

# IRC

## Uganda

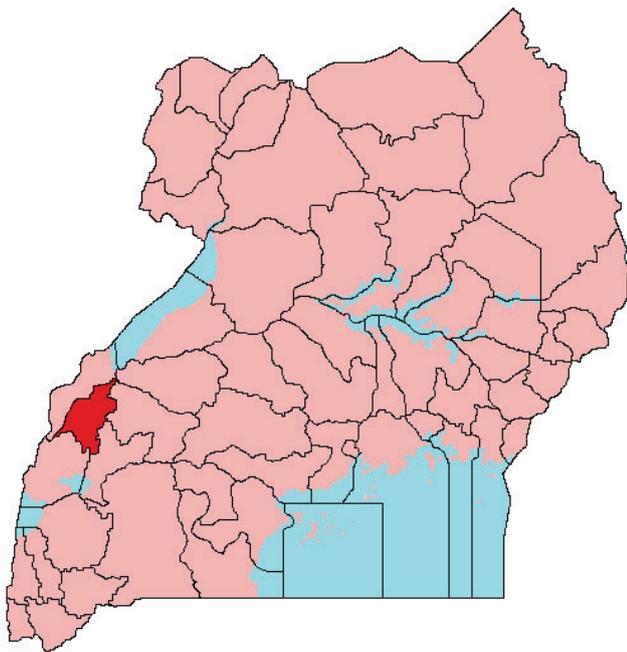
### Water service levels and user satisfaction in Kabarole District

#### MAIN CONCLUSIONS

- Although Kabarole shows a good level of performance on the golden indicators (access and functionality), the actual level of service received by water users is sub standard.
- Water users are happy with the service they receive but willingness to pay for water is still very low
- The service providers are also very weak and are not able to fulfill their management tasks.
- The survey was the first attempt to get insight on the actual level of service delivered to water users and clearly shows the gap in delivering services in accordance with sector norms. The sector faces a risk of continuing to provide a Sub standard level of service unless data on service levels is continuously collected and analyzed to inform decision making.

This fact sheet presents the main results from a service monitoring survey conducted by IRC Uganda in 2013 and 2014. The purpose was to get a better understanding on the status of rural water services; analyse performance of support institutions, and the perception of users towards service delivered. The survey covered 150 point water supply facilities (based on point sources and piped schemes) sampled from the 15 sub counties in the district. Users of the sampled facilities were interviewed on the level of service received, and their level of satisfaction. Interviews were also conducted on performance of service providers and Authorities (District and Sub county).

A Service Delivery Index was created to score performance on indicators at different levels; User level, Services delivered, Service provision/management level, and Service Authority and support. The calculation of the scores at different levels was based on adherence to national norms for rural water service provision and management. An aggregated Service delivery score of the district was then derived from the average scores for the different levels.



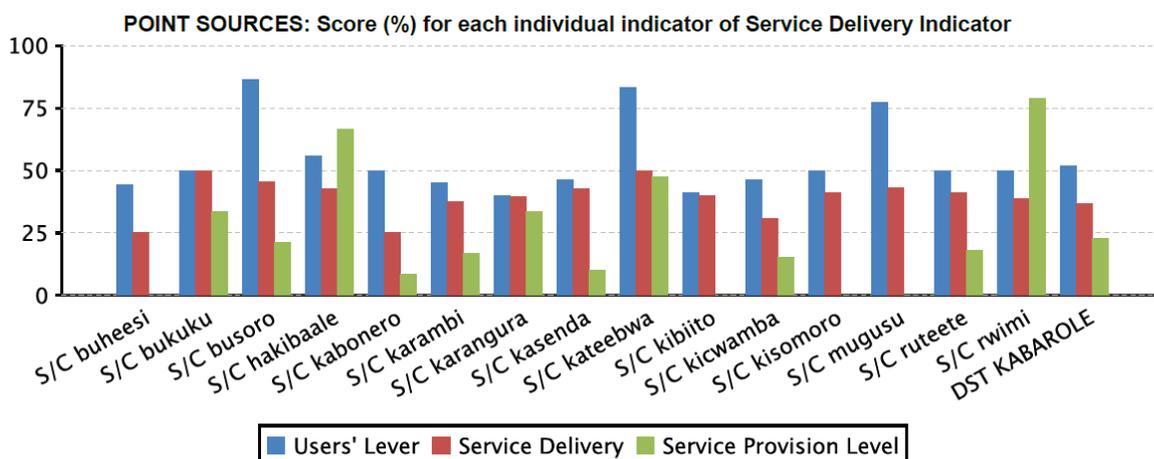
### Kabaroole in Brief

Kabaroole District in Western Uganda has a population of 433,200 of which 86 % has access to safe water. The majority use point water supply facilities (78%), mainly shallow wells. Seven piped systems (six Gravity Flow Schemes and one pumped ground water system) serve approximately 23 % of the population. The functionality rate in urban and rural areas is 78 % and 82 % respectively (SPR 2014). Kabaroole District has 1,888 domestic water points. The average annual budget for WASH (2010-2013) was 490 million UGX (US\$163,000).

### Aggregate Service delivery Score

The aggregated Service Delivery Score for Kabaroole in 2014 was 36%. The user level scored highest (50%) followed by the service delivered (40%), then the Service provision/management level scored lowest 25% bring down the aggregate score. According to the Ministry of Water and Environment data (2014) on performance of districts on golden indicators, the level of access to safe water in rural areas in Kabaroole was 86%,

and functionality of water supply facilities was 78%. Compared to the national average of 65% for access and 84% for functionality, Kabaroole shows a relatively good level of performance. Yet analysis of the actual level of services delivered, using the aggregated service delivery scores shows poor performance (36%). Figure 1 shows score of indicators at the different levels that were used to derive the aggregated Service Delivery score for all the Sub counties (S/C) and the overall district score.



### Service Management/Provider level

The Service management/provider level looks at performance of the Water and Sanitation Committees for point water supply facilities and Water Supply and Sanitation Boards.

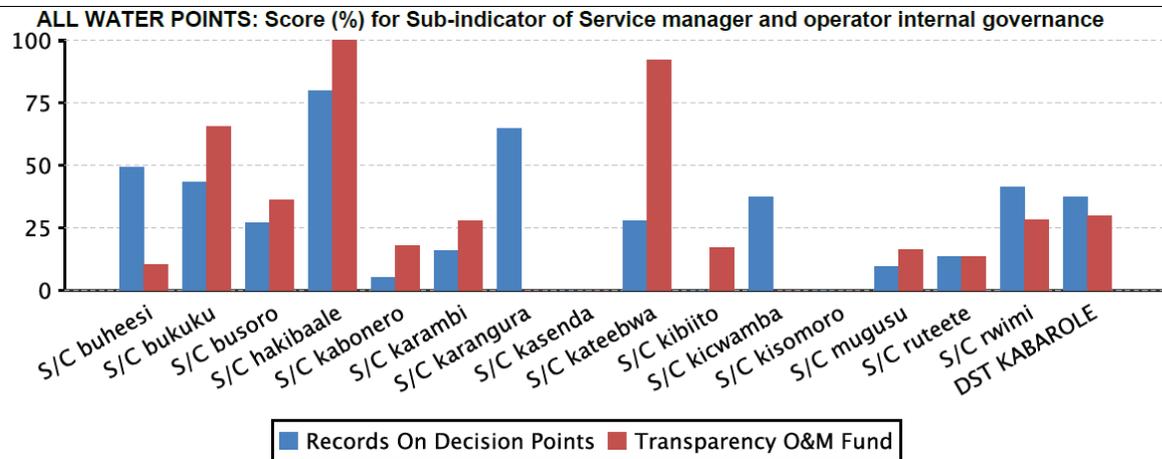
To identify the causes for very low performance of service provision level further analysis was conducted on fulfillment of the service provision roles looking at three parameters;

- Service manager and operator composition and activeness
- Service manager's and operator's performance of tasks
- Service manager and operator internal governance.

The overall score for the Service management level was 23%. The main challenges found to be hindering performance were fulfillment of

Service management and operator tasks such as preventive maintenance, and collection of water user fees. Performance on this parameter ranked lowest. Internal governance of the Water and Sanitation Committees was also weak. Only 28% of the water facilities had WSCs that were transparent in management of the Operation and maintenance funds and 26% of the facilities had

their WSCs regularly collecting user fees. The low level of transparency had a negative impact on the willingness of water user to pay. However, WSCs in some sub counties like Hakibaale, Bukuku and Kateebwa showed high levels of Transparency as shown in the figure below.

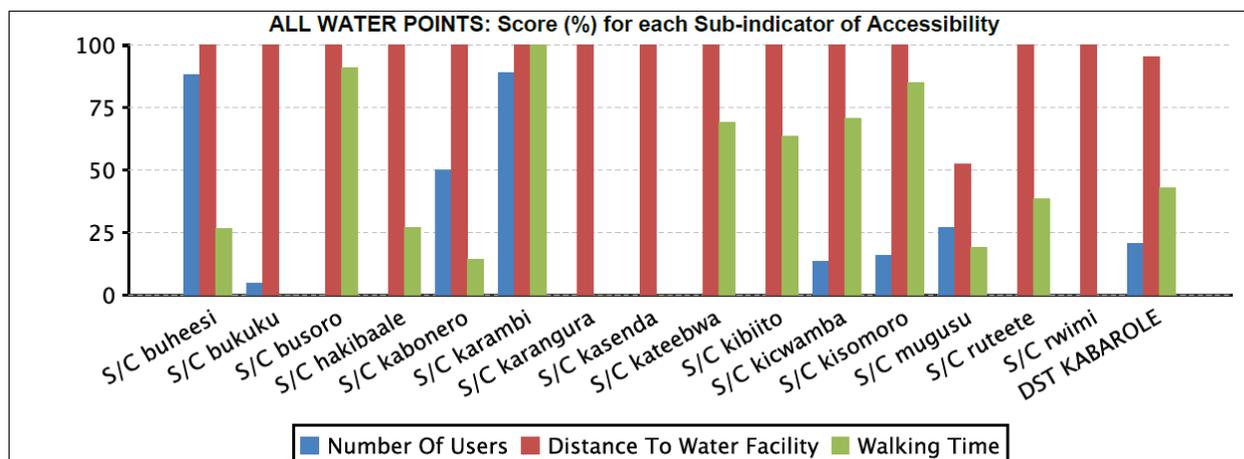


The survey found that the WSCs that were regularly collecting user fees were also transparent in management of the funds.

### Level of service Delivered

The level of Service delivered measures for different parameters of the actual services that the water users receive: Reliability, Water quantity delivered, Accessibility and Quality of the water source. The overall score for the Service Delivered was 34%. Reliability ranked high at close to 90%. This implies that majority of the water facilities were functional for at least 95% of the time (not broken down for more than 18 days in the year). The score on reliability was consistent with the level functionality reported for Kabarole (86%) in 2014. This showed that almost all water supply facilities that were reported to be functional were also reliable throughout the year.

The water supply facilities scored very low on Accessibility and Water Quantity delivered, bringing down the overall score for level of service delivered. Only 15% of point water supply facilities (Hand pumps and protected springs) passed the yield test and are delivering 20 litres per person per day (20l/p/d) as required by National guidelines. None of the tap stands in the entire sample meets the 20l/p/d benchmark for water quantity. Accessibility looked at the percentage of water facilities that comply with maximum number of users<sup>1</sup> and distance. 5% of point water supply facilities and 24% of Tap stands were found to be compliant. Further analysis of the water point accessibility showed that majority of the water points meet the walking distance benchmark (1km) but fall short on the actual number of users and walking time (users spend more than 30 minutes on a round trip).

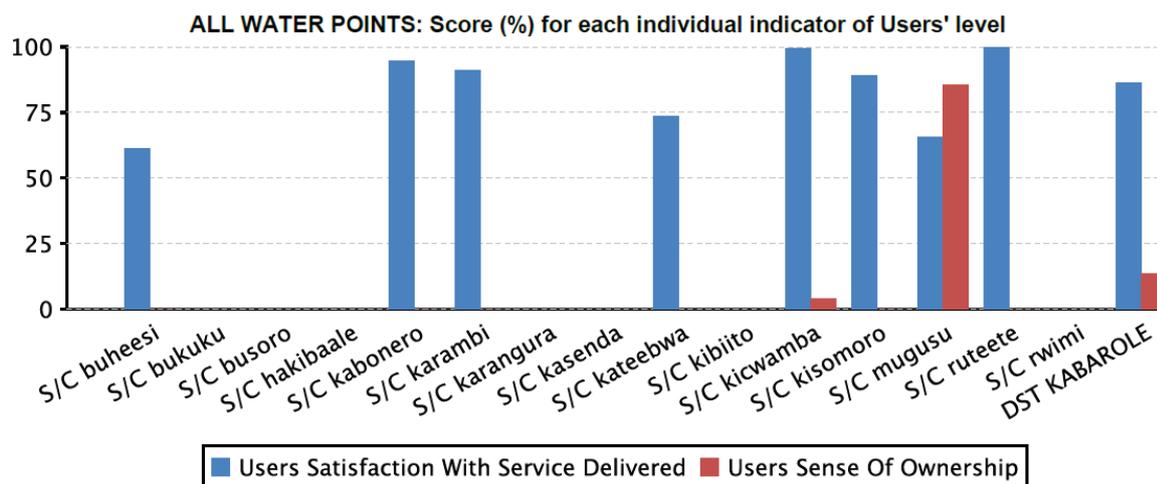


## Water User level

Measurements at the water user level were also analyzed to investigate level of satisfaction of the water service delivered and to identify any factors impeding the willingness of water users to pay. The overall score for the indicators at the user level indicators was 50%. Two indicators were assessed;

- User satisfaction with the service delivered
- Users sense of ownership

Users were satisfied with the service delivered<sup>2</sup> for 86% of the water supply facilities. Satisfaction with the quality and quantity of the water delivered stands out. This was surprising since the aggregated score on level of service delivered (quality, quantity, accessibility and reliability) was low (36%). Implying that users are happy with the sub standard level of service they receive. On the other hand the high level of satisfaction is not reflected in the willingness of users to pay for water. Users pay for water at only 23% of the water supply facilities surveyed.



### Main Conclusions

- Although Kabarole shows a good level of performance on the golden indicators (access and functionality), the actual level of service received by water users is sub standard.
- Water users are happy with the service they receive but willingness to pay for water is still very low
- The service providers are also very weak and are not able to fulfil their management tasks.
- The survey was the first attempt to get insight on the actual level of service delivered to water users and clearly shows the gap in delivering services in accordance with sector norms. The sector faces a risk of continuing to provide a Sub standard level of service unless data on service levels is continuously collected and analysed to inform decision making.

### End notes

1. 300 people for Hand Pumps, 200 for Protected Springs & 150 for Tap stands
2. At least 3 of the 4 parameters of Quantity, Quality, Reliability, Accessibility

#### About IRC

IRC is an international think-and-do tank that works with governments, NGOs, entrepreneurs and people around the world to find long-term solutions to the global crisis in water, sanitation and hygiene services. At the heart of its mission is the aim to move from short-term interventions to sustainable water, sanitation and hygiene services.

With over 45 years of experience, IRC runs projects in more than 25 countries and large-scale programmes in seven focus countries in Africa, Asia and Latin America. It is supported by a team of over 80 staff across the world.

For more information please visit [www.ircwash.org](http://www.ircwash.org)

#### Visiting Address

Aqua Complex, 1st Floor  
Plot 2220 Port Bell Road, Kitintale

#### Postal Address

P.O Box 40398  
Kampala, Uganda

TEL: +256 758 200782

[uganda@ircwash.org](mailto:uganda@ircwash.org)  
[www.ircwash.org/uganda](http://www.ircwash.org/uganda)