



KATWE Police Station



CITIZEN FEEDBACK REPORT

JANUARY 2020

58.2%
SERVICE
SATISFACTION RATE



104 In-Person Interviews

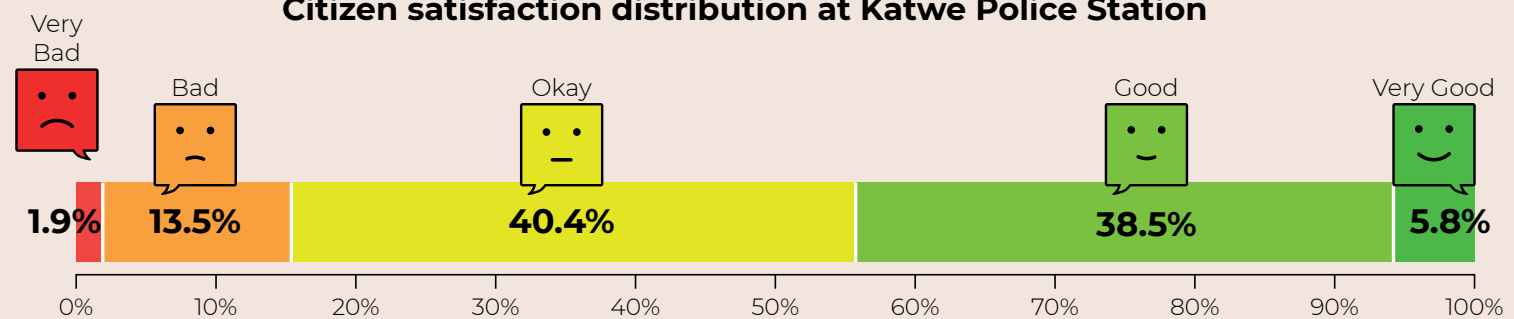


44.2% English
54.8% Luganda
1% Other



37.5% Women
62.5% Men

Citizen satisfaction distribution at Katwe Police Station



Average
waiting time:
72 Min

Number of incidences
where citizens felt they
had to pay something
outside of regular fees:
11.5%
12 People

Police Station Citizen Satisfaction Ranking for JANUARY 2020:

1. Kira Rd Police Station 64.6%
2. Ntinda Police Station 64.2%
3. Kira Division Police Station 60.6%
4. Jinja Rd Police Station 60.0%
5. Wandegaya Police Station 59.4%
6. Katwe Police Station 58.2%
7. Central Police Station 55.4%

Why did people come to Katwe Police Station, and what was the average satisfaction rating and waiting time related to the services they received?

Which office did you come for?	Satisfaction	Average Waiting time
Administration / OC Station / DPC	70.8%	39 mins
Charge Office (Reporting case and suspects)	56.9%	101 mins
Child and Family Protection Unit	50%	45 mins
CID	59.6%	44 mins
Traffic	56.9%	55 mins

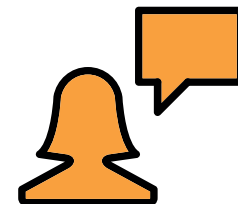
Citizens' experiences at Katwe Police Station

Was the person helped?	Yes ✓ 88.46%	No ✗ 11.54%
Was the problem solved?	Yes ✓ 51.92%	No ✗ 48.08%
Was the staff friendly?	Yes ✓ 58.65%	No ✗ 41.35%
Was the service fast?	Yes ✓ 58.65%	No ✗ 41.35%
Was the process easy/simple?	Yes ✓ 62.5%	No ✗ 37.5%
Was the environment/waiting area/office good?	Yes ✓ 78.85%	No ✗ 21.15%
Was the client referred to another office?	Yes ✓ 17.31%	No ✗ 82.69%
Did the client feel they were sent from office to office?	Yes ✓ 15.38%	No ✗ 84.62%



What could still be worked upon?

Many citizens who visited the station noted that the waiting area does not have seats and is often dusty. Also, citizens who visited various departments at the station reported that they were asked for money to be worked on.



"My motorcycle was impounded for bad driving and riding it on flat tyres. The service was super fast because I expected not to have my boda for a week but the police worked on me and within two days, I got it back"

– citizen visiting Katwe 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