



THE REPUBLIC OF UGANDA
Ministry of Gender Labour
and Social Development



better life chances for all

EXPANDING
**SOCIAL
PROTECTION**

SENIOR CITIZENS' GRANT (SCG) PAY POINT EXIT SURVEY REPORT



JUNE – AUGUST 2017

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Foreword

The Ministry of Gender, Labour and Social Development, through the Expanding Social Protection Programme (ESPP) is implementing the Social Assistance Grants for Empowerment (SAGE) with funding support from the UK Department for International Development (DFID), Irish Aid and the Government of Uganda. Through SAGE, the ministry of gender, labour and social development administers the Senior Citizens Grant. The goal of ESP is to reduce chronic poverty and improve life chances for poor men, women and children in Uganda. The programme aims to embed a national social protection system, including direct income support for the poorest and most vulnerable, as a core element of Uganda's national planning and budgeting processes. SAGE commenced in 2011 in 15 pilot districts and is currently operating in 40 districts of Uganda following the roll out.

The Ministry conducts bi annual beneficiary exit surveys to assess the effectiveness of payment services and the beneficiary satisfaction with the services they received at the payment point. This exercise provides an opportunity for the beneficiaries to express their views and perceptions on service delivery and how the programme can be improved. On the side of implementers it enables us to learn the good practices that can be adopted for similar programmes.

This is our 2017 report and I urge all stakeholders and interested parties to take interest in the report and get insights in what is happening report and get to know what is happening with the Senior Citizens Grant, how beneficiaries perceive the programme and services provided among others.

I thank and congratulate my staff, development partners and all stakeholders playing a role in the implementation of the Senior Citizens Grant. I also thank the team that participated in the exercise that informed this report and the beneficiaries who participated in the survey.



Pius Bigirimana
PERMANENT SECRETARY

Acknowledgment

The Ministry of Gender, Labour and Social Development (MGLSD) through the Expanding Social Protection Programme (ESPP), acknowledges the support received from the Monitoring Evaluation Reporting and Learning (MERL) and Operations units in producing this report. We acknowledge the Regional Technical Support Unit staff especially M&E Officers for their role in data collection and preliminary analysis. We are grateful to the parish chiefs and other Local Government staff for supporting the data collection process. Special thanks go to the SCG beneficiaries for their commitment and willingness to participate in the survey.

Acronyms

DFID	Department for International Development
ESPP	Expanding Social Protection Programme
IGA'S	Income Generating Activities
MERL	Monitoring Evaluation Reporting and Learning
MGLSD	Ministry of Gender, Labour and Social Development
PBU	Post Bank Uganda
SAGE	Social Assistance Grants for Empowerment
SCG	Senior Citizens Grant

1.0 Introduction

The Social Assistance Grants for Empowerment is a direct income support scheme and is one of the components of the Expanding Social Protection Programme (ESPP) implemented by the MGLSD with funding support from the UK Department for International Development (DFID), Irish Aid and the Government of Uganda. The goal of ESP is to reduce chronic poverty and improve life chances for poor men, women and children in Uganda and the programme aims to embed a national social protection system, including direct income support for the poorest and most vulnerable, as a core element of Uganda's national planning and budgeting processes. SAGE commenced in 2011 and is being piloted in 15 districts of Uganda¹. The programme was rolled out and is currently being implemented in 40 districts. Beneficiaries receive a non-conditional grant of 25,000/= a month. While the programme targets senior citizens above 65 years in the initial pilot districts, it only reaches 100 eldest beneficiaries per sub county in the roll out districts.

In order to come up with means of improving payment service provision and to get to know and address issues affecting beneficiaries, a pay point beneficiary exit survey is conducted. Beneficiary satisfaction remains a major component in defining the quality of services offered by SAGE programme hence the importance of this survey. The survey information supplements existing monitoring data generated from disbursement reports to assess the quality of Payment Service Providers. A generic short questionnaire (Annexed) is used in the interview. The questionnaire is from time to time improved to take care of any emerging key management issues that can be addressed through such an avenue. The interview takes between 5-10 minutes per interviewee.

¹ The pilot districts of Social Assistance Grant for Empowerment include; Amudat, Apac, Kaberamaido, Katakwi, Kiboga, Kole, Kyankwanzi, Kyegegwa, Kyenjojo, Moroto, Nakapiripirit, Napak, Nebbi, Yumbe and Zombo.

2.0 Purpose of the Exit Survey

The purpose of the pay point exit survey is to measure the effectiveness of payment services and to assess beneficiary satisfaction of the services received at the payment point. The exercise provides an opportunity for the Programme to interact with beneficiaries or their alternative recipients in order to assess quality of payment service, and to determine short term use of the cash transfer through interviewing them as they leave the pay point. Beneficiary satisfaction is an important component of good quality service. The results of the survey will be used to improve service provision at payment points and also to help understand beneficiary specific challenges like cost of access of transfer, distance to pay points and security.

3.0 Methodology

On a bi annual basis, a random sample of beneficiaries is interviewed by parish chiefs and the SAGE M & E staff as they leave the payment point. The questionnaire was administered to 997 beneficiaries from 12 districts of Bugiri, Kaberamaido, Katakwi, Kole, Kyankwanzi, Kyegegwa, Kyenjojo, Moroto, Nakaseke, Nebbi and Zombo that were making payments in July/ August period. At least each of the 7 technical support units was represented. The selection of the sub counties was random.

Systematic sampling was used to identify the respondents and every 10th beneficiary coming out of the pay point was interviewed. Data was captured in an excel database and later analyzed using SPSS and STATA.

4.0 Findings

4.1 Respondent's demographic and social characteristics

The distribution of the sample population by district is as in table 1 below.

Table 1: Distribution of respondents by district

District	Frequency	Percentage
Bugiri	37	3.7%
Kaberamaido	120	12%
Katakwi	210	21.1%
Kole	100	10.0%
Kyankwanzi	98	9.8%
Kyegegwa	150	15.1%
Kyenjojo	44	4.4%
Moroto	70	7%
Nakaseke	47	4.7%
Nebbi	68	6.8%
Zombo	53	5.3%
Total	997	100

The youngest of the interviewed beneficiaries was 65 years while the oldest was aged 104 years. 51.3% of the beneficiaries talked to were married while 41.2% were widowed, 3.5% separated while 4% were never married. Slightly more than a half (52.5%) were female while 47.6% were males. The distribution by district is in the table below;

Table 2: Respondents disaggregation by Gender and district

District	Male		Female		Total	
	N	%	N	%	N	%
Bugiri	23	62.2	14	37.8	37	100
Kaberaido	47	39.2	73	60.8	120	100
Katakwi	86	41.0	124	59.1	210	100
Kole	46	46.0	54	54.0	100	100
Kyankwanzi	51	52.0	47	48.0	98	100
Kyegegwa	74	49.3	76	50.7	150	150
Kyenjojo	26	59.0	18	41.0	44	100
Moroto	36	51.4	34	48.6	70	100
Nakaseke	20	42.6	27	57.5	47	100
Nebbi	35	51.5	33	48.5	68	100
Zombo	31	58.5	22	41.5	53	100
Total	475	47.6	522	52.4	997	100

4.2 Involvement in income generating activities (IGAs)

Majority of beneficiaries interviewed (70.3%) reported not having any Income Generating Activity (IGA) with only 29.7 % reporting involvement in an IGA of any sort as in table below.

Table 3: Respondents involvement in IGA by district

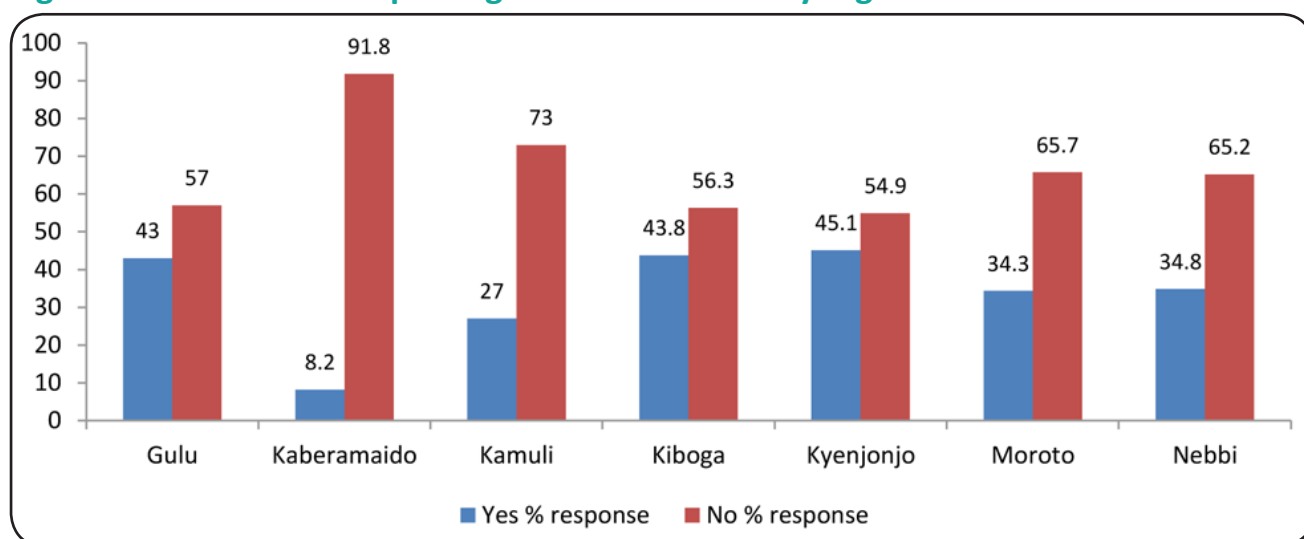
District	Male		Female		Total	
	1	%	2	%	N	%
Bugiri	10	27	27	73	37	100
Kaberaido	8	6.7	112	93.3	120	100
Katakwi	19	9.1	191	91	210	100
Kole	43	43	57	57	100	100
Kyankwanzi	44	45.4	53	54.6	97	100
Kyegegwa	75	50.3	74	49.7	149	150

Kyenjojo	12	27.3	32	72.7	44	100
Moroto	24	34.3	46	65.7	70	100
Nakaseke	19	40.4	28	59.6	47	100
Nebbi	22	32.4	46	67.7	68	100
Zombo	18	38.3	29	61.7	47	100
Total	294	29.7	695	70.3	989	100

It is not surprising that Kyegegwa and Kyankwanzi had the highest number of beneficiaries with IGAs. This can be attributed to the fact that these are pilot districts with some beneficiaries still energetic and able to invest in IGA's and have been receiving the grant for a longer period compared to the roll out districts. Also surprising to note is the very low number of beneficiaries reporting IGA involvement in Kaberamaido and Katakwi given both the age of beneficiaries and the time they have been receiving the grant. There is need to establish the reason for this disparity in comparison to other districts with

whom they have been receiving the grant for the same time. Interesting to note is the relatively high number of people in Bugiri with IGA's despite the late entry into the program and the target group. By region, beneficiaries who reported involvement in IGA's were mainly from Kyenjojo (45.1%) followed by Kiboga (43.8%) and Gulu (43%) regions. Kaberamaido region reported the highest number of beneficiaries having no source of income (91.8%), followed by Kamuli region with 73% as evident in the figure below.

Figure 1: Beneficiaries reporting IGA involvement by region



4.4 Beneficiary awareness and suitability of post bank services

In order to establish the extent to which Post Bank Uganda as a service provider has created awareness about its services to the beneficiaries, some questions were asked to establish beneficiaries' knowledge about PBU. Asked whether beneficiaries were oriented on banking services by PBU, 59% reported they had been oriented compared to 41% who had not. 64% reported knowledge of their bank account with PBU as beneficiaries and 49.3% knew that once they keep part of their grant with PBU they can earn an interest. Majority of beneficiaries (60.7%) were aware of their right to receive a receipt showing their transaction balance after receiving payment. 62.6% of the interviewed beneficiaries confirmed their ability to confirm the money received in cash as indicated on the transaction receipt given.

4.4.1 Customer care at pay point

Respondents were asked whether they had been greeted by the bank staff at pay point. Majority of them (81%) reported being greeted. It is however not clear whether the 19% who reported not being greeted came late

or expected another form of greeting. What usually happens at the pay point is that all beneficiaries are greeted in chorus by the staff at the pay point before making the prepayment address and guiding the beneficiaries on the procedure to follow during payments. After payments have commenced, payment officers do not necessarily greet individual beneficiaries again as it may be time consuming. 97.7% felt the service providers specifically bank staff were polite to them. The politeness was considered in form of supporting those that are very frail to enable them access their payments. In addition, beneficiaries who required help in where to report complaints were supported.

Asked whether beneficiaries received the money they expected that payment day, 95.1% confirmed receiving what they expected. Only 4.9% did not receive what they had expected. A follow up question on what actually happened and whether they were explained as to why they did not receive the expected amount was not asked. The breakdown on beneficiary's responses by district is in table below;

Table 5: Whether Beneficiaries received the expected amount on pay day

District	Male		Female		Total	
	n	%	N	%	n	%
Bugiri	36	97.3	1	2.7	37	100
Kaberamaido	118	98.3	2	1.7	120	100
Katakwi	208	99.1	2	1.0	210	100
Kole	99	100.0	0	0.0	99	100
Kyankwanzi	92	93.9	6	6.1	98	100
Kyegegwa	119	83.2	24	16.8	143	150
Kyenjojo	36	90.0	4	10.0	40	100
Moroto	65	92.9	5	7.1	70	100
Nakaseke	45	95.7	2	4.3	47	100
Nebbi	66	100.0	0	0.0	66	100
Zombo	46	95.8	2	4.2	48	100
Total	930	95.1	48	4.9	978	100

Of the 48 (4.9%) respondents who did not receive the expected amount, only 34.5% reported it as a complaint while 65.5% did not report to any authority. It is therefore important to note that beneficiaries still need to be sensitized on their right to report any variance in expectation before leaving the pay point to enable immediate capturing or resolving would be complaints.

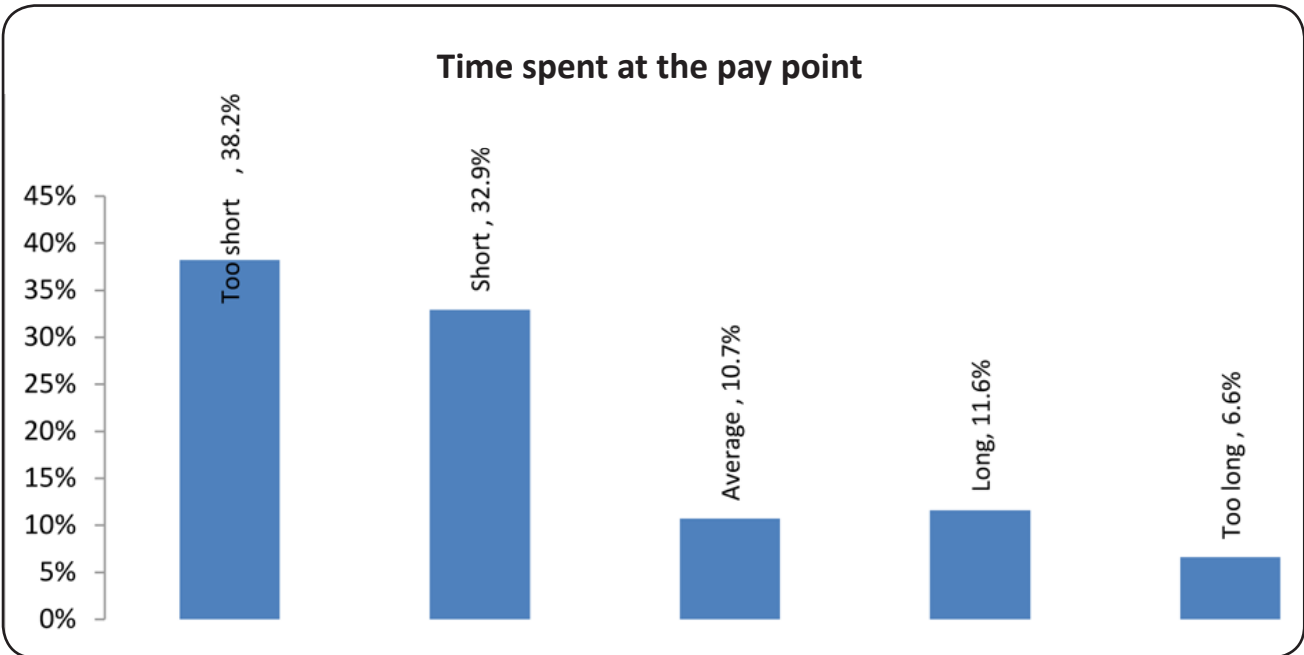
4.4.2 Time spent at the pay point

Respondents were asked the time spent at the pay point. 38.2% of respondents found it too short, 22.9% found it short and 11.6% and 6.6%

found it long and very long respectively (figure 4 below). Evidence from the field however indicates that even where beneficiaries are mobilised to come to a pay point at a given time in the afternoon, they end up coming in the morning hence staying for long before PBU reaches their pay point.

It is therefore important that in future this question is preceded by one asking the time they were requested to turn up for the day.

Figure 2: Time spent at the Pay point



4.4.3 Customer service at pay point

Interviewed respondents were further asked how they rank the customer service received at the pay point that day. Some 36.8% considered it excellent, 54.6% considered it very good, 15.4% ranked it good. Only 1.7% ranked customer service as fair and 0.5% considered it poor. Although majority of the respondents had a good ranking for the services, the fact that some respondents ranked it fair, poor and very poor needs to be followed up and addressed.

4.5 Disability issues

4.5.1 Physical appearance

Interviewers were requested to observe the physical status of beneficiaries and on doing so, it was reported that 55.9% of beneficiaries were looking strong while 43.6% were weak and frail. 6.6% were reported very ill while 3.9 % were disabled. A comparison of the roll out and pilot districts revealed more respondents in the pilot compared to the roll out districts but this is clearly attributable to the high number of districts (9) interviewed in the pilot compared to only two districts in the roll out.

Table 6: Physical appearance of respondents

Physical appearance of respondents	Rollout districts		Pilot districts		Total	
	N	%	N	%	n	%
Looking strong	48	10.7	401	89.3	449	100
Weak, Frail	31	7.3	396	92.7	427	100
Very ill, sick	1	1.5	64	98.5	65	100
Disabled	1	2.6	37	97.4	38	100
Total	81	8.3	898	91.7	979	100

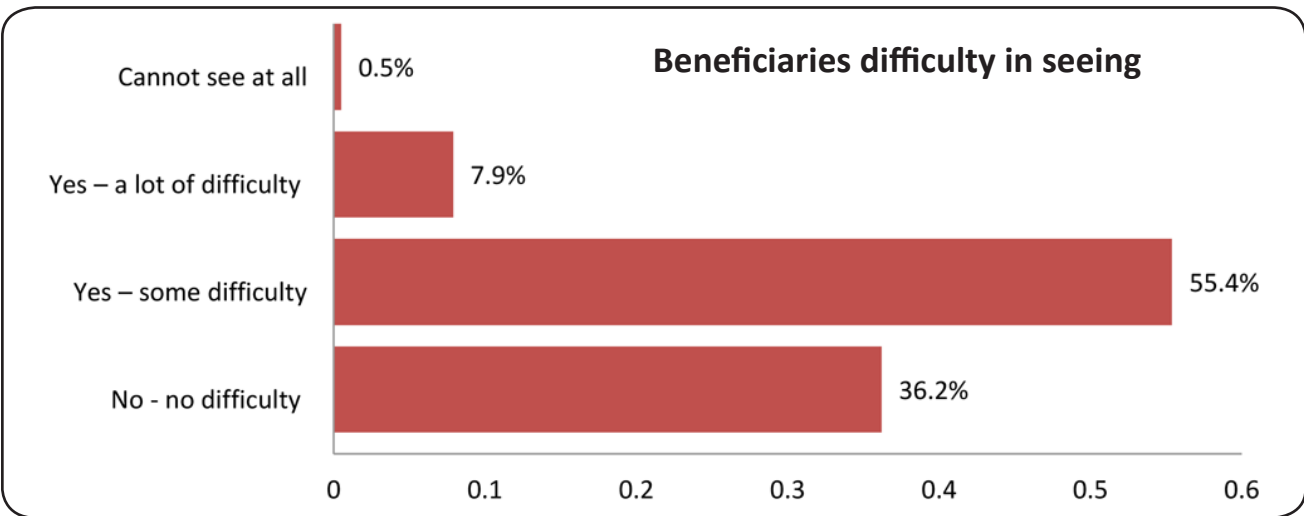
In relation to disability, respondents were further asked whether they have difficulties in seeing, hearing, walking, self-care and or memory. It is however important to note that most of the districts in this survey were pilot districts with beneficiary age range starting with 65 years and above hence having many younger beneficiaries compared only Nakaseke the only roll out district in this survey and hence more

likely to have more frail beneficiaries.

4.5.2 Beneficiary eye sight

In terms of seeing, more than half of the respondents (55.4%) had difficulty in seeing while 36.2% had no difficulty in seeing. Only 0.5% of the interviewed respondents could not see at all as in the figure below.

Figure 3: Beneficiaries with difficulty in seeing

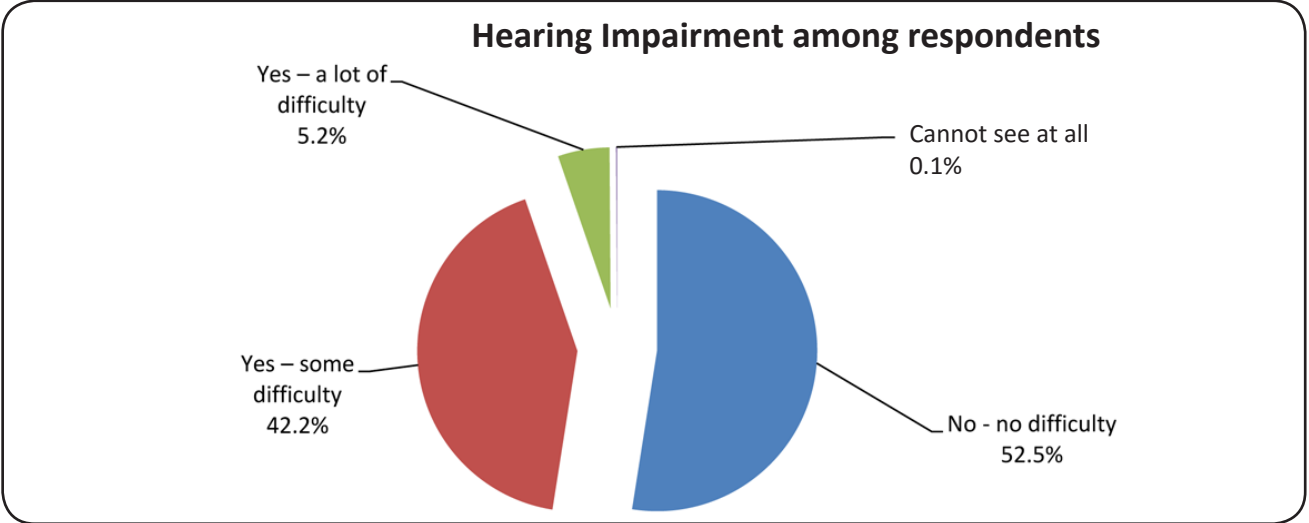


The high number of respondents with difficulty in seeing is a sign that beneficiaries could also be having problems confirming the amount of money received at payment hence the need to think about how best they can be assisted to confirm amount received on pay day.

4.5.3 Hearing impairment among beneficiaries

Asked whether they had difficulties in hearing, 42.2% of respondents reported having difficulties in hearing while 52.5% did not have any difficulty and 5.2% had a lot of difficulty hearing. The fact that 42.2 % of beneficiaries have some difficulty is a signal to us to think about innovative ways of ensuring effective ways of the beneficiaries with hearing impairment.

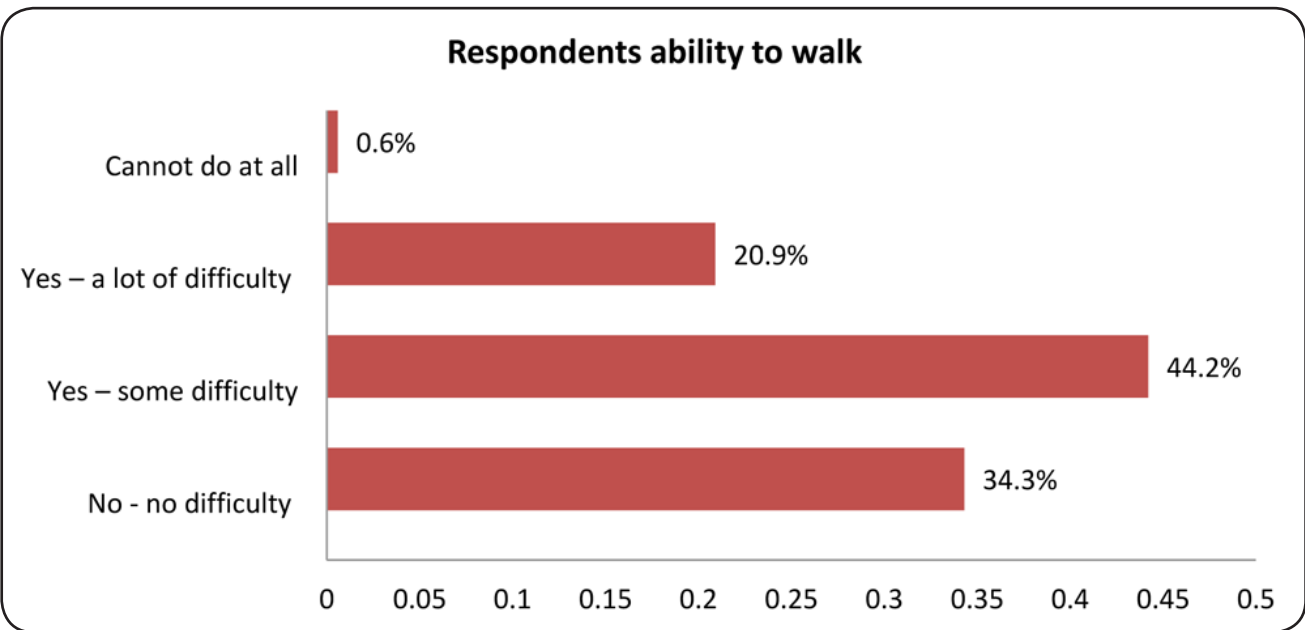
Figure 4: Respondents ability to hear



4.5.4 Difficulties in movement

Respondents were asked whether they had any difficulty in walking or climbing steps. While 34.3% reported having no difficulty, 44.2% reported having some difficulty walking and 20.9% reported having a lot of difficulty and only 0.6% could not walk at all. The low number of beneficiaries who could not walk at all could be attributed to the fact that most of the districts where the exit survey was conducted are pilot districts with only one district being a roll out. As such, they comprise of beneficiaries from 65 years and above. Roll out districts have more beneficiaries with difficulties in walking given the target age group (the oldest 100).

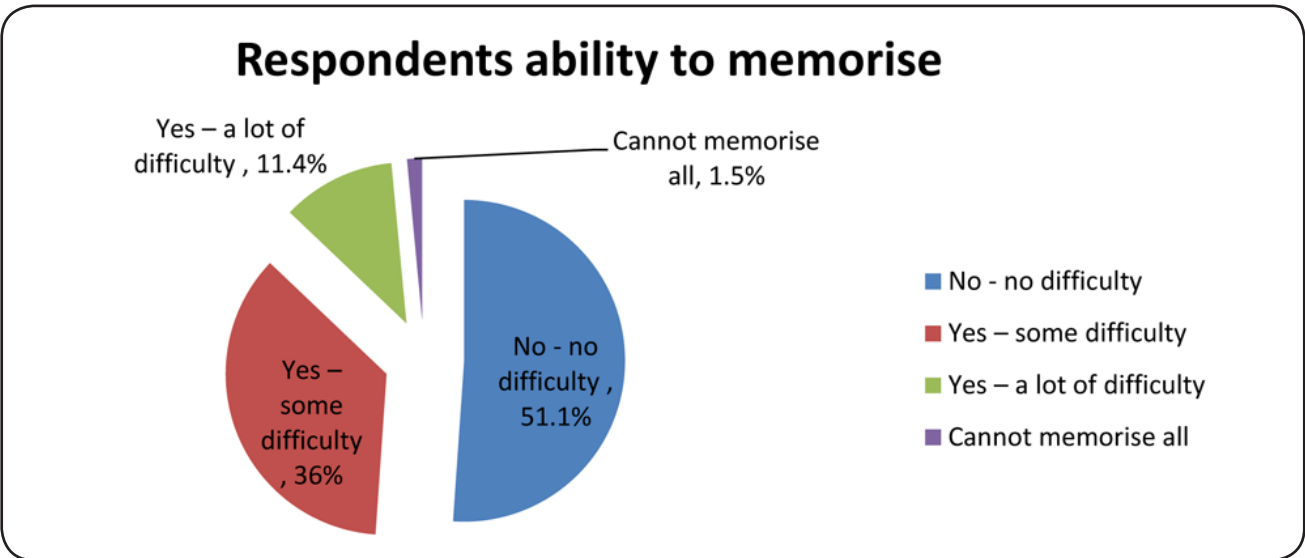
Figure 5: Respondents ability to walk



4.5.5 Memory challenges among beneficiaries

In terms of memory, the survey established beneficiary's ability to remember. While slightly more than half of the respondents (51.1%) had no difficulty remembering, 36% reported some difficulty, 11.4% respondents reported having a lot of difficulty remembering while 1.5% could not remember at all as illustrated below.

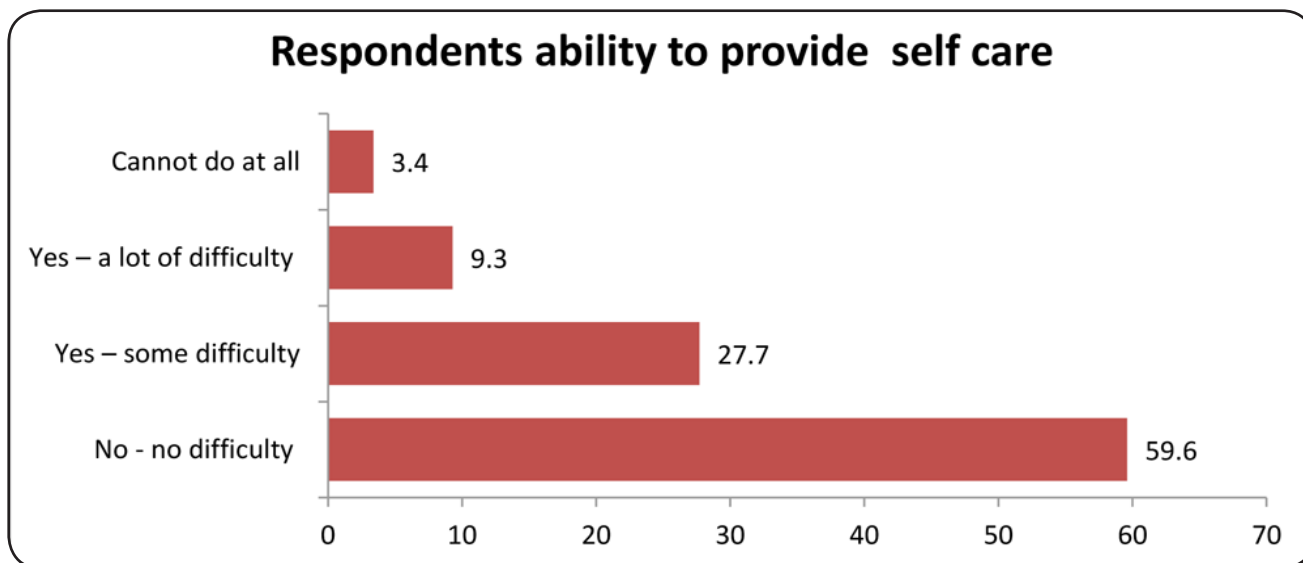
Figure 6: Respondents memory



4.5.6 Respondent's ability to provide self-care

Respondents were asked whether they experienced any difficulty with self-care including washing all over their bodies and dressing. Many (59.6%) of them reported having no difficulty in providing self-care while 27.7% reported having some difficulty, 9.3% reported having a lot of difficulty while only 3.4% of the interviewed respondents could not provide self-care or even dress themselves as illustrated in the figure below.

Figure 7: Self-care report among respondents

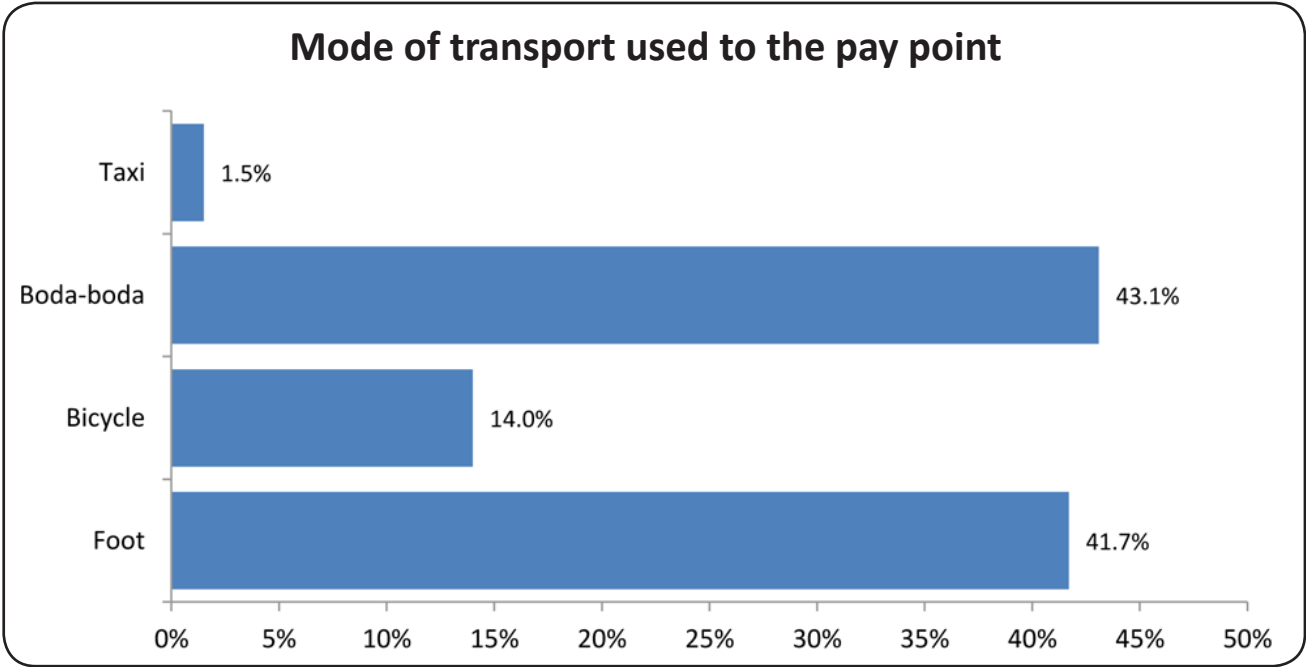


Although the total number of respondents reporting difficulty in providing self-care (40.4%) is still lower than those with no difficulty, there is need to think about promoting community support for such beneficiaries to enable them continue living a dignified life by getting some support in self-care. This can be done through creating linkages with other possible programs as well as promoting community support for the elderly.

4.6 Mode of transport to pay points

Respondents were asked the means of transport they used to the pay point. Majority of beneficiaries reported having travelled by boda- boda to the pay point (43%), foot (42%) and bicycle (14%). Only (2%) reported having travelled by taxi as in figure below.

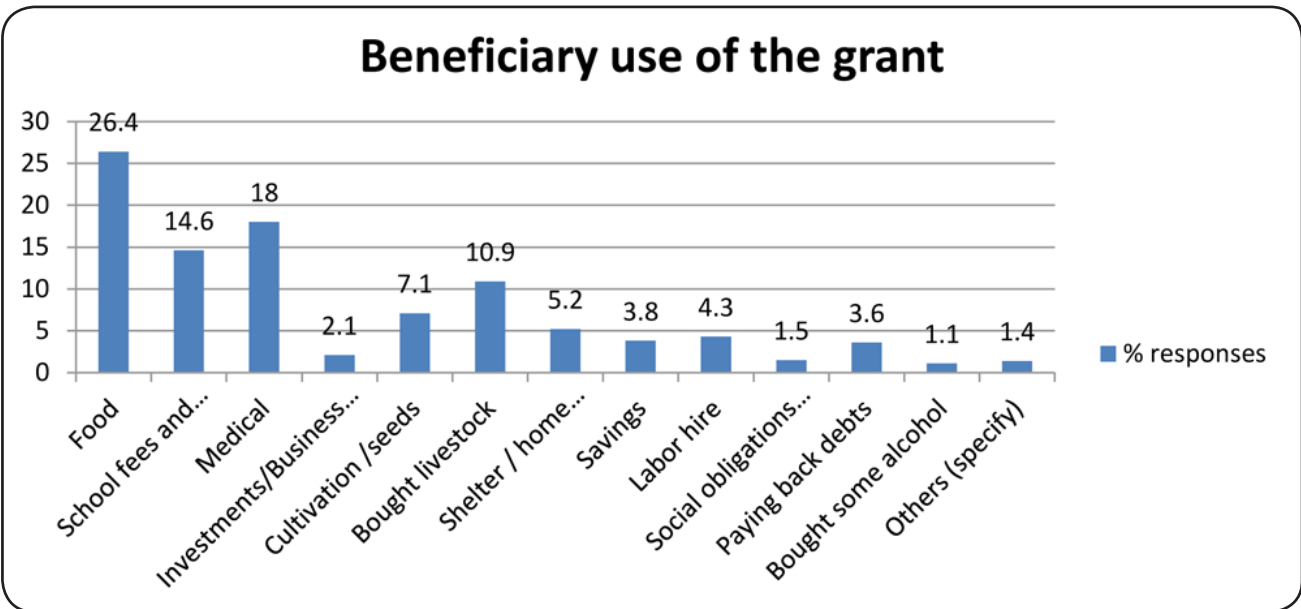
Figure 8: Respondents mode of transport to pay point



4.7 Use of the grant

Use of the grant was most reported on food by 738 (26%) followed by medical 504 (18%), scholastic materials 409 (14.6%), and buying livestock 304 (10.9%). Among the least reported areas was alcohol 32 (1.1%), social obligations 42 (1.6%) and business ventures 59 (2.1%) as in figure below

Figure 9: Beneficiary use of the grant

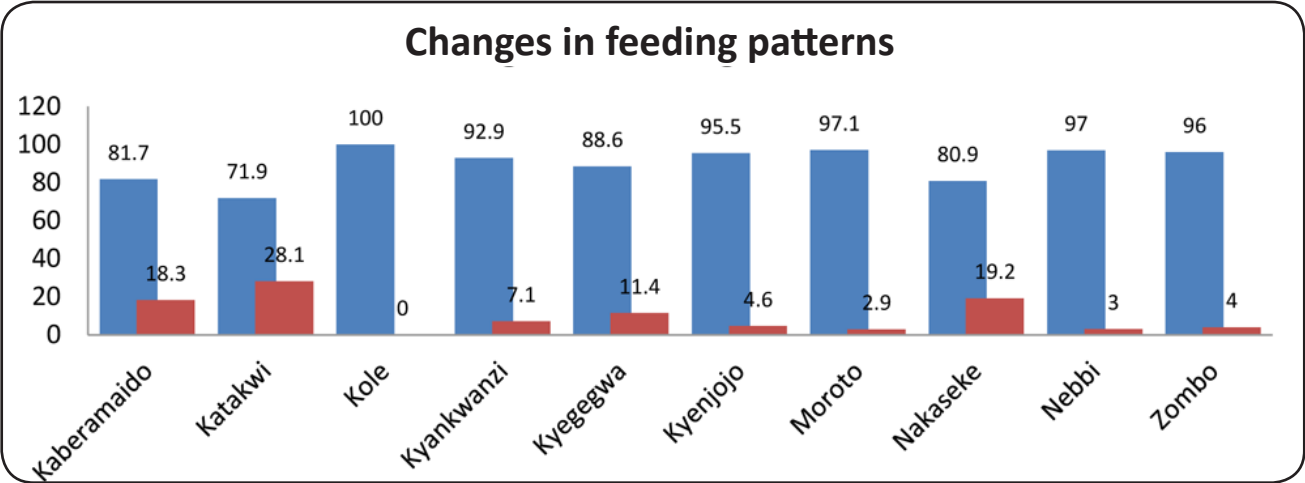


4.8 Changes in feeding patterns

Asked whether they experienced changes in feeding patterns since they started receiving the grant, majority (87.2%) reported Yes while only 12.8% reported otherwise. Kole reported the highest changes with 100% of interviewed beneficiaries reporting having experienced changes. It is impressive that Nakaseke a roll

out district also recorded 80.9% beneficiaries reporting a change. It's of concern that Katakwi and Kaberamaido districts recorded 28.1% and 18.3% beneficiaries that have never experienced a change since receiving the grant yet they are both pilot districts that have been receiving the grant since 2012 and 2011 respectively. There is need for follow up on such beneficiaries to establish the cause of the failure to realise change.

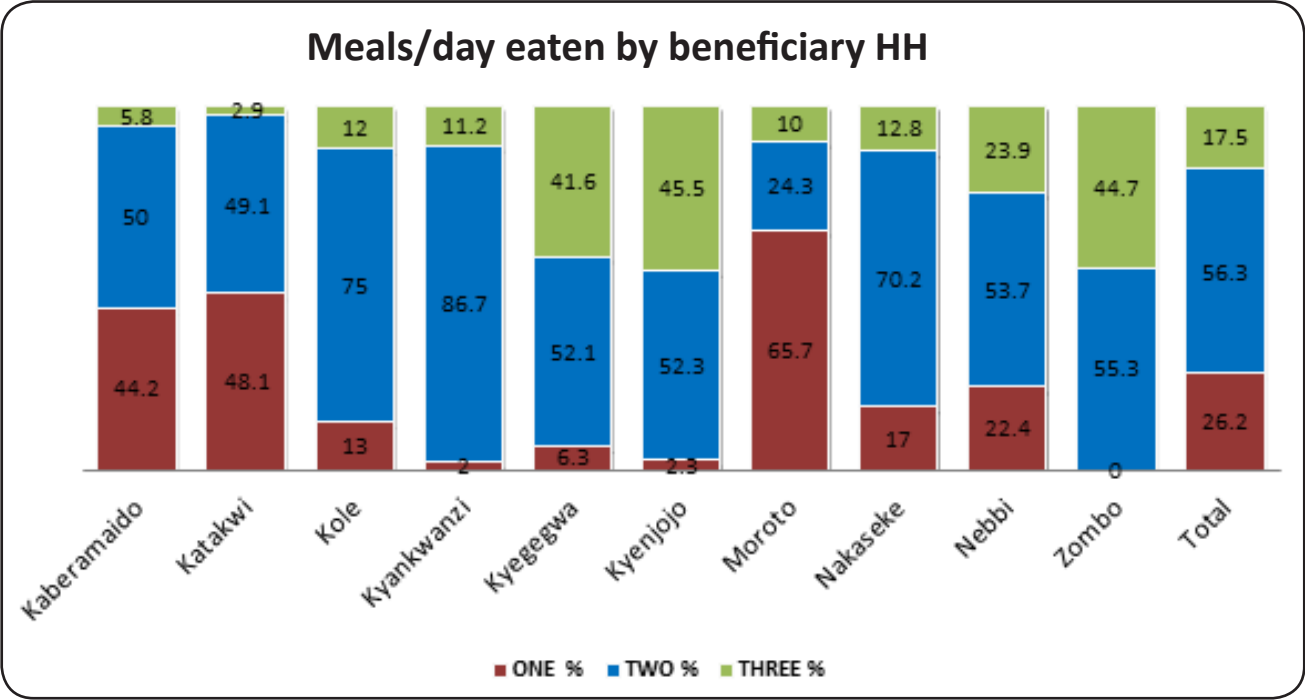
Figure 10: Change in Feeding patterns of respondents



The team further established the number of meals eaten by beneficiaries a day. As evident in figure below, on average a high number of beneficiaries talked to in all the districts surveyed eat two meals a day (56.3%) while 26.2% said they eat only one meal a day and only 17.5% eat three meals a day. Zombo emerged as the best performing district in terms of meals with no one eating one meal a day, 55.3% and 44.7% eating two and three meals a day respectively.

The districts of Kyankwanzi (86.7), Kole (75%), Nakaseke (70.2%) are also doing well with a high number of people (over 70%) eating two meals a day. Similarly, the districts of Zombo, Kyenjojo and Kyegegwa were reported to be doing very well with over 40% eating three meals a day. The situation in Moroto however raises concern with a high number of households (65.7%) reporting having one meal a day followed by Katakwi (48.1%) and Kaberamaido (44.2%) districts.

Figure 11: Meals eaten by respondents



Asked whether they ate a more preferred meal in the last 7 days, slightly more than a half (53.6%) reported having eaten a more preferred meal compared to 46.4% who had not. The high number of beneficiaries who had not eaten a preferred meal in the last 7 days could be attributed to the competing priorities beneficiaries have because at old age people tend to eat what they desire. Beneficiaries were further asked whether they had reduced the number of meals eaten per day in the last 7 days, 47.2% of the households reported having done so compared to 52.8% who had not. Katakwi reported the highest number of responses (80.5%) followed by Moroto (75.7%)

and Nakaseke (74.5%) reporting reduced number of meals eaten per day. Nakaseke district also reported having the highest number of households reporting restricting some household members from eating food.

4.9 Health outcomes

Most of the interviewed beneficiaries (74%) in all the sampled districts reported having been unwell since the last SAGE transfer. As evident in table below 97.9% in Nakaseke, 94.9% in Kyankwanzi, 91.7% in Kaberamaido, and 90.8% in Nebbi had fallen sick since last payment as in table below.

The districts of Kyenjojo and Moroto reported the highest number of people who did not fall sick with 76.2% and 68.6% people respectively.

Table 7: Respondents who reported having fallen ill since the last payment day

District	Yes		No		Total	
	Frequency	%	Frequency	%	Frequency	%
Kaberaido	110	91.7	10	8.3	120	100
Katakwi	182	86.7	28	13.3	210	100
Kole	57	57.0	43	43.0	100	100
Kyankwanzi	93	94.9	5	5.1	98	100
Kyegegwa	88	61.5	55	38.5	143	100
Kyenjojo	10	23.8	32	76.2	42	150
Moroto	22	31.4	48	68.6	70	100
Nakaseke	46	97.9	1	2.1	47	100
Nebbi	59	90.8	6	9.2	65	100
Zombo	29	63.0	17	37.0	46	100
Total	696	74.0	245	26.0	941	100

Asked whether the transfer had enabled them access medical treatment, majority reported Yes compared to those who reported no as follows; 98.3% in Gulu had accessed treatment compared to 1.7% who had not, 82.7% in Kaberaido compared to 17.3% who had not, 89.1% in Nebbi compared to 10.9% and 52.5% in Kiboga compared to 47.6%. The health findings indicate that a high number of beneficiaries are faced with poor health hence the need for linkages with health services.

Table 8: Respondents ability to access health care using the grant

District	YES		NO		Total	
	Frequency	%	Frequency	%	Frequency	%
Kaberaido	92	76.7	28	23.3	120	100
Katakwi	181	86.2	29	13.8	210	100
Kole	57	98.3	1	1.7	58	100
Kyankwanzi	38	38.8	60	61.2	98	100

Kyegegwa	67	75.3	22	24.7	89	100
Kyenjojo	4	28.6	10	71.4	14	150
Moroto	15	68.2	7	31.8	22	100
Nakaseke	37	82.2	8	17.8	45	100
Nebbi	52	83.9	10	16.1	62	100
Zombo	30	100.0	0	0.0	30	100
Total	573	76.6	175	23.4	748	100

4.10 Changes in school attendance

Asked whether respondents had school going children in their homes, majority (71.5%) indicated they had school going children compared with only 28.5% who did not have school going children. District wise, Nebbi had the highest number of households with school going children with 89.4% followed by Moroto (84.3%), Zombo (82.6%), Kaberamaido (81.7%). Kyankwanzi and Nakaseke reported the lowest number of households having school going children with 39.8% and 48.9% respectively. The same respondents were asked whether school attendance of children in their households had improved as a result of the SCG transfer, on

average 81.1% reported having improved as a result of the grants. Kole reported the highest improvement with 98.7% recorded followed by Moroto (98.3%) and Zombo (97.3%). The districts of Katakwi (35.2%), Nakaseke (32%), Kyankwanzi (27.3%) and Kaberamaido (21.7%) registered a high number of households with school attendance of children in their families did not improve as a result of the SCG transfer. While it is not surprising for Nakaseke that has just joined the program in the roll out, it is surprising and therefore important to investigate why Katakwi and Kaberamaido still record low school attendance in relation to education despite the long time they have been receiving the grant. Nakaseke on the other hand is a new district that just joined during the roll out.

Table 9: Respondents with school going children

District	Yes		No		Total	
	Frequency	%	Frequency	%	Frequency	%
Kaberaimaido	98	81.7	22	18.3	120	100
Katakwi	142	67.6	68	32.4	210	100
Kole	78	78.0	22	22.0	100	100
Kyankwanzi	39	39.8	59	60.2	98	100
Kyegegwa	111	76.0	35	24.0	146	100
Kyenjojo	29	69.1	13	31.0	42	150
Moroto	59	84.3	11	15.7	70	100
Nakaseke	23	48.9	24	51.1	47	100
Nebbi	59	89.4	7	10.6	66	100
Zombo	38	82.6	8	17.4	46	100
Total	676	71.5	269	28.5	945	100

Beneficiaries with improved education attendance as a result of SCG

Table 10: Respondents reporting improved education as a result of SCG

District	Yes		No		Total	
	Frequency	%	Frequency	%	Frequency	%
Kaberaimaido	94	78.3	26	21.7	120	100
Katakwi	136	64.8	74	35.2	210	100
Kole	78	98.7	1	1.3	79	100
Kyankwanzi	32	72.7	12	27.3	44	100
Kyegegwa	95	87.2	14	12.8	109	100
Kyenjojo	27	93.1	2	6.9	29	150
Moroto	59	98.3	1	1.7	60	100
Nakaseke	17	68.0	8	32.0	25	100
Nebbi	54	88.5	7	11.5	61	100
Zombo	36	97.3	1	2.7	37	100
Total	628	81.1	146	18.9	774	100

Asked in what ways the transfer had specifically improved school attendance of the children in the SAGE households, respondents reported ability to: buy scholastic materials (95%), pay school fees (76%) and buy food for the grand children (62.1 %).

4.11 Changes in family support and social life

4.11.1. Improvements in family status as a result of the SCG transfer

Respondents were asked whether receiving the SCG grant improved their status in the family. Majority (95%) acknowledged improved status; Kyankwanzi, Kole and Zombo having the highest responses of 99 %, 98 and 97.9 % respectively, while Nebbi had the lowest response of 86.4%. Remarkable results are observed with Nakaseke (91.3%), which is a new district (see table below)

Table 11: Family status improvement

District	Yes		No		Total	
	Frequency	%	Frequency	%	Frequency	%
Kaberaido	114	95.0	6	5.0	120	100
Katakwi	201	95.7	9	4.3	210	100
Kole	97	98.0	2	2.0	99	100
Kyankwanzi	97	99.0	1	1.0	98	100
Kyegegwa	138	97.2	4	2.8	142	100
Kyenjojo	39	95.1	2	4.9	41	150
Moroto	61	87.1	9	12.9	70	100
Nakaseke	42	91.3	4	8.7	46	100
Nebbi	57	86.4	9	13.6	66	100
Zombo	46	97.9	1	2.1	47	100
Total	892	95.0	47	5.0	939	100

Unfortunately, specific improvements were not captured in this exit survey, yet the specific changes would have improved the understanding of what changes exactly happened.

4.11.2. Situation before the transfer

Beneficiaries were asked whether they were receiving any form of support from family or community prior to the transfer. Slightly more than a half (53.7%) of the respondents reported receiving support compared to the 46.3% who were not receiving any support. Of those who were receiving support prior to

the transfer, only 17.5% reported that their families and community stopped supporting them while 82.5% of the respondents continued receiving support despite the grant. This implies that receiving the grant did not affect the beneficiaries' support from elsewhere.

Asked whether respondents knew of any person who has become reluctant to work because they receive the SAGE grant, only 9.3% reported knowledge of such beneficiaries. Analysis of this information by district revealed that Kole (23%) had the highest number of responses, followed by Zombo 17% responses as in the table below

Table 12: Respondents' reluctance to work due to the SCG grant District

District	Yes		No		Total	
	Frequency	%	Frequency	%	Frequency	%
Kaberaido	6	5.0	113	95.0	120	100
Katakwi	19	9.1	191	91.0	210	100
Kole	23	23.0	77	77.0	100	100
Kyankwanzi	4	4.1	94	95.9	98	100
Kyegegwa	7	5.0	133	95.0	140	100
Kyenjojo	5	12.5	35	87.5	40	150
Moroto	7	10.0	63	90.0	70	100
Nakaseke	0	0.0	47	100.0	47	100
Nebbi	8	12.3	57	87.7	65	100
Zombo	8	17.0	39	83.0	47	100
Total	87	9.3	849	90.6	937	100

4.12 SCG and gender based violence among beneficiary households

Beneficiaries were asked whether receiving the grant had caused any form of gender based violence in their households and families. The majority (93.4%) of respondents reported no while only 6.7% reported having experienced gender based violence as a result of the grant. Of those who reported experiencing gender based violence, Kole district registered the highest responses (17%) reporting gender based violence followed by Katakwi district with 11% responses. Zombo and Kaberamaido registered 6.8% and 6.7 % respectively. The districts of Kyankwanzi and Nakaseke did not have any responses reporting knowledge of gender based violence. Overall the chances of the grant leading to gender based violence are minimal.

4.13 SCG and social relations in the community

Respondents were further asked whether receiving the grant had an impact on social relations of beneficiaries in their communities. Overall, 68% of beneficiaries reported improved social relations in their communities while only 32% reported not having any impact on social relations.

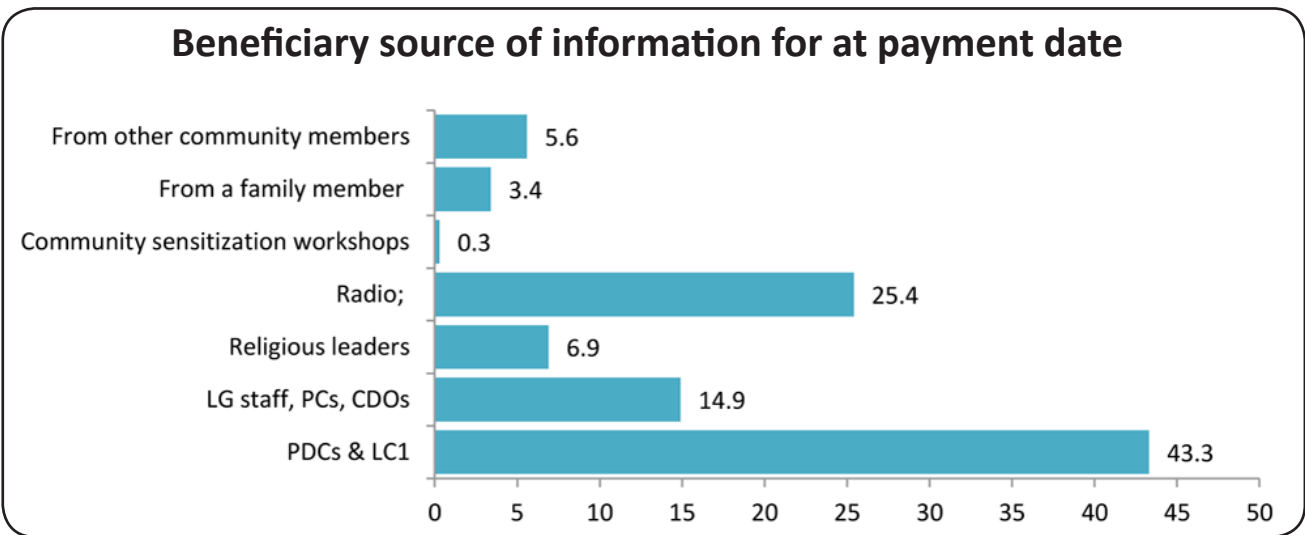
Table 13: Impact of SCG on Social relations in the community

District	Yes		No		Total	
	Frequency	%	Frequency	%	Frequency	%
Kaberamaido	100	83.3	20	16.7	120	100
Katakwi	192	91.4	18	8.6	210	100
Kole	81	81.8	18	18.2	99	100
Kyankwanzi	26	26.5	72	73.5	98	100
Kyegegwa	102	70.3	43	29.7	145	100
Kyenjojo	14	33.3	28	66.7	42	150
Moroto	39	58.2	28	41.8	67	100
Nakaseke	3	6.4	44	93.6	47	100
Nebbi	49	76.6	15	23.4	64	100
Zombo	32	69.6	14	30.4	46	100
Total	638	68.0	300	32.0	938	100

4.14 Communications

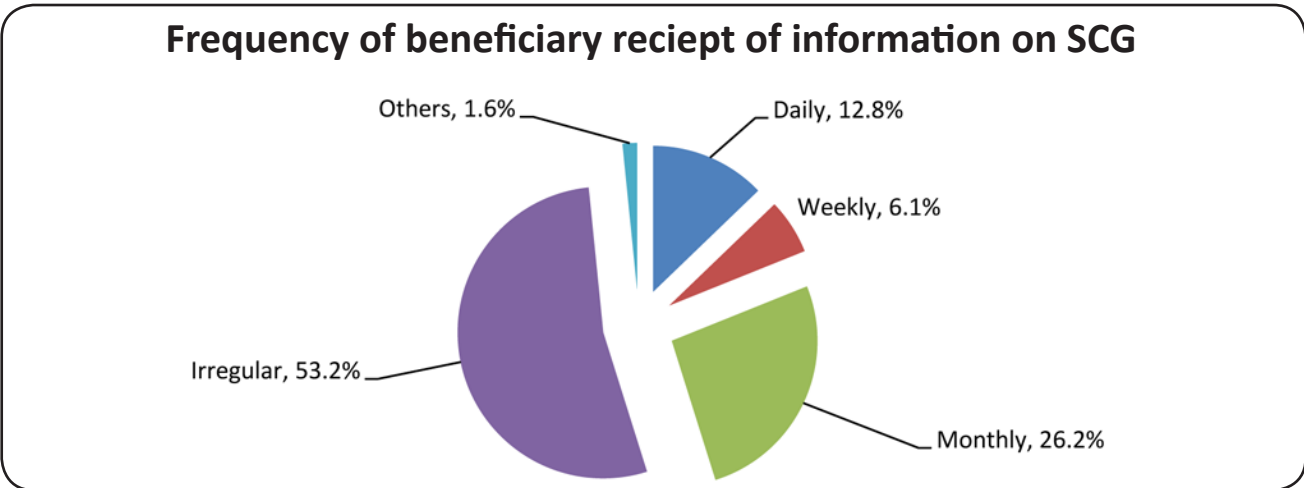
Beneficiaries were asked how they got to know about payments that day. Majority of respondent talked to reported having got to know through the Parish chiefs and Local council one (43.3%), followed by radio (25.4%) and Local government staff (14.9%) as indicated in figure below. It is however not clear whether the strategies we are considering of removing LC1 and minimising radios will be good for the program since they happen to be key forms of communication to the beneficiaries.

Figure 12: Sources of information for payments



Respondents were further asked how often they receive information about SCG from the various sources of information used. Majority of them (53.2%) reported receiving communication irregularly while 26.2% reported receiving information on a monthly basis as in figure below.

Figure 13: Frequency in information receipt



Frequency of information reception by district as in the table below

Table 14: Frequency of Information receipt by district

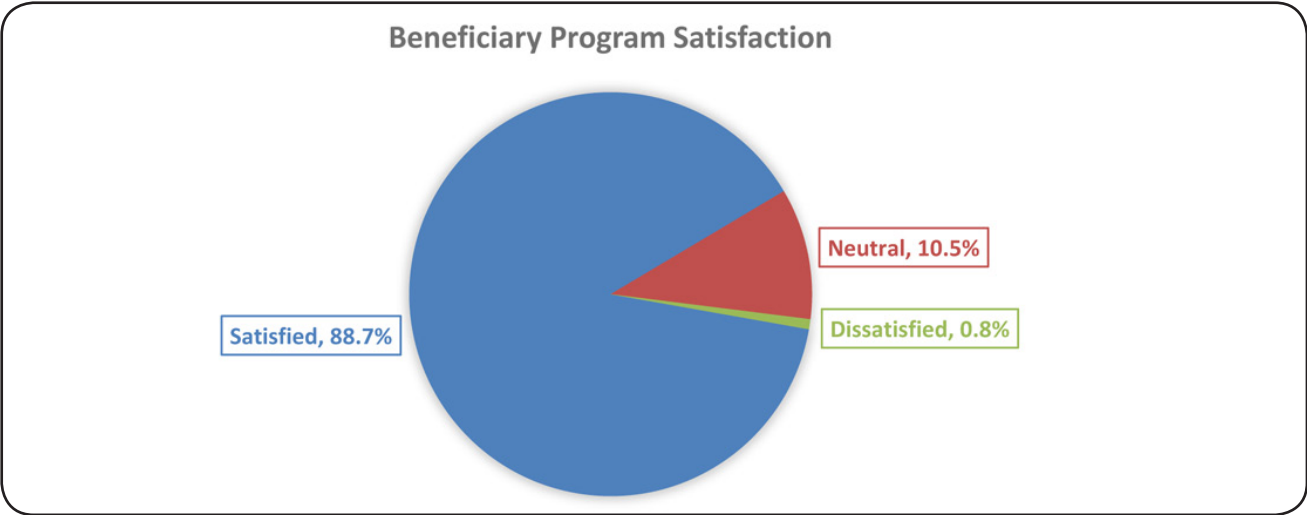
District	Daily		Weekly		Monthly		Irregular		Others		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
Bugiri	8	22.2	8	22.2	18	50.0	2	5.6	100	83.3	100	100
Kaberamaido	8	6.7	5	4.2	13	10.8	86	71.7	192	91.4	192	100
Katakwi	8	81.8	2	1.0	13	14.8	169	80.5	81	81.8	81	100
Kole	43	43.0	11	11.0	7	7.0	39	39.0	2	0.0	100	100
Kyankwanzi	0	0.0	2	2.0	61	62.2	33	33.7	0	2.0	98	100
Kyegegwa	19	12.9	14	9.5	34	23.1	80	54.4	0	0.0	147	100
Kyenjojo	13	32.5	10	25.0	9	22.5	8	20.0	0	0.0	40	100
Moroto	4	5.7	4	5.7	48	68.6	14	20.0	0	0.0	70	100
Nakaseke	0	0.0	1	2.1	1	2.1	44	93.6	1	2.1	47	100
Nebbi	14	21.5	1	1.5	14	21.5	36	55.4	0	0.0	65	100
Zombo	8	18.2	2	4.6	20	45.5	9	20.5	5	11.4	44	100
Total	125	12.8	60	6.1	256	26.2	520	53.2	16	1.6	977	100

4.15 Beneficiary satisfaction of the program

Interviewed beneficiaries were asked whether they were satisfied with the program on the whole. This satisfaction included payments, service delivery and other program related services including information sharing. Majority 88.7% reported they were satisfied while 10.5%

were neutral and only 0.8% were dissatisfied. Beneficiary dissatisfaction was mainly attributed to the delayed payments, absence of some members on the pay roll and delayed updates of the alternative recipients leading to frail beneficiaries coming to pay points and its associated implications such as increased cost of transporting the frail to pay points. It is therefore important that issues raised for beneficiary dissatisfaction are addressed.

Figure 14: Respondents satisfaction on the program



4.16 Family support

Respondents were asked how they coped during the delayed payments and who supported them cope with expenses of food, school and medical bills. In all the three areas, majority respondents reported receiving support from relatives and friends with 53.2% reporting support in food, 66.3% support in education while 84.4% reported receiving support in medical access. Following relatives, respondents reported not receiving support from anyone with 43.3% reporting no support on accessing food, 30.6% no support in school requirements and 12.8% no support on medical.

5.0 Conclusion and recommendations

5.1 Conclusion

Overall majority of beneficiaries reported good performance of the programme as evident in most of the areas reported above. It is however important that in future surveys, more probing questions are asked to enable a better understanding of the causes for dissatisfactions in some areas. Where beneficiaries expressed dissatisfaction of service delivery, there is need to address the issues and ensure improvement in service delivery.

5.2 Recommendations

There is need for follow up studies to establish the following;

- a) Why buying food is still reported as a major expenditure item on beneficiaries grants despite the high number of beneficiaries investing in agriculture and agricultural inputs.
- b) Why some districts invest more in income generating activities compared to others
- d) How beneficiaries in different districts and regions spend their grant

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