

KAYENDA JOHN (2010-M102-40008)

Local Revenue Management and Service Delivery: A Case Study of Pallisa District

The study under investigation was on the effect of local revenue management on service delivery in Pallisa district. To solicit data, questionnaires were used because the sample size of the population was big and with a large number of literates, who could read and write. The objectives of the study included the following; 1). To find out the extent of local revenue management in Pallisa district, 2) To find out the level of service delivery in Pallisa district, 3) To find out the relationship between local revenue and service delivery. The results of the study revealed a positive correlation relationship (person correlation 0.58, sig = 0.13), between revenue management and service delivery were a twist in the level of revenue management would lead to either a positive or negative outcome of service delivery as revealed from the findings of the study. The data collection method involved the use of self-administered questionnaires which were close-ended and were filled by the respondents. Questionnaires were used because the sample size of the population was big and with large numbers of literates who could read and write. This helped to gather quantitative data regarding the topic under investigation as independent variables and service delivery as the dependent variable. Basing on the findings the researcher concluded that there is a significant relationship between revenue management and service delivery and which is that revenue management is paramount if service delivery is to be realised. The researcher recommends that the leaders should ensure that policies are communicated to the grass root sectors in order to realise service delivery and follow-up be made if proper service delivery is to be attained. There is also a need for capacity building to equip the staff and leaders of the district local government with necessary skills and knowledge required for effective revenue management and service delivery, among others.

Key words: Revenue, Service, Management