



Integrated financial management system and service delivery in public entities in Uganda: A case of ministry of water and environment

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Introduction

The study examined the impact of Integrated Financial Management Systems (IFMS) on service delivery in public entities in Uganda. It focused on the Ministry of Water and Environment.

Objectives

The study was guided by three objectives, namely:

1. To examine how automation of cash management has influenced efficient allocation and use of resources in Uganda,
2. to assess how automation of public procurement has influenced transparency in procurement processes in Uganda,
3. to examine how automation of budgeting has improved accountability in public sector systems in Uganda.

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Methodology

The study used a descriptive phenomenological research design to capture a clear description of the nature of IFMS and service delivery, by the respondents. The study population was 200 and a sample size of 133 respondents of which only 128 participated.

Key findings

The results showed that the Adjusted R square is 0.680 which is an indication that 68.0% of the changes that do occur in service delivery within user entities are due to changes in the Integrated Financial Management System, the remaining 32.0% was outside the scope of the study.

Key recommendations

The study recommends that the Government of Uganda through the Ministry of Finance, Planning, and Economic Development, should accelerate the progress of the national transmission backbone infrastructure to strengthen interconnectivity to efficiently manage the increasing number of users on the IFMS.

The study also recommends that the Ministry of Finance, Planning, and Economic Development should establish incentives and penalties to minimize human errors by staff using the IFMS and its integrated systems.

Lastly, the study recommends updating the IFMS with inbuilt extra security features to address potential areas of leaking financial information.



Key references

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