

Short-Term Initiatives to Improve Water Utility Performance in Uganda: The Case of the National Water and Sewerage Corporation (NWSC)

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Short-term improvement programs can yield significant performance turnaround if carefully planned and consistently implemented. This paper explores short-term initiatives involving private sector participation that have helped to improve performance of the National Water and Sewerage Corporation (NWSC) since 1998. The paper also highlights inter-university research collaboration between Makerere University and the Public Utility Research Center, University of Florida. The project is being carried out in NWSC to specify targets, monitor outcomes, and reward good performance. Informational problems are at the core of policy questions, so inducing managers to use their superior information and motivating them to solve local problems can greatly improve performance.

For more details please refer to the Journal