



CITIZEN FEEDBACK REPORT

OCTOBER 2018

64.4%
SERVICE
SATISFACTION RATE



POLICE

Jinja Rd Police Station



176 In-Person
Interviews



300 Button
Presses

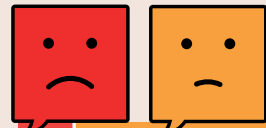


57% English
42% Luganda
1% Other



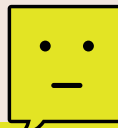
73% Men
27% Women

Very Bad Bad



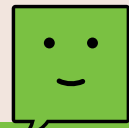
4% **15%**

Okay



41%

Good



35%

Very Good



5%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Compared To:



89.8%
Measured With
The Device



60%
At Ntinda
Police Station



67.9%
At Wandegaya
Police Station



63.7%
Measured In
September



65.3%
At Central
Police Station



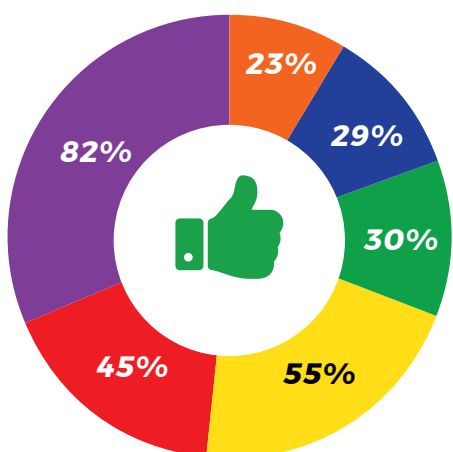
61.8%
At Kiira Rd
Police Station

Average
waiting time:



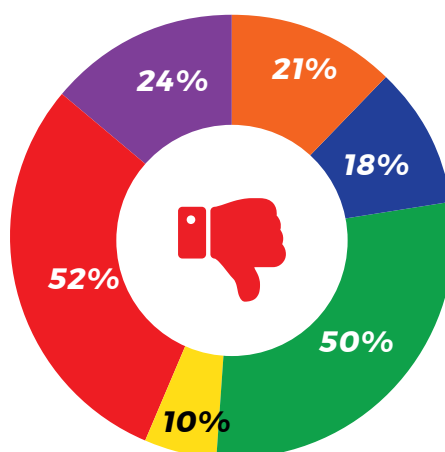
22 Min

What was **good** about the services at Jinja Rd Police Station?



- The environment was pleasant
- The process was easy
- The service was fast
- The staff was knowledgeable
- The staff was friendly
- I was helped

What was **bad** about the services at Jinja Rd Police Station?



- I was sent from office to office
- The environment was bad
- The service took too long
- I felt disrespected
- My problem was not resolved
- I was not helped



Number of
incidences
where citizens
felt they had to
pay something
outside of
regular fees:

2.3%
4 People

Why did people come to Jinja Rd Station, and what was the average satisfaction rating related to the services they received?

Which office did you come for?	Satisfaction
Administration / OC Station / DPC	70.0%
Charge Office (Reporting case & suspects)	65.9%
CID	60.4%
Traffic	64.4%



What can be improved at Jinja Rd Police Station?

Police officers should be more attentive to individual clients; including suspects since there are many cases of clients feeling that the officers are rude. Moreover, there are signals that the device is being misused by officers at this station, hence leading to a much higher satisfaction average than the average measured by the interviews.



"I came to follow up on a case [at Jinja Rd Police]. I work at a certain organisation as a supervisor, and some staff stole many assets from us. I was called in yesterday and told that the suspect had been caught in Tororo. I came in to talk to the OC, telling him I needed an escort to Tororo to see the suspect and the officer allowed to escort me. I was extremely pleased with the service as I didn't expect them to get the suspect at all. I was given hope for getting the stolen items and would like police to keep up the excellent work." - citizen visiting Jinja Rd Police Station.

SEMA is a not-for-profit enterprise gathering citizen's voices to improve public services in Uganda.

Do you have questions about this report or our data collection?

Contact us via info@talktosema.org | www.talktosema.org | social media: @talktosema | toll-free line: 0800 203 062