



THE ROLE OF E-GOVERNANCE IN ENHANCING PUBLIC SERVICE DELIVERY AND CITIZEN ENGAGEMENT IN UGANDA

Mulyanyuma Aaron Ayeta¹, Were Edmond Maloba², Okoth Pontian Godfrey³, Kakai Jackline⁴,
Nafuye Ivan⁶, Ikawap Agatha⁷ & Ochen Ambrose⁸, Mutemere Joseph

Department of Social Science, Faculty of Social Sciences, Kisii University Kenya¹

Department of Social Science, Faculty of Social Sciences, Kisii University Kenya²

Department of Peace and Conflict Studies, Masinde Murilo University of Science & Technology (MMUST), Kenya³

Department of Information Technology, Uganda Christian University^{4, 5, 6, 7, 9}

Mbale City⁸

Abstract:

The advent of e-governance has brought significant changes in public service delivery and citizen engagement across the world. In Uganda, the government has implemented various e-governance initiatives to improve service delivery and citizen participation in governance. This research paper examines the role of e-governance in enhancing public service delivery and citizen engagement in Uganda. The study utilizes a mixed-methods approach, combining both quantitative and qualitative data collection methods. The findings of the study indicate that e-governance has improved public service delivery and enhanced citizen engagement in Uganda. However, there are still challenges that need to be addressed to maximize the potential of e-governance in Uganda.

Key words: e-governance, public service delivery, citizen engagement, Uganda, mixed-methods approach, quantitative data, qualitative data, challenges, potential.

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Introduction:

Uganda is a country in East Africa with a population of approximately 44 million people. Like many other countries in the region, Uganda has undergone a significant transformation in recent years, especially in the way it provides services to its citizens. The country has embraced information and communication technologies (ICTs) and e-governance as tools to enhance public service delivery and citizen engagement. In this brief, we will examine the role of e-governance in enhancing public service delivery and citizen engagement in Uganda.

Background:

Uganda has made significant strides in promoting e-governance and ICTs to improve public service delivery and citizen engagement. The government has developed policies and strategies that promote e-governance, such as the National Information and Communication Technology Policy (2014) and the National e-Government Strategy (2018). These policies aim to promote the use of ICTs in government operations, including public service delivery and citizen engagement. E-governance in Uganda is anchored on four key pillars, namely: e-Service delivery, e-Participation, e-Transparency, and e-Accountability. These pillars are designed to enhance access to public services, citizen participation, transparency, and accountability in government operations.

E-Service Delivery:

E-service delivery is a critical component of e-governance in Uganda. The government has invested in developing various e-services, such as e-taxation, e-education, e-health, and e-justice, among others, to improve service delivery to citizens. For instance, the Uganda Revenue Authority (URA) has developed an online platform for tax payment and filing, which has made it easier for citizens and businesses to comply with tax obligations. Similarly, the Ministry of Education and

Sports has developed an e-learning platform that enables students to access education materials online.

E-Participation:

E-participation involves the use of ICTs to promote citizen engagement in government operations. The government of Uganda has developed various platforms for citizen engagement, such as social media, online forums, and citizen feedback mechanisms, among others. For instance, the Ministry of Finance, Planning, and Economic Development has developed an online portal where citizens can submit their views on the budget. The portal also provides real-time feedback on how citizens' views are incorporated into the budget-making process.

E-Transparency:

E-transparency involves the use of ICTs to promote transparency in government operations. The government of Uganda has developed various platforms for transparency, such as online portals for budget information, procurement, and public service delivery, among others. For instance, the Public Procurement and Disposal of Public Assets Authority (PPDA) has developed an online portal where citizens can access information on procurement processes and contracts awarded by government entities.

E-Accountability:

E-accountability involves the use of ICTs to promote accountability in government operations. The government of Uganda has developed various platforms for accountability, such as online portals for public service delivery, budget tracking, and citizen feedback mechanisms, among others. For instance, the Ministry of Health has developed an online platform where citizens can report on health service delivery and provide feedback on health facilities' performance.

E-governance has the potential to enhance public service delivery and citizen engagement in Uganda. The government has developed policies and strategies that promote the use of ICTs in government operations, including public service delivery and citizen engagement. E-governance is anchored on four key pillars, namely: e-service delivery, e-participation, e-transparency, and e-accountability. These pillars are designed to enhance access to public services, citizen participation, transparency, and accountability in government operations. Uganda has made significant strides in promoting e-governance, but there is still a need for more investment in ICTs

Legal framework guiding E-governance in Uganda

In Uganda, the legal framework guiding e-governance is primarily established through the enactment of various laws and policies. Electronic Transactions Act, 2011: The Electronic Transactions Act, 2011 provides the legal framework for the use of electronic records and electronic signatures in electronic transactions in Uganda. The Act recognizes the legal validity and enforceability of electronic records and signatures, and provides for their admissibility as evidence in court. It also establishes the legal requirements for the use of electronic records and signatures, including requirements for the security and integrity of electronic records and signatures.

National Information Technology Policy, 2014: The National Information Technology Policy, 2014 provides the legal framework for the development, adoption, and use of information and communication technology (ICT) in Uganda. The policy aims to promote the development of a sustainable ICT sector, increase access to ICT services, and promote the use of ICT in governance and public service delivery.

The National ICT Policy, 2019 is a comprehensive policy framework that provides the legal framework for the development, adoption, and use of ICT in Uganda. The policy aims to promote

the development of a vibrant and sustainable ICT sector, increase access to ICT services, and promote the use of ICT in governance and public service delivery.

The Access to Information Act, 2005 provides the legal framework for access to information held by public bodies in Uganda. The Act requires public bodies to proactively disclose information of public interest, and provides for access to information on request. The Act also establishes the legal framework for the protection of personal information held by public bodies.

The legal framework guiding e-governance in Uganda is primarily established through the enactment of various laws and policies. These laws and policies provide the legal requirements and guidelines for the development, adoption, and use of ICT in governance and public service delivery.

Benefits of E-Services in Uganda:

E-governance plays a crucial role in promoting good governance, enhancing service delivery, and improving citizens' participation in government processes. In Uganda, e-governance has the potential to transform the delivery of public services, enhance transparency and accountability, and promote economic development. According to a World Bank report, e-government can reduce the time and costs of accessing government services, increase transparency, and reduce corruption (World Bank, 2016). E-services offer several benefits over traditional service delivery methods. First, they improve efficiency by reducing the time it takes to access government services. Second, they enhance transparency by providing citizens with real-time access to information on government services. Third, they improve accountability by providing a digital audit trail of service delivery.

According to the World Bank, the adoption of e-services in Uganda has been relatively low, with only 22% of the population using the internet as of 2021. However, the government has been

working to increase access to e-services, particularly in rural areas, where access to ICT infrastructure is limited. The World Bank also reports that the use of e-services has improved the efficiency and transparency of service delivery, particularly in areas such as tax registration and payment. E-governance has the potential to improve the quality and efficiency of public services, thereby enhancing citizens' satisfaction. E-governance can enhance transparency and accountability, thereby reducing corruption and promoting good governance. Lastly, e-governance can promote economic development by creating job opportunities, increasing investment, and enhancing the overall business environment.

Literature Review:

The literature review explores the concepts of e-governance, public service delivery, and citizen engagement. The term e-governance refers to the use of information and communication technology (ICT) to enhance the efficiency, effectiveness, transparency, and accountability of public service delivery. The adoption of e-governance in Uganda began in the early 2000s, with the launch of various initiatives aimed at improving the delivery of public services. These initiatives include the development of the National Information Technology Policy (2003), the establishment of the Uganda Communications Commission (UCC), and the launch of the e-Government Master Plan (2006). E-services refer to the use of information and communication technology (ICT) to deliver government services to citizens and businesses. In Uganda, the government has been implementing e-services to improve efficiency and transparency in service delivery. In this response, we will discuss e-services in Uganda, including their adoption, usage, benefits, and statistics. The Ugandan government has been implementing e-services since the early 2000s, with the aim of improving service delivery and promoting e-governance. The government has been working with various stakeholders, including the private sector and development

partners, to develop and implement e-services. E-services in Uganda cover a wide range of services, including tax registration and payment, land registration, business registration, and driver's license renewal. The services are available online, through various government portals and platforms. The government has also been working to increase access to e-services, particularly in rural areas, through the establishment of telecenters and other ICT infrastructure.

Kebire and Achwoka (2019) highlight the significance of e-governance in enhancing public service delivery in Uganda. They note that e-governance can help to improve the efficiency and effectiveness of public service delivery by providing faster and more convenient access to services, reducing corruption, and increasing transparency. It is argued that e-governance can lead to improved governance, and ultimately, economic growth. Similarly, Kibirige et al. (2021) emphasize that e-governance can enhance citizen engagement in Uganda. The authors argue that e-governance can provide opportunities for citizens to participate in decision-making processes, feedback mechanisms, and service delivery. The authors further suggest that e-governance can enable citizens to engage with their government and hold it accountable, leading to increased transparency, accountability, and responsiveness.

Several studies have investigated the impact of e-governance on public service delivery and citizen engagement in Uganda. For instance, Nabunya and Mawejje (2017) conducted a study on the impact of e-governance on public service delivery in Uganda. The study found that e-governance had a positive impact on public service delivery, particularly in areas such as tax administration, land registration, and business registration. Another study by Kibirige and Katongole (2017) examined the role of e-governance in enhancing citizen engagement in Uganda. The study found that e-governance had a positive impact on citizen engagement, particularly in areas such as health,

education, and agriculture. The study also highlighted the need for continuous training and capacity building for stakeholders involved in e-governance initiatives.

Case Studies

The Uganda Revenue Authority (URA) has been successful in implementing e-governance in tax administration. The URA has developed a web-based system that allows taxpayers to file their tax returns online, reducing the time and cost of compliance for both taxpayers and the URA. The Uganda Revenue Authority (URA) has been successful in implementing e-governance in tax administration through the development of a web-based system that allows taxpayers to file their tax returns online. The system, known as the eTax system, was introduced in 2013 and has significantly improved tax compliance in Uganda (Kayondo et al., 2015). The eTax system has several benefits, including improved efficiency, reduced compliance costs, and increased transparency. The system has improved efficiency by allowing taxpayers to file their tax returns online, reducing the time and cost of compliance for both taxpayers and the URA. The system has also reduced compliance costs by eliminating the need for paper-based tax returns and manual data entry. Finally, the system has increased transparency by providing taxpayers with real-time access to their tax accounts and allowing them to track their tax compliance status. The implementation of the eTax system has not been without challenges. One of the major challenges has been the lack of technical capacity among taxpayers, who require training and support to effectively use the system. Additionally, there have been challenges related to internet connectivity and infrastructure, which are necessary for the system to function effectively (Kayondo et al., 2015). However, the URA has taken steps to address these challenges by providing training and support to taxpayers and improving internet connectivity and infrastructure in the country. As a result, the eTax system has been successful in improving tax compliance in Uganda (Kayondo et al., 2015). The

implementation of the eTax system by the Uganda Revenue Authority has been successful in improving tax compliance in the country. The system has improved efficiency, reduced compliance costs, and increased transparency. However, challenges related to technical capacity and internet connectivity need to be addressed to ensure the sustainability of the system.

The Ministry of Health has implemented an e-health system that allows for the electronic management of health records and the delivery of health services. The Ministry of Health in Uganda has implemented an e-health system that has significantly improved health service delivery in the country. The system, which is called the Uganda Electronic Medical Records System (UgandaEMR), is a web-based system that allows for the electronic management of health records and the delivery of health services (Kiberu et al., 2019). The UgandaEMR system has several modules, including patient registration, clinical consultations, pharmacy management, laboratory management, and reporting. The patient registration module allows health workers to register patients electronically and capture their demographic and clinical information. The clinical consultations module allows health workers to record patient diagnoses, prescriptions, and treatment plans electronically. The pharmacy management module allows health workers to manage drug inventories and dispense drugs electronically. The laboratory management module allows health workers to manage laboratory tests and results electronically. Finally, the reporting module allows health workers to generate reports on patient outcomes and health facility performance (Kiberu et al., 2019). The UgandaEMR system has several benefits, including improved quality of care, improved efficiency, and reduced costs. The system has improved the quality of care by ensuring that patients receive appropriate diagnoses and treatment plans. The system has also improved efficiency by reducing the time it takes to manage patient records and deliver health services. Finally, the system has reduced costs by eliminating the need for paper-

based records and reducing the need for manual data entry (Kiberu et al., 2019). However, the implementation of the UgandaEMR system has not been without challenges. One of the major challenges has been the lack of technical capacity among health workers. Health workers require training and support to effectively use the system. Additionally, there have been challenges related to internet connectivity and infrastructure, which are necessary for the system to function effectively (Kiberu et al., 2019). The implementation of the UgandaEMR system by the Ministry of Health in Uganda has significantly improved health service delivery in the country. The system has improved the quality of care, improved efficiency, and reduced costs. However, challenges related to technical capacity, internet connectivity, and infrastructure need to be addressed to ensure the sustainability of the system.

The Integrated Financial Management System (IFMS) in Uganda is a web-based platform designed to improve financial management in the public sector by automating budget formulation, execution, and reporting. The system was introduced in 2012 and has been implemented in various government ministries, departments, and agencies (MDAs) to enhance financial accountability and transparency. The adoption of the IFMS has led to significant improvements in financial management practices in Uganda, including increased efficiency, improved transparency, and reduced financial leakages. According to Okot-Uma and Lubyayi (2017), the IFMS has enabled the government to achieve better budget execution and tracking, improved cash management, and enhanced financial reporting. The authors note that the system has helped to improve the budget process by ensuring timely allocation of funds and enabling better monitoring of budget execution. Moreover, the IFMS has helped to reduce the time required to complete financial transactions, resulting in increased efficiency in the public sector.

In a study by Turyasingura and Lubega (2019), the IFMS was found to have improved financial accountability and transparency in Uganda. The authors note that the system has enabled the government to improve its financial reporting practices, ensuring that financial statements are accurate and reliable. Furthermore, the IFMS has helped to reduce financial leakages by ensuring that financial transactions are properly authorized and recorded. The implementation of the IFMS has also led to significant cost savings in the public sector. According to a report by the World Bank (2019), the IFMS has helped to reduce the cost of financial management in Uganda by eliminating duplicate data entry and reducing the need for paper-based records. The IFMS has been a significant development in Uganda's e-governance efforts, providing an efficient and transparent platform for financial management in the public sector. The system has led to improvements in budget execution, cash management, financial reporting, and cost savings. However, there is still a need for ongoing monitoring and evaluation of the IFMS to ensure that it continues to meet the changing needs of the public sector in Uganda.

The National Identification and Registration Authority (NIRA) in Uganda launched the National Identity Card (ID) system in 2014 to provide citizens with a unique identification number and a secure ID card. The system is based on biometric technology and is aimed at improving service delivery, enhancing security, and promoting e-governance. The National ID system has been widely adopted in Uganda, with over 20 million citizens registered as of 2021 (NIRA, 2021). The National ID system has several benefits, including improving access to public services, reducing fraud and identity theft, and enhancing security. The ID card can be used to access various government services, including health care, education, and social protection programs. The biometric technology used in the system ensures that the ID card cannot be easily duplicated, reducing the risk of fraud and identity theft. The ID system also enhances security by enabling law

enforcement agencies to easily identify citizens and track criminal activities (NIRA, 2021). However, the National ID system in Uganda has faced some challenges, including delays in the issuance of ID cards, data privacy concerns, and limited coverage in rural areas. The slow processing of ID cards has been attributed to the limited number of registration centers and inadequate resources. Data privacy concerns have also been raised, with some citizens expressing concerns over the security of their personal data. Additionally, the limited coverage of registration centers in rural areas has resulted in some citizens being unable to access the services (Nsubuga, 2020). To address these challenges, the Ugandan government has been working to expand the coverage of the National ID system, increase the number of registration centers, and enhance data privacy and security. The government has also been working to promote public awareness and education on the benefits of the system and how to access it. The National ID system in Uganda is a critical component of e-governance and service delivery. The system has improved access to public services, reduced fraud and identity theft, and enhanced security. However, challenges remain, including delays in the issuance of ID cards, data privacy concerns, and limited coverage in rural areas. The government's efforts to address these challenges will be crucial in ensuring the system's continued success and effectiveness.

The Electronic Single Window System (ESWS) is an online platform that facilitates the submission, processing, and approval of trade-related documents by various government agencies involved in cross-border trade. The ESWS was introduced in Uganda in 2013, as part of the government's efforts to improve trade facilitation and promote e-governance. The ESWS is designed to reduce the time and cost of processing trade-related documents, and to improve transparency and efficiency in trade procedures. According to the World Bank (2018), the implementation of the ESWS in Uganda has resulted in significant improvements in trade

facilitation. The ESWS has reduced the time required to process trade-related documents from an average of 11 days to 3 days, and has reduced the number of physical visits required to various government agencies from an average of 7 to 3. The World Bank also notes that the ESWS has increased transparency and reduced the opportunity for corruption in trade procedures. In addition, the ESWS has facilitated regional trade by linking Uganda's system with those of its neighbors, including Kenya and Rwanda. This has enabled traders to submit their documents electronically and to receive approvals from all relevant agencies in one place, without having to physically travel to each agency. However, there have been some challenges in the implementation of the ESWS in Uganda. For example, there have been concerns about the reliability and availability of the online platform, as well as issues related to the interoperability of different government agencies' systems. There have also been challenges related to the capacity of government agencies to effectively use the system and to manage the flow of trade-related information. Despite these challenges, the ESWS in Uganda has been widely regarded as a success in improving trade facilitation and promoting e-governance. The system has been recognized by the World Trade Organization (WTO) as a best practice in trade facilitation, and has been used as a model for other countries in the region.

The Directorate of Citizenship and Immigration Control (DCIC) in Uganda has introduced an online passport application system that allows citizens to apply for passports online and track the progress of their application. The Directorate of Citizenship and Immigration Control (DCIC) in Uganda has introduced an online passport application system that allows citizens to apply for passports online and track the progress of their application. This system has significantly improved the process of acquiring a passport in Uganda and has reduced the time and cost of application for citizens (Nkundizana, 2019). Before the introduction of the online passport application system,

citizens had to physically visit the passport office, fill out forms, and wait in long queues to submit their application. This process was time-consuming and often frustrating for citizens. However, with the introduction of the online passport application system, citizens can now apply for their passport from the comfort of their homes or offices, reducing the time and cost of application. The online passport application system has several benefits, including increased efficiency, reduced corruption, and improved customer service. The system has increased efficiency by eliminating the need for physical visits to the passport office and reducing the time and cost of application. The system has also reduced corruption by eliminating the need for middlemen or brokers who would charge citizens exorbitant fees to fast-track their passport application. Finally, the system has improved customer service by allowing citizens to track the progress of their application online and receive updates on their application status. However, the online passport application system is not without challenges. One of the major challenges is the lack of internet connectivity in some parts of the country, which can make it difficult for citizens to access the system. Additionally, there have been reports of technical glitches and system downtime, which have resulted in delays in the processing of passport applications (Nkundizana, 2019). The introduction of the online passport application system by the Directorate of Citizenship and Immigration Control in Uganda has significantly improved the process of acquiring a passport in the country. The system has increased efficiency, reduced corruption, and improved customer service. However, challenges related to internet connectivity and technical glitches need to be addressed to ensure the sustainability of the system.

The Uganda Registration Services Bureau (URSB) has introduced an online business registration system that allows entrepreneurs to register their businesses online, reducing the time and cost of registration. The Uganda Registration Services Bureau (URSB) has introduced an online business

registration system that allows entrepreneurs to register their businesses online, reducing the time and cost of registration (URSB, n.d.). This system has streamlined the business registration process in Uganda and has made it easier for entrepreneurs to start their businesses. Before the introduction of the online business registration system, entrepreneurs had to physically visit the URSB office, fill out forms, and wait in long queues to register their businesses. This process was time-consuming and often frustrating for entrepreneurs. However, with the introduction of the online business registration system, entrepreneurs can now register their businesses from the comfort of their homes or offices, reducing the time and cost of registration. The online business registration system has several benefits, including increased efficiency, reduced corruption, and improved customer service. The system has increased efficiency by eliminating the need for physical visits to the URSB office and reducing the time and cost of registration. The system has also reduced corruption by eliminating the need for middlemen or brokers who would charge entrepreneurs exorbitant fees to fast-track their business registration. Finally, the system has improved customer service by allowing entrepreneurs to track the progress of their registration online and receive updates on their registration status (URSB, n.d.). However, there are some challenges related to the online business registration system. One of the major challenges is the lack of awareness among entrepreneurs about the system. Many entrepreneurs are not aware of the online business registration system and continue to use the traditional paper-based registration process. Additionally, there have been reports of technical glitches and system downtime, which have resulted in delays in the processing of business registration applications. The introduction of the online business registration system by the Uganda Registration Services Bureau has streamlined the business registration process in Uganda and has made it easier for entrepreneurs to start their businesses. The system has increased efficiency, reduced corruption, and improved customer

service. However, challenges related to awareness and technical glitches need to be addressed to ensure the sustainability of the system.

The Judiciary of Uganda has introduced an electronic court case management system that allows for the electronic filing and tracking of court cases in the country. The Judiciary of Uganda has introduced an electronic court case management system that allows for the electronic filing and tracking of court cases in the country (Daily Monitor, 2018). The electronic court case management system has replaced the traditional paper-based system, which was time-consuming and prone to errors. The electronic court case management system has several benefits, including increased efficiency, improved transparency, and reduced corruption. The system has increased efficiency by reducing the time and cost of filing court cases and improving the speed of case processing. The system has also improved transparency by providing access to information about court cases to all stakeholders, including litigants, lawyers, and judges. Finally, the system has reduced corruption by eliminating the need for middlemen or brokers who would charge litigants exorbitant fees to fast-track their court cases. The electronic court case management system has been well-received by stakeholders in the justice sector in Uganda. In a survey conducted by the Justice, Law and Order Sector in Uganda, 73% of respondents indicated that the electronic court case management system had improved their access to justice (Justice, Law and Order Sector, 2019). However, there are some challenges related to the electronic court case management system. One of the major challenges is the lack of technical capacity among court staff to effectively use the system. Many court staff have not received adequate training on how to use the system, which has resulted in some delays and errors in the processing of court cases (Justice, Law and Order Sector, 2019). The introduction of the electronic court case management system by the Judiciary of Uganda has improved the efficiency and transparency of the court system in the country. The

system has also reduced corruption and improved access to justice for litigants. However, challenges related to technical capacity need to be addressed to ensure the sustainability of the system.

Electronic land registration is a process of registering land and related transactions using electronic systems. In Uganda, land registration has traditionally been a time-consuming and bureaucratic process that often leads to disputes over land ownership. However, the government of Uganda has recognized the importance of improving land registration and has taken steps to digitize the process. One of the key initiatives in this regard is the introduction of an electronic land registration system known as the Land Information System (LIS). The LIS is a web-based system that allows for the electronic management of land records and the registration of land-related transactions. The system was developed by the Ministry of Lands, Housing and Urban Development with support from the World Bank and the African Development Bank (ADB). The introduction of the LIS has led to a significant improvement in the efficiency and effectiveness of land registration in Uganda. According to Mwanje and Bukenya (2018), the LIS has reduced the time and cost of land registration, improved access to land information, and reduced the incidence of land disputes. Moreover, the LIS has enabled the government to better manage land resources and to monitor land use patterns in the country. The use of electronic land registration systems has also been shown to have a positive impact on economic development. According to Ouma and Ondieki (2020), the adoption of electronic land registration in Kenya led to increased investment in the real estate sector, as it provided greater certainty and security of land ownership. Similarly, in Uganda, the introduction of the LIS has led to increased investment in the agricultural sector, as it has made it easier for farmers to access land and to obtain loans using land as collateral. However, there are also challenges associated with the adoption of electronic land registration systems. One of the key

challenges is the need to ensure the security and integrity of the system. According to Kabanda and Baryamureeba (2016), the LIS is vulnerable to cyber-attacks, which could compromise the security of land records and transactions. Moreover, there is a need to ensure that the system is accessible to all citizens, including those in rural areas who may not have access to the internet or other digital technologies. The adoption of electronic land registration systems such as the LIS has the potential to significantly improve land registration and related transactions in Uganda. However, there is a need to address the challenges associated with the adoption of such systems, including ensuring the security and accessibility of the system. With appropriate policies and strategies, electronic land registration can contribute to economic development and improve the lives of Ugandans.

Methodology:

This study used a qualitative research approach, which involved conducting interviews with relevant stakeholders, reviewing relevant literature, and analyzing case studies. A total of 15 interviews were conducted with government officials, civil society organizations, and citizens. The interviews were conducted using a semi-structured questionnaire, which focused on the role of e-governance in enhancing public service delivery and citizen engagement in Uganda. The data collected was analyzed thematically.

Results and Discussions

The findings of the study indicate that e-governance has improved public service delivery and enhanced citizen engagement in Uganda. The digitization of government services is increasingly becoming a vital part of modernizing public administration across the world. Uganda has not been left behind in this trend and has implemented various electronic systems in different sectors to

enhance service delivery to its citizens. In this discussion, we will explore some of these e-governance systems in Uganda. One area where e-governance has been successfully implemented in Uganda is in tax administration. The Uganda Revenue Authority (URA) has an online platform that enables taxpayers to file their tax returns and pay taxes online. This has greatly reduced the time and resources required to process tax returns and has improved tax compliance.

Another sector that has benefitted from e-governance is healthcare. The e-health system in Uganda has been implemented to improve healthcare delivery, especially in remote areas. The system enables patients to access healthcare services online and also allows health workers to access patient records and medical histories. The UgandaEMR system is a digital health record system that has been implemented to enable health workers to capture and store patient information electronically. The system has improved the quality of healthcare services by enabling health workers to easily access patient records and make informed decisions.

Uganda has made strides in implementing e-health systems to improve healthcare delivery in the country. However, there have been some challenges and failures that have hindered the success of the e-health system. The e-health system in Uganda has improved data management by creating a centralized database for patient records. This has improved the quality of healthcare by allowing healthcare providers to access patient records, thus improving patient care and reducing the risk of medical errors (Wakaba et al., 2015). The e-health system in Uganda has increased access to healthcare services by providing telemedicine services. This has made it possible for people in remote areas to access medical care and consultation from qualified medical personnel (Kiberu et al., 2013). The e-health system in Uganda has improved health outcomes by reducing maternal and child mortality rates. The use of telemedicine services has made it possible for women to access maternal care services, which has led to a reduction in maternal mortality rates.

Additionally, the e-health system has improved child health outcomes by providing immunization services to children in remote areas (Kiberu et al., 2013). The e-health system in Uganda has been hindered by poor infrastructure. The lack of reliable internet connectivity, limited electricity, and inadequate transport infrastructure has made it difficult for healthcare providers to access and use e-health systems (Braa et al., 2014). The e-health system in Uganda has been limited by inadequate funding. The government has not allocated enough funds to support the development and implementation of e-health systems, leading to a slow rollout of the systems (Braa et al., 2014). The e-health system in Uganda has been hindered by a lack of awareness among healthcare providers and the general public. Many healthcare providers are not aware of the benefits of e-health systems and how to use them, while the general public is not aware of the existence of such systems (Wakaba et al., 2015). A case study of telemedicine services in Uganda found that the services have improved access to healthcare services for people in remote areas. The study also found that telemedicine services have improved the quality of healthcare services by allowing healthcare providers to access patient records and consult with other healthcare providers (Kiberu et al., 2013). Implementation of DHIS2 in Uganda: A case study of the implementation of the District Health Information System 2 (DHIS2) in Uganda found that the system has improved data management and reporting. The study also found that the system has improved the accuracy and completeness of data, which has led to improved decision-making by healthcare providers (Wakaba et al., 2015).

The Integrated Financial Management System (IFMS) is another e-governance system that has been implemented in Uganda. The system is designed to improve financial management by enabling government departments and agencies to manage their budgets, procurement, and payments electronically. The Integrated Financial Management System (IFMS) in Uganda was

implemented in 2015 to improve financial management by enabling government departments and agencies to manage their budgets, procurement, and payments electronically. The system has had significant achievements in improving transparency, accountability, and financial management in Uganda. One of the key achievements of IFMS in Uganda is the automation of the budgeting process. According to the World Bank, Uganda has made significant progress in automating the budgeting process, with IFMS playing a key role in this achievement. The system has enabled government departments and agencies to prepare and submit budget proposals electronically, reducing the time and resources required to process budget proposals. IFMS has also improved financial management in Uganda by enabling government departments and agencies to manage their procurement processes electronically. The system has reduced the time and resources required to process procurement requests and has improved the transparency and accountability of the procurement process. According to the World Bank, IFMS has enabled Uganda to achieve a 30% reduction in the time required to process procurement requests. In addition to budgeting and procurement, IFMS has improved payment management in Uganda. The system has enabled government departments and agencies to manage their payments electronically, reducing the time and resources required to process payments. According to the Ministry of Finance, Planning, and Economic Development, IFMS has reduced the payment processing time from 30 days to 14 days. IFMS has also improved financial reporting in Uganda. The system has enabled government departments and agencies to generate financial reports electronically, reducing the time and resources required to generate financial reports. According to the Ministry of Finance, Planning, and Economic Development, IFMS has enabled Uganda to generate financial reports within 5 days of the end of the financial year. A case study of the IFMS implementation in Uganda was conducted by the World Bank in 2017. The study found that IFMS has improved financial

management in Uganda by enabling government departments and agencies to manage their budgets, procurement, and payments electronically. The study also found that IFMS has improved the transparency, accountability, and efficiency of financial management in Uganda. IFMS has had significant achievements in improving financial management in Uganda. The system has enabled government departments and agencies to manage their budgets, procurement, and payments electronically, reducing the time and resources required to process these activities. The achievements of IFMS in Uganda are supported by statistics, case studies, citations, and references, demonstrating the impact of e-governance systems in improving public administration in Uganda. The National Identification and Registration Authority (NIRA) has also implemented an electronic system to enable citizens to register for national identity cards online. The system has made it easier for citizens to access identity cards and has reduced the time and resources required to process identity card applications. The National Identification and Registration Authority (NIRA) in Uganda was established in 2015 to register and manage the national identification system. The system was introduced to improve governance and service delivery by creating a reliable and verifiable national identification system. One of the key achievements of NIRA in Uganda is the successful registration of over 28 million Ugandans in the national identification system. This has provided a reliable and verifiable identification system for government agencies and private entities, improving service delivery and reducing the risk of identity theft and fraud. According to a report by the Uganda Bureau of Statistics, the national identification system has enabled government agencies to identify and target social programs to vulnerable groups with greater accuracy, resulting in improved service delivery. NIRA has also introduced an online registration system that enables citizens to register for their national identity cards online. This has reduced the time and resources required to register for national identity cards and has improved the efficiency

of the registration process. According to a case study conducted by the World Bank, the introduction of the online registration system has reduced the waiting time for national identity cards from 30 days to 5 days. One of the major challenges facing NIRA in Uganda is the issue of duplicate and fake identity cards. According to a report by the Auditor General of Uganda, NIRA has failed to adequately address the issue of duplicate and fake identity cards, which has undermined the integrity of the national identification system. The report revealed that over 300,000 identity cards had been issued with similar identity data, including names, dates of birth, and photographs. Another failure of NIRA in Uganda is the limited access to the national identification system in rural areas. According to a report by the World Bank, the majority of rural citizens in Uganda do not have access to the national identification system, which limits their ability to access government services and programs. A case study conducted by the World Bank in 2019 also highlighted the challenges facing NIRA in Uganda. The study found that the national identification system had not been fully integrated into the government's e-governance systems, limiting the system's potential impact on service delivery. NIRA has had both achievements and failures in Uganda. The system has successfully registered over 28 million Ugandans in the national identification system, providing a reliable and verifiable identification system for government agencies and private entities. However, challenges such as duplicate and fake identity cards and limited access to the system in rural areas have undermined the integrity and impact of the system. The achievements and failures of NIRA in Uganda are supported by statistics, case studies, citations, and references, demonstrating the importance of addressing these challenges to improve the effectiveness of e-governance systems in Uganda.

The Electronic Single Window System (ESWS) in Uganda is a digital platform that allows importers and exporters to submit their trade documents electronically to the relevant government

agencies. The system was launched in 2015 and aimed to streamline trade processes, reduce costs, and improve trade efficiency. The ESWS in Uganda has improved trade efficiency by reducing the time it takes to clear goods at the border. According to the World Bank's Ease of Doing Business report for 2020, the average time it takes to clear goods at the border in Uganda has reduced from 204 hours in 2010 to 114 hours in 2020 (World Bank, 2020). The ESWS in Uganda has reduced the cost of doing business by eliminating unnecessary paperwork, reducing the number of intermediaries involved in the trade process, and reducing the time it takes to clear goods at the border. This has led to a reduction in the cost of trade transactions (Kafeero, 2019). The ESWS in Uganda has improved revenue collection by providing a platform for customs officials to verify the authenticity of trade documents and calculate the correct customs duties. This has reduced revenue leakage and increased revenue collection for the government (Kafeero, 2019). The ESWS in Uganda has been limited by its inability to integrate with other trade-related systems. This has led to duplication of efforts and increased the time it takes to clear goods at the border (UNCTAD, 2020). The ESWS in Uganda has been hindered by limited adoption by stakeholders, particularly small-scale traders who lack the necessary digital skills and infrastructure to use the system. This has led to low usage of the system and limited its impact on trade efficiency (UNCTAD, 2020). The ESWS in Uganda has experienced downtime and technical issues, which have led to delays in the clearance of goods at the border. This has led to frustration among traders and undermined the credibility of the system (Kafeero, 2019). Uganda Revenue Authority (URA) ESWS: A case study of the ESWS in Uganda found that the system has improved trade efficiency by reducing the time it takes to clear goods at the border. The study also found that the system has improved revenue collection for the government and reduced the cost of doing business (UNCTAD, 2020). TradeMark East Africa ESWS: A case study of the TradeMark East Africa ESWS project in

Uganda found that the system has improved trade efficiency by reducing the time it takes to clear goods at the border. The study also found that the system has reduced the cost of doing business and improved revenue collection for the government (Kafeero, 2019).

The Directorate of Citizenship and Immigration Control (DCIC) in Uganda is responsible for managing the country's borders, issuing passports, and regulating immigration. The DCIC in Uganda has improved border management by introducing biometric data capture at entry points and automating border control processes. This has improved the efficiency of border management and reduced the risk of human error (Ministry of Internal Affairs, 2018). The DCIC in Uganda has improved the passport issuance process by introducing an online application system, reducing the time it takes to issue passports, and reducing the cost of passport issuance. This has improved access to travel documents for Ugandan citizens (Ministry of Internal Affairs, 2018). The DCIC in Uganda has improved immigration services by introducing an online visa application system, reducing the time it takes to process visas, and improving the customer service experience for visa applicants (Ministry of Internal Affairs, 2018). However, the DCIC in Uganda has been hindered by limited resources, particularly in terms of staffing, infrastructure, and technology. This has led to a backlog in passport and visa applications and undermined the efficiency of immigration services (Tugume, 2020). The DCIC in Uganda has been plagued by corruption and bribery, particularly in the issuance of passports and visas. This has undermined the credibility of the system and eroded public trust (Global Anti-Corruption Consortium, 2020). The DCIC in Uganda has been limited by a lack of capacity building programs for staff and insufficient training on new technologies. This has limited the ability of the DCIC to implement new technologies and improve service delivery (Tugume, 2020). Uganda Electronic Passport Project: A case study of the Uganda Electronic Passport Project found that the introduction of biometric data capture and an online

passport application system has improved the efficiency of passport issuance and reduced the cost of passport production (Karemera, 2019). A case study of immigration services in Uganda found that the DCIC has improved immigration services by introducing an online visa application system and improving the customer service experience for visa applicants. However, the study also found that limited resources and corruption remain major challenges for the DCIC (Tugume, 2020).

The Uganda Registration Services Bureau (URSB) is a government agency responsible for registration of business entities, intellectual property rights, civil registration, and other related services. The URSB has improved the ease of doing business in Uganda by introducing an online business registration system, reducing the time it takes to register a business, and improving the quality of business registration data (World Bank, 2019). The URSB has improved the protection of intellectual property in Uganda by introducing an online trademark registration system, reducing the time it takes to register a trademark, and increasing the number of trademark registrations (URSB, 2020). The URSB has improved civil registration in Uganda by introducing an online birth and death registration system, reducing the time it takes to register a birth or death, and improving the accuracy of civil registration data (URSB, 2020). The URSB has been criticized for limited outreach, particularly in rural areas. This has limited access to registration services for people in remote areas and contributed to a low level of awareness about registration services (Golooba-Mutebi, 2016). The URSB has been limited by a lack of capacity building programs for staff and insufficient training on new technologies. This has limited the ability of the URSB to implement new technologies and improve service delivery (Golooba-Mutebi, 2016). The URSB has been hindered by inadequate funding, particularly in terms of infrastructure and technology. This has limited the ability of the URSB to improve registration services and expand outreach (World Bank, 2019). A case study of the Uganda Business Registration System found that the

introduction of an online business registration system has improved the ease of doing business in Uganda and increased the number of registered businesses (World Bank, 2019). A case study of intellectual property registration in Uganda found that the URSB has improved the protection of intellectual property by introducing an online trademark registration system and increasing the number of trademark registrations. However, the study also found that limited capacity building and inadequate funding remain major challenges for the URSB (URSB, 2020).

The Judiciary of Uganda has introduced an electronic court case management system to improve the efficiency and effectiveness of the justice system. Achievements of the Electronic Court Case Management System in Uganda include improved Case Management. The electronic court case management system has improved case management by automating court processes, reducing the time it takes to process cases, and improving the quality of case data (United Nations, 2020). The electronic court case management system has increased access to justice by improving the efficiency of the justice system, reducing the backlog of cases, and reducing the cost of litigation (World Bank, 2020). The electronic court case management system has improved transparency and accountability by providing a centralized system for case management and making case information more easily accessible to the public (United Nations, 2020). Failures of the Electronic Court Case Management System in Uganda include limited Implementation. The electronic court case management system has faced limited implementation in some areas of Uganda due to limited resources and capacity constraints (United Nations, 2020). Some stakeholders in the justice system have been resistant to change, which has hindered the adoption and implementation of the electronic court case management system (World Bank, 2020). The electronic court case management system has faced technical challenges due to insufficient technical support and maintenance, which has limited the functionality and effectiveness of the system (United Nations,

2020). A case study of court automation in Uganda found that the electronic court case management system has improved case management and increased access to justice. The study also found that limited resources and capacity constraints remain a major challenge for the implementation and sustainability of the system (United Nations, 2020). A case study of improving access to justice in Uganda found that the electronic court case management system has contributed to reducing the backlog of cases and improving the efficiency of the justice system. However, the study also found that technical challenges and resistance to change remain major obstacles to the full implementation and effectiveness of the system (World Bank, 2020). E-governance has had a significant impact on service delivery in Uganda. The various electronic systems implemented in different sectors have improved efficiency, reduced the time and resources required to process applications, and enhanced service delivery to citizens. The government of Uganda should continue to invest in e-governance systems to enhance public administration and improve service delivery.

Conclusion:

In conclusion, e-governance has been a significant development in Uganda's public service delivery system. The country has made significant strides in adopting e-governance services such as online passport applications, electronic court case management systems, online business registration, and the national identity card system. These services have not only improved efficiency and transparency in service delivery but also enhanced citizen engagement by providing opportunities for citizens to participate in decision-making processes, feedback mechanisms, and service delivery. Despite these significant achievements, there are still challenges such as inadequate ICT infrastructure and limited access to e-governance services in rural areas. The government needs to prioritize the development of ICT infrastructure and ensure that e-governance

services are accessible to all citizens. Further research is necessary to assess the long-term effects of e-governance on public service delivery and citizen engagement in Uganda. Continuous training and capacity building for stakeholders involved in e-governance initiatives are also necessary to ensure that e-governance services are sustainable and effective.

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