



# POLICE

## Jinja Rd Police Station



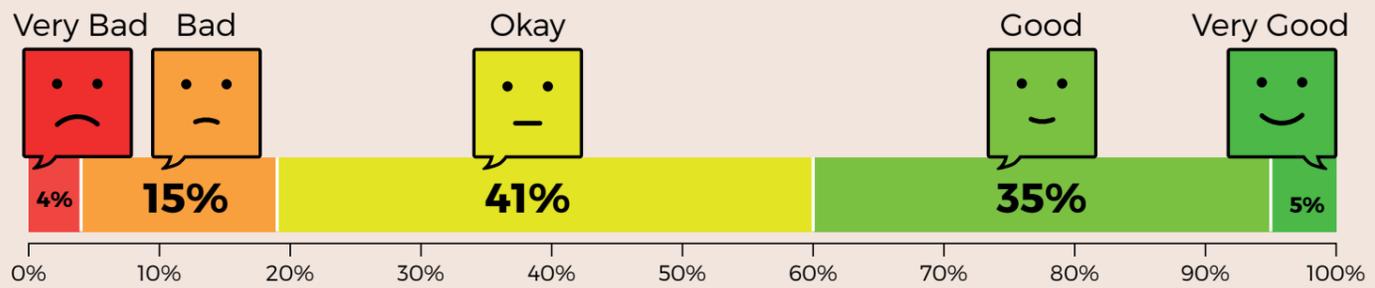
### CITIZEN FEEDBACK REPORT

OCTOBER 2018

# 64.4%

SERVICE  
SATISFACTION RATE

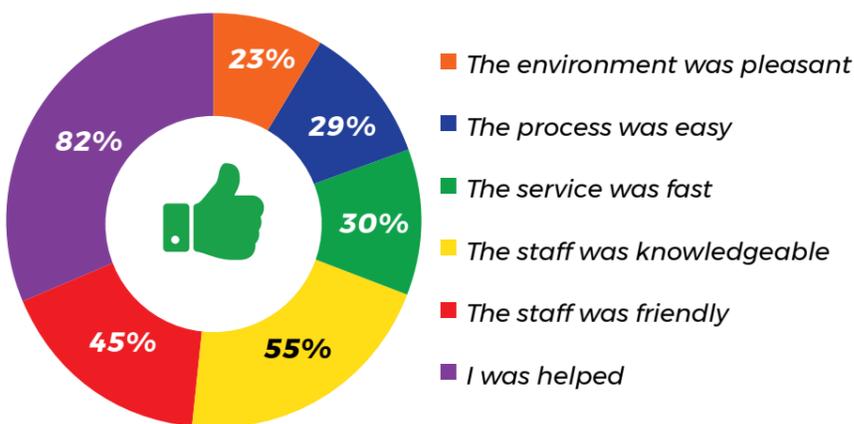
- 176 In-Person Interviews
- 300 Button Presses
- 57% English, 42% Luganda, 1% Other
- 73% Men, 27% Women



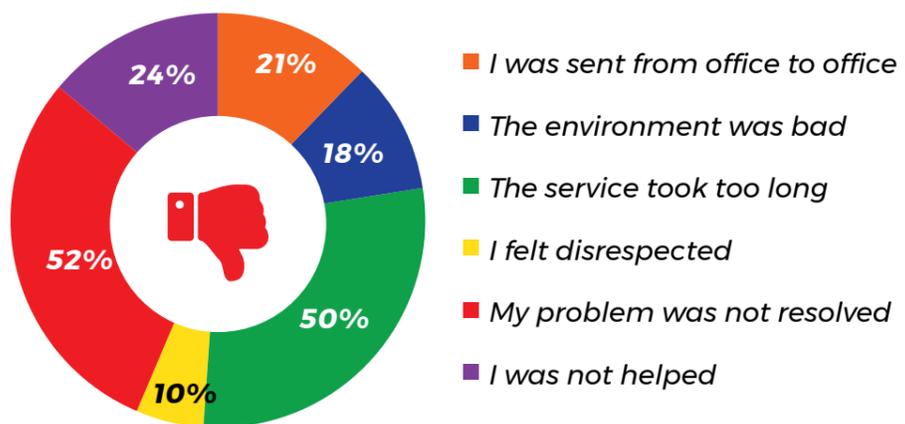
Compared To:		
89.8% Measured With The Device	60% At Ntinda Police Station	67.9% At Wandegaya Police Station
63.7% Measured In September	65.3% At Central Police Station	61.8% At Kiira Rd Police Station

Average waiting time:  
 22 Min

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



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



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%

Gender of the police officer	Average satisfaction given by citizens	Average waiting time for citizens
Female	63.1%	23 min
Male	65.4%	22 min

### 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](mailto:info@talktosema.org) | [www.talktosema.org](http://www.talktosema.org) | social media: @talktosema | toll-free line: 0800 203 062