

LOCAL GOVERNMENT CONFLICTS AND SERVICE DELIVERY IN IGANGA DISTRICT LOCAL GOVERNMENT: A CROSS-SECTIONAL STUDY.

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Abstract.

Background:

The purpose of the study was to establish the relationship between local government conflicts and service delivery in Iganga District Local Government by examining the relationship between political conflicts and service delivery, assessing the relationship between administrative conflicts and service delivery, and establishing the relationship between procurement conflicts and service delivery.

Methodology:

The researcher used a case study correlational and cross-sectional survey design characterized by both qualitative and quantitative methods. The population of the study was 75 participants but only 62 were selected as respondents using Krejcie & Morgan (1970).

Results:

The response rate for the study was 96.7%. Findings identified procurement process conflicts, contract award conflicts, contract management conflicts, budget allocation conflicts, human resource conflicts, oversight conflicts, and protests by political leaders and citizens as common conflicts in Iganga District,

There was ($r=-0.751$, $sig=0.001$) a negative significant relationship between political conflicts and service delivery in Iganga District.

The correlation between administrative conflicts and the quality of service was -0.244 with a significance value of 0.084 . Therefore, there is a weak negative insignificant relationship between administrative conflicts and service delivery in the Iganga district local government. The correlation between procurement conflicts and service delivery was 0.782 with a significance value of 0.001 .

Conclusion:

Therefore, there was a good negative significant relationship between procurement conflicts and service delivery in Iganga District local government. This means that conflicts cause a delay in service delivery as well as limit the quality of services provided by Iganga District Local Government.

Recommendation:

The researcher recommends that; political leaders should come up with bylaws that streamline the roles and responsibilities of political and technical staff, administrators should work within given guidelines, and contracts committees should always seek the technical guidance of the technocrats for timely, effective, and quality services.

Keywords: Local government conflicts, political conflicts, service delivery, Submitted: 2023-07-23, Accepted: 2023-07-26

1. BACKGROUND OF THE STUDY.

Historically, depressing global progress in the attainment of national goals through centralized processes has induced many countries, especially in the developing world, to think beyond top-down development (Skoog, 2019). Consequently, the political, economic, demographic, and technological changes have triggered a heavy reliance on lower levels of government for public sector activities and services (Hrustek, Perši, & Kliček, 2020). Yet these same local governments suffer from intense conflicts between political leaders, administrative leaders, and appointed technical staff which is known to affect service delivery (Walwa, 2018).

According to Kapera (2018), despite numerous literatures on decentralization and conflict between local government stakeholders, there has been no consensus among scholars about the relationship between these two phenomena. In his view, although some scholars suggest that decentralization may be a way to 'diffuse social and political tensions and ensure local cultural and political autonomy,' others argue that the increased political participation by regional and ethnic political parties may accelerate the already cracking relationship in service delivery.

In the African perspective, conflicts were experienced among tribes and clans over land and women. These clashes sometimes resulted in national, regional, and international conflicts (Kalu, 2021). For example, tribal conflicts in South Sudan have over time escalated to the national level creating an influx of refugees. These in turn created an immediate negative impact on security services; food security, and health services in the host districts. This has also created tensions over land and other community resources ("The Refuge Law Project Report", 2014)

In Uganda, district local government conflicts between the local council leaders and technocrats are in four broad categories, namely, the power struggles at the central government level as the

President fights to maintain control of Uganda impact the local political/leadership environment; the increased fiscal constraints being placed on local governments by politicians seeking to champion the demands of citizens despite the realities stressed by technocrats; the corrosive impact of social conflicts stemming mostly from poverty and illiteracy complicated by tribal and ethnic differences among district leaders; and the frequent failure of political and administrative personnel to provide local citizens with honest and effective leadership (Kiwanuka, 2012). However, there has been a widespread movement to develop local governments in the sub-regions. The interest has come from the governments of these countries, in recognition of the important role Local Government plays in a world moving towards the internationalization of many of its functions (Schoute, Gradus, & Budding, 2021). And the model of economic development is consistent with the global acknowledgement of Local Governments as the focal points of national economies. The Local Governments were constrained in their ability to tackle complex social, economic, and political issues that were developmental in their areas hence resulting in numerous conflicts (Abdulhakeem, 2021). There was a mismatch between the financial, and political capacity of Local Governments and the diverse responsibilities the people expected from them. The LG lacked both political and financial power in the governance of the country (Mdee & Mushi, 2021).

Conflicts in local governments refer to the tension between the appointed and elected leaders in areas of planning, priority setting, staffing, and resource allocation among others (Klausen, Askim, & Christensen, 2021). Mwesigwa, Bogere, and Anastassova (World Health Organisation Annual Report 2021) define local government conflict as tensions arising from the roles and responsibilities of leadership in local governments. Conflict also refers to the behavior intended to obstruct the achievement of some other person's goals (Tebitendwa, 2021).

According to Kiwanuka (2012), service delivery in local governments relates to efficiency, effectiveness, timeliness, the level of responsiveness, relia-

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bility, and quality of services. According to ("The Ministry of Local Government", 2019) service delivery is the relationship between policymakers, service providers, and consumers of those services and encompasses both services and the supporting systems. In essence, service delivery refers to the actual policy implementation/delivery and the institutions implementing the delivery. Service Delivery is conceptualized as the extent to which service has been delivered according to the communities as the beneficiaries of the particular service (Claudio & Mango, 2022). According to Riak and Bill (World Health Organisation Annual Report 2022), service delivery is a set of principles, standards, policies, and constraints used to guide the design, development, deployment, operation, and retirement of services delivered. Service can be viewed as a system or arrangement that supplies public needs while delivery is the periodical performance of a service (Davis, 2014). Service delivery is a system or arrangement of periodical performance of supplying public needs. The attitudes exhibited by service providers, employees, and managers must be aimed at developing good working relations with different stakeholders in local government (Omosa-Manyonyi et al., 2022).

For this study, the researcher employed the Principal Agent Theory. The principal-agent theory was conceptualized in 1976 by Michael Jensen and William Meckling. The districts are agents of the central government through which policies and service provisions are channeled (Saputra, 2021). The principal-agent theory has been selected because principal-agent models have been the basis for an extensive set of studies relating bureaucracy to elected officials (Maama & Marimuthu, 2021). The principal-agent theory makes important assumptions: that goal conflict exists between principals and agents, that there are agent costs, and that those agents have more information than their principals, which results in an information asymmetry between them (Campbell, Chen, Shrivats, & Jaimungal, 2021). In this study, the appointed officials were the agents while the elected officials were the principal. This study attempted to examine how valid these as-

sumptions are in service delivery.

In Iganga district local government; both political and elected leaders are responsible for delivering quality services to the citizens. However, on several occasions, district council meetings have ended prematurely due to conflicts ("Iganga District Local Government Report," 2021). Further, there were conflicts in Iganga taxi park as a result of the Chief administrative officer awarding the revenue collection contract to one group against the will of the area political leaders, arguing that the company was for opposition (Soma, 2018).

Johnmary (2014) noted the declining quality of education in government-founded primary schools in Iganga district, Kigulu North Constituency. Further, he adds that despite the existence of laws specifying the roles and responsibilities of each party in local government, disagreements are common among staff and departments regarding the procurement works resulting in inefficiency, delays in awarding of contracts to deliver services in the district ("Iganga District Performance Report," 2020)

Also, the Iganga District LGPA (World Health Organisation Annual Report 2021) indicated a 42% score in service delivery, with health scoring 55%, and water and environment scoring 47%. The report further showed a less than 10% decline in service delivery from the previous assessment. The works department report also indicated delays in the completion of the construction of classrooms at Kirabaki Secondary schools and Iganga boys boarding primary schools due to disagreements that delayed the release of funds for the projects. Further, the health department also decried a lack of equipment to use for safe delivery by pregnant mothers thus most patients are referred to private health centers. Therefore, this has prompted the researcher to examine the effect of conflicts on service delivery in Iganga district local government.

2. METHODOLOGY.

2.1. Research Design.

The researcher undertook a case study survey design characterized by both qualitative and

quantitative methods. A quantitative research design was used to express the numerical information captured during the study. Qualitative research design was used because it was an ideal method that made it easy to collect information from the respondents as it captures the attitude and other non-numeric findings of the study.

The researcher further used correlation to establish the relationship between the objectives of the study and cross-sectional design since the study collected data at a point in time and had no follow-up.

2.2. *Important dates.*

The researcher obtained an introductory letter from the School of Graduate Studies at Team University on 12th November 2022 and was authorized to collect data by the District Commercial Officer on 20th November 2022.

2.3. *Data Collection Instruments.*

Primary data was collected from the selected respondents using a structured questionnaire. The questionnaire contained both closed and open-ended questions drawn from the objectives of the study. The questionnaires were used because they collect a lot of data in a short.

2.4. *Target Population & Sample Size.*

According to the Human Resource office, Iganga District ("Iganga District Human Resource Report," 2019) there were 45 administrative staff at the district headquarters 24 district councilors, and the chairperson LCV. Further, the study will include the RDC, 3 opinions, and the DPC. Therefore the population of the study was 75 participants.

The researcher used the Krejcie & Morgan (1970) table to determine the sample size. Therefore, 62 respondents were selected as respondent for the study

The respondents were selected using simple random sampling and purposive sampling techniques. Purposive sampling was used to collect more detailed information from the CAO, RDC, Religious, and opinion leaders, and chairperson of local council five. Simple random sampling was

used to avoid bias. This was used to allow all the administrators and councilors to have a chance of being included in the sample size of the study.

2.5. *Data Analysis.*

Primary data was collected from the field through the questionnaires which respondents were returned to the researcher before analysis. Data was coded, edited, categorized, and entered into a computer program (Statistical Package for Social Scientists (SPSS) for data processing and analysis.

Univariate analysis was carried out for individual variables using mean, frequency tables, graphs, and standard deviation. Correlation analysis was carried out using the Pearson correlation coefficient to establish the relationship between political, staff, procurement conflicts, and service delivery. Regressions analysis was done using a multiple regression model to establish the relationship between local government conflicts and service delivery in Iganga district.

2.6. *Validity.*

The research employed the expert judgment method. After constructing the questionnaire, the researcher contacted an expert (supervisor) in the study area to go through it to ensure that it measured what it was designed to measure and necessary adjustments were made after consultation and this ensured that the instrument was clear, relevant, specific and logically arranged. A content validity index (CVI) was used to measure the accuracy of the research instrument using the formula:

CVI = $\frac{\text{The number of relevant questions}}{\text{The total number of questions}}$

CVI = 10

CVI = 0.83

The total number of questions

12

Based on the expert judgment (Supervisor), 10 questions were relevant to the study and 2 questions were not valid, the two questions were moderated to fit the study thus a content validity index of 0.83 was obtained. According to Amin (2005), if the content validity index is greater than 0.7, then it's a good measure of validity hence the

research instrument is valid to collect data relevant to the study and thus was accepted.

2.7. Reliability.

The researcher used the test-retest method to ensure reliability. The reliability of the instrument was tested using Cronbach's coefficient alpha (α) and the results obtained were compared with 0.70 as suggested by (Amin, 2005). This was because if the obtained value is 0.7 and above, then the instrument was reliable.

2.8. Ethical Considerations.

After the approval of the research topic by the research supervisor, an introductory letter was obtained from the University which introduced the researcher to the district, division, and village authorities. Permission to collect data was sought from the Chief Administrative Officer of Iganga District. After getting permission, 152 respondents who were above 18 years old were randomly selected and meetings were held in the study area in which the objectives of the study were clearly explained to the study participants in the language they understand very well. Written informed consent forms were supplied to them and confidentiality of all the information about the respondents was communicated and maintained.

3. RESULTS.

3.1. Response rate

The sample size of the study was 62 selected technical and political staff of the Iganga district local government.

According to findings in table 1, 62 questionnaires that were issued to the selected respondents within Iganga district local government. However, 2 respondents (district staff) did not return the questionnaires and were absent on the day of collecting the questionnaires hence reducing the response rate by 3.3%. Therefore, the response rate for the study was 96.7%. This was too small to change the findings of the study.

3.2. Gender of the respondents.

According to table 2, 65% are males and 35% of the respondents were females. Therefore, majority of the stakeholders at Iganga district local government were males. Therefore, there is gender imbalance.

Level of education of the respondents

According to table 3, 43.3% of the respondents had bachelors, 33.3% had a diploma, 18.3% had secondary level of education and 5% of the respondents had masters level of education. Therefore, majority of the respondents were educated hence could respond to questions easily.

3.3. Age.

The respondents selected for this study were 20 years and above. This because Iganga district local government employment policy doesn't allow minors. Further no person above 59 years was selected for this study since they are considered retirees.

Figure 1 shows that majority of the respondents were aged 30 to 39 years, followed by those aged 20-39 years and 40-59 years. This shows that majority of the stakeholders in the procurement process are youthful hence more energetic to perform procurement tasks efficiently.

3.4. Conflicts in Iganga district local government.

From figure 2, the findings of the study procurement process conflicts, contract award conflicts, contract management conflicts, budget allocation conflicts, human resource conflicts, oversight conflicts and protests by political leaders and citizens. Also, the findings revealed contract award conflicts, budget allocation conflicts, financing conflicts and human resource conflicts as the most occurring conflicts in Iganga district local government.

Table 1: **Showing response rate.**

Respondents	Questionnaires issued	Questionnaires received	Percent
LCV Chairperson	01	01	1.6%
Councilors	20	20	32.5%
CAO	01	01	1.6%
RDC	01	01	1.6%
District staff/ administrators	36	34	54.8%
Religious and opinion leaders	03	03	4.8%
Total	62	60	96.7%

Source: Primary (World Health Organisation Annual Report 2022).

Table 2: **Gender of the respondents**

Category	Frequency	Percent
Male	39	65%
Female	21	35%
Total	60	100%

Source: Primary (World Health Organisation Annual Report 2022)

Table 3: **Level of education.**

Education level	Frequency	Percent
Secondary	11	18.3%
Diploma	20	33.3%
Bachelors	26	43.3%
Masters	3	5%
Total	60	100%

Source: Primary (World Health Organisation Annual Report 2022)

3.5. Relationship between Political conflicts and service delivery in Iganga District Local Government.

3.5.1. Descriptive findings on political conflicts and service delivery in Iganga district local government.

The researcher used Likert scale where the answers were on a scale of 1 to 5. Where 5= Strongly Agree, 4= Agree, 3 = Neutral, 2 = Disagree and 1 = Strongly Disagree. The table also includes the summary of the participant's responses basing on percentages (%), frequency (F), standard deviation (Std) and mean. Tick the most appropriate answer using codes.

The findings in table 4, on the statement "There are several conflicts between elected political lead-

ers in Iganga district Local government that include protest" revealed an average response of 4.2 with a standard deviation of 0.33. Further the findings showed that 90% the respondents agree that there are several conflicts between elected political leaders in Iganga district Local government that include protest.

On the statement "These politically motivated conflicts put pressure on concerned parties to effectively provide desired services", findings revealed 3.15 average responses with a standard deviation of 0.18. Also the findings showed 46.6% of the respondents were not sure that politically motivated conflicts put pressure on concerned parties to effectively provide desired services.

On the statement "Political conflicts help to en-

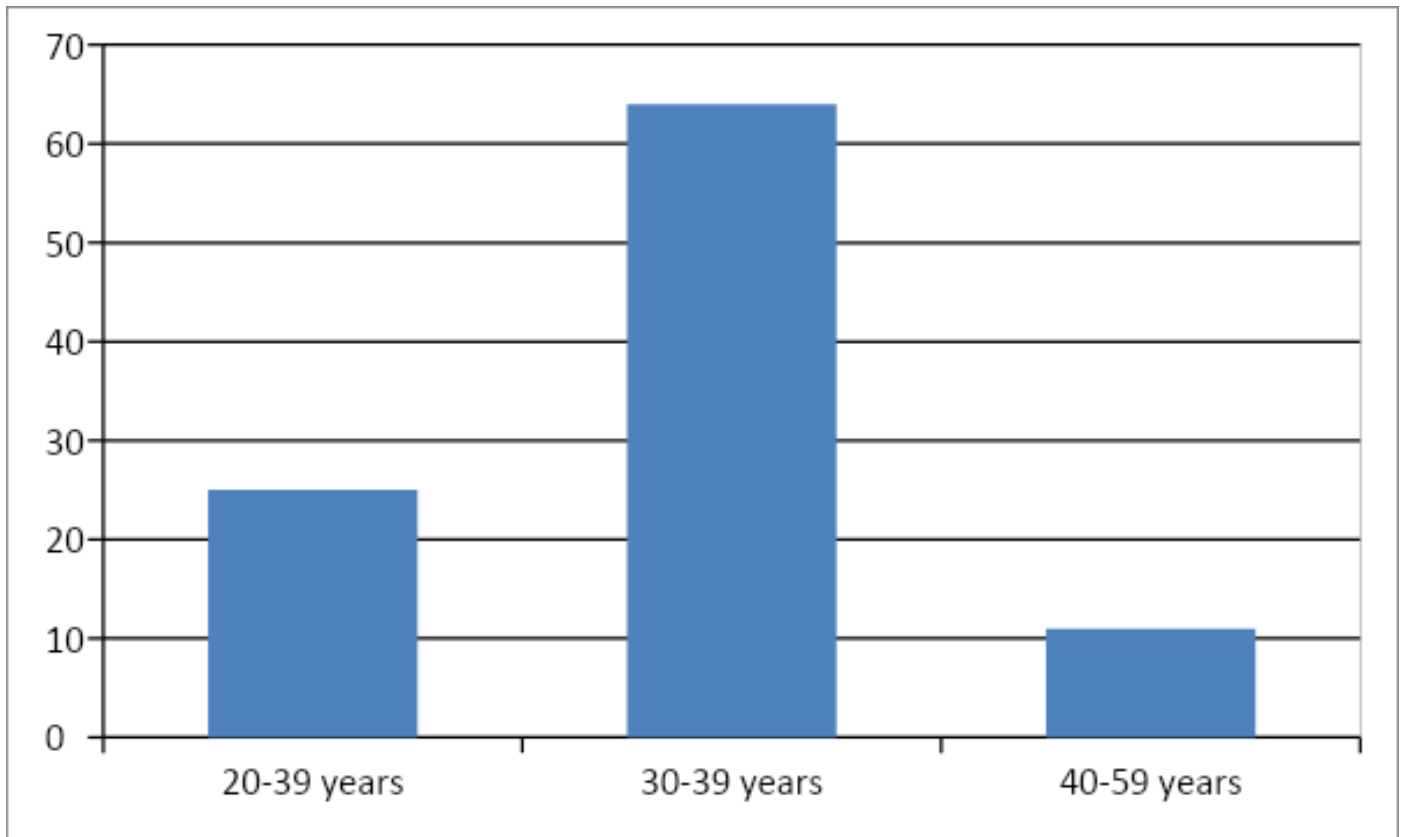


Figure 1: **Showing age of the respondents.** Source: Primary (World Health Organisation Annual Report 2022).

Table 4: **Showing the descriptive findings of political conflicts and service delivery in Iganga District Local Government.**

Statement		SA	A	N	D	SD	Mean	std
There are several conflicts between elected political leaders in Iganga district Local government that include protest	F	18	36	6			4.2	0.33
	%	30	60	10			100	
These politically motivated conflicts put pressure on concerned parties to effectively provide desired services.	F	5	23	8	24		3.15	0.18
	%	8.3	38.3	13.4	40		100	
Political conflicts help to ensure value for money due to strict supervision and monitoring hence transparency	F		8	11	27	14	2.22	0.03
	%		13.3	18.3	45	23.3	100	
Political conflicts lead to timely delivery of services in Iganga District Local government.	F			4	36	20	1.73	0.04
	%			6.6	60	33.4	100	
There is a relationship between political conflicts and service delivery in Iganga district local government.	F	13	41	6			4.12	0.18
	%	21.6	68.4	10			100	

Source: Primary data (World Health Organisation Annual Report 2022)

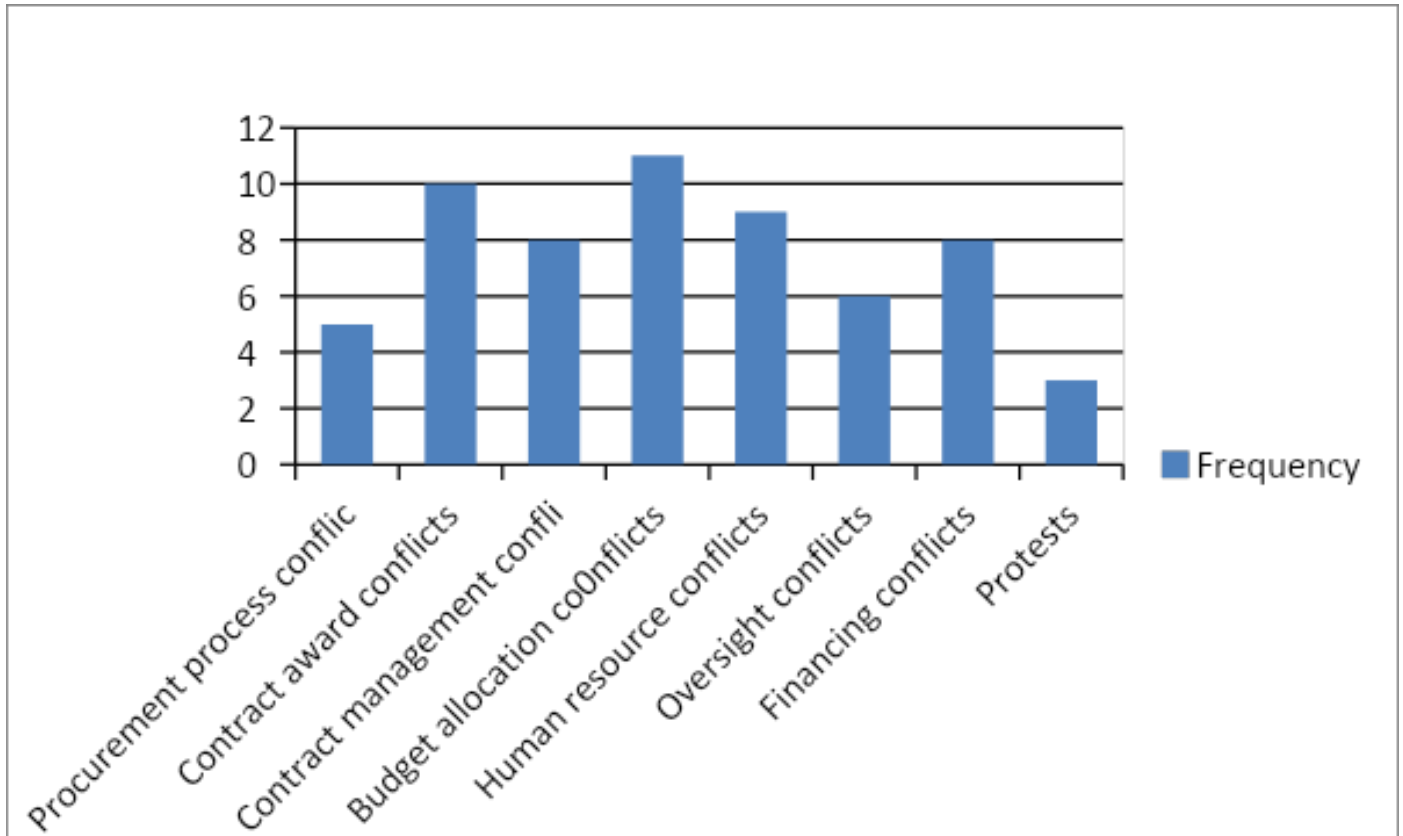


Figure 2: Showing age of the respondents.

sure value for money due to strict supervision and monitoring hence transparency”, findings revealed an average response of 2.22 with a standard deviation of 0.03. Further, the findings revealed that 68.3% of the respondents disagree that political conflicts help to ensure value for money due to strict supervision and monitoring hence transparency.

On the statement “Political conflicts lead to timely delivery of services in Iganga District Local government”, the average response was 1.73 with a standard deviation of 0.04. Further, the findings revealed that 93.4% of the respondents disagree with the statement that political conflicts lead to timely delivery of services in Iganga District Local government.

On the statement “There is a relationship between political conflicts and service delivery in Iganga district local government”, the average response was 4.12 with standard deviation of 0.18. Further, the findings revealed 90% of the respondents agree that there is a relationship between

political conflicts and service delivery in Iganga district local government. Generally, there is a relationship between political conflicts and service delivery in Iganga District Local Government.

3.5.2. Correlation between political conflicts and service delivery in Iganga District local government.

To establish the correlation between political conflicts and service delivery, the researcher used the number of projects over the three(3) period that have been associated with conflicts and the time the projects have taken to be completed.

According to the findings in table 6 above, the correlation between political conflicts and service delivery in Iganga district local government was -0.751 with sig value of 0.001. Therefore, there is a negative significant relationship between political conflicts and service delivery. This shows that political conflicts cause a delay in delivering services as projects are halted for some time to do investigations or approve resources for continua-

Table 5: **Correlation between political conflicts and service delivery in Iganga District local government**

Correlations		Political conflicts	Service delivery
Political conflicts	Pearson Correlation	1	-.751**
	Sig. (2-tailed)		.001
	N	60	60
Service delivery	Pearson Correlation	.751**	1
	Sig. (2-tailed)	.001	
	N	60	60

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Primary (World Health Organisation Annual Report 2022)

tion.

3.6. The relationship between administrative conflicts and service delivery in Iganga District Local government.

3.6.1. Descriptive findings between administrative conflicts and service delivery in Iganga District Local government.

The researcher used Likert scale for this particular section of the study where the responses were on a scale of 1-5. Where 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree and 5 = Strongly Disagree. The table below shows a summary of the participant's responses basing on percentages (%), frequency (F), standard deviation (Std) and mean;

According to findings in table 6 on the statement "There are several conflicts between appointed staff about privileges and powers in Iganga District Local Government", the average response was 4.05 with a standard deviation of 0.10. Further, the findings revealed that 78.4% of the respondents agree that there are several conflicts between appointed staff about privileges and powers in Iganga District Local Government.

According to table 6, the mean response was 3.8 with a standard deviation of 0.03 on the statement "Administrative conflicts ensure transparency as administrators expose each other hence efficiency in service delivery". Further, the findings revealed that 91.7% of the respondents agree that administrative conflicts ensure transparency as admin-

istrators expose each other hence efficiency in service delivery.

On the statement "Administrative conflicts lead to timely delivery of services in Iganga District Local government", the average response is 4.4 with a standard deviation of 0.00. This indicates that average, the respondents agree that administrative conflicts lead to the timely delivery of services in Iganga District Local government.

On the statement "There is a relationship between administrative conflicts and service delivery in Iganga district local government", the average response was 4.08 with a standard deviation of 0.16. Further, the findings revealed that 86.7% of the respondents agreed that there is a relationship between administrative conflicts and service delivery in Iganga district local government.

3.6.2. Correlation between administrative conflicts and service delivery in Iganga district local government.

The researcher used projects that were worked on by the district technical staff that were reported to associate with administrative conflicts and the quality of such products. From table 8, the correlation between administrative conflicts and the quality of service was -0.244 with a significance value of 0.084. Therefore, there is a weak negative insignificant relationship between administrative conflicts and service delivery in Iganga district local government.

Table 6: **Descriptive findings on administrative conflicts and service delivery in Iganga District Local Government.**

Statement		SA	A	N	D	SD	Mean	STD
There are several conflicts between appointed staff with regard to privileges and powers in Iganga District Local Government.	F	19	28	10	3		4.05	0.10
	%	31.7	46.7	16.7	5		100	
Administrative conflicts ensure transparency as administrators expose each other hence efficiency in service delivery	F	16	39	5			3.18	0.03
	%	26.7	65	8.3				
Administrative conflicts lead to timely delivery of services in Iganga District Local government.	F	34	16	10			4.4	0.00
	%	56.7	26.7	16.7				
There is a relationship between administrative conflicts and service delivery in Iganga district local government.	F	13	39	8			4.08	0.16
	%	21.7	65	13.3			100	

Source: Primary (World Health Organisation Annual Report 2022).

Table 7: **Showing correlation between administrative conflicts and service delivery in Iganga district local government**

		Administrative conflicts	Service delivery
Administrative conflicts	Pearson Correlation Coefficient	1.000	-.244*
	Sig. (2-tailed)	.	.084
	N	60	60
Service delivery	Pearson Correlation Coefficient	-.244*	1.000
	Sig. (2-tailed)	.084	.
	N	60	60

Source: Primary (World Health Organisation Annual Report 2022)

3.7. The relationship between procurement conflicts and service delivery in Iganga District Local Government.

3.7.1. Descriptive findings procurement conflict and service delivery in Iganga District Local Government.

The researcher used Likert scale for this particular section of the study where the responses were on a scale of 1-5. Where 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree and 5 = Strongly Disagree. The table below shows a summary of the participant's responses basing on percentages (%), frequency (F), standard deviation (Std) and mean;

According to findings in table 8, the mean response to the statement "There are several con-

flicts that arise during procurement processes which affect service delivery in Iganga district" was 4.27 with a standard deviation of 0.35. Further, the findings showed that 95% of the respondents agreed that several conflicts arise during procurement processes which affect service delivery in Iganga district.

On the statement "Procurement conflicts allow effective utilization of resources for service delivery", the average response was 1.8 with a standard deviation of 0.43. Further, findings showed that 80% of the respondents disagree that procurement conflicts allow effective utilization of resources for service delivery.

On the statement "Procurement conflicts help to expose dubious deals that exist on government

Table 8: **Descriptive findings on procurement conflicts and service delivery in Iganga District Local Government.**

Statement		SA	A	N	D	SD	Mean	Std
There are several conflicts that arise during procurement processes which affects service delivery in Iganga district	F	19	38	3			4.27	0.35
	%	31.7	63.3	5			100	
Procurement conflicts allow effective utilization of resources for service delivery.	F			12	25	23	1.8	0.43
	%			20	41.7	38.3		
Procurement conflicts help to expose dubious deals that exist on government projects aimed provision of quality services.	F	21	36	3			4.3	0.17
	%	35	60	5				
Procurement conflicts delay awarding, implantation and delivery of services in Iganga District Local government.	F	16	41	3			4.2	0.21
	%	26.7	68.2	10				
There is a relationship between procurement conflicts and service delivery in Iganga district local government.	F	23	35	2			4.35	0.86
	%	38.3	58.3	3.4				

Source: Primary (World Health Organisation Annual Report 2022).

projects that deter provision of quality services”, the average response was 4.3 with a standard deviation of 0.17. Further, the findings revealed that 95% of the respondents agree that procurement conflicts help to expose dubious deals that exist on government projects that deter the provision of quality services.

On the statement “Procurement conflicts delay awarding, implantation and delivery of services in Iganga District Local government”, the average response was 4.2 with a standard deviation of 0.21. Also, the findings showed that 94.9% of the respondents agree that procurement conflicts delay the awarding, implantation, and delivery of services in Iganga District Local government.

On the statement “There is a relationship between procurement conflicts and service delivery in Iganga district local government”, the average response was 4.35 with a standard deviation of 0.86. Also, the findings revealed that 96.6% of the respondents agree that there is a relationship between administrative conflicts and service delivery in Iganga district local government.

3.8. *Correlation between procurement conflicts and service delivery in Iganga district local government .*

From table 9, the correlation between procurement conflicts and service delivery was 0.782 with significance value of 0.001. Therefore, there

was a good negative significant relationship between procurement conflicts and service delivery in Iganga District local government. This means that conflicts cause a delay in service delivery as well as limits the quality of services provided by Iganga District Local Government.

4. DISCUSSIONS.

According to Kindiki (2019) study on procurement audits and procurement performance in Mubende district local government. The findings showed that several conflicts arise during the procurement process for contract awards causing a delay in the provision of services. Therefore, his findings are similar to the findings of this study, and thus procurement conflicts cause a delay in service delivery as stakeholders and committees keep fighting.

Kiwanuka (2012) highlighted that clashes between elected and appointed public officers in both central and lower local governments indicated a 0.7 Pearson correlation coefficient. Further, his descriptive findings showed that 90% of his respondents believe that political and administrative conflicts limit the quality and efficiency of services provided to the citizens. Hence there was a significant difference in findings by both studies.

John Mary (2014) conducted a study “Managerial Conflict between church and the State in

Table 9: **Showing correlation between procurement conflict and service delivery in Iganga District Local Government.**

		Procurement conflicts	Service delivery
Pearson	Procurement conflicts	Correlation Coefficient	1.000
		Sig. (2-tailed)	-0.782*
		N	.001
	Service delivery	Correlation Coefficient	0.782*
		Sig. (2-tailed)	.001
		N	60

*. Correlation is significant at the 0.05 level (2-tailed).

Source: Primary (World Health Organisation Annual Report 2022)

Iganga District” using primary data with qualitative secondary data. In his findings, he identified sources of conflicts as cultural differences, finance, and politics. These are to a large extent included in the findings. However, this study adds types of conflicts such as procurement conflicts, contract management conflicts, and human resource conflicts.

Isaac (World Health Organisation Annual Report 2021) carried out a descriptive analysis of local revenue generation and welfare services in local government using a sample size of 300 respondents. His findings showed that 50% of the revenue collected is spent on court battles to compensate for disagreements and conflicts that were created during procurements and contract management processes. These costs the quality of service delivery as pointed out in this study.

5. CONCLUSION.

There was a relationship between political conflicts and service delivery in Iganga district local government and thus political conflicts cause a delay in delivering services as projects are halted for some time to do investigations or approve resources for continuation.

Also, there was a relationship between administrative conflicts and the quality of service in Iganga district local government.

Therefore, there was a negative significant re-

lationship between procurement conflicts and service delivery in Iganga District local government. This means that conflicts cause a delay in service delivery as well as limit the quality of services provided by Iganga District Local Government.

6. LIMITATIONS.

The researchers have been constrained financially and hence took this long without being completed.

Further, the researcher was also limited to non-response by some key respondents

7. RECOMMENDATIONS.

On the Political conflicts and service delivery in Iganga District Local Government, political leaders should come up with laws that streamline the roles and responsibilities of various offices as well as avoid interference and sabotage that affects the quality and timeliness of service delivery in local government.

On administrative conflicts and service delivery in Iganga District Local government, appointed administrators should work within given guidelines, use resources for the task given as well and minimize the errors committed during the hiring and firing of staff that result in court battles which has significantly affected service delivery in Iganga district local government.

On procurement conflicts and service delivery in Iganga District Local Government, the contracts committee should always seek the technical guidance of the technocrats and avoid corruption which makes it costly for the bidders to provide services at the same time giving services.

8. SOURCE OF FUNDS.

The researchers used their funds to carry out this study.

9. CONFLICT OF INTEREST.

The researchers have no conflict of interest in carrying out this research.

10. PUBLISHER DETAILS.

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WhatsApp: +256775434261
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