in various industries, including business owners, law enforcement officers, service providers, and community leaders. A qualitative coding framework was employed to categorise the emerging themes, which were analysed and interpreted in line with the study objectives.

4.1 Response Rate

The study targeted a total of 30 participants, aiming to capture diverse stakeholder perspectives on corruption and its effect on service delivery in Nakawa West Constituency. Successfully, all 30 participants responded, representing a 100% response rate. Achieving complete participation is significant in qualitative research, as it enhances the credibility and depth of the findings (Creswell & Poth, 2018). The response rate is summarised in Table 4.1 below:

Table 4. 1: Responses

Planned Number of Participants	Actual Number of Responses	Response Rate (%)
30	30	100%

Source: Primary data (2025)

The full participation of all intended respondents indicates a high level of stakeholder engagement and interest in the issue of corruption and service delivery. It shows that the selected participants were both accessible and motivated to contribute their views. This aligns with Patton's (2015) assertion that a strong response rate in qualitative studies strengthens the trustworthiness and transferability of results.

4.2 Bio Data

Selected information about the respondents was obtained. This was to gain insight into who the participants were. The findings are presented below.

4.2.1 Gender

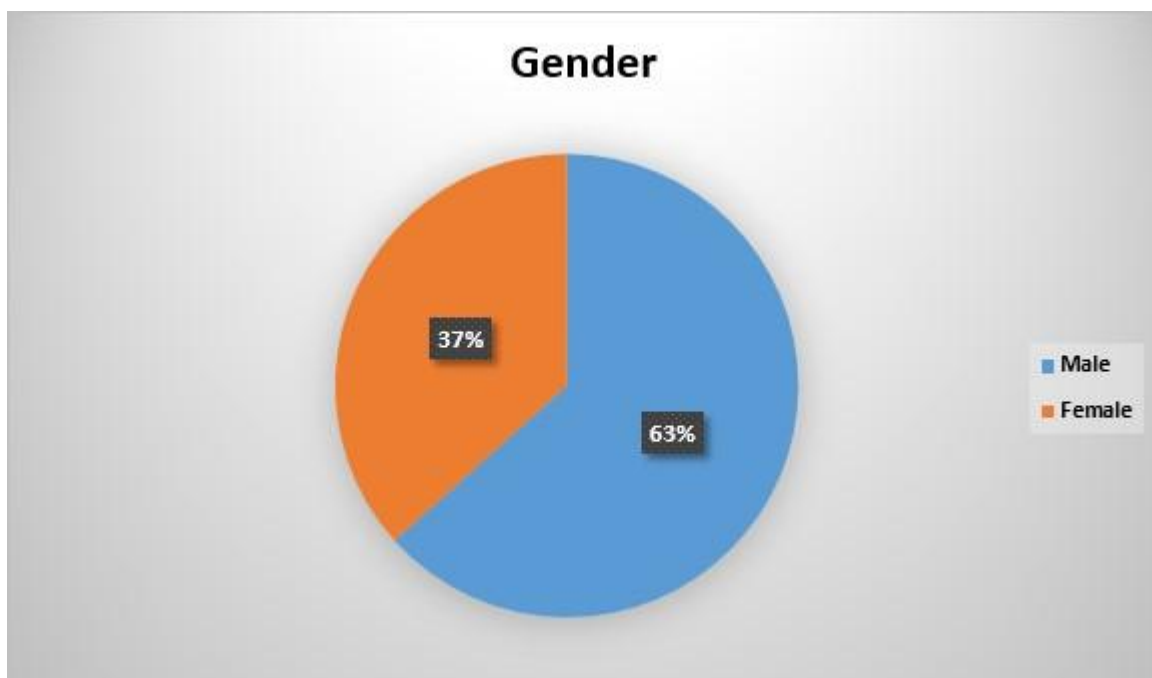
Understanding the gender composition of respondents is essential in qualitative research as it provides insights into the diversity of perspectives collected (Creswell & Poth, 2018). Gender can influence how individuals perceive and experience corruption and its impact on service delivery. The gender distribution of participants is summarised in Table 4.2 and Figure 4.1 below:

Table 4.2: Gender

Gender	Frequency
Male	19
Female	11
Total	30

Source: Primary data (2025)

Figure 4. 1: Gender



Out of the 30 respondents, 19 were male, accounting for the majority, while 11 were female. The findings reveal that a larger proportion of the respondents were male. This outcome may reflect broader societal dynamics, where men often own and run businesses, potentially giving them more visibility and accessibility during research exercises (Chene, 2019). However, the inclusion of female respondents is equally critical, as women may experience the effects of corruption differently, particularly in sectors such as healthcare, education, and social services, where they are often primary service users (Goetz, 2007). Despite this, the perspectives shared by female respondents added valuable depth to the study, especially regarding how corruption affects vulnerable groups and the equitable distribution of services.

4.2.2 Age

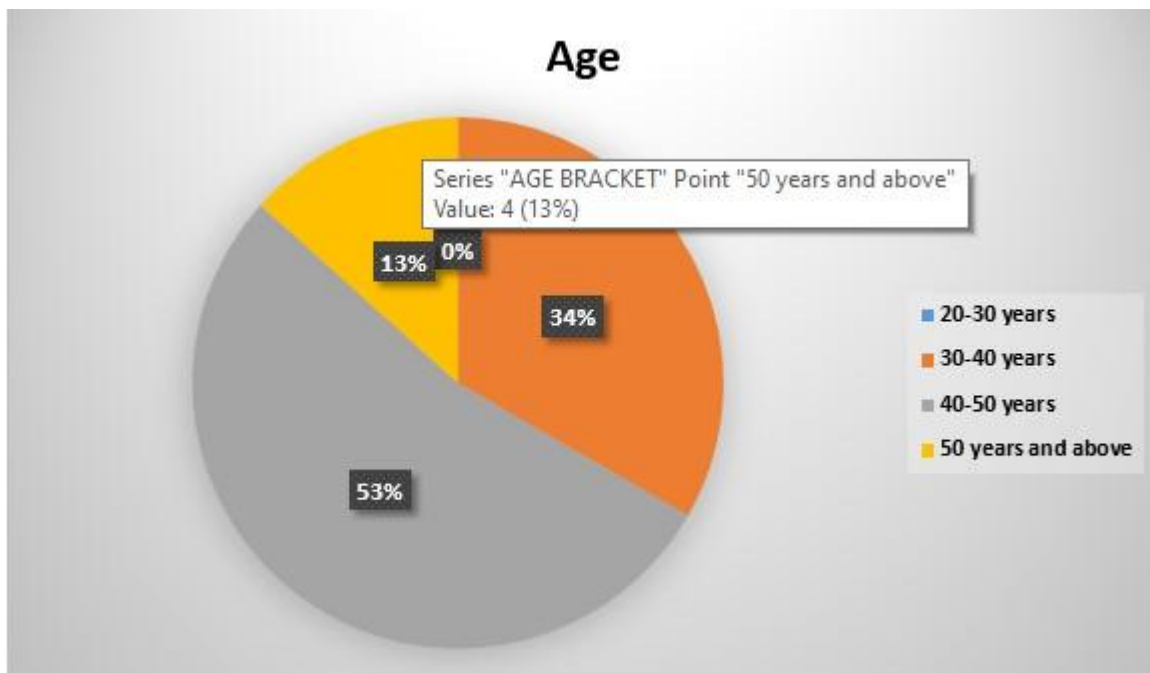
The age of participants is a crucial demographic characteristic in qualitative research. It helps to contextualise the diversity of perspectives shared, as individuals from different age groups may have varying experiences and attitudes toward corruption and service delivery (Creswell & Poth, 2018). The study categorised the participants into four age brackets: 20-30 years, 30-40 years, 40-50 years, and 50 years and above. The distribution of respondents is illustrated in Table 4.3 and Figure 4.2 below:

Table 4.3: Age

Age Bracket	Frequency
20-30 years	0
30-40 years	10
40-50 years	16
50 years and above	4
Total	30

Source: Primary data (2025)

Figure 4. 2: Age



The findings reveal that the majority of respondents (16) fell within the 40-50 years age group. This was followed by 10 respondents aged between 30-40 years, while 4 respondents were aged 50 years and above. Notably, there were no respondents in the 20-30 years age category. The dominance of respondents aged 40-50 years suggests that middle-aged individuals hold a significant stake in businesses in Banda. The absence of participants aged 20-30 years may reflect a gap in youth engagement in the business environment. The report by World Bank (2020) argues that young people often face barriers to participation in political and civic spaces, including limited access to leadership opportunities and socio-economic challenges. Furthermore, the presence of older respondents (50 years and above) enriches the study by providing long-term perspectives based on historical experiences with governance and corruption trends.

4.2.3 Number of years of doing business

The number of years participants have been engaged in business is an important demographic variable, particularly in studies focusing on governance and corruption. Business

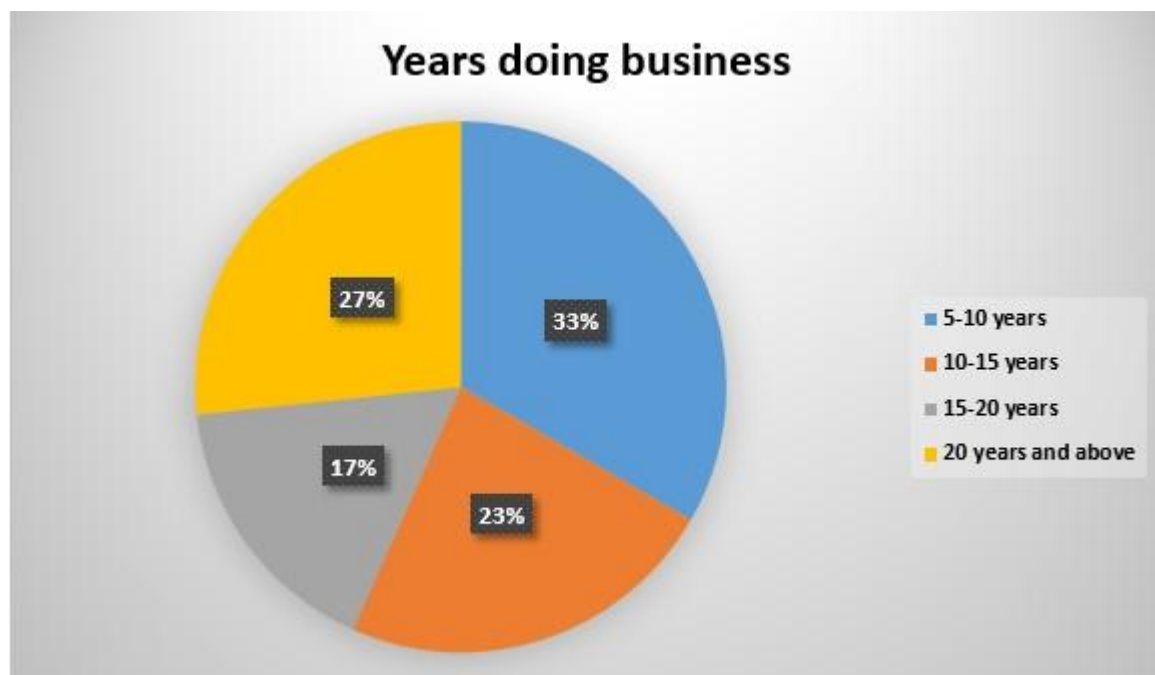
owners and entrepreneurs often encounter different forms of corruption depending on their experience, the longevity of their businesses, and their interactions with service delivery systems (World Bank, 2020). A longer business experience can provide deeper insights into the systemic nature and trends of corruption over time. The respondents were asked to indicate the number of years they had been involved in business. The responses are summarised in Table 4.4 and Figure 4.3 below:

Table 4.4: Number of years of doing business

Years of Doing Business	Frequency
5-10 years	10
10-15 years	7
15-20 years	5
20 years and above	8
Total	30

Source: Primary data (2025)

Figure 4. 3: Number of years doing business



Ten participants had been in business for 5-10 years, seven for 10-15 years, five had operated businesses for 15-20 years, while eight had been in business for over 20 years. The findings suggest that a significant proportion of business respondents have operated for more than a decade, which positions them as valuable informants on corruption and business operations in Banda, Nakawa West Constituency. Business longevity often correlates with frequent interactions with government institutions, licensing authorities, and service providers, exposing entrepreneurs to both formal and informal governance systems (Chene, 2019). Participants with longer business histories (15 years and above) likely possess in-depth knowledge of evolving corruption practices and may have developed coping mechanisms or strategies to navigate bureaucratic challenges. On the other hand, respondents with fewer years in business may still be vulnerable to corrupt practices, particularly during the start-up phase when businesses are more dependent on regulatory approvals (Transparency International, 2018). The varying years of business experience highlight the need for targeted anti-corruption policies that support businesses at different stages. According to the World Bank (2020), SMEs often face the greatest risks of corruption due to their limited bargaining power and dependency on public services. Moreover, Chene (2019) emphasizes the importance of simplifying regulatory procedures and increasing transparency to protect newer and smaller businesses from exploitative practices. Policymakers should consider streamlining business registration processes and improving accountability mechanisms to reduce opportunities for corruption.

4.2.4 Number of Times Participants Engage with Government Officials in a Year for Services

The frequency with which stakeholders engage with government officials is a critical factor in understanding their exposure to public service systems and potential encounters with corruption. Finding out how often participants engage with officials provides insight into the intensity of their interactions with governance structures in Banda, Nakawa West Constituency.

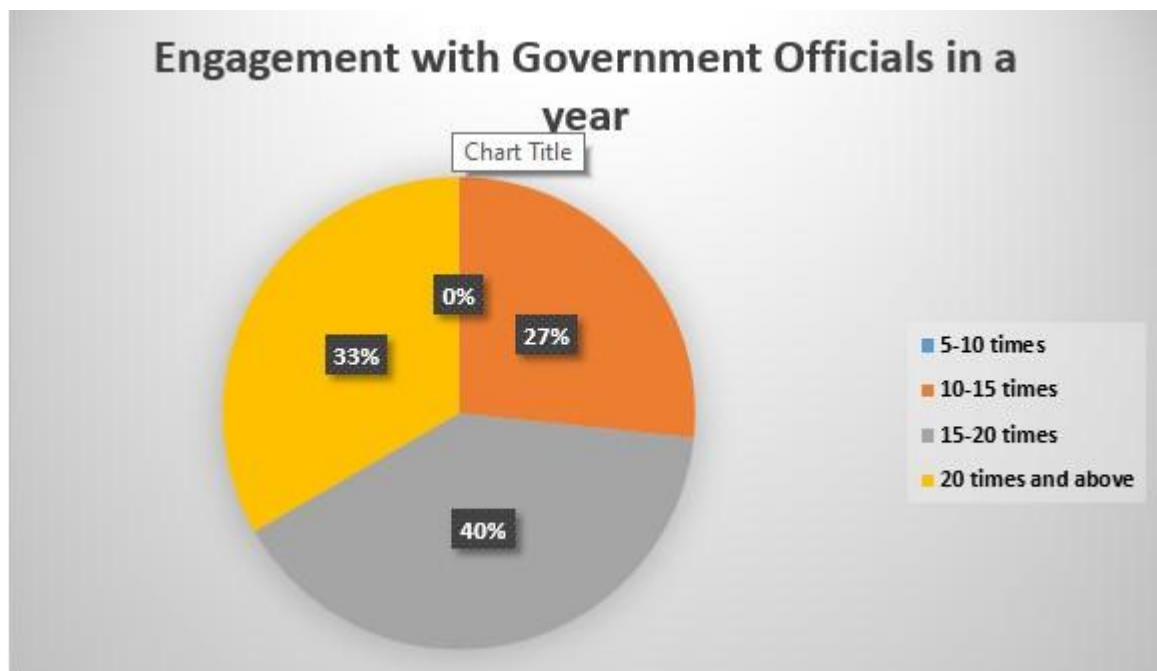
Participants were asked to indicate how many times per year they engage with government officials for services. The findings are summarised in Table 4.5 and Figure 4.4 below:

Table 4. 5: Number of times participants engage with government officials in a year for services

Frequency of Engagement per Year	Number of Respondents
5-10 times	0
10-15 times	8
15-20 times	12
20 times and above	10
Total	30

Source: Primary data (2025)

Figure 4. 4: Number of times participants engage with government officials in a year for services



The majority of participants reported engaging with government officials between 15-20 times annually (12 participants). This was followed by 10 participants who indicated engaging 20 times or more, and 8 participants who engaged between 10-15 times. Notably, no

participants reported interacting with officials less than 10 times per year. The findings indicate that most participants have frequent engagements with government officials, with all participants reporting more than 10 interactions annually. This high level of interaction suggests that stakeholders in Banda, Nakawa West Constituency are consistently dependent on government services, such as licensing, permits, healthcare, education, and other public services. This reflects a strong reliance on public services, which necessitates the establishment of transparent, efficient, and accountable systems to prevent the abuse of power. Studies by the World Bank (2020) stress that high-contact environments can increase opportunities for corruption unless proper oversight mechanisms are in place.

4.2.5 Number of Years Spent in Nakawa West Constituency

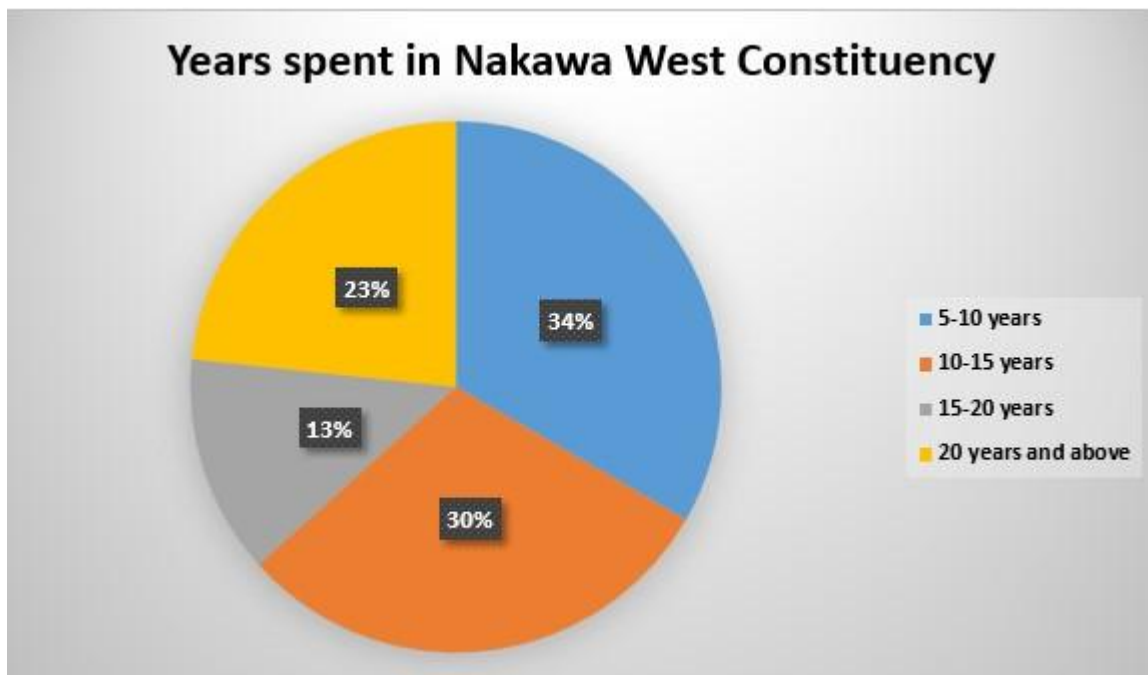
The duration of residence in a specific area is a significant factor in qualitative research, particularly when exploring perceptions of governance and corruption. Understanding how long respondents have stayed in Nakawa West Constituency provided context to their perspectives and experiences. Participants were asked to indicate the number of years they had lived in Nakawa West Constituency. Their responses are summarised in Table 4.6 and Figure 4.5 below:

Table 4. 6: Number of Years Spent in Nakawa West Constituency

Years Spent in Nakawa West Constituency	Frequency
5-10 years	10
10-15 years	9
15-20 years	4
20 years and above	7
Total	30

Source: Primary data (2025)

Figure 4. 5: Number of Years spent in Nakawa West Constituency



The findings revealed that 10 participants had lived in Nakawa West for 5-10 years, followed closely by 9 participants who had stayed for 10-15 years. Additionally, 4 participants reported living in the constituency for 15-20 years, while 7 had resided there for over 20 years. The majority of participants (19 out of 30) have lived in Banda, Nakawa West Constituency for more than 10 years, suggesting they have substantial familiarity with the area's governance systems, public service delivery mechanisms, and socio-political dynamics. The presence of participants with shorter stays (5-10 years) is also valuable, as they may provide fresh perspectives, comparing their experiences in Banda, Nakawa West with other areas they have previously lived in. Long-term residents often have institutional memory and historical awareness, which is crucial in identifying persistent governance challenges and corrupt practices (United Nations Development Programme (UNDP, 2014). Their knowledge can guide sustainable policy reforms and community-based monitoring initiatives. Meanwhile, newer residents might bring innovative ideas and expectations for transparency, possibly pushing for change based on different experiences (Transparency International, 2018).

4.3 Findings on Perspectives on Corruption

The findings from the study were analysed to generate themes and sub-themes reflecting participants' perceptions of corruption. These themes highlighted how individuals, societal norms, institutions, and cultural contexts shape the understanding and manifestation of corruption in Banda-Nakawa West Constituency. The findings revealed that corruption in Banda-Nakawa West Constituency is driven by a complex interplay of individual, societal, institutional, and cultural factors. Greed, poverty, normalisation, weak governance, and leadership failures all contribute to the entrenchment of corrupt practices. The findings are presented below:

4.3.1.1 Individual Perspectives on Corruption

a. Greed and Selfishness

Participants frequently associated corruption with personal greed and an insatiable desire for wealth accumulation. This perception underscores the notion that corruption is primarily driven by individual motives rather than systemic failures. A participant shared that:

(i) "Most people think there is no money which is enough."

According to this participant, the thought of money never being enough for them made them engage in corruption. Other participants shared the same notion by saying that:

(ii) "You might find someone earning 100 million shillings, yet they still want an extra 500,000. It's all about not being content with what they already have."

(iii) "In Uganda, everyone looks out for their own well-being. Giving someone a job doesn't necessarily mean they are there to serve others; many focus on accumulating resources and money for themselves and their families."

These findings suggest that greed and selfishness drive individual perspectives of corruption. Greed and selfishness provide ground for corruption to prevail at individual level because people are not contented with what they have.

b. Corruption as a Survival Mechanism

A section of participants viewed corruption as an unavoidable response to economic hardships and systemic inefficiencies, indicating that individuals often engage in corrupt acts to navigate bureaucratic constraints or access basic services. It was disclosed that:

- (i) *"It's not necessarily that people want to be corrupt—it's the circumstances they face. Another participant added by sharing that:*
- (ii) *"Often, their salaries are not as sufficient as we assume. For example, at Kyambogo University, students didn't attend classes for three weeks because lecturers were protesting low pay. This financial pressure can push people towards accepting bribes, as their earnings do not meet their needs."*

These participants viewed corruption as a means for survival indicating that some situations pushed people to be corrupt. This view was supported by another participant who emphasized that:

"If you're too sick to buy drugs, you end up pleading with the doctor and offering them some money to help."

These insights highlight the intersection between poverty and corruption. Socio-economic disparities created an environment where corruption thrives in society as a survival strategy.

4.3.1.2 Societal Norms and Corruption

Normalisation of Corruption

Participants acknowledged that corruption has become embedded within the social fabric, affecting sectors such as healthcare, education, and law enforcement. A participant remarked that:

"In Government hospitals, corruption has become normalised. It feels like it's almost a rule."

This assertion meant that corruption was prevalent in hospitals, to an extent that it was expected by those who went there. Another participant noted that:

"Even young children seem to be learning corrupt behaviours."

This further showed how corruption had spread in society that even children are accepting it as the norm. A participant confirmed this by saying:

"Corruption is everywhere; it has become part of society."

Another participant remarked that:

"The values of integrity and working selflessly for the common good seem to have faded. Corruption today is worse than in previous years, and it continues to escalate. In the past, leaders were elected to serve the people genuinely. Nowadays, however, leaders seem more focused on personal gain, with the attitude: 'Let us go and make our money.' As citizens, we've resigned ourselves to whatever happens. We've accepted the situation as it is."

The pervasiveness of corruption in everyday interactions suggests that corruption is spreading and it is becoming a norm in society. Corruption is becoming a routine practice in essential service delivery. This is dangerous because it undermines ethics and integrity.

4.3.1.3 Institutional Perspectives on Corruption

Corruption at All Levels of Governance

Participants expressed concerns about the endemic nature of corruption, spanning from the highest levels of government to local service providers. Participants shared that:

"We see even the president buying support from parliamentarians."

This assertion showed that participants lacked confidence in the top authority due to allegations of buying support from parliamentarians. Other participants shared their sentiments that:

"Even high-ranking government officials are involved in corruption."

"Corruption is deeply entrenched. For instance, KCCA is a large institution, but some of their officials are corrupt and extort money. They often impose taxes without verifying our records. They look at the stock in your shop, assume it's valuable, and levy taxes like UGX 150,000 without realizing one book costs only UGX 3,000, and the profit is just UGX 1,000. If you don't pay they close your shop. For you to survive, sometimes you have to give the officials a bribe."

These findings showed that corruption was engaged in by even top authorities who are expected to lead by example. It also showed a decrease in transparency since government officials were engaging in corruption.

4.3.1.4 Cross-Cultural Perspectives on Corruption

Influence of Leadership and Culture on Corruption

Participants linked the prevalence of corruption to leadership shortcomings and a shift in societal values over time. It was shared that:

"In the past, corruption wasn't this widespread because people were more patriotic and cared about their country."

This demonstrated that the decline in patriotism has resulted in the growth of corruption since people only care about themselves and not the prosperity of their country. One participant strongly remarked that:

"The president should stop deceiving us—corruption will never end in Uganda as long as people are not earning enough to survive."

This showed that corruption has been widely accepted by society due to low earnings. The loss of cultural values and poor ethics were increasing the spread of corruption in Nakawa West Constituency. The table below summarizes the findings for perspectives of participants on corruption.

Table 4 7: Perspectives of participants on corruption

Theme	Sub-theme	Key Findings
Individual Perspectives	Greed and Selfishness	Corruption driven by excessive materialism and personal gain
Individual Perspectives	Survival Mechanism	Poverty and economic struggles compel individuals to engage in corruption
Societal Norms	Normalisation of Corruption	Corruption is widely accepted and ingrained in public service delivery
Institutional Failures	Corruption at All Levels	Corruption exists at all levels of governance, from high-ranking officials to local administrators
Cultural Influence	Leadership and Societal Values	Corruption is exacerbated by declining patriotism and weak leadership

Source: Primary data (2025)

4.3.2 Findings on the Main Causes of Corruption in Banda-Nakawa West Constituency

The findings below discuss the main causes of corruption in Nakawa West Constituency.

4.3.2.1 Weak Institutional Capacity

Poor Monitoring

One of the fundamental reasons for corruption in Nakawa West Constituency is weak institutional capacity, particularly in the area of monitoring. The lack of proper checks and balances allows corrupt practices to flourish unchecked. For instance, a participant noted that:

“...officials impose taxes without verifying records.”

This results in fraudulent reporting and misuse of resources, contributing to a corrupt environment. Weak monitoring mechanisms enable corrupt officials to take advantage of gaps in governance. The lack of verification and proper record-keeping leads to inefficiency, undermining public trust in governmental institutions. This issue affects various sectors, particularly taxation and informal businesses, where poor management contributes to widespread corruption.

Weak Enforcement

Another aspect of weak institutional capacity is the failure to enforce laws and regulations effectively. It was observed by a participant that:

“Many institutions lack the necessary structures to regulate corruption effectively, leading to widespread impunity.”

Another noted that:

“...the government tends to focus on larger corruption cases, neglecting smaller, but equally damaging, incidents of corruption.”

The inability to enforce laws consistently creates a climate of lawlessness, where minor acts of corruption go unpunished. This failure to address smaller corrupt practices can lead to the normalisation of corruption, making it difficult to combat on a larger scale.

4.3.2.2 Socioeconomic Conditions

Poverty

Poverty is a significant driver of corruption in Nakawa West Constituency. Many individuals, especially in low-income households, find themselves resorting to corrupt practices as a means of survival. As one respondent put it:

“The cost of living is high; people need to survive. The pressures of daily survival lead some to engage in bribe-taking or other forms of corruption to make ends meet.”

Poverty exacerbates corruption by creating a desperate need for financial resources. This economic vulnerability makes individuals more susceptible to engaging in corrupt activities, either as a means of survival or to access services they otherwise cannot afford. The implications of this include a deepening of inequality and perpetuation of corruption as a means of navigating economic hardship.

Low Salaries

Linked to poverty, low salaries among public servants, especially law enforcement officers, contribute significantly to corruption. As one respondent pointed out:

“Police officers are paid low salaries, so they find ways of surviving” and another remarked:

“If someone earns 400,000 shillings monthly, how can they survive without resorting to bribes?”

This situation creates a vicious cycle where low pay drives officials to engage in corrupt activities, further compromising institutional integrity. Low wages create a situation where public servants are incentivised to engage in corrupt practices to meet their financial needs. This not only weakens the effectiveness of public institutions but also encourages a culture of corruption, as individuals within the system view bribery as a necessary means of survival.

4.3.2.3 Lack of Transparency and Accountability

Arbitrary Enforcement

Corruption in Nakawa West Constituency is also fueled by the lack of transparency in the enforcement of laws and regulations. A participant reported that:

“Officials often act without proper procedures, such as demanding money without providing documentation or imposing fines without prior notice.”

This lack of accountability allows for arbitrary enforcement and abuse of power. Arbitrary enforcement creates an environment where the rule of law is undermined, and officials can

exploit their power for personal gain. The absence of clear, transparent procedures increases the likelihood of corruption and decreases public confidence in governmental institutions.

4.3.2.4 Cultural and Societal Factors

Greed, Selfishness, and Normalisation

Cultural factors play a significant role in fostering corruption in Nakawa West Constituency. Corruption has become so ingrained in society that it is now seen as a normal part of life. As one respondent noted:

“Even children are growing up believing bribery is normal.”

This acceptance of corrupt behaviour has been further driven by greed and selfishness among officials, who take bribes despite earning well. The normalisation of corruption means that it is not seen as a deviant behaviour but as an expected or even acceptable part of everyday life. This cultural shift makes it more difficult to combat corruption, as both individuals and officials view it as an inherent part of the system.

4.3.2.5 Weak Governance Structures

Corruption from Top Officials

Weak governance structures, especially at the leadership level, contribute significantly to corruption in Nakawa West Constituency. It was shared that:

“There is a widespread perception that top officials, including the President and Members of Parliament, engage in corrupt practices, setting a poor example for lower-level officials and citizens.”

The actions of high-ranking officials often trickle down to influence the behaviour of those in lower positions. When leadership sets a poor example, it sends a message that corruption is permissible, undermining efforts to foster integrity and accountability throughout society.

4.3.2.6 Limited Access to Justice

Fear of Penalties and No Affordable Legal Redress

The legal system in Nakawa West Constituency is often perceived as inaccessible and costly, leading many individuals to avoid legal channels in favour of bribery. A participant shared that:

“The fear of penalties and the lack of affordable legal redress encourage people to resort to corrupt practices as a quicker and less risky alternative.”

Limited access to justice perpetuates corruption by making bribery the easier option for individuals seeking to resolve disputes or access services. This not only undermines the legal system but also perpetuates the culture of corruption.

4.3.2.7 Patronage Networks

Employment Based on Connections

Patronage networks, where hiring is based on nepotism rather than merit, contribute significantly to corruption in Nakawa West Constituency. It was emphasized that:

“Unqualified individuals are employed due to their connections, leading to inefficiency and the promotion of corruption as a way to recover the costs of bribes paid during the hiring process.”

Nepotism and cronyism erode the quality of public services and institutions. When individuals are hired based on personal connections rather than qualifications, the system becomes less efficient and more corrupt.

4.3.2.8 Weak Civil Society and Media

Limited Advocacy for Marginalised Groups

Weak civil society and media also play a role in perpetuating corruption in Nakawa West Constituency. Vulnerable groups, such as motorcycle riders (boda boda) and small business owners, often lack adequate representation, leaving them vulnerable to exploitation by corrupt officials. As one respondent said:

“No one speaks for boda boda riders,” highlighting the absence of advocacy for these groups.

The lack of strong civil society organisations and media representation leaves marginalised groups without a voice, making them easy targets for corrupt practices. The table below provides a summary of these findings.

Table 4. 8: Summary of the Main Causes of Corruption

Cause	Sub-theme	Implication
Weak Institutional Capacity	Poor Monitoring, Weak Enforcement	Inefficient governance, increased opportunities for corruption
Socioeconomic Conditions	Poverty, Low Salaries	Economic vulnerability, desperation for survival fuels corruption
Lack of Transparency and Accountability	Arbitrary Enforcement	Abuse of power, diminished public trust
Cultural and Societal Factors	Greed, Selfishness, Normalisation	Corruption becomes ingrained in social norms, difficult to combat
Weak Governance Structures	Corruption from Top Officials	Poor leadership example encourages corruption
Limited Access to Justice	Fear of Penalties, No Affordable Legal Redress	Bribery as an easier alternative to justice
Patronage Networks	Employment Based on Connections	Nepotism, inefficiency, and corruption in public sector recruitment
Weak Civil Society and Media	Limited Advocacy for Marginalised Groups	Vulnerable groups left unprotected from corruption

Source: Primary data (2025)

4.4 Findings on How Corruption Manifests in the Delivery of Services in Banda-Nakawa West Constituency

The manifestations of corruption include bribery, embezzlement, fraud, kickbacks, and extortion as explained below:

4.4.1 Bribery

Bribery is one of the most pervasive forms of corruption in Nakawa West, and it manifests in several aspects of service delivery. In Government hospitals, individuals pay bribes to skip queues and get treated faster. A participant shared that:

“Corruption happens to speed up service delivery in hospitals—people offer bribes to skip long queues.”

This suggests that patients who cannot afford bribes face longer waiting times and reduced access to healthcare services. Similarly, in the security sector, bribery is used to bypass legal processes, such as arrests, where money is offered in exchange for release. A participant shared that:

“If you’re arrested, you give money to be released.”

“Traffic officers stop you for minor issues expecting a bribe.”

These findings show that people engage in bribing to bypass legal processes. The problem also extends to the traffic sector, where traffic officers demand bribes to overlook minor offences, further illustrating the systematic nature of bribery in the community. Furthermore, local government officials demand bribes despite official taxes being paid, leading to a situation where service users are doubly penalised. It was mentioned that:

“Kampla Capital City Authority (KCCA) officials prefer to receive UGX 10,000 or 20,000 bribes even when you have paid your taxes.”

However, another participant shared not minding paying bribes as long he received fast service delivery. According to him:

“For example, KCCA requires us to pay for an operating license, but the license fee is expensive. So when their officials come around, I prefer to give them a bribe to settle the matter quickly.”

In the business sector, shop owners are threatened with closure unless they pay bribes. A participant shared her experience:

“Our business premises were demolished by UNRA even though the road markers indicated they shouldn’t be. We didn’t remove our belongings because the markers were in front of the shop, but they still broke everything—including large mirrors—causing significant losses. It took us three months to resume business. So when December came, I struggled to gather money to pay taxes, only to be told my business had expanded. I was not working well but officials came to close my salon. When I went to URA, the URA officer told me that my business had apparently grown, so my taxes had to increase. I was upset and asked her, ‘How will it hurt you if I pay the UGX 80,000 I was assessed before? Aren’t I a Ugandan too? Why are you raising my taxes when I haven’t been operating for months? But nothing was done. The officer expected a bribe but I was frustrated and simply asked her to return my documents so I could leave”

This demonstrates that bribery is not only a financial burden but also a barrier to fair access to services. The presence of bribery highlights a lack of effective oversight and accountability. Those who cannot afford to pay bribes are at a disadvantage, leading to inequality in service delivery. This form of corruption ultimately undermines the principle of fairness, as only those who can afford to pay are able to access services in a timely manner. The fear of threats, such as shop closures or arrest, further entrenches this corrupt system.

4.4.2 Embezzlement

Embezzlement involves the misappropriation or theft of public resources for personal gain. In Nakawa West, embezzlement is evident in the healthcare sector, where essential medical supplies, such as medicines, are diverted from public hospitals and sold in private pharmacies. It was revealed that:

“Medicines meant for public hospitals are taken and sold in private pharmacies.”

This illegal activity reduces the availability of resources for the public, especially for vulnerable groups who rely on public healthcare services. The diversion of medicines not only deprives the public of necessary healthcare but also indicates a serious breach of trust by public officials. The financial gains made from embezzlement come at the expense of the most needy, exacerbating social inequalities and making essential services even less accessible for those who depend on public institutions.

4.4.3 Fraud

Fraud, in the context of Nakawa West, involves the manipulation of taxes and fees, where officials either impose arbitrary taxes or inflate existing ones to extract more money from businesses and residents. The inflation of tax amounts for personal gain suggests that some public servants are more focused on enriching themselves than providing services for the public good. Participants shared that:

“Officials impose arbitrary taxes without proper assessment and inflate amounts.”

“Some officials take commissions from inflated tax collections.”

Fraudulent practices like this severely undermine the efficiency of tax collection, which should be used to fund essential services. Business owners are especially impacted, as the arbitrary nature of these taxes makes it difficult for them to plan and manage their finances. Moreover, the collection of commissions from inflated taxes suggests a culture of self-interest that prioritises personal gain over the public good.

4.4.4 Kickbacks

Kickbacks refer to informal payments made to officials in exchange for favourable treatment, such as approval of licenses, permits, or assessments. This form of corruption also extends to the political arena. A participant observed that:

“Even Members of Parliament (MPs) are given money to pass laws or make decisions that benefit certain groups.”

These kickbacks undermine transparency and create a system where decisions are made based on personal gain rather than the best interests of the public. Kickbacks are a clear sign of a corrupt system in which power and influence are manipulated for financial benefit. This undermines the fairness of decision-making processes and leads to policies and laws that favour those who can afford to pay bribes, while neglecting the needs of the wider public. The fact that MPs are also involved in this practice suggests that corruption extends to high levels of government, affecting even the legislative process.

4.4.5 Extortion

Extortion occurs when officials use threats or coercion to force individuals to pay bribes. In Nakawa West, business owners are threatened with the closure of their shops if they do not comply with demands for bribes. It was particularly shared that:

“One official told us taxes had been raised but, upon investigation, we discovered he was earning a commission on the extra money collected. URA would get its share, and he would pocket the rest.”

Similarly, traffic officers allow drivers to violate the law as long as they continue to pay bribes. It was shared that:

“Traffic officers knowingly allow drivers without permits to pass as long as they keep paying.”

This coercive behaviour forces people to comply, even when they know that it is wrong or illegal, in order to avoid harsher consequences. Extortion is particularly damaging because it takes advantage of people's vulnerabilities. Business owners who fear the closure of their shops or drivers who fear fines are forced to engage in corrupt transactions. This creates an environment where people feel compelled to participate in corruption, not out of choice, but out of fear of the consequences. It reflects a breakdown in the rule of law and highlights the power imbalance between citizens and corrupt officials. Below is a summary of the findings:

Table 4 9: Summary of findings

Type of Corruption	Manifestation	Interpretation
Bribery	Payment for faster services, bypassing procedures	Bribery creates inequality in service access, where only those who pay can benefit.
Embezzlement	Diversion of public resources for personal gain	Public resources are stolen, leading to reduced availability of essential services.
Fraud	Manipulation of taxes and fees	Fraudulent manipulation of taxes burdens businesses and undermines service delivery.
Kickbacks	Payments for favourable treatment	Kickbacks distort decision-making, favouring those who can afford to pay bribes.
Extortion	Threats and coercion to force payments	Extortion forces individuals to comply out of fear, perpetuating corruption.

Source: Primary data (2025)

4.5 Findings on the Effects of Corruption on Service Delivery in Banda-Nakawa West Constituency

4.5.1 Delays in Service Provision

The findings reveal that corruption is a key factor in delays in service provision within Nakawa West Constituency. Procedures are slowed down when individuals are either unwilling or unable to pay bribes. This creates inequality in access to services, where those who cannot afford to pay bribes face significant delays. It was shared that:

"If you don't offer money, traffic officers or officials will delay you or ask you to park aside."

"In hospitals, if you don't have something to offer, you are left waiting."

These quotes highlight a systemic issue in service delivery, where the lack of a bribe leads to unnecessary delays. These delays not only inconvenience individuals but may also endanger lives in critical sectors such as healthcare. Corruption prolongs access to vital services, directly affecting people's wellbeing and rights, particularly for those unable to pay. This undermines the principle of equal access to services and reduces the efficiency of service delivery.

4.5.2 Low Quality Services

Corruption leads to a diversion of resources, which severely impacts the quality of essential services like healthcare and education. When public officials misappropriate funds or resources, the services that citizens receive are compromised. Participants mentioned that:

"Medicine meant for public hospitals is taken to private pharmacies."

"Government services are compromised because officials are focused on personal gain."

The diversion of resources, particularly in the public healthcare sector, leads to shortages of essential services. Corruption distorts the intended flow of resources, resulting in underfunded institutions that struggle to meet the needs of the public. When essential services such as

healthcare and education are underfunded or misallocated, citizens are left with substandard services. This undermines the public's trust in the system and harms the overall development of society.

4.5.3 Inadequate Infrastructure

Corruption also leads to the misuse of public funds, particularly in infrastructure development. Mismanagement and embezzlement of resources hinder the development of crucial public infrastructure, such as roads and public buildings. Participants disclosed that:

"Corruption especially affects the country's revenue and development."

"Without accountability, government revenue is lost, affecting planning and infrastructure."

Corruption prevents the effective allocation of funds, meaning public infrastructure projects are either delayed or poorly executed. This lack of investment in infrastructure affects the ability of the government to provide essential services in an effective and timely manner. The diversion of funds intended for public infrastructure not only delays development but also results in a lack of facilities needed to support social and economic growth. This exacerbates inequality and stunts overall development.

4.5.4 Erosion of Public Trust

Corruption has a significant impact on the public's trust in government institutions. The widespread perception of corruption creates an environment where citizens feel that the government is self-serving and incapable of addressing the issues. It was noted that:

"Corruption is harmful because once you bribe one person, another one will follow, and it continues from one department to the next. However, many people feel forced into corruption simply to survive."

"Everyone is corrupt—from top officials to lower officers."

These quotes suggest that corruption is viewed as an inevitable part of life, and citizens feel trapped in a system where corruption is the only way to access services. The erosion of trust in public institutions is a direct consequence of widespread corruption. When citizens lose trust in government institutions, it leads to apathy and disillusionment. This can result in reduced public participation in civic duties, further weakening governance and hindering efforts to address corruption.

4.5.5 Increased Inequality

Corruption significantly increases inequality by favouring the wealthy and connected. Those who can afford bribes gain access to services, while the poor are left behind, deepening social and economic disparities. It was revealed that:

"The poor who cannot afford bribes are denied services."

"Corruption has personally affected me, even in my education. Students from struggling families often can't get slots in good schools, but wealthy students buy their spots, leaving the disadvantaged behind. As a result, capable students are pushed out, while less qualified students continue their studies."

"People who offer bribes get better services while the poor are ignored."

Corruption exacerbates existing inequalities, preventing disadvantaged individuals from accessing critical services and opportunities. The financial barriers created by bribes reinforce the gap between the wealthy and the poor, limiting social mobility. Increased inequality hinders social cohesion and limits economic growth. When the poor are unable to access essential services, it not only affects their quality of life but also perpetuates a cycle of poverty and marginalisation.

4.5.6 Negative Impact on Development

Corruption has a wide-ranging impact on national development. The misappropriation of funds, particularly by public officials, severely hinders the ability of the government to implement policies and provide services. It was shared that:

"A country cannot develop where corruption is rampant, as it brings numerous setbacks. For example, in the courts, corruption fuels criminal activity when offenders bribe judges to escape justice."

"If the revenue collected by the Uganda Revenue Authority (URA) is misappropriated and does not reach the government, it affects national planning and service delivery."

Corruption directly undermines the development process by diverting funds from crucial areas such as infrastructure, healthcare, and education. It creates systemic barriers that prevent economic growth and social progress. The long-term effects of corruption on national development can be severe, leading to underdeveloped public institutions, weak governance, and low standards of living. The table below provides the summary of the findings.

Table 4 10: Summary of the findings

Effect	Sub-theme	Implications
Delays in Service Provision	Slowing down procedures	Delays access to essential services for those unable to pay bribes, reducing efficiency and fairness.
Low Quality Services	Resource diversion	Leads to underfunded services, compromising quality and public health.
Inadequate Infrastructure	Misuse of public funds	Results in poor infrastructure development, hindering economic growth and public service provision.

Erosion of Public Trust	Widespread perception of corruption	Undermines citizen trust in government, leading to apathy and reduced civic engagement.
Increased Inequality	Unequal access to services	Exacerbates social and economic inequality, leaving disadvantaged groups without essential services.
Negative Impact on Development	Misallocation of funds	Undermines national development efforts by diverting resources from critical public services and infrastructure.

Source: Primary data (2025)

4.6 Findings on What Can Be Done to Promote Accountability and Service Delivery Among Public Servants in Banda-Nakawa West.

In this section, participants were asked to suggest strategies for promoting accountability and improving service delivery among public servants. Below are the findings:

4.6.1 Community Empowerment and Engagement

Participants suggested that educating the public about the consequences of corruption can significantly empower citizens to demand better accountability. It is critical to challenge the notion that benefiting from corruption is acceptable and encourage a sense of responsibility towards community welfare. It was shared that:

"Raise public awareness about the negative impacts of corruption."

"Teach people that even if they benefit from corruption, they should still give back to their communities."

Raising awareness can lead to greater public pressure on public servants to act transparently and ethically. This can help foster a culture where corruption is less tolerated, and people actively contribute to reducing it.

4.6.2 Strengthening Legal and Institutional Frameworks

Participants emphasised the need for robust legal frameworks to combat corruption. They argued that stringent penalties could deter corrupt practices, with some advocating for harsher punishments, including job termination and, controversially, physical punishment. It was mentioned that:

"Implement strict penalties for individuals caught engaging in corruption."

"Both the person giving and the one receiving the bribe should be punished."

"Corrupt individuals should lose their jobs and not return to office."

"Introduce harsh penalties, even physical punishment, to scare others."

Stronger enforcement of laws and harsh penalties would signal to public servants that corruption is not tolerated. However, the suggestion for physical punishment may be too extreme and may require further debate on human rights standards.

4.6.3 Enhancing Transparency through Open Data Initiatives

Transparency in financial dealings and processes was seen as a crucial factor in curbing corruption. By clearly communicating fees, taxes, and procedures, public officials would be less able to manipulate the system for personal gain. It was advised that:

"KCCA should notify business owners in advance about their arrears, like NDA does, via emails."

"Clear records prevent officials from manipulating the fees or threatening closure arbitrarily."

Implementing open data initiatives could significantly reduce the room for manipulation, allowing citizens and businesses to better understand their obligations. This transparency would make it more difficult for officials to engage in arbitrary or corrupt behaviour.

4.6.4 Promoting Ethical Behaviour in Public Service

Encouraging public servants to understand the challenges faced by ordinary citizens can help them empathize with the public and act with greater integrity. Patriotism, or acting in the nation's interest, was highlighted as a key value. It was suggested that:

"Officials need to experience the realities of running a business themselves."

"Officials should be patriotic and act in the interest of the people, not their pockets."

Instilling ethical values in public servants can reduce corruption, as they may be more likely to act in the best interest of the public. This approach may require leadership training and programmes that expose officials to real-world issues faced by the public.

4.6.5 Strengthening Civil Society

Participants highlighted the need for stronger civil society involvement, especially for vulnerable groups who often suffer from corruption without any advocacy. Civil society organisations can help amplify the voices of those affected by corruption. It was mentioned that:

"No one speaks for boda boda riders or small business owners."

"Civil society should advocate for marginalized groups who suffer the effects of corruption."

A more active civil society can hold public officials accountable and provide support for marginalized groups, thus reducing instances of corruption. Strengthening civil society's role is vital for inclusive governance.

4.6.6 Strengthening Financial Management Systems

Increased oversight and monitoring of public servants, especially those at lower levels, was seen as essential to prevent corruption. Corruption at smaller scales should also be addressed, not just the large-scale cases. Participants noted that:

"Government should establish strict measures to monitor the behavior of its employees."

"Investigating only large sums is not enough; small-scale corruption must be monitored too."

Implementing robust monitoring systems would help detect corruption early, allowing for quicker intervention. This proactive approach could create a deterrent effect, making it harder for officials to engage in corrupt activities.

4.6.7 Addressing Socio-Economic Factors

Addressing socio-economic challenges by improving job opportunities and living standards can reduce people's vulnerability to engaging in corrupt activities. Economic empowerment helps people rely less on illicit means to survive. It was recommended that:

"Create more job opportunities with better salaries."

"Improve citizens' standards of living by providing jobs and efficient transport systems.""

Creating a more equitable society with better job opportunities would likely reduce the need for people to engage in corrupt activities as a means of survival. It also promotes long-term economic stability, which is crucial for sustainable development. Below is a table that summarizes the findings.

Table 4.10: Summary of findings

Theme	Key Strategies	Implications
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Community Empowerment & Engagement	Civic education and public awareness campaigns.	Empowers citizens to demand accountability and reduces acceptance of corruption.
Strengthening Legal & Institutional Frameworks	Stronger laws, severe penalties, and strict enforcement.	Deterrence of corruption through fear of severe consequences.
Enhancing Transparency	Clear communication of procedures, open data, and documentation of processes.	Reduces manipulation by officials and makes corruption harder to conceal.
Promoting Ethical Behaviour	Encouraging patriotism, integrity, and understanding public struggles.	Encourages public servants to act in the best interest of the citizens, reducing unethical behaviour.
Citizen Engagement & Civil Society	Advocacy for marginalized groups by civil society.	Strengthens oversight and ensures vulnerable groups have a voice in fighting corruption.
Strengthening Financial Management	Increased monitoring of all public servants, not just high-level corruption.	Ensures corruption is detected early, with both small and large-scale corruption addressed.
Addressing Socio-Economic Factors	Job creation, improved living standards, and better transport systems.	Reduces vulnerability to corruption by improving economic conditions and providing sustainable options.

Source: Primary data (2025)

4.7 What Can Be Done to Eradicate Corruption from Banda-Nakawa West Constituency

The findings suggest diverse opinions on how to tackle corruption in Nakawa West Constituency. Participants shared both pessimistic views, expressing the difficulty of fully eradicating corruption, and offered suggestions for potential solutions. The findings are presented below:

4.7.1 Perceived Inevitability of Corruption

Corruption as a cultural norm

Many participants noted that corruption is deeply ingrained in society, starting from early childhood and extending throughout an individual's life. This view suggests that the culture of bribery is normalised at a young age, thus making it difficult to eliminate. It was disclosed that:

"Corruption will never completely end. It's not just the president's fault—it starts early. Even at home, young children are bribed with sweets to do simple tasks like bathing."

Corruption is seen as a learned behaviour, with individuals growing up accepting bribery as a standard practice for obtaining rewards or benefits. This cultural foundation reinforces the persistence of corruption in adulthood, hence the need to tackle it among children so they don't grow with it.

Corruption as a necessity in daily life

Several participants argued that corruption has become so prevalent that it is seen as essential for navigating daily life and solving problems. It was mentioned that:

"For instance, if your child is arrested and a bribe is required to avoid jail time, many parents will pay it. That's how Uganda operates—corruption becomes necessary, even for those who don't support it."

Corruption is perceived as a necessary evil for many individuals, and those who oppose it may still participate in corrupt practices if they believe it will benefit them in urgent situations. The

participants suggested that we need to fix our country's systems so that they get to work without the need for bribes.

4.7.2 Structural Challenges and Systemic Issues

Unqualified personnel in key positions

Some participants identified the hiring of unqualified individuals due to nepotism as a key contributor to corruption. These individuals often focus on profit, without understanding the broader implications of corruption. It was noted that:

"Corruption won't end as long as unqualified people continue to be hired simply because they are relatives."

Nepotism in hiring practices leads to a lack of competence in public service, which fosters an environment where corrupt practices thrive, as employees are often more concerned with personal gain than fulfilling their duties. Participants were of the strong view that we need to run our country as a meritocracy, where people are hired on merit.

4.7.3 Economic Factors and Poverty

Economic hardship driving corruption

Participants highlighted that economic struggles, including low salaries and high living costs, drive individuals to resort to corruption as a survival strategy. A participant remarked:

"Even if people are paid decent salaries, if someone is facing personal financial problems, they may still engage in corruption."

Economic vulnerability is a significant factor that encourages corruption. Individuals may view bribery or other corrupt practices as necessary to meet their basic needs. Poverty therefore must be addressed at national level.

4.7.4 Accountability and Transparency in Governance

Accountability measures

Many participants recommended the implementation of strict penalties and the creation of clear communication channels to reduce corruption, including monitoring government officials' behaviour and improving transparency in government dealings. It was remarked:

"Corruption can even occur between just two people in an office. Honestly, I don't know how the government can fully eliminate corruption. It seems impossible."

There is a lack of faith in the effectiveness of current anti-corruption measures, suggesting that more transparent and consistent enforcement of anti-corruption laws is needed.

4.7.5 Public Awareness and Education

Public awareness campaigns

Participants suggested that educating the public about the negative impacts of corruption on national development could help reduce the acceptance of bribery. It was suggested that:

"Raise public awareness about the negative impacts of corruption, as it hinders the country's progress."

Public awareness campaigns can help shift public perception, making citizens more aware of the long-term harm caused by corruption, which might discourage involvement in corrupt activities. Below is a summary of the findings.

Table 4 11: Summary of Findings on Eradicating Corruption

Theme	Sub-theme	Interpretation
Perceived Inevitability of Corruption	Corruption as a cultural norm	Corruption is a learned behaviour from childhood.
	Corruption as a necessity in daily life	Corruption is seen as a required practice to solve everyday problems.

Structural Challenges and Systemic Issues	Unqualified personnel in key positions	Nepotism leads to incompetence, creating an environment conducive to corruption.
Economic Factors and Poverty	Economic hardship driving corruption	Economic hardship leads to corruption as a means of survival.
Accountability and Transparency	Accountability measures	Current anti-corruption measures are ineffective due to lack of consistent enforcement.
Public Awareness and Education	Public awareness campaigns	Public awareness can influence attitudes and reduce tolerance for corruption.

Source: Primary data (2025)

CHAPTER FIVE: DISCUSSION OF THE FINDINGS

5.0 Introduction

This chapter discusses the findings of the study. The findings are discussed chronologically based on how they were presented in the previous chapter.

5.1 Perspectives on Corruption

The study sought to find out the different perspectives that participants held about corruption. The themes used were adopted from the literature review. These were: individual, societal, institutional and cultural factors. The findings highlighted that there was an interplay of greed, poverty, weak governance, normalisation, and cultural shifts, offering insight into how corruption is understood and perpetuated within this particular community. These are further discussed below:

5.1.1 Individual Perspectives on Corruption

A prominent theme emerging from the findings is the role of personal greed and selfishness in driving corrupt behaviors. Participants strongly associated corruption with an insatiable desire for wealth, irrespective of the already substantial income or material possessions an individual might have. This highlights the personal motivations behind corruption, where individuals are motivated not by need, but by an unrelenting pursuit of more, often to the detriment of others and societal wellbeing. As one participant noted, most people think there is no money which is enough, indicating that the desire for material gain often overrides ethical considerations, leading people to engage in corrupt practices. These findings confirm what the study of Zhang et al. (2023) says that individual factors like personal traits and attitudes influence engagement in corruption practices. By thinking that there is no money

that is enough, individuals get an insatiable hunger for more money which can push them to engage in corruption.

Furthermore, the study revealed that for some individuals, corruption is seen as a survival mechanism, especially in the context of economic hardship. This perception was evident when participants indicated using corruption to navigate bureaucratic barriers or gain access to essential services such as healthcare. One participant shared that people plead with the doctor and offer money to receive medical attention, reflecting how poverty and systemic inefficiencies intersect to drive corruption. Köbis et al. (2017) say that circumstances can drive people to engage in corrupt practices. Like in the above case, people are forced to pay some money for their patients to receive medical attention. Such factors influence individuals to engage in corruption.

5.1.2 Societal Norms and Corruption

Corruption in Nakawa West Constituency has become so deeply embedded in societal structures that it is increasingly normalised. Participants discussed how corruption is not only prevalent in public services like healthcare and law enforcement but has become an expected part of the system. The view that "corruption has become normalised" within hospitals, for example, indicates that corrupt practices are no longer seen as exceptions but as an integral part of the process. Köbis et al. (2017) calls this "descriptive social norms" to mean the phenomenon where individuals adjust their behaviours based on the perceived actions of others. This normalization is further demonstrated by the troubling observation that even young children are learning corrupt behaviors, suggesting that the next generation may grow up viewing corruption as an acceptable part of life. Baral (2023) posits that gift-giving, even though customary, can teach children to engage in bribery. This, among other informal norms, influences perceptions of corruption at the community level (Svensson et al., 2022). This

widespread acceptance of corruption undermines ethics and integrity, potentially jeopardizing the development of a fair and just society.

5.1.3 Institutional Perspectives on Corruption

At the institutional level, the findings reveal a significant concern about the prevalence of corruption at all levels of governance, from high-ranking officials to local administrators. Participants observed that corruption is not restricted to lower levels of government but extends to the highest echelons, with one participant remarking, “We see even the president buying support from parliamentarians.” This perception erodes public trust in the political system and highlights the pervasive nature of corruption, which has even infected the highest offices. The sense of disillusionment is further exacerbated by the lack of transparency and accountability within governmental operations, as evidenced by participants’ accounts of bribery and unethical conduct among public officials. A study notes that when institutions are weak, environments conducive for corrupt practices are created (Maslen, 2024). It is worse when citizens view their leaders as corrupt. This, according to Self (2021) and Busulwa (2017), pushes citizens to resort to corruption themselves or feel powerless against it. Therefore, corruption has to be fought against.

5.1.4 Cross-Cultural Perspectives on Corruption

Cultural shifts and leadership failures also contribute to the spread of corruption in Nakawa West. Several participants noted that in the past, there was greater patriotism and societal care for the collective good, which acted as a deterrent to corruption. The decline in these cultural values, coupled with weak leadership, has led to a situation where individuals are more concerned with personal gain than the collective welfare of the nation. One participant’s statement, “The president should stop deceiving us—corruption will never end in Uganda as long as people are not earning enough to survive,” reflects the deep-seated frustration with leadership and the societal conditions that perpetuate corruption. The

combination of economic challenges, a loss of cultural values, and poor governance has created an environment where corruption is not just widespread, but accepted as an inevitable part of life. It is argued that cross-cultural norms, can legitimize or delegitimize corruption (Brioschi & Shugaar, 2017). Citizens may feel like corruption is the only way to survive which results in widespread corrupt practices. Okori and Obici (2023) call for the need to understand cultural nuances when designing anti-corruption strategies.

5.1.5 Alignment with Public Choice Theory

In Public Choice Theory, individuals are assumed to act out of self-interest, seeking to maximize their own utility (Buchanan & Tullock, 1962). This is evident in the findings related to greed and selfishness as drivers of corruption. Participants in the study pointed out that many people engage in corrupt practices not out of necessity but because of an insatiable desire for more wealth, regardless of their existing financial status. This aligns directly with Public Choice Theory's assumption that individuals make decisions based on self-interest, which in the case of corruption, leads to personal gain at the expense of public welfare. The theory would explain this as a result of the individual's pursuit of personal benefits, which may sometimes conflict with the societal good (Self, 2021). Public Choice Theory also suggests that when individuals are in positions of power, their self-interest may lead them to misuse their authority for personal or material gain. In the study, participants observed that even those in high government positions were engaging in corrupt practices, including bribery and manipulating political processes. This indicates that the theory's notion of rent-seeking (the attempt to gain wealth without producing anything of value) is relevant, as public officials may seek to extract bribes or kickbacks instead of working to benefit the public.

Another important concept within Public Choice Theory is that individuals often act in ways that help them maximize their own welfare within the constraints of the system (Self, 2021). In the study, some participants viewed corruption as a survival mechanism, where individuals

resort to corrupt behavior as a means of navigating bureaucratic inefficiencies or accessing basic services in a system that is perceived as ineffective or inaccessible. This can be linked to Public Choice Theory's argument that when institutional frameworks fail to meet the needs of the public, individuals will often turn to informal or corrupt methods to achieve their goals, especially if those methods seem more effective than the formal ones (Murtazashvili et al., 2024). This is especially relevant in contexts of poverty and weak governance where individuals may feel they have no choice but to engage in corruption to survive. According to Public Choice Theory, in such environments, the lack of adequate public goods or services leads to a form of institutional failure, and individuals, acting rationally in their self-interest, may choose corruption as the most practical solution.

Public Choice Theory also emphasizes the role of institutions and societal norms in shaping behavior. The findings from the study highlight how corruption has become normalized in Nakawa West Constituency, with even children learning corrupt practices. This is consistent with the institutional decay described in Public Choice Theory, where systems of governance that allow corruption to flourish create a culture in which corruption becomes expected and socially acceptable. Once corruption becomes embedded within societal structures, the theory suggests that it becomes self-reinforcing, as individuals continue to engage in it because it is normalized, and there are few repercussions or incentives to behave otherwise.

Public Choice Theory argues that when institutions do not enforce accountability or transparency, the cost of engaging in corruption becomes lower than the benefits, which leads to its widespread acceptance (Murtazashvili et al., 2024). The study's findings indicate that participants view corruption as a regular and almost inevitable aspect of daily life in sectors like healthcare and education, which aligns with the idea that public institutions that do not deter corrupt behavior encourage its perpetuation.

Public Choice Theory suggests that when the public sector is inefficient or unaccountable, it creates opportunities for corruption (Self, 2021). The findings from the study support this idea, as participants expressed concerns about corruption at all levels of government—from high-ranking officials to local administrators. This demonstrates a lack of institutional checks and balances, as described in Public Choice Theory. The principle-agent problem (where public officials, as agents, may act in ways that are not aligned with the interests of the public they are meant to serve) is clearly visible here. Government officials who should ideally serve the public good instead engage in rent-seeking behavior, such as taking bribes or manipulating the system for personal gain.

Additionally, Public Choice Theory highlights the role of government failures in fostering corrupt environments. As participants observed, corruption was not limited to lower levels but extended to the highest offices, such as the presidency, which points to a systemic failure to address corruption. This reflects the lack of accountability and transparency within governmental institutions, which is a core concern in Public Choice Theory.

The study also touches on the influence of leadership and societal values in perpetuating corruption. Public Choice Theory argues that weak leadership, poor governance, and the erosion of cultural values contribute to the spread of corruption (Murtazashvili et al., 2024). When leaders fail to provide an example of ethical behavior or enforce strong anti-corruption measures, corruption flourishes. In the study, participants noted that the decline in patriotism and cultural values has led to the normalization of corrupt behaviors. This aligns with Public Choice Theory's view that poor leadership creates a favorable environment for corruption, as leaders set the tone for the behavior of those in the public sector.

5.2 Main Causes of Corruption in Banda-Nakawa West Constituency

The findings revealed a complex interplay of institutional, socioeconomic, cultural, and governance-related factors that contribute to the persistence of corruption. Each of these factors exacerbates the problem, creating a multifaceted corruption ecosystem that is difficult to address without comprehensive reforms as discussed below.

5.2.1 Weak Institutional Capacity

A key theme emerging from the findings was the weak institutional capacity in Nakawa West, particularly in terms of monitoring and enforcement. Respondents highlighted that officials impose taxes without verifying records and that the boda boda business lacks proper management structures. These issues reflect broader institutional weaknesses where inadequate oversight and poorly structured regulatory frameworks allow for exploitation by corrupt actors (Kakumba, 2021; Tiberindwa, 2024). The lack of effective monitoring systems fosters an environment where corrupt practices can flourish unchecked (Kotach, 2018). Furthermore, the weak enforcement mechanisms make it difficult to hold individuals accountable for corruption, particularly when the government focuses on large-scale corruption cases and neglects smaller, but equally harmful, instances. This selective enforcement weakens public trust in the government, as citizens perceive that corruption is tolerated if it involves smaller amounts of money or lower-level officials.

5.2.2 Socioeconomic Conditions

The socioeconomic conditions in Banda-Nakawa West significantly influence the prevalence of corruption. High levels of poverty and low salaries, particularly among law enforcement officers, create economic pressures that push individuals to engage in corrupt activities. As one respondent pointed out, "If someone earns 400,000 shillings monthly, how can they survive without resorting to bribes?" This highlights a stark reality where low wages in public service create a situation where officials feel compelled to supplement their income through corrupt means (Mtuwa & Asiyati, 2023). The high cost of living in the area exacerbates

this issue, with many people, especially in low-income households, resorting to bribery and other corrupt practices to survive. Poverty thus becomes both a driver and a consequence of corruption, creating a vicious cycle that is difficult to break (Bhandari, 2023).

5.2.3 Lack of Transparency and Accountability

Another critical cause of corruption in Nakawa West is the lack of transparency and accountability in the enforcement of laws and regulations. Many respondents pointed out the arbitrary nature of fines and penalties imposed by officials, as well as the lack of proper documentation and procedures in these transactions. This lack of transparency opens the door for corrupt officials to demand bribes or impose unfair penalties without recourse for the affected individuals (Bhandari, 2023). Without clear procedures and transparent enforcement, citizens are left vulnerable to exploitation, as they cannot easily challenge unfair decisions or demand accountability from officials (Bhandari, 2023; Mbayo & Odota, 2024).

5.2.4 Cultural and Societal Factors

Corruption in Nakawa West has also become deeply ingrained in the local culture. As several respondents noted, corruption has become normalised, with even children growing up believing that bribery is a regular part of life. This cultural acceptance of corruption is exacerbated by greed and selfishness, where some officials, despite earning well, continue to demand bribes. This societal shift towards accepting corruption as a norm makes it more challenging to root out, as it becomes deeply embedded in both individual behaviour and institutional practices (Firdaus et al., 2022; Dikmen & Çiçek, 2023). Greed, particularly among well-paid officials who still seek more, fosters an environment where corruption is perpetuated at all levels.

5.2.5 Weak Governance Structures

Weak governance structures, particularly at the leadership level, contribute significantly to the persistence of corruption in Banda-Nakawa West. Respondents highlighted

that corruption among top officials, including the President and Members of Parliament, sets a poor example for lower-level officials and citizens. When those in power engage in corrupt practices, it sends a message that corruption is permissible, which encourages others to follow suit (Bhandari, 2023). The lack of accountability and transparency at the highest levels of governance creates a trickle-down effect, where corrupt practices are seen as part of the norm (Bhandari, 2023; Thapa, 2023). This undermines efforts to create a corruption-free society, as it becomes difficult to change the system from the top down.

5.2.6 Limited Access to Justice

Limited access to justice is another significant factor contributing to corruption in Banda-Nakawa West. Many individuals expressed fear of legal penalties or the high cost of legal proceedings, which makes bribery a more accessible and less risky option. The perception that the legal system is inaccessible to ordinary citizens further perpetuates corruption, as people are less likely to report corrupt officials or challenge illegal practices in court (Mtuwa & Asiyati, 2023).

5.2.7 Patronage Networks

Patronage networks, where hiring is based on nepotism and connections rather than merit, were also identified as a major cause of corruption. Unqualified individuals often gain employment through personal connections, leading to inefficiency and a culture where corruption is viewed as necessary to recover bribe money spent during the hiring process (Nikoloski, 2019). This practice not only undermines the effectiveness of public services but also entrenches corruption within the public sector, as people who gain positions through corrupt means are more likely to engage in further corrupt practices.

5.2.8 Weak Civil Society and Media

Finally, the lack of a strong civil society and media in Nakawa West leaves vulnerable groups, such as boda boda riders and small business owners, without advocates to stand up against corrupt officials. This weakness in advocacy and representation makes it easier for corrupt practices to thrive, as there are fewer channels for public scrutiny or pressure on officials to act transparently (Bhandari, 2023).

5.2.9 Alignment with Public Choice Theory

The findings demonstrate the prevalence of self-interest and rent-seeking behaviours (Murtazashvili et al., 2024). Public officials are seen as utility-maximising agents who will act in ways that benefit their personal interests rather than the public good. The lack of enforcement and monitoring allows for rent-seeking behaviour, where officials extract benefits from the system through corrupt practices. The low pay and high living costs present economic pressures that incentivise public servants to act in ways that are self-serving, such as accepting bribes or engaging in other corrupt practices. The principal (government or public) cannot effectively monitor or control the agent (the public servant), leading to the agent (the public servant) exploiting the situation for personal gain (Self, 2021). Public officials also often have more information about regulations and enforcement practices than the public, which can lead to them exploiting this asymmetry for personal gain. When accountability mechanisms are weak, agents (officials) can take actions that benefit themselves at the cost of the principal (the public) (Bhandari, 2023).

When corruption becomes culturally ingrained, public servants may also perceive that engaging in corrupt practices is expected, reducing the perceived costs of engaging in corruption. If higher-level officials (such as the President or Members of Parliament) are perceived to engage in corruption, it creates a top-down model of behaviour that encourages lower-level officials to act similarly for personal benefit. Leaders may also act in self-interest

to maintain power, creating an environment where corruption is both tolerated and rewarded (Self, 2021). Top officials engaging in corruption set a precedent, allowing for rent-seeking behaviours to cascade through the political hierarchy, leading to a more widespread culture of corruption. The costs of accessing justice make it easier for individuals to engage in corruption instead of seeking formal legal remedies. The inefficiencies in the legal system push people towards corruption as it becomes a quicker and more accessible solution to their problems.

Officials further use patronage networks to maintain political support and secure re-election, which often leads to hiring based on connections rather than merit, perpetuating a corrupt system. By engaging in patronage, officials extract resources for personal gain while undermining the effectiveness of public institutions. A weak civil society and media allow public officials to act in their own interest without the threat of external scrutiny, leading to corruption (Self, 2021). When individuals or groups are not actively involved in holding officials accountable, it reduces the overall effectiveness of the system in curbing corruption. People assume others will take action, leading to the "free rider" problem, where no one takes responsibility.

5.3 How Corruption Manifests in Banda-Nakawa West Constituency

The various forms of corruption—bribery, embezzlement, fraud, kickbacks, and extortion—are not isolated occurrences but instead point to systemic problems that undermine trust in public institutions and hinder the proper functioning of services meant for the public good.

5.3.1 Bribery

Bribery is one of the most common forms of corruption observed in Nakawa West. It is evident in sectors such as healthcare, law enforcement, local government, and business operations. The ability to bypass queues in hospitals or avoid penalties in traffic and security

situations through bribes creates a system where access to services is determined by financial capability rather than need or fairness. This is especially concerning in the healthcare sector, where those unable to afford bribes may face delays in receiving medical attention, leading to worsened health outcomes for vulnerable groups. Similarly, in the business sector, shop owners threatened with closure unless they pay bribes face additional financial burdens, creating an environment of uncertainty and fear. The pervasiveness of bribery indicates a breakdown in the fairness and transparency of public service delivery (Mtuwa & Asiyati, 2023). Instead of focusing on equitable service provision, officials appear to prioritise their personal financial gain, undermining the concept of public service. This culture of bribery also fosters an environment where citizens may feel compelled to offer bribes, even when they know it is wrong, in order to avoid potential penalties, delays, or service denials.

5.3.2 Embezzlement

Embezzlement, as highlighted in the findings, involves the diversion of public resources for personal benefit. The example of medicines meant for public hospitals being stolen and sold in private pharmacies underscores the seriousness of this issue. It not only deprives citizens of essential healthcare services but also exacerbates social inequality, as those who cannot afford private healthcare are left without access to necessary treatments (Busulwa, 2017). The act of embezzling public resources highlights a deep lack of accountability among public officials, as they are willing to sacrifice the well-being of the public for personal financial gain. This kind of corruption weakens public institutions and diminishes the quality of services offered, particularly in sectors like health and education that directly impact people's lives (Firdaus et al., 2024). When resources are siphoned off for personal enrichment, the public suffers, and the trust in government institutions deteriorates.

5.3.3 Fraud

Fraud, particularly in the form of inflated taxes or arbitrary fees assessments, reflects a culture of dishonesty and exploitation. Business owners who are subject to inflated taxes or arbitrary charges face a financial strain, with no clear recourse or fair assessment processes. The situation is made worse by the fact that some officials even take commissions from these inflated charges, creating a cycle where both the government official and the taxpayer are harmed by fraudulent practices. This form of corruption affects the wider economy as well (Bhandari, 2023). When business owners are forced to pay inflated taxes, their ability to reinvest in their businesses or create jobs is limited. Additionally, the lack of a clear and fair tax assessment system leads to a lack of confidence in the local economy and public financial systems. If citizens and business owners feel that they are being exploited by public officials, they may be less likely to comply with legal and regulatory frameworks, further perpetuating the cycle of corruption.

5.3.4 Kickbacks

The practice of kickbacks, where officials demand bribes for favourable treatment, is prevalent in Banda-Nakawa West, particularly in the areas of business licensing, assessments, and legislative processes. This type of corruption fundamentally undermines fairness and transparency, as decisions are no longer made based on merit or need, but rather on the ability to pay for preferential treatment. For instance, when officials demand bribes to process licenses or approve business assessments, they create an unfair playing field where only those with financial resources can access necessary services or approval (Nikoloski, 2019). Moreover, the involvement of political figures, such as MPs accepting bribes before passing laws, shows that corruption extends into the legislative process, where policies and laws are influenced by financial incentives rather than the public interest. This not only damages the credibility of

political institutions but also harms the legislative process, as laws may be passed that benefit a select few, rather than serving the broader public.

5.3.5 Extortion

Business owners are threatened with shop closures or fines unless they pay bribes, while drivers without permits are allowed to pass traffic checks as long as they continue to pay bribes. This form of corruption is particularly insidious because it forces individuals to comply out of fear of the consequences, rather than voluntary participation in the system. Extortion is a form of corruption that disproportionately affects vulnerable groups, particularly those with fewer resources to resist or pay bribes (Busulwa, 2017). The power imbalance between the citizen and the corrupt official is glaring, with the citizen often having no other choice but to comply with the demands. This not only perpetuates corruption but also erodes the rule of law, as individuals are punished or rewarded based on their ability to pay bribes, rather than their adherence to the law (Kakumba, 2021).

5.3.6 Alignment with Public Choice Theory

Public servants and officials accept bribes to speed up services, bypass procedures, or overlook violations. According to Public Choice Theory, these officials are primarily motivated by personal financial gain. This self-interested behaviour is evident in situations such as healthcare providers accepting bribes to fast-track treatment, or traffic officers demanding bribes to overlook minor infractions. Here, the theory suggests that officials are acting in their own best interests (seeking personal financial gain), rather than serving the public good. The demand for kickbacks in exchange for favourable treatment or the manipulation of taxes and fees for personal commissions can also be seen as a manifestation of self-interest. Public officials or bureaucrats inflate taxes or demand bribes for permits because doing so maximises their personal gain. This supports the Public Choice Theory's

view that individuals in public office act out of self-interest, often to the detriment of the public (Buchanan & Tullock, 1962; Self, 2021 Murtazashvili et al., 2024).

The act of diverting medicines meant for public hospitals and selling them in private pharmacies is a classic example of rent-seeking. Officials involved in embezzlement are essentially exploiting the resources meant for public welfare to generate personal income, without contributing to the value of the service being delivered. Business owners are also threatened with shop closures unless they pay bribes, or they are forced to pay bribes to avoid penalties. This is a clear example of rent-seeking, where public officials use their positions to extract unearned income from businesses, without providing any new or valuable service in return. Public Choice Theory suggests that these rent-seeking activities often arise in environments with weak institutional checks, where individuals can take advantage of their access to public resources and power without facing significant consequences (Murtazashvili et al., 2024).

5.4 Effects of Corruption on Service Delivery in Banda-Nakawa West Constituency

The analysis underscores that corruption is not a mere inconvenience but a deep-seated problem that hampers development, erodes public trust, and perpetuates social inequality as discussed below.

5.4.1 Delays in Service Provision

One of the most immediate consequences of corruption highlighted in this study is the delay in service provision. Corruption disrupts the normal flow of services, as individuals who are unable to pay bribes are left waiting or denied access to essential services (Ariyo, 2023). This is particularly damaging in sectors like healthcare and law enforcement, where delays can have severe consequences. The delays create a system where only those with the financial means to offer bribes can access timely services, leaving the less fortunate marginalized. This

finding emphasizes the inequality that corruption fosters in the public sector (Busulwa, 2017). As some individuals are forced to wait for services while others bypass the system through bribes, the integrity and efficiency of public institutions are undermined (Mtuwa & Asiyati, 2023). It is clear that corruption, by impeding the timely delivery of services, erodes the fundamental principles of fairness and equality in governance.

5.4.2 Low Quality Services

Another key finding from this study is the diversion of resources from public services, leading to a significant deterioration in service quality. The misappropriation of resources, especially in the healthcare and education sectors, compromises the availability of essential goods and services. For example, medicines meant for public hospitals are diverted to private pharmacies, leaving public facilities inadequately stocked. Similarly, government services are undermined as officials focus on personal gain rather than fulfilling their duties (Naher et al., 2020). This diversion of resources reflects a systemic failure in governance, where the needs of the public are sidelined in favor of personal enrichment. The direct result of this is the deterioration of service standards, which particularly affects vulnerable groups who depend on public services for their health, education, and general welfare (Okori & Obici, 2023). The misallocation of resources thus exacerbates existing inequalities, creating a vicious cycle of poverty and deprivation.

5.4.3 Inadequate Infrastructure

Corruption also has a detrimental effect on infrastructure development. Mismanagement and embezzlement of public funds allocated for infrastructure projects delay or completely halt the progress of these projects. The loss of funds intended for development leaves the country with inadequate infrastructure, such as poor roads, insufficient public buildings, and underdeveloped public utilities (Nethengwe et al., 2023). The lack of effective infrastructure planning and implementation due to corruption not only hampers the delivery of

services but also has long-term economic consequences (Abdulwaheed & Ohida, 2022). Without proper infrastructure, the economy cannot function efficiently, and social development is stunted. This finding reinforces the idea that effective governance, rooted in transparency and accountability, is essential for fostering sustainable economic growth and development.

5.4.4 Erosion of Public Trust

One of the most significant and far-reaching impacts of corruption is the erosion of public trust in government institutions. When citizens perceive corruption as widespread and entrenched, it leads to disillusionment and apathy. The study found that many people feel forced to participate in corruption to survive, further reinforcing the cycle of corrupt practices. The belief that “everyone is corrupt” creates an environment where individuals no longer see the point in adhering to ethical standards or engaging with public institutions (Mabeba, 2021). The erosion of trust has profound implications for governance. A disengaged and distrustful public is less likely to hold government officials accountable or engage in civic activities. This results in weakened democratic processes, where corruption continues unchecked, and reforms become increasingly difficult to implement (Nethengwe et al., 2023). Restoring trust in public institutions requires a concerted effort to tackle corruption and increase transparency, ensuring that citizens feel their concerns are being addressed.

5.5.5 Increased Inequality

Corruption exacerbates social and economic inequality by favouring the wealthy and well-connected. Those who can afford to pay bribes are able to access better services, while the poor are excluded. This disparity is particularly evident in sectors such as education, where students from disadvantaged backgrounds may be unable to afford the bribes required for entry into educational institutions (Nethengwe et al., 2023). The result is that less qualified individuals are able to access opportunities that should have been available to more deserving candidates, further entrenching social divisions. The study’s findings highlight how corruption

entrenches inequality by creating barriers to equal access to services (Abdulwaheed & Ohida, 2022). The poor, who cannot afford bribes, are systematically excluded from essential services, while the rich benefit from preferential treatment. This not only perpetuates economic disparities but also undermines social mobility, leaving the disadvantaged in a cycle of poverty and exclusion.

5.5.6 Negative Impact on Development

Finally, the findings indicate that corruption has a negative impact on national development. Misappropriation of funds, particularly revenue from institutions like the Uganda Revenue Authority (URA), hinders the government's ability to plan and implement development projects effectively. The diversion of these funds means that critical sectors such as infrastructure, healthcare, and education are underfunded, leading to poor service delivery and stunted economic growth (Nethengwe et al., 2023). Corruption also fuels criminal activities, as individuals and organizations bribe officials to escape justice, further destabilizing the legal system (Mtuwa & Asiyati, 2023). This undermines the rule of law, creates a culture of impunity, and weakens the overall development agenda. The impact of corruption on development is far-reaching, as it impedes the government's ability to provide services, address poverty, and build a strong foundation for future growth.

5.5.7 Relationship Between Findings and Public Choice Theory

Public Choice Theory suggests that bureaucrats and public officials, driven by self-interest, may deliberately slow down service delivery to extract bribes or personal benefits from those seeking services. This aligns with the finding that citizens who do not offer bribes face delays in receiving services. In this context, Public Choice Theory would argue that officials have an incentive to prioritize bribe-paying individuals over others, thereby slowing down the system for those unable to participate in corrupt transactions. This behavior is rooted in the idea that individuals act in their own self-interest, and when public officials are not held

accountable, they exploit their positions for personal gain, even at the expense of societal well-being (Self, 2021).

According to Public Choice Theory, corruption often results from a lack of effective oversight and accountability. Public officials may divert resources intended for public services to private gains, as noted in the findings where essential medicines are taken from public hospitals and diverted to private pharmacies. Public Choice Theory would explain this as a rational choice for individuals in power who seek to maximize their wealth or resources. The lack of competitive pressures in the public sector—where government services are monopolies—allows officials to act opportunistically (Murtazashvili et al., 2024). They can siphon off resources without fearing significant consequences, which leads to low-quality services as funds meant for public welfare are diverted elsewhere.

The finding that corruption undermines infrastructure development due to the misallocation of public funds is also consistent with Public Choice Theory. Public officials and politicians may have incentives to mismanage funds in ways that benefit their personal interests, such as by embezzling funds or awarding contracts to corrupt associates. Public Choice Theory suggests that when political actors are not constrained by competitive markets or external checks and balances, they have little incentive to prioritize long-term public welfare (Murtazashvili et al., 2024). Instead, they may divert resources from necessary infrastructure projects to enrich themselves or their allies, thus impeding development.

Public Choice Theory highlights the concept of "rent-seeking," where individuals or groups expend resources to gain access to government favors, subsidies, or preferential treatment. This is directly linked to the erosion of public trust, as observed in the findings. When citizens perceive that corruption is widespread and that public institutions are self-serving, they lose trust in the system. According to Public Choice Theory, if individuals or institutions benefit from corrupt practices without facing consequences, the system becomes

characterized by "regulatory capture," where public institutions serve the interests of those in power rather than the public. This behavior leads to a cycle of corruption that diminishes the legitimacy of government institutions.

The finding that corruption leads to increased inequality, as it favours the wealthy and well-connected, also resonates with the core principles of Public Choice Theory. Public Choice suggests that public policies are often shaped by the interests of those with the greatest influence over political decisions, typically the wealthiest or most powerful groups in society. In this case, public officials may prioritize the interests of those who can offer bribes or exert political pressure, thereby exacerbating inequality. The wealthy are able to "purchase" better services, while the poor are left with inadequate access, further entrenching social and economic divisions. Public Choice Theory would view this as a direct result of the lack of competitive pressures and the failure of institutions to serve the public interest (Self, 2021).

Finally, the findings about the negative impact of corruption on national development align with the broader implications of Public Choice Theory. Corruption can create a disincentive for investment in long-term development, as resources are misallocated to serve the interests of the corrupt rather than the needs of the broader population. Public Choice Theory argues that when public officials act in self-interest without accountability, they undermine the functioning of key institutions that drive development, such as the judicial system, regulatory bodies, and infrastructure projects (Self, 2021). The misappropriation of revenue, as highlighted in the findings, leads to inefficiencies in national planning and governance, which directly hampers the country's development prospects.

5.6 Ways to Promote Transparency, Accountability and Effective Service Delivery in Banda-Nakawa West

The findings from this study reveal various strategies that could be adopted to promote accountability and improve service delivery among public servants in Banda-Nakawa West Constituency. Each suggested approach has distinct implications for how public servants and citizens can engage with the issue of corruption, as well as how government systems can be restructured to enhance accountability. These are discussed below.

5.6.1 Community Empowerment and Engagement

One of the prominent suggestions was community empowerment, with participants advocating for greater civic education and public awareness campaigns. The idea is that an informed citizenry is better equipped to demand accountability from public servants (Okori et al., 2023). The view that corruption can be detrimental even to those who benefit from it is crucial. This approach suggests that, although some individuals may derive short-term benefits from corrupt activities, the long-term negative effects on society must be understood. By fostering a greater understanding of corruption's effects, citizens may become more vocal in demanding transparent governance. Moreover, empowering citizens to report and challenge corrupt practices will shift the responsibility from being a passive observer to an active participant in governance (Bhandari, 2023). The implication of this finding is that transparency should be part of the broader social education framework, integrating knowledge about the consequences of corruption into everyday discourse. By doing so, public servants may face more scrutiny from their communities, which can deter corrupt practices.

5.6.3 Strengthening Legal and Institutional Frameworks

Participants also highlighted the need for a more robust legal framework to combat corruption, including stronger laws, clear penalties, and consistent enforcement. Strict penalties for corrupt practices were identified as essential deterrents. This finding suggests that corruption flourishes when laws are weak, or enforcement is inconsistent (Bhandari, 2023). By introducing harsher penalties, such as the permanent dismissal of corrupt individuals, public

servants may feel less emboldened to engage in dishonest practices. However, there was also a suggestion to implement extreme measures, such as physical punishment, which raises ethical concerns. While severe penalties might act as a deterrent, they must be balanced with respect for human rights and due process. This implies that any legal framework designed to tackle corruption must not only be punitive but also fair, transparent, and respectful of fundamental rights (Kwesiga et al., 2022). Additionally, a more consistent application of these laws across all levels of government could ensure that corruption is tackled from the ground up, rather than only addressing high-profile cases.

5.6.4 Enhancing Transparency through Open Data Initiatives

The findings also point to the importance of enhancing transparency through open data initiatives. Clear communication regarding fees, taxes, and other financial transactions can significantly reduce opportunities for corruption. Participants argued that notifying citizens and businesses about arrears and obligations in advance would remove the room for manipulation and reduce the possibility of arbitrary decisions made by corrupt officials. The implication of this suggestion is that transparency in financial transactions must be institutionalised, and public access to this information should be a priority for the local government. By introducing clear, accessible records of processes and obligations, public servants would be less likely to engage in corrupt practices, as they would be held accountable by both the public and internal audit systems. Moreover, such transparency helps build trust between the government and the citizens it serves, leading to a more collaborative approach to governance (Bhandari, 2023).

5.6.5 Promoting Ethical Behaviour in Public Service

Encouraging ethical behaviour and patriotism among public servants was another key theme in the findings. The idea that public officials should experience the challenges faced by ordinary citizens was viewed as a way to cultivate empathy and a sense of duty towards the public. This finding is rooted in the belief that when public servants have a deeper

understanding of the issues citizens face, they are more likely to act with integrity and in the best interests of the people (Idonije et al., 2019). Moreover, instilling values such as patriotism—where officials prioritise the welfare of the nation over personal gain—could help combat the rampant corruption within public offices. The implication of these findings is that public servants should not only be trained in the technical aspects of governance but also be instilled with a sense of duty and ethics. This could be achieved through workshops, leadership training, and community-based activities designed to strengthen the link between public service and national development.

5.6.6 Strengthening Civil Society

The findings emphasised the need for stronger civil society involvement, especially in advocating for vulnerable groups who often face exploitation by corrupt officials. Many participants pointed out that marginalized groups, such as boda boda riders and small business owners, lack representation in efforts to combat corruption. This is particularly problematic as these groups are often the most affected by corruption but have little means of voicing their concerns. Strengthening civil society organisations (CSOs) would enable better advocacy and give a voice to those whose rights and welfare are compromised by corrupt practices (Busulwa, 2017). Civil society can act as an intermediary between the government and the public, holding officials accountable for their actions and ensuring that marginalized groups are not overlooked. The implication here is that a vibrant and active civil society is essential for creating an environment in which public servants are more likely to act ethically and transparently.

5.6.7 Strengthening Financial Management Systems

An additional theme that emerged from the findings was the need for stricter oversight and monitoring of public servants, particularly those at lower levels. While investigations into large-scale corruption are often highlighted, small-scale corruption can have a profound impact

on service delivery. Ensuring that employees at all levels are subject to consistent monitoring would reduce the opportunity for corrupt activities (Bhandari, 2023). The implication of this finding is that financial management systems should be designed to monitor and address corruption at every level, not just within high-profile cases (Kwesiga et al., 2022). Implementing regular audits, checks, and balances, as well as monitoring smaller-scale misconduct, could significantly reduce opportunities for corruption. Such monitoring systems could be automated, providing real-time data on any unusual or suspicious activities.

5.6.7 Addressing Socio-Economic Factors

Finally, the study found that addressing the socio-economic conditions of the citizens would help reduce their vulnerability to corruption. By creating job opportunities and improving living standards, public servants and citizens alike would be less likely to engage in corrupt activities out of necessity. When individuals have access to stable incomes, the temptation to accept bribes or engage in corruption diminishes. This finding has far-reaching implications, suggesting that combating corruption requires a multi-faceted approach that goes beyond enforcement and legal measures. Economic empowerment and improved social services would reduce the need for individuals to engage in corrupt practices for financial survival (Bhandari, 2023). Government initiatives aimed at improving employment, housing, and transport would have a direct impact on reducing corruption.

The findings from the study also present a multifaceted view of the challenges and potential solutions to eradicating corruption in Nakawa West Constituency. Participants' responses reflect a combination of pessimism regarding the complete elimination of corruption and optimism about the possibility of mitigating its impact through various strategic interventions as discussed below.

5.6.8 Perceived Inevitability of Corruption

A significant portion of participants expressed the view that corruption is a deeply ingrained societal issue that cannot be completely eradicated. This perspective reflects the idea that corruption is not merely a consequence of government actions but is rooted in the cultural fabric of Ugandan society. From an early age, individuals are exposed to corrupt practices, which become normalized. This view underscores the importance of early intervention and educational efforts aimed at reshaping societal attitudes towards bribery and unethical behaviour (Bhandari, 2023). The belief that corruption is inevitable poses a significant barrier to anti-corruption efforts, as it suggests a fatalistic view that such practices are a necessary part of daily life (Self, 2021). This highlights the need for a cultural shift to break the cycle of corruption, starting with educational programs that promote integrity, honesty, and accountability in the home, schools, and communities.

5.6.9 Corruption as a Necessity for Daily Survival

Several participants argued that corruption has become an unavoidable part of survival, particularly in situations where individuals face personal financial difficulties. This perception is particularly evident in the acceptance of bribery as a means of solving problems—such as paying off a police officer to avoid fines or addressing personal legal issues. Such views indicate that corruption is seen not as an anomaly but as a regular part of navigating bureaucracy and society (Kotach, 2018). This mindset presents a significant challenge for anti-corruption efforts, as it implies that even those who oppose corruption may feel compelled to engage in it when faced with specific situations. The root cause here seems to be economic vulnerability, as individuals resort to bribery when they perceive it as the only option to meet their needs (Baral, 2023). Thus, economic empowerment and poverty alleviation should be central to any anti-corruption strategy. Ensuring that citizens have access to better-paying jobs and financial stability would reduce the pressure to resort to corrupt practices for survival.

5.6.10 Structural Challenges and Systemic Issues

The participants also highlighted that systemic issues, such as nepotism and the hiring of unqualified individuals in key positions, contribute significantly to the perpetuation of corruption. The hiring of relatives or friends based on political affiliations rather than merit leads to a lack of competence in governance (Nikoloski, 2019). This situation is particularly problematic because it creates an environment where public servants prioritize personal interests over the public good, thus facilitating corruption (Self, 2021). The issue of nepotism points to the need for fundamental reforms in the recruitment and promotion processes within the public sector. Establishing merit-based hiring systems would not only improve the quality of service delivery but also reduce the opportunities for corruption. This finding underscores the importance of strengthening institutional structures to ensure that those in positions of power are qualified and motivated by a sense of duty rather than personal gain.

5.6.11 Economic Factors Driving Corruption

Another prominent theme in the findings is the role of economic hardship in driving individuals to engage in corrupt practices. Participants pointed out that, even when salaries are decent, personal financial struggles may lead people to seek additional sources of income through corrupt means (Mtuwa & Asiyati, 2023). For example, low-ranking public officials may engage in bribery to supplement their income, believing that their salaries are insufficient to meet the rising costs of living. This theme highlights the need for broader economic reforms that can address the root causes of corruption. If people are provided with stable employment opportunities, fair wages, and affordable living conditions, they would be less likely to turn to corruption as a means of coping with financial challenges. It also suggests that economic inequality and poverty are not just individual issues but systemic problems that fuel corruption and hinder national development.

5.6.12 Accountability and Transparency in Governance

A significant portion of participants expressed frustration with the government's efforts to combat corruption, indicating that despite anti-corruption laws and policies, corruption continues to thrive. Many participants mentioned the lack of enforcement and the ease with which individuals involved in corrupt activities can evade consequences. This points to the critical importance of strengthening the legal and institutional frameworks designed to combat corruption (Bhandari, 2023; Mbayo & Odota, 2024). The participants' call for stronger accountability measures is particularly significant. Clear communication from government agencies, such as sending notifications regarding tax payments and regulatory requirements, would reduce opportunities for bribery. Similarly, consistent and transparent enforcement of anti-corruption laws, including the punishment of both the giver and the receiver of bribes, would serve as a deterrent for corrupt practices. To effectively combat corruption, the rule of law must be applied fairly and consistently, ensuring that even high-ranking officials are held accountable.

5.6.13 Public Awareness and Education

Public awareness emerged as a recurring suggestion, with participants emphasizing the importance of educating citizens about the negative impacts of corruption on national development. Many felt that corruption is a hindrance to the country's progress and that individuals need to be informed about the long-term consequences of engaging in corrupt practices. The findings suggest that without widespread public education on the harms of corruption, it will be challenging to change societal attitudes and reduce the prevalence of bribery. Education campaigns should focus not only on the legal and economic effects of corruption but also on its moral and ethical dimensions. By instilling a sense of responsibility and patriotism, such campaigns could foster a culture of accountability (Bhandari, 2023). This

would help reduce public tolerance for corrupt practices and encourage citizens to demand better governance from their leaders.

CHAPTER SIX: RECOMMENDATIONS AND CONCLUSION

6.0 Introduction

This study examined perspectives on corruption in Banda-Nakawa West Constituency and its effect on service delivery. This chapter contains recommendations and the conclusion. Several recommendations were put forward regarding what can be done to promote transparency, accountability and effective service delivery in Banda-Nakawa West Constituency, including: increasing salaries of civil servants and improving living conditions to reduce the temptation for bribery; enforcing stricter penalties for corrupt individuals, including both the giver and receiver of bribes; improving public sector transparency, such as ensuring clear communication from government agencies; promoting moral and religious values as a way to encourage integrity and reduce corruption; and strengthening monitoring and enforcement mechanisms to ensure that anti-corruption laws are applied consistently.

6.1 Recommendations

Based on the findings, the study proposes the following recommendations;

To the government

The government should strengthen accountability mechanisms within the local and the national Governments. This can be achieved by implementing stricter oversight systems, including regular audits, transparency in public contracts, and the establishment of independent bodies to monitor public officials' actions. Leaders should be held accountable for corrupt practices to restore public trust. A zero-tolerance policy towards corruption, particularly among high-level leaders, must be enforced to set a precedent for lower officials to follow.

To policymakers

Corruption has become normalized in society, with even children learning corrupt behaviors. Policymakers should develop policies and programs that implement widespread

anti-corruption educational programs at all levels—schools, universities, and community centers. These programs should emphasize the importance of integrity, ethics, and the long-term negative impact of corruption on society. Policymakers should also develop training manuals to promote training in ethical leadership and integrity for both public servants and the general population can help combat corrupt practices. Emphasizing the value of honesty, public service, and the greater good can shift cultural attitudes toward corruption.

To community leaders

Community leaders should encourage citizens to actively participate in governance and report corruption without fear of retribution. Establishing anonymous reporting channels, whistleblower protections, and ensuring that complaints are addressed in a timely and effective manner can help reduce corruption. Civic education campaigns can also raise awareness about citizens' rights to demand for accountability from public servants. Community-driven initiatives, such as citizen watchdog groups, should also be implemented to help monitor government actions and hold officials accountable. These groups can serve as intermediaries between citizens and government agencies, fostering greater transparency and trust.

To the legal fraternity

The legal fraternity should advocate for stronger legal frameworks, which are essential in the fight against corruption. Laws should be enacted that not only punish those engaged in corrupt practices but also protect whistleblowers and ensure that institutions follow ethical guidelines. Enforcement of these laws should be robust, and the judicial system must operate independently to hold corrupt individuals accountable. To reduce arbitrary enforcement of laws and fines, all regulatory and enforcement procedures should be made transparent. Publicly available guidelines, documented transactions, and clear communication about the reasoning for penalties and fines will reduce opportunities for officials to abuse their power. To address the inaccessibility of justice, there is a need to establish affordable legal aid services that help

ordinary citizens navigate legal processes. These services can empower individuals to report corruption or challenge illegal practices without fear of excessive costs.

To the community

The community should participate in decision-making processes to help curb corruption. By involving citizens in discussions about policy-making, budgeting, and governance, the government can create a more transparent and responsive system. Regular town hall meetings, public forums, and consultations should be encouraged to facilitate this participation.

To the local government

Local government bodies should work with independent watchdog organizations, civil society groups, and media outlets to monitor public services and government transactions. These entities can help expose corruption and hold officials accountable for their actions. The local governments should also empower local communities to take part in managing public services through decentralized decision-making processes. This will make it harder for individual officials to act corruptly, as oversight and responsibility are shared more widely across the community.

6.2 Areas of further research

The following areas are proposed for further research:

- i. Children Perceptions on Corruption in Urban Areas in Kampala District
- ii. The Role of the Media in Fighting Against Corruption in Uganda
- iii. An Evaluation of the Effectiveness of the Zero-Tolerance Policy in Reducing Corruption in Uganda

6.3 Conclusion

As seen from the case study of Banda-Nakawa West Constituency, corruption is a cancer that has eaten up most sectors of our country. People perceive corruption to be a very

normal practice for one to attain services, and that it continues to thrive because of poverty, poor remuneration of public officials, greed, and the fact that there are no serious consequences for those who engage in the vice.

According to this study, corruption manifests itself through bribery, embezzlement, fraud, kickbacks and extortion. The effects of corruption on service delivery in this area are so prevalent, ranging from low quality of services, inadequate infrastructure, inequality, among others, all of which negatively affect service delivery. The study reveals that for corruption to cease, there must be stern action taken against those found culpable, citizens and the civil society must become active in this fight, and our legal framework ought to be strengthened. A number of people have resigned to the thinking that corruption is part and parcel of our society, and that in fact it helps to ease life. Others feel that the authorities are not interested in dealing with it, and that is why it keeps thriving. Those who are hopeful base their hope on the possibility of everyone doing something to end the corruption scourge. People want to see real commitment to this fight from the different stakeholders including leaders, citizens, and civil society. The belief is that when everybody plays their part, no doubt there will be progress in this quest.

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APPENDICES

1. Appendix One: Informed Consent Form

Title of the Study: Perspectives on Corruption, and Addressing its Effect on Service Delivery:

The Case of Nakawa West Constituency

Principal Investigator: Joel Besekezi Ssenyonyi

Institution: Uganda Christian University, Mukono, Uganda

Program: Master of Arts in Organizational Leadership and Management

Email: ssenyonyi4jc@gmail.com

Introduction

You are invited to participate in a research study conducted by Joel Besekezi Ssenyonyi, a Masters student at Uganda Christian University. This study seeks to explore the views of key stakeholders on the causes, manifestations, and consequences of corruption in Nakawa West Constituency, as well as strategies for promoting transparency, accountability, and effective service delivery.

Your participation is entirely voluntary. Before you decide whether to participate, please read this form carefully. It explains the purpose of the study, what your participation involves, any risks or benefits, and your rights as a participant.

Purpose of the Study

The study aims to understand how corruption affects service delivery in Nakawa West Constituency by collecting views from key stakeholders within the constituency. The study will also explore possible solutions to enhance transparency and accountability.

Procedures

If you agree to participate in this study, you will be asked to:

- Participate in an interview lasting approximately 20–30 minutes.

- Answer questions about your experiences, opinions, and knowledge regarding corruption and its impact on service delivery.
- Allow the interview to be recorded (if you consent), or notes to be taken instead.

Your responses will be kept confidential and used solely for academic purposes. No personally identifiable information will be disclosed without your permission.

Potential Risks and Discomforts

There are minimal risks associated with this study. However, discussing corruption-related issues may be sensitive. If you feel uncomfortable at any time, you are free to skip any question or withdraw from the study.

Potential Benefits

Your insights will contribute to research on improving governance and service delivery in Nakawa West Constituency. The study may inform policy recommendations to enhance transparency and accountability.

Confidentiality and Data Protection

All information collected will be kept strictly confidential. Interview recordings and transcripts will be securely stored and accessible only to the researcher. Any reports or publications resulting from this study will not include personally identifiable information.

Voluntary Participation and Right to Withdraw

Your participation in this study is entirely voluntary. You may refuse to answer any question or withdraw at any point without any consequences.

2. Appendix Two: Interview Guide

Introduction

Thank you for agreeing to participate in this interview. I am conducting research on Perspectives on Corruption, and Addressing its Effect on Service Delivery: The Case of Nakawa West Constituency. This study aims to gather different views on the causes of corruption, how it shows up, and what happens because of corruption in our community. Your answers will be kept private and will help us understand how to make things better.

Before we start, please note that your participation is voluntary, and you can stop the interview at any time. Do you agree to proceed?

- Yes
- No

Do I have your permission to record this interview? The recording will only be used for analysis and will be kept confidential.

- Yes
- No

Bio Data

1. Gender of participant

- Male
- Female

2. Age

- 20-30 years
- 30-40 years
- 40-50 years
- 50 years and above

3. Number of years of doing business

- 5-10 years
 - 10-15 years
 - 15-20 years
 - 20 years and above
4. Number of times they engage with Government officials in a year for services
- 5-10 times
 - 10-15 times
 - 15-20 times
 - 20 times and above
5. Number of years spent in Nakawa West Constituency
- 5-10 years
 - 10-15 years
 - 15-20 years
 - 20 years and above

Questions

1. What are your perspectives on corruption; what does corruption mean to you?
2. What are the main causes of corruption in our Constituency?
3. How does corruption manifest in the delivery of services in Nakawa West Constituency?
4. What are the effects/consequences of corruption on service delivery?
5. What can be done to promote transparency and accountability in service delivery by public servants?
6. What can be done to eradicate corruption from Nakawa West Constituency?
7. What can be done to improve service delivery in Nakawa West Constituency?

Thank you very much for your time and valuable insights. Your contribution is greatly appreciated

3. Appendix Three: Extract of the Map of Kampala showing Nakawa Division



Source: Google Maps (2025)