

ADDIS ABABA UNIVERSITY  
SCHOOL OF GRADUATE STUDIES  
SCHOOL OF INFORMATION STUDIES FOR AFRICA



POLICY ON INFORMATION SYSTEMS AND SERVICES FOR UGANDA:  
SUGGESTED FORMULATION AND PLANS FOR IMPLEMENTATIONS.

A THESIS SUBMITTED IN PARTIAL FULFILMENT OF THE  
REQUIREMENTS FOR THE DEGREE OF MASTERS OF SCIENCE IN  
INFORMATION SCIENCE.

BY

BERNARD BAZIRAKE BAMUHIIGA

July 1992

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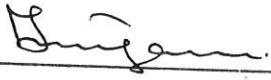
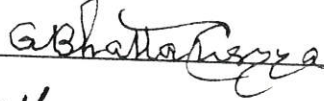

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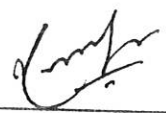



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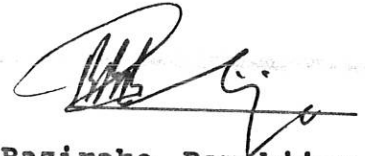
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DECLARATION

I hereby wish to declare that this thesis is my original work and has not been presented for a degree in any other university.



Bernard Bazirake Bamuhiiga

May 16<sup>th</sup> 1992

The thesis has been submitted for examination with my approval as a university advisor.



Prof. A. Neelameghan

16 May 1992

**DEDICATION**

**To**

**Joseph Besigye, Benjamin Byamugisha and  
their Mammy Jennifer who for this work I have  
missed for so long.**



## LIST OF ABBREVIATIONS

AC	Advisory committee
BLIS	Bachelor of Library and information science
CAS	Current awareness services
CCE	Centre for Continuing Education
CD ROM	Compact disc read only memory
CMS	Church Missionary Society
DIP.LIB	Diploma in librarianship
EALB	East African Literature Bureau
EAPH	East African Publishing House
EASL	East African School of Librarianship
GNP	Gross national product
HMSO	Her Majest's Stationery Office
IGADD	Inter-Governmental Authority on Drought and Development
IPA	Institute of Public Administration
ISO	International Standards Organization
IT	Information technology
KBO	Kagera Basin Organization
LA	Library Association
NATIS	National information system
NCST	National Council for Science and Technology
NIAAC	National Information Agency Advisory Committee
NIPCB	National information and policy coordinating body
NIDOC	National Information and Documentation Centre

<b>NRC</b>	<b>National Resistance Council</b>
<b>OAU</b>	<b>Organization of African Unity</b>
<b>PATU</b>	<b>Pan-African Telecommunication Union</b>
<b>PGDL</b>	<b>Post graduate diploma in librarianship</b>
<b>PTA</b>	<b>Preferential Trade Area</b>
<b>RCS</b>	<b>Resistance Councils</b>
<b>SDI</b>	<b>Selective dissemination of information</b>
<b>UCA</b>	<b>Uganda Computer Association</b>
<b>UJA</b>	<b>Uganda Journalists Association</b>
<b>ULA</b>	<b>Uganda Libraries Association</b>
<b>ULB</b>	<b>Uganda Literature Bureau</b>
<b>UNESCO</b>	<b>United Nations Educational Scientific and Cultural Organization</b>
<b>UNO</b>	<b>United Nations Organization</b>
<b>UPABA</b>	<b>Uganda Publishers and Booksellers Association</b>
<b>UPH</b>	<b>Uganda Publishing House</b>

## ACKNOWLEDGEMENT

In the course of preparing this thesis, a number of individuals and organizations helped me in various ways. It is not possible to name them all here. But it will be in order to mention a few to whom I am greatly indebted, particularly Professor A. Neelameghan my supervisor, Mr. J. Mugasha, University Librarian, Makerere University, Mr. P. Birungi, Director Uganda Public Libraries Board, Mr. J. Tumusime, Ass. Chief Editor of The New Vision, Mr. L obonyo Director School of Media Development and Graphic Arts, Mr. Ouma Lecturer, Department of Mass Communication, Mr, Namakajo, President Uganda Journalists Association, Mr. Okura-Mura, Director of Information, Ministry of information and Broadcasting, Mr. Tom Nduga, Director Education and Rural Broadcasting, The Curator, National Museum, Mr. Wani, Uganda National Archives, Dr. Abidi, Director, East African School of Librarianship, Mrs. Kigozi, Senior Librarian, Africana Section, Makerere University Library, all Lecturers, Administrative, Technical and Supporting Staff of SISIA, my fellow students at SISA who have helped me in many ways, providing morale and materially support. I pray God to grant them all the best they deserve for their valuable assistance.

## ABSTRACT

An attempt has been made in this study to examine the problems of information development and information and development in Uganda. Uganda has potential for socio-economic development. Transport and communication are reasonably well developed. Information communication is however, still a problem. There is no single national language used in all parts of the country. English, the official language, has not spread adequately to serve as a common medium of communication. The present economic infrastructure cannot support national free and compulsory basic education to eradicate illiteracy.

Information activities in the country are weak. Information seeking and use behaviour has not evolved to constitute a high demand for information. Access to technical and specialized information is still limited to a small section of the society: the educated and elite working and living in towns. Almost all media infrastructures and other supporting infrastructures are urban based. The available media services are not adequately serving the rural people who constitute more about 90% of the population of Uganda.

Institutions in the rural areas cannot buy and maintain information dissemination equipment and materials due to poverty and illiteracy. Multiplicity of languages also limits media services.

Information as an overall resource for national development needs to be properly coordinated. There is need to coordinate information generating and disseminating infrastructures in the country. Application of information to national development should be done consciously and deliberately not accidentally or haphazardly.

Informatics will not make an impact on national and information resource sharing in support of development without a national information coordination and clear a policy on information. Without proper coordination and applications of information, involving into information activities might prove a liability, exposing the nation to unchecked exploitation. Proper coordination requires well trained and competent information personnel.

Information policy issues and their implications are discussed. Policy statements relating to information systems and services, and their implementation steps have been suggested.

Finally, some short and long term recommendations in the view of information infrastructure development in Uganda to support national development have been made.

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## CHAPTER 1

### INTRODUCTION

#### STATEMENT OF A PROBLEM

##### 1.1 POLICY: A NATIONAL ISSUE

The idea of proposing a policy on information for Uganda was conceived as a result of some recurring hints on this problem in professional papers presented at seminars and speeches by people concerned with the information situation in Uganda and elsewhere. The matters relating to policy on information have been of great concern to developing countries who realize that they have to strive to catch up with and fit themselves into the information age. In Uganda, the Uganda Library Association (ULA) and the National Information Agency Advisory Committee (NIAAC) have been very much concerned with this important issue and have received the approval, support and assistance of the Ministry of Public Service and Cabinet Affairs and the UNESCO mission in Uganda. Elsewhere in Africa similar attempts are in the pipeline and some countries have already proposed drafts of policies on information.

To a large extent matters relating to policy on information in Uganda have been the concern of the NIAAC within the framework of the national information system (NATIS) which is still under formation. A number of persons and organizations have been and are also concerned about information policy matters. Uganda Publishers and Booksellers Association (UPABA), Uganda Computers Association (UCA), the National Council of Science and Technology (NCST), the Uganda Journalist Association (UJA), the Uganda Libraries Association (ULA) and individuals from the Ministry of Information have all expressed their concern about lack of policy on information in Uganda. These groups have not made concerted effort to impress it on the government to formulate legislation for guiding information work and services in the country.

Activities concerning information in Uganda are still undeveloped and uncoordinated due to the low priority accorded the information in terms of budget allocations and lack of parity of status of information professionals with professionals in other fields. When information is not taken as important item in funds allocation the result is low achievement and even the little money allocated seems almost wasted. We have throughout been fully conscious of the many and varied claims upon the financial resources available to

Government in Uganda. Nevertheless, we are convinced that if too small a proportion of these resources is devoted to information services, there may even result a waste of public funds because the services will not be fully effective and will not be able to take full advantage of the needs and opportunities which lie before them in Uganda." (Committee Report, 1959)

Lack of coordination of information systems and services in Uganda makes it hard to utilize optimally the meagre resources. When professionals are being considered information professionals are not mentioned anywhere in the cadres. This demoralizes the information professionals and renders information work something substandard vis a vis other professions and less attractive to well qualified persons. "People have continually failed to realize the attraction to information profession due to lack of guidance from the professionals and the marginalization of information services by the governments" (Thompson 1967)

## 1.2

### RESOURCES

There does not appear to be much written literature on information services in Uganda in recent times. Most of the existing literature is still in unpublished materials which are hard to trace due to lack of bibliographical records especially on unpublished materials in the country. Some substantial writings on information before independence

exist mainly in the government annual reports. Thereafter official interest in information matters becomes less evident, apart from some parliamentary legislations alluding to establishment of some information services. There is not much written information about the mass media in the country. Some information appears in such publications as background to annual budgets, national development plans and recovery programmes, but not comprehensive on the subject.

### 1.3

### STATUS OF INFORMATION

Information in Uganda and indeed in some other developing countries, is regarded as propaganda by governments and their agents without participation of the masses. Very little work, if any at all, is done in gathering and processing technical and specialized information about the country and the people in terms of resources and their exploitation. As a result both the government and the populace live in partial ignorance of their immediate surroundings. Such matters are reflected in the lack of proper statistical information to help the planners and decision makers. It becomes hard to tell the number of doctors a country has and the number of people per doctor and where they are mostly needed in areas where certain diseases occur, so that the allocation of hospitals and health centres and the positioning of doctors is based on an

understanding of the needs of the people. Statistical information about illiteracy and how to go about reducing it through education is not adequate or readily available. Information about the national production and consumption to help setting up production targets to avoid catastrophes of hunger is not always at hand. This has, in some cases, resulted into situations where people in some part of the country are starving while in some other part food is wasted, consumed by pests due to lack of market, and at the same time the country has to import food from abroad. This is due to lack of coordination which is a direct result of lack proper information. Factual information about people in extreme need of government help is not accurate and reliable and when government attempts to mobilize such help, it ends up with those who have plenty of means for survival. Information about school going children to help planning for their education is not always available to the planners and this has created classes in society of those whose parents can afford their education and those who cannot. Information about the status of the employment and unemployment and the means of survival of unemployed and the employed, is not properly gathered and utilized in planning to alleviate their plight. Even when it is available it is not used properly to satisfy the needs of those rendering services to the public. Lack of information to coordinate and address

these anomalies in Ugandan society has resulted in laxity in production and social malpractice. Without information for proper planning and gainful decisions matters are not under proper control.

In Uganda even the little efforts in information are not coordinated. Some valuable information may be available in some location, but it is not known to those who need it. When such need is pressing information is created de novo. This results in duplications over and over again wasting the meagre resources of the nation.

#### 1.4 JUSTIFICATION FOR THE STUDY

In Uganda, though a third world and underdeveloped country, the government, the various institutional structures, and the people at all levels of the society are, in one way or another, involved in various development programmes and activities. The effective and efficient implementation of the programmes and performance of the activities require access to and use of pertinent, precise, reliable and timely data and information. In Uganda, as in many other developing countries, there are problems of collecting, processing, storing and dissemination of information, for optimal use in developmental planning and decision making.

A considerable amount of information is generated in Uganda, but as it is not properly processed, managed, and disseminated it is not being put to proper use. A nation that has command over its information - accurate, reliable and timely information - about its resources, its capabilities and limitations both at national and sub-national levels enabling formulation of relevant and achievable plans and decisions, is a nation assured of development. An uninformed nation runs the risk of remaining underdeveloped.

The concern in both the developed and developing countries is on coordination of their information systems and services to support their national development. Uganda should not only be able to generate, collect, process, and disseminate its own information, but should also be able to coordinate and regulate the flow of information. Coordination of indigenous information is necessary to minimize Uganda's vulnerability arising from its excessive dependence on foreign information sources and at the same time to ensure the country's fair and effective participation in regional and international information systems and networks.

The very fact that planning and decision making require information of all kinds relating to human and other

resources, as well as to the economic, social, scientific, technical and cultural base of the nation, makes it imperative to have a policy on information systems and services.

Information technology has enabled developing countries to establish data banks to support planning, decision making and research related to national developmental projects. In Uganda too, application of information technology is spreading, slowly, but definitely. Information technology is a powerful tool in information handling, but requires careful planning and management. A country's success in establishing a national network and effective participation in the development of regional and international information systems and networks depends on the existence of a strong national information infrastructure. This can be facilitated by the formulation and implementation of an appropriate policy on information resources, system and services.

It is, therefore, justified to carry out a survey on information systems and services in Uganda, and to suggest the formulation of a policy(ies) on information and strategies for its/their implementation.

1.5

OBJECTIVES AND SCOPE

The objectives of this study are:

(a) To examine and identify the specific factors that have and continue to hinder the development of information systems and services appropriate and adequate to support socio-economic development of Uganda.

(b) To propose a draft national policy on information systems and services, indicate its implications to national authorities and the information profession, suggest a structure for the national information system coordinating the sectoral information sub-networks, and propose a national coordinating mechanism; and

(c) To suggest immediate steps and projects that may be undertaken to provide legislative basis for the policy and develop various elements of infrastructure.

Special attention will be paid to the possibilities of applying information technology in the development and provision of information systems and services appropriate to the environment of Uganda.

1.6

METHODOLOGY:

The methodology used in this work consists mainly of literature study and personal discussions with experts and

those with experience in different aspects of information work to gather information about the status of information and perceptions of individuals regarding them and what needs to be done.

One of the major limiting factor is that literature on information in Uganda is scarce. Individuals in the Ministry of Information, government information departments and institutions, and private associations and others concerned with information were interviewed. The topics of discussion centred on:

The prevailing situation and the effects of the absence of national policies on information.

The impact of various government legislations on information gathering and reporting, e.g. the censorship laws.

The allocation of funds for information programmes and activities.

Information dissemination in the country and the expected audience participation.

The studies on audience survey.

Matters concerning acquisition of information technologies and with what ease people can acquire them.

Information communication through the Resistance Councils (RCs) channels.

Information manpower development and the information profession in the country.

The relationship between various information handling institutions, centres and bodies with the Ministry of Information. Suggestions on solutions to redress of the situation.

In some cases where organized bodies like associations exist, it was easier and convenient to approach the association's officials and obtain a broad view on relevant issues. The responses were encouraging and people were being frank about the situation, exposing the problems in areas of their concern. These will be looked at in more detail later on in the analysis of the survey.

## CHAPTER 2

### BACKGROUND INFORMATION ABOUT UGANDA

#### 2.1 THE NEED FOR BACKGROUND INFORMATION

Policies do not exist in a vacuum and are a good reflection on the environment. To formulate a policy on information for Uganda a quick survey of the existing environment will be helpful. Information as a resource for national development should be available to all and at the same time selected for specific applications to solve specific problems. The policy on information for Uganda should reflect on the country's physical, social, economic, political, cultural aspects, educational development both current and potential, industrial development and the government development plans and the ability to execute the set development plans. Information is a resource that helps to coordinate the utilization of other resources and all activities in the nation for the pursuit of common goals.

The physical environment of a nation will affect demographic patterns and occupations of the people, the means of transport and communication. These in turn will influence the information needs of the people and means for its flow and

transfer. Severe climatic conditions can dictate the methods of preservation of information sources e.g. conserving documents in a humid climate. The sheer size of the country and dispersal of communities over a wide area would call for more investment in communication facilities. Multiplicity of ethnic groups and languages require diverse information services. The level of economic development determines the need for different types of information. Political stability promotes continuity of policies, consistency in planning and administration and follow up of activities. Development planning approach - centralized or decentralized - will have impact on information needs and distribution. The way the government and people have designed the source of wealth determines the requirement and use of information. The greater the diversity of public and private businesses the greater the diversity of information needs and services required. The intensity and range of external dealings increases the international information transfer. Developed public administration structure facilitates information generation. Emphasis on research work generates indigenous information and may also influence its use. The more the people are educated the easier it is to generate and use indigenous information. Illiteracy hinders generation and access to information and makes information dissemination difficult. Full engagements in resource exploitation, industrial activities such as manufacturing, agricultural production and marketing,

services, social and cultural activities create the need for and enhance the generation and use of all types of information.

## 2.2

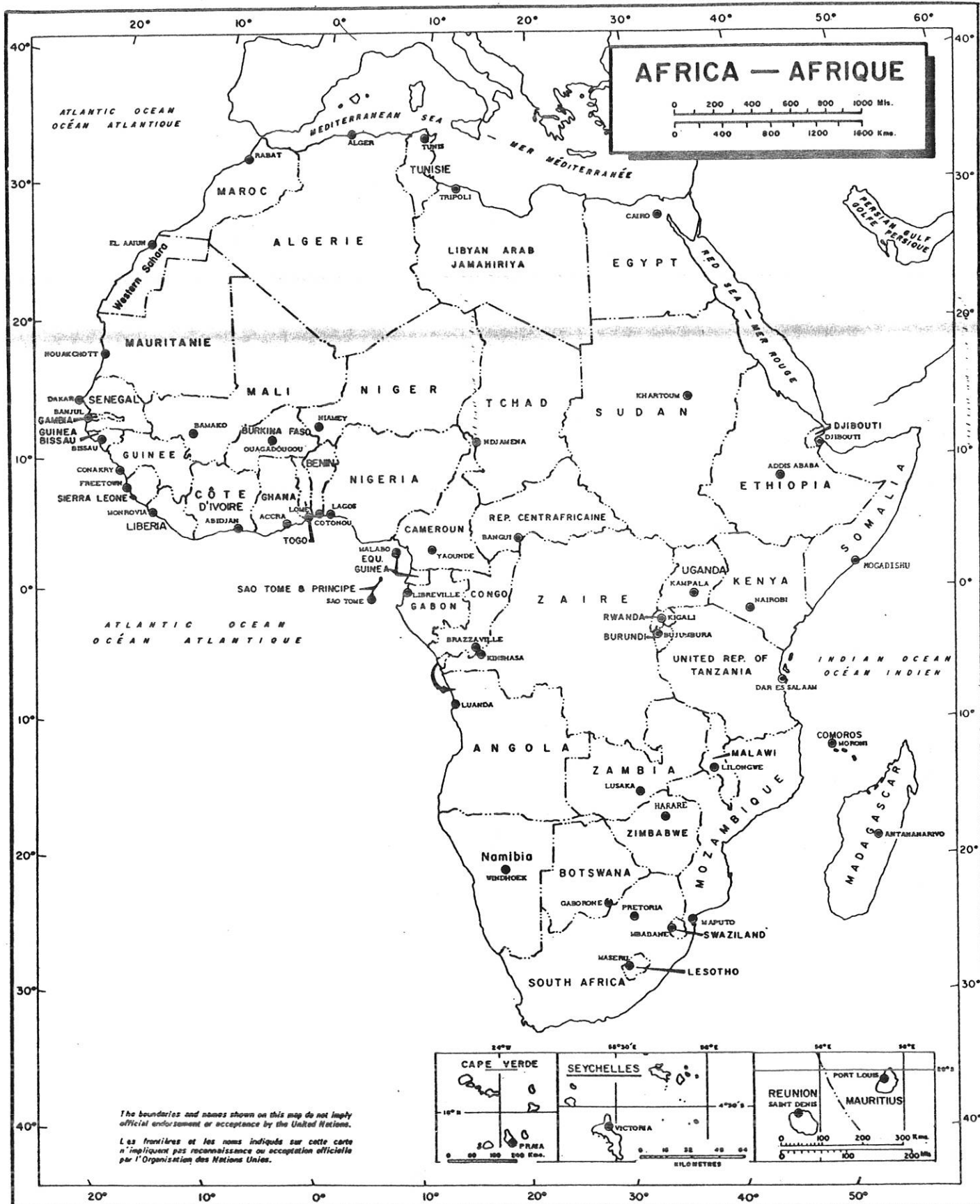
### GEOGRAPHICAL LOCATION

Uganda is a landlocked country almost in the heart of the Africa continent. It is bordered on the Eastern side by Kenya on the North by Sudan, on the West by Zaire, on the south by Tanzania and on the south west by Rwanda. It belongs to the East african region.

## 2.3

### SIZE AND PHYSICAL FEATURES

Uganda has an area of 236,860 Square Kilometres and occupies part of the Central African Plateau. It is about 560 km. across from Tororo to Kasese (East-West) and about 1000 km. from Arua to Kabale (North-South) It has a variety of terrain ranging from very hilly to very flat lands. It drops gently from 1,830 m. in the South to 900 m. in the North. The limits of Ugandan plateau are marked by mountains and valleys. The two branches of the great Rift Valley on the eastern and western side. The principal Mountains are; Rwenzori (mountains of the Moon), Muhavura (Virunga), Elgon (Masaba). Others are small volcanic mountains in the north and north-east.



Map 1.

AFRICA

Uganda has a good number of fresh water lakes especially in the south and west of which Lake Victoria is the largest. Other lakes are: lake George and Edward in the South-west, Albert in the West and Kyoga in the East. There is fishing taking place on these lakes and they also provide water ways communication, activities that attract settlements and business.

There are several rivers in Uganda of which there are eight major ones. The Victoria Nile in the central, Aswa, Dopeth, Okok and Pager in the North, Albert Nile in the North west, and Kafu, Katonga and Mporogoma in the West. Most of the lakes and rivers are surrounded by swamps and marshes. Uganda has a total of 8,960 sq.Km. of swamps of both papyrus and seasonal grass swamps.

#### 2.4

#### CLIMATE

Uganda lies astride the Equator. However, due to its altitude averaging about 4,000 ft. above sea level, Uganda does not suffer from the humidity common to tropical areas. The temperatures vary from 15.5<sup>0</sup>C to 18.3<sup>0</sup>C. Most parts of Uganda get adequate rainfall ranging from 15 inches in the North-East to 80 inches in the Sese Islands of lake Victoria. In the south there are two wet seasons; April to May and October to November separated by dry periods. The North is

divided between the climates of a wet season that lasts from April to October and the dry season from November to March.

## 2.5

### SOIL AND VEGETATION

Uganda has rich fertile tropical soils. The soils are predominantly ferrate (containing iron and aluminium). Interspersed with these are water logged clay soils; characteristic of North-west and of western shores of lake Victoria. There are also volcanic soils in the volcanic mountain areas. The soil quality distribution to a large extent influences human settlement and activities.

The vegetation depicts a variety from woodland to grasslands. The wooded savanna (grass parkland) of central and northern Uganda. In the areas of less favourable conditions there are acacia woodland dotted with occasional candelabra (tropical Africa shrubs or trees with huge spreading heads of foliage). Euphorbia forests, interspersed with grassland occur in the south and the floors of the rift valley. The steppes (treeless plains) and thickets of the north-east mark the most dry regions of Uganda. In the lake Victoria region and the western highlands the mosaic of elephant grass and remnant of forests appear to be the result of human incursions affecting the former forest cover. The higher altitude forests of mt. Elgon and Rwenzori ranges occur at 1,800 m. leading to mixed

bamboo and tree heath, to high mountain moorland up to the snow caps.

The crops grown in the country range from perennial to annual crops. Coffee, tea, cocoa and bananas are some of the perennial crops and cotton, millet, sorghum, cassava, potatoes, and a variety of cereals are some of the annual crops. The bananas and coffee grow mainly in the south and west around the lakes and cereals grow mainly in the north, east and west. Cotton is grown mainly in the areas close to the lakes especially lake Kyoga.

## 2.6

## FAUNA

Uganda has a variety of animal, bird and fish species. There are quite a lot of game in the thick forests as well as in the tropical grasslands including some of the world's most rare species like the guerrillas and the White rhinos. The bird species are very many and quite a colourful spectacle to watch in their colours and behaviour, including the national bird: the Crane and the talking bird: the Parrot. The fresh water lakes have rich varieties of fish which include the famous Tilapia (Ngege) and the unique Nile Patch, which is well known for its large size and live weight which can go as high as 200 kilograms.

Regarding settlements, Uganda is fairly well inhabited with about 90% of the population living in the rural areas. The settlements range from very high densities to sparsely populated areas. The population of Uganda is composed of four major ethnic groups with different ethnic languages and cultures; the Bantu in the south, east and west, the Nilotics in north, the Sundanic groups in the North west and the Nile-Himates in North-east. Within these broad groups there are several small groups with distinct dialects for some of which it is hard to communicate across. In the census of 1959, 35 such small nationalities with distinct dialects were listed. Uganda uses English as an official language and Swahili is widely used among the forces, working and commercial communities, but not in the villages where the dialects dominate.

The population census of 1991 puts the population figure at about 16.58 million. This indicates a substantial increase in the population over a few years as shown below.



**Table 1**

<b>Year</b>	<b>Population. (in millions)</b>
<b>1921</b>	<b>2.84</b>
<b>1931</b>	<b>3.55</b>
<b>1948</b>	<b>4.95</b>
<b>1959</b>	<b>6.53</b>
<b>1969</b>	<b>9.53</b>
<b>1980</b>	<b>12.63</b>
<b>1991</b>	<b>16.58</b>

The three recent censuses of 1969, 1980 and 1991 covering about 22 years show an average population growth rate of 2.9. The population per district in the 38 districts ranges (lowest to the highest) from 16,400 in Kalangala to 944,000 in Iganga districts.

This population growth affects land use patterns, forest cover, food consumption water and air pollution, contributing to increased health hazards and crime, plus other negative effects on the natural and human resources. On the other hand this increase provides the nation with human resources to increase national production and exploitation of natural resources. The growing population needs enhanced social amenities, schools, hospitals and health centres, roads, and

information services. Reliable and complete information is needed about the trends of population growth by the national planners and decision makers.

" The pressure of population growth and massive increases in volume of public information and records has forced government and business to develop methods for the more effective processing, storage and handling of information." (Westin, 1971)

## 2.8

### TRANSPORT AND COMMUNICATION

Transportation network in Uganda consists of roads and motorable tracks in most parts of the country, railways and water ways on the lakes, but still there is a lot more to be done.

Some areas are still inaccessible like the mountainous, hilly, marshy, swampy and drier areas that lack roads. Even where there are all- weather roads, due to the tropical climate either extreme heat and heavy rains constant maintenance and care is needed. It is only now that the NRM administration has carried out some road repairs and reconstructions. Major roads have been rehabilitated and most feeder roads are being reopened.



The badly needed railways services have not expanded beyond the colonial design of the two branches from Tororo to the west and north where they were designed for shipping copper and cotton and they need major repairs.

The transport on major lakes and islands of lake Victoria is provided by boats of local make and of late some steamers have been introduced to serve the islands of lake Victoria besides ferry services.

## 2.9

### ECONOMIC DEVELOPMENT

Uganda has a high potential for economic development, with resources, such as minerals, fauna and flora, favourable climate and human resources. These resources cannot be adequately exploited to satisfy people's needs if there is no reliable information on the resources availability, and on the needs to be served. Such information should be gathered, processed and presented to the planners and decision makers to plan what to exploit at a given time for a given purpose and what to conserve for the future, in other words balanced or optimal exploitation. Some times resources are not tapped due to lack of knowledge of where to market the products. Such problems arise from lack of reliable and timely information.

### 2.9.1

### Agriculture

Uganda is self sufficient in food production. There are perennial and annual crops; traditional commercial crops and non-commercial crops. The non-commercial crops are mainly used for domestic food consumption and for little earnings for family maintenance while the commercial crops are mainly for export and foreign exchange earning. Coffee alone earns about 96 per cent of export revenue. The economy of Uganda is largely based on agriculture and agro-based industries such as coffee curing, cotton ginning and sugar extraction and in 1988 accounted for 19 per cent of industrial value added commodities. In 1988 agriculture accounted for 72 per cent of GDP and contributed about 40 per cent of government revenue. It is the largest employment sector. Both internal and external trade of agricultural products can be improved by improving availability of trade information.

### 2.9.2

### Industry

Industrial development in Uganda, though uncoordinated, is steadily growing and in 1989 it registered 14 per cent growth. "The average industrial capacity utilization rose from approximately 20 per cent in 1983-1986 to between 30 and 45 per cent in 1988"

(Ministry of Planning - Uganda Country presentation 1990).

The industrial sector accounts for about 6 per cent of the GNP and is dominated by 60 large - and medium scale public enterprises. However, the present industries still owe much to the colonial set up without directly consuming the national resource products for processing into value added export material and finished goods. Most of them consume raw materials from abroad while Uganda's raw materials are being exported unprocessed. Information leading to redress of the trend is needed to make people aware of the imbalances and losses involved and work for a change in the trend.

### 2.9.3

### Trade

Uganda's trade is unbalanced in that Uganda exports raw materials and consumes finished goods imported from outside. The variation between the prices of raw materials and finished goods affect Uganda very much and keep it at a marginal level and the worst is when synthetic materials substitute raw materials. The present Uganda trade policy is aimed at an economy that is independent of fluctuations in the world market, a self sustaining economy, and development of relationships based on trade, not aid, with the rest of the world. Uganda's industries must forge their way to self-reliance, processing raw materials into finished goods, so that the industries can satisfy the population at home and export finished products bringing in more foreign exchange earnings.

The political situation in Uganda has contributed much to the existing backwardness and is largely responsible for the stagnation. Since independence, the independent governments have not redesigned the political system, a legacy of the colonial set up. About nine (9) governments have been in power in Uganda in a period of 30 years and each succeeding government quite opposed to the policies of the preceding one. "Though political changes are healthy in their own right by bringing advancement, they actually cause reaction. The problem is not merely to advance, but to hold and consolidate the gains." (Thompson 1967).

The major problem with these changes as far as development is concerned has been that priorities have always shifted towards power consolidation than to development and this has resulted in lack of continuity and decline in all sectors such that "all infrastructures went into decay, devastated by war and lack of maintenance, the once strong agricultural sector witnessed a decline resulting in famine and starvation and Uganda, once the most promising nation of Africa joined the group of the least developed countries." (Uganda Govt/Unesco media rehabilitation 1991/96 Project paper)

On the international scene Uganda is very active in the international organizations. It is a member of a number of regional and international organizations, such as the Preferential Trade Area (PTA), Inter-Government Authority on Drought and Development (IGADD), Pan-African Telecommunication Union (PATU), Kagera Basin Organization (KBO), Organization of African Unity (OAU), Non-Aligned Movement, Commonwealth of Countries, and United Nations Organization (UNO) and its specialized agencies.

## 2.11

### NATIONAL DEVELOPMENT PLANS

National development plans, on a five year schedule, have been repeatedly designed since 1966, but none of them has been executed fully, probably due to frequent change of governments. In the development plans the government priority areas are articulated and strategies laid out, but most of them end on paper just as expressive and promising as the previous ones. In the present national development plans, the objective is to build an independent, integrated, self-sustaining economy. The main elements of the strategy are:

- Diversification of agriculture production: to increase food production, to diversify exports and to supply inputs to industry.

- The building of genuine and sufficient import substitution industries.

- development of agro-based industries.

- The development of an efficient basic industry sector and domestic capacity to produce capital goods.

- Development of relevant and appropriate technology consistent with the country's development strategy.

- Promotion of the efficient and sustainable exploitation of the country's mineral resources.

- Revitalization of the tourist industry.

There have always been in all five year plans elaborate and impressive designs for information dissemination such as the expansion of broadcasting services in the up country towns and rural centres, but none has ever been fully implemented. It is hoped that the NRM attempts where some of these stations have, of late, been made operational especially the television stations will do likewise to other plans.

## 2.12

### EFFECTS ON INFORMATION WORK

Uganda, as mentioned above, is a land of varieties as regards land terrain, natural features, soils, climate, vegetation, and people. Information about these diversities is needed to find a way of creating unity in diversity, tolerance and respect of one another's culture, promotion of all cultures equally, and forging means of easy communication

without upsetting any cultural set up or promoting one at the expense of the other(s). Information exchange should be worked out to cut across the cultural barriers. Lack of a single communication language cutting across the ethnic groups, however, hinders easy information exchange and forging a common out look among the ethnic groups.

Information which could be passed on for all to benefit is repeated over and over again through many dialects interpretations which at the worst water down the message contained, because the weight, meanings and effects of words are not the same in all languages, dialects and cultures. This is a barrier to communication. This barrier, in Uganda effects local production and circulation of newspapers, books, magazines, radio and television programmes, Leaders speeches and smooth running of daily business and work for common national goals. In a nutshell it is one of the major problems that are largely responsible for the perpetuation of illiteracy and backwardness. Efforts that could be directed to-wards educative and developmental programmes are wasted in duplicating most them over and over again in numerous languages, especially on radio and print media, and in this transfer chain messages may be distorted and/or misinterpreted. And this constitutes a very undesirable factor resulting in the unequal and slow progress of national development.

The information professionals need to design and adopt appropriate means and methods of overcoming these barriers and ensure wide and timely dissemination of reliable and relevant information repackaged and presented in a form and format through appropriate media to the different categories of users, from the top decision makers and planners in the government, the researchers, the professionals, the extension workers to the people at the grass roots.

## GOVERNMENT AND INFORMATION ACTIVITIES

### 2.13

#### AN OVERVIEW

The first government to command its jurisdiction over what is Uganda today as a whole was the colonial government. Those that were government systems in Uganda before the colonial era were confined to certain nationalities and territories not to warrant the name of Uganda government. After all the name Uganda came into existence by the coming of the colonialists who happened to mispronounce the name of one of the kingdoms of Uganda; Buganda and pronounced it omitting the first consonant B to make it Uganda for Buganda.

### 2.14

#### PRINT MEDIA

When Uganda was declared a protectorate of Britain in 1894 there was no evidence at that time of any media of communication. It was not until the turn of the century that some newspapers started appearing on the scene. However, the very first papers were not by the colonial government, but by Missionaries. "Mengo Notes" was the first in 1900 followed by

"Ebifa mu Buganda" in 1907 both by the Church Missionary society (CMS) of the Anglican Church. "Muno" started in 1911 by the White Fathers of the Catholic Mission. "Mengo Notes" underwent change of names; to "Uganda Church Review" and later to "New Day". The only Protectorate Government paper "The Uganda Herald" started publication in July 1912 as a weekly publication. This paper has remained as the Government paper, but it has undergone several changes of names from time to time and under different Governments. In 1955 it changed to "Uganda Argus" the name which continued after independence up to 1971 and there after it has changed names under successive regimes. Under the Military rule in 1970s it became "The Voice of Uganda". After the fall of Amin during Obote's 2nd regime it became "The Uganda Times". It has changed to the present Government paper "The New Vision" under the NRM regime. From the time of "Uganda Argus" it has been published daily except Sundays. Along with the Government paper many Church Missions-based news papers, individual or business group papers have come up and sometimes ceased publications or sometime banned by some regimes that find them controversial and antagonistic to their policies. One of those that have continuously been in publication without stop is "Muno" in Luganda. It started as a weekly publication but now it is a daily except on Sundays. Other papers that were in

circulation by 1925 included: "Munyonyozi", "Njub'ebirese", "Sekanyolya" and "Matalisi". The missions were also publishing some magazines, some of which are still in publication at varying frequencies.

"The Uganda Herald" was mainly, to explain and further the White Settlers interests and popularize the plantation economy. It was meant for the white folks as there were few Africans who could read and follow English in papers at that time. It was actually at that time an opportunity for Uganda to develop vernacular newspapers because the number of those who could read local languages was high then, but the major problem was lack of a common language to guarantee a viable market to support news papers. More still, the Ugandan high literacy of 75%, 50% of which were in Buganda, so that most of the papers were in Luganda. It would appear that early in the colonial regime there was some kind of freedom of press. "During the colonial regime the papers were free to write what they wanted except during the emergency. The policy then was that of control through assistance and guidance rather than out right suppression. (Dhiru Patel 1966)

The Protectorate Government published a vernacular newspaper and distributed it free of charge hoping to counteract the influence on the populace gained by the private vernacular newspapers as a measure of avoiding using its

powers to censor them. However, when tension raged high during the state of emergency in Buganda in 1953-54 the colonial government, inspite of its professed guarantee of freedom of expression, did not hesitate to clamp down and suspend papers like "Uganda Post", "Uganda Express" and "Uganda Eyogera" due to their being outspoken and critical of the deportation of the Kabaka of Buganda. The Government started highlighting the laws of publication and freedom of speech. During the Queen's visit in 1956 another newspaper "Gambuze" was suspended. The colonial Government started arguing that: " Uganda will not have a free press until all the press is owned and controlled by Ugandans". (Dhiru Patel 1966)

This was in reference to the foreign owned "The Uganda Argus", but at the same time they were busy banning Luganda newspapers owned by the private press of Ugandans. This marked the beginning of Government interference with the press in Uganda which continued after independence.

After independence the Government paper became purely a mouth piece of the government, and the private papers were put under surveillance. Some which did not adhere to the surveillance rules were banned and some of the editors killed, and some phased out of publication due to fear. It is only at present under the NRM that the Government papers have started reporting objectively and some private papers enjoying some degree of free reporting.

The press media has not grown and expanded out of its confinements around the city and municipal towns. The circulation of newspapers does not show much improvement or the indication that they will ever cover the entire country, in time for fresh news. Though, on the contrary a look at "The New Vision" paper in terms of production and circulation would give an impression of tremendous growth, this does not mean that the circulation is equally extending outside the major towns or much even beyond Kampala, Jinja, Entebbe and Masaka and the surrounding small towns. The numbers of copies of "The New Vision" produced and sold were as follows:

1987/88	12,000	copies produced and sold daily		
1988/89	15,000	"	"	"
1989/90	30,000	"	"	"

Although no statistics for other newspapers are at hand, their production and circulation could have easily shown the same trend, though in less quantities than "The New Vision" due to the fact that most of them are in vernaculars and they get no financial support from the government as "The New Vision" and its other two vernacular sister papers "Orumuri" and "Etop" do.

The reasons for the sluggish and lack of improvement of press media in Uganda could be; (1) the multiplicity of local

languages, (2) the highly rampant illiteracy, (3) poverty such that there are few people who can afford to buy and read a newspaper daily, (4) lack of means of transporting the newspapers to areas where they can be read at least in time when the news in them is still fresh, (5) lack of qualified, competent, and ambitious staff keen on collecting news covering the entire nation. The problem is that newspapers and the radio keep reporting similar incidents and occurrences that have transpired around the city and other major towns which discourages people from buying newspapers to read the same stories. Some of the papers are in the habit of publishing un-researched news that disgust readers who in some cases know better of the truth regarding the reported incidents, so in so doing they do no better than "radio Katwe" which also happens to spread rumours ahead of the newspapers. (6) The lack of commercial advertisements which could have attracted the business community into buying, reading and keeping the papers for future reference.

On the whole the press in Uganda has been constrained by such problems as insecurity, lack of modern equipment, lack of well articulated policy to guide its operations, lack of qualified and competent manpower, lack of a clear large market partly due to the presence of numerous

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Radio Katwe: Rumour-mongers from Katwe township in Kampala.

ethnic languages and partly due to the prevalent illiteracy in Uganda and lack of adequate commercial advertising to boost its earnings, and therefore of limited circulation.

## 2.15 RADIO AND TELEVISION BROADCASTING

When the uprisings of 1945 and 1949 took place in Buganda, each time the Protectorate Government was caught unawares. The Government on both occasions happened not to know when the plans were started and to what extent. They only could see when people were already on the streets in action. They were surprised and forced to set up a commission of inquiry into what they called the disturbances of 1949 (April). The findings of the commission were such that: "It was largely believed by the protectorate authorities that the happening of the disturbances and their effectiveness lay in the fact that there was a failure of official publicity method to effectively deal with subversive political propaanda in the protectorate." (Government report on disturbances 1950) The Government realized that lack of a single language to communicate to the masses was one of the causes because it was not easy to grapple with "lies" and rumours prevailing among largely illiterate people. They recognised that the then Department of Public Relations and Social Welfare at the same

time charged with the work of informing the public was concentrating on constructive task of popularizing the government through the measures of improving health and increased production through various media, but not trained and equipped or its organization designed to engage in political controversy.

As a political measure a proposal was passed to employ the use of loud speaker vans to tour centres of population dealing factually with what they called current groundless rumours and misleading statements. It was then realized that there was need for establishing a broadcasting service in the protectorate. A survey related to this had been going on for a long time. It was now long overdue and it was felt that the problems should be dealt with. What had hitherto delayed the broadcasting service had been technical problems of programming involving languages, technical staff and the means of listening. And it was still a practical problem how to supply receivers (radios) in sufficient numbers and at reasonable and affordable prices that Africans could buy them since there was not much money earned from their produce, one of the reasons for the "disturbances".

The investigations into the possibilities of starting a broadcasting service in Uganda carried out by E.F. Twining had started in 1939. Twining, however, recommended that

broadcasting should be for the whole of East Africa at least to be extended to the populated areas around lake Victoria in the three territories. His recommendation was based on the fact that a good number of people in these areas had bought and were in possession of wireless.

However, it was estimated in 1939 that of the 309 receivers in Uganda not more than 30 were owned by Africans. The receivers were served by a private broadcasting station in Nairobi owned by Messrs Cable and Wireless Limited. The aims and justification of broadcasting in the colonies of East Africa were reported as follows; "We envisage the development of broadcasting and its justification not only as an investment and entertainment for Europeans and others of similar education and means who can for the most part in (sic) to Daventry and other stations on short wave receiving sets but also as an instrument of advanced administration. An Instrument not only, and perhaps not even primarily, for the entertainment but rather for enlightenment and education of the more backward sections of the population and for their instructions in public health, agriculture and other fields. Only development along these lines would, we feel justify any large outlay by colonies and where there is no real prospect of such development, broadcasting stations must, we think, be more or less self supporting. Conversely, we feel that any promising development in this direction could certainly justify expenditure on the part of the colony and we consider

that the potentialities of this instrument of administration are so great that at least some expenditure is demanded of colonial government by way of experiment and investigation ... Moreover if broadcasting is to become an integral part of administration it may be necessary to consider expenditure on normal services which involve propaganda and education in order to make the most economical use of all available methods." (Twining report 1939) The aims of broadcasting were three in their order of importance; propoganda, education and entertainment. In Uganda the areas that were being thought of at the time were Buganda and Busoga mainly and the lake shores generally to a radius of 50-70 miles.

Radio broadcasting started in 1953 with an emphasis laid on propoganda, education and entertainment. The same thing was asserted by the first African government later after independence in 1963 at the launching of Uganda Television Broadcasting that the aim of broadcasting was education and entertainment. Very few authorities, in Uganda if any, have expressed the importance of information in national development as being beyond those three functions. It is no wonder information and information services enjoy low priority.

The first broadcast programmes on radio were in Luganda and English, therefore accessible to a small section of the

population in the country, but subsequently many more languages were introduced. This brought another problem of time allocation. So many language broadcasts on the radio consume a lot of time repeating the same programmes over and over again, reducing chances for other developmental programmes to come on the air. Broadcasting services face staffing problems due to lack of a sufficient number of trained personnel in the techniques of broadcasting, technical work and studio management. Accessibility up country is limited due to lack of sufficient boost stations, and the main broadcasting station in Kampala being weak and also due to interference caused by foreign powerful radio casts.

Television broadcasting has remained in three languages; English, Luganda and Swahili and accessible mainly to a small section of the country's population. "The six transmitting stations that were built directed their broadcasting extensively towards the most populated areas of Uganda: the south districts inhabited by the elite of the population." (Uganda Govt/Unesco media rehabilitation 1991/96 project paper). Lack of electricity in many areas restricts the use of radio and television. However, efforts have been and are being made to establish up country broadcasting station for both radio and television.

The role of libraries, documentation centres and archives in the national information system and services can be appreciated considering the services they provide. In these centres documentary materials are corrected, processed and preserved. They contribute a lot to education and provide services to all interested users of all categories. They provide special services by stocking the reference materials like journals, magazines, newspapers, maps, microfilms, tapes, discs and microfiches for public use for which no one individual could buy and stock. This is where the government plays a big role by financing the provision of these materials in public and institution libraries.

## 2.16.1

## Libraries

In Uganda there is no national library. Makerere University library by the legal deposit acts of 1957 and 1964 acts as a national library, but at the same time the national documentation centre by the deposit act of 1969 carries the same responsibilities. However, none of them performs the rightful role of a national library in the sense of the term, such as compiling a national union catalogue, union list of

serials, referral services and many other duties of a national library.

Generally there are no libraries in primary schools, but there are libraries in all secondary schools both government aided and private and all the institutions of higher education. These libraries in academic institutions bear no formal legislations for their establishment apart from Makerere University library that bears some legislations alluding, not to its establishment but to some of its functions.

There are specialized libraries attached to such institutions as hospitals and health centres, missions, research centres, specialized academic and research institutions, courts, banks and industries. They are specialized by nature of their holdings and the scope of services they provide. There are libraries attached to different ministries, non-government organizations and foreign missions. This category of libraries are not established by any government legislations. Like in the case of academic libraries they are established by their parent institutions. They have up to now remained uncoordinated into a national information system and therefore transparent to the rest of the society who are not in direct dealings with the institutions to which they are attached. The public library

system and services was established by government legislation, the Public Libraries Act of 1964, after a study by Hokey into the possibilities of running public libraries in East Africa. It operates a main library service at headquarters in Kampala and seventeen service points in district towns. Of the present thirty eight districts, only eighteen have public libraries service points, the other twenty districts are not served.

#### 2.16.2

#### Documentation centres

Uganda has only one national documentation centre based at the Institute of Public Administration. It was established in 1969 by the act on parliament on legal deposit library and documentation centre. It is designated to:

- Act as a legal deposit and preservation centre of copies of books written, printed and published in Uganda.
- Serve on the same status as other related focal centres for National and international information network.
- Collect or receive depository copies all materials written, printed and published in Uganda; journals, newspapers, sheets of letters, papers, sheets of music, maps and charts, plans, patents and tables.

The centre was set up to carry out the following:

- To access, process, classify, catalogue the documents

for storage in readily retrieval forms.

- To retrieve and disseminate the information through abstracts, indexes current awareness services (CAS), selective dissemination of information (SDI) and document reproduction forms.

- To participate in the production of union catalogues, union list of periodical and serial holdings in the libraries of Uganda.

- To carry out survey of resources; compiling a directory of documentation resources, and researches (in progress and completed) to guide researchers on consultations from one another those doing related researches in Uganda and abroad.

- To act as a national information clearing house.

- To acquire and keep in place the required tools for referral services; namely directories, encyclopedias, indexes, abstracts of various kinds and qualified personnel.

- To act as the training centre for automated systems in future.

The major problem is that least of these functions if any are carried out at the moment. It is now 23 years since its initiation, but the collections at the National Documentation Centre are still in a miserable state. "The information documentation centre which was established at the institute of

public Administration many years ago has all, but gone out of function." (Epenu 1988)

### 2.16.3

### Archives

Uganda has one National Archives. It was founded in 1949 and first organized fully in 1955 by the colonial rule as a department of archives under the Chief Secretary of Government's Office. It was to assemble and keep all pre-colonial and colonial records. After colonial rule the archives were placed under the Ministry of Public Service and Cabinet Affairs. The Officer in charge of the national archives and public records at the Ministry is the Commissioner of Information Ministry of Public Service and Cabinet Affairs. There is no official legislation regarding the establishment of the National Archives spelling out its objectives, functions and activities. There is no government policy formulated in regard to the Uganda National Archives giving guide lines on its administration and its position in the national development plans. The archives are managed and provided finances according to government standing orders.

The regulations regarding public accessibility to records at Uganda National Archives are that materials "viewing and use of documents are after 10 years, free access on

application, loans available to senior officials" (Dadzie 1965). To use the archives collections clearance is sought from the President's office through the National council for Science and Technology.

Under the guidance of the first archivists, P.J. Fowles and P. English, documents of all sorts were gathered and kept. By independence time the existing capacity had already been filled up. In the absence of the laws and rules to give a mandate on public records sorting, preserving and discarding or destroying, all those documents that were gathered and kept have remained in the archives occupying space even the least useful ones and since independence it has been impossible to add on more collections due to lack of room. The ministries and departments have been, accordingly, advised to create their own archives in their premises and keep their own records except the President's office which has continuously sent its records to the archives for keeping. Other organizations like missions and non-government organizations have likewise kept their records in the same way as the ministries. Every ministry, department and organization has to devise means of keeping and dealing with the records. However, the staff at the national archives pay occasional visits to where these archives exist to provide expert knowledge on records keeping for organized storage and easy retrieval.

However, this means that all government records in ministries and departments and those in private organizations after independence have remained scattered denying researchers a chance of referring to these records in one organized place.

The organization system of records at the National archives has been a domestic development through trials. First they were organized on the basis of serial numbers, later on continuous numeric sequence and thereafter on alphabetical series. At present a regional joint system, in cooperation with the National Archives of Kenya and Tanzania, is being developed on modern standards matching the principals of computerised systems and services. However, the Uganda National Archives have not acquired computers which can help in dealing with the problems of space by providing compact storage.

These three traditional information systems in Uganda have survived in isolation without a central coordinating body to harmonize their activities. This has in some way led to duplication of materials and under utilization of some of the materials. In libraries system one of the major problems is building the collections and lack of means of avoiding unnecessary duplication. The prices of reading materials are prohibitive, payable in foreign exchange. Due to lack of coordination each library fends itself. Lack of overall

planning and coordination, a central machinery to facilitate referral services leads to under usage of some the important materials. Some useful materials might be lying in some place and since they cannot be located through other places by those who badly need them they remain unused.

The academic libraries in Schools, Colleges, Institutions and Universities are controlled by the Ministry of Education, Public library service by the Ministry of Local Government, special libraries of research by each concerned institute and hence the parent ministry, ministerial and court libraries by the concerned ministries, libraries attached to industries, missions, non-government organizations and foreign missions by the respective bodies.

Such set ups scatter information resources and make interlibrary loans and referral services impossible. It is the realization of this problem that has necessitated the formation of a national information coordinating authority to deal with the problem by setting up and maintaining information policies on information resources availability in the country and their optimal use. Establishment of a central coordinating authority to initiate and implement a national policy on information systems and services and appropriate projects is one of the immediate possible solutions to the problems.

re-enforced with the installations of many other telecommunications devices like telexes, radio calls, and facsimiles. At present the telephone wiring is undergoing a major rehabilitation marked by a huge project of laying underground cables.

2.18

#### ADVANCED TELECOMMUNICATION

A satellite has been elected at Mukono east of Kampala. It helps in easing communication within and without the country. The sight of antennas in Uganda especially in Kampala is becoming common. Though these infrastructures are mainly private, people who live in the proximity can still ripe of these fruits of information technology. When the situation allows many of them to extended to the remote areas this will quicken the work of disseminating information to the rural areas.

It is hoped that computer communication infrastructures will soon be put in place bringing more efficient information services to the people.

Unfortunately all these means of communication, old and new, have remained confined to the city and other principal towns. It is not easy to forecast when these services will be availed to the common man in the rural centres.

## INFORMATION INFRASTRUCTURES

### 2.1§

#### INFRASTRUCTURE

Infrastructure is a set of the system components or structures which are necessary for the functions and operations of a nation or an organization. All the systems of a nation put together can be referred to as the state infrastructure, and each on its own is an infrastructure. The infrastructures that help in the management of a state include, road network, information, power, water, political, economic, administration, social infrastructure (systems) and many others. Uganda's information infrastructure in terms of modern information systems date back to the beginning of this century after the introduction of colonial rule and establishment of churches and schools. There are many infrastructure components dealing in information activities.

### 2.20

#### PRINTING AND PUBLISHING

The church missions set up printing presses and publishing services in places of their establishments as early as the first decade of this century. The government printer at Entebbe, is a well known old printing press that has done

a commendable job in the production of government documents, reports, and other administrative documents. In addition many other private printing presses of individuals or companies were established. They are engaged in newspaper and book production both of academic and commercial nature.

Uganda was also actively involved in the East African Common Service, later East African Community (EAC), and in information activities like the East African Literature Bureau (EALB) and East African Publishing House (EAPH). These services were later inherited by Uganda government after the fall of EAC in 1977 as Uganda Publishing House (UPH) and Uganda Literature Bureau (ULB).

## 2.21

### MUSEUMS

The Uganda national museum, a cultural information centre, for collecting and preserving all national curios of all disciplines in Uganda was, set up in the early years of this century. It is a centre of cultural education and it normally attracts school children from all over the country. It is also a tourist attraction centre. However, efforts to establish district branches have never materialized.

The Uganda National Archives, a national records preservation centre, was fully organized in 1955. There are a number of branches of the national archives based at different ministries and departments and some private archives of individuals, missions and institutions.

It was after S.W Hockey study and report 1960 on the development of libraries in East Africa that the government of Uganda became directly involved in the development of public library services. On Uganda's part "The government has accepted responsibility for development of the service, and a pilot project has been launched from the existing literature bureau service under the direction of the Bureau's librarian Miss P.M Fiddes, with the assistance of a £10,000 book grant from the British Council. A further £13,00 has been allocated for equipment and a new building for Kampala City Library. Branch libraries have been set up in eleven towns and Kampala city council has handed over the administration of its library to the service. It is hoped that Legislation establishing a library board will be enacted in the near future". ( Hockey report, 1960).

However, other libraries had been in existence - academic libraries at Makerere University in colleges and schools, special Libraries in research centres, government departments, and industries, bureau libraries and private libraries mainly set up by missionaries. "The present position in East Africa is that there are no public library services in the accepted sense of the term; all existing services are limited either by the terms of reference under which they were established or by the fact that they are forced to charge subscription to argument the inadequate funds available to them. ... Many of these services are doing excellent work within their limitation, but they have no future as isolated units. The Bureau libraries, each under the control of a qualified librarian, have for several years been operating a service in each territory, mainly for Africans and Asians, along the following lines:-

- (a) Static libraries established permanently in places of concentrate population.
- (b) A postal service to individual borrowers.
- (c) A book box service to schools, community centres and similar organization" (Hockey report 1960).

Deposit Library and Documentation Centre Act of 1969 brought into existence the Uganda National documentation centre (UNDOC) housed at the Institute of Public Administration.

Beginning with early 1950s the installation of transmitters for radio broadcasting began and were finalised in 1953 when the broadcasting in Uganda started. Presently there are many transmitting stations operating or are being built in the up country towns e.g. in Kabale, Gulu, Giligil, Lira, Mityana, Mbale and Soroti to expand and bring broadcasting services nearer to the people and broadcast to the outside world as well.

The Uganda television broadcasting service started in 1963. There have been intentions and some efforts have been made to establish broadcasting stations in up country towns. Some are already completed. Though not many of them have started functioning, it is hoped that soon or later they will be able to provide services to the people.

Posts and telecommunication services have been in place for quite a long time. In the act of 1983 on post and telecommunication, the services rendered by this infrastructure were spelt out as to provide postal and telecommunication services within and outside Uganda and to regulate and control radio communication operated from or received in Uganda.

Information as a discipline of study in Uganda is still lagging behind other disciplines in the matter of professional training.

In the area of information science training in Uganda efforts started in the early 1960s. In the Hockey report on possibilities of opening and running libraries in East Africa, establishment of Library Schools was emphasized. As a result a School of Librarianship: the East African School of Librarianship (EASL) was opened at Makerere University in 1963 first offering a six months Certificate in Librarianship (CIL), in 1965 a two year Diploma in Librarianship (DIP.LIB.) program was started, in 1976 a one year Post Graduate Diploma

in Librarianship (PGDL) program started and in 1989 a three year Bachelor of Library and Information Science (BLIS) programme was introduced and at the same time the DIP.LIB. program phased out. The school has so far produced many graduates in library studies for the three East African states but more especially for Uganda and Tanzania. Those of Uganda alone are 208 holders of certificate in librarianship (CIL), 242 holders of Diploma in librarianship (DIP.LIB), and 24 holders of Post Graduate Diploma in Librarianship (PGDL), totalling 474 Ugandans trained in library and information science through the EASL at Makerere University. The enrolments for the Bachelor of Library and Information Science are encouraging with 55 students in the 2nd and 3rd year.

There is a School of Journalism at the Institute of Public Administration that was opened in 1971. There is also a school of Media Development and Graphic Arts (MDGA) at Radio Uganda. At Makerere University a new department has been opened in the Faculty of Arts for mass communication studies.

Professional associations do occasionally organize seminars and workshops in information work. From time to time information professionals in Uganda information work get training and refresher courses abroad.

The major problem has been that the existing information infrastructures are not properly coordinated. The academic libraries exist on their own and each independent of the other(s), the universities, colleges and school libraries. Special (industrial, ministerial, departmental and research) libraries exist on their own, public libraries on their own. The development of these infrastructures has not addressed the question of bridging the gaps and command a common unity of purpose and services.

The existence and set up of information infrastructure in Uganda reveal a good will and intentions, but due to lack of coordination these infrastructures have not been able to achieve their objectives. Realizing the absence of the coordinating body to harmonize the information system and services in Uganda, the National Information Agency Advisory Committee (NIAAC) with the help of UNESCO and the Ministry of Public service and Cabinet Affairs took up as a matter of importance the functions of a national information system and service and a national information coordinating body.

It has also been realised that the efforts of National information system and services will not be rewarded without an overall policy on information in Uganda. The policy is expected among others to spell out the linkage of information infrastructures and indicate the roles each can play to promote information services to support national development.



## ACHIEVEMENTS AND CONSTRAINTS OF INFORMATION ACTIVITIES

### 2.29

### ACHIEVEMENTS

There have been achievements of information activities in Uganda. Libraries, documentation centres and the archives have and are helping researchers and scholars to find information relevant to their research and teaching work. People have been exposed to experiences from elsewhere and helped to find appropriate solutions to existing and emerging problems, through the existing information systems and services in Uganda. General and specialized education have been supported by the systems and services.

The media has informed and sensitized people to developments within the country and elsewhere in the world. The citizenry at large has even found answers to some day-to-day problems through the media.

The radio and television broadcasting media have an advantage over the print media in that they can reach both the literate and illiterate leading to a better informed citizenship.

The enlightenment gained through such information dissemination can tremendously improve ways and means of contributing to national development.

The advent of multimedia/videos has great potential of educating the masses even in the rural areas. Video films can be developed locally on matters of local interest and offer a powerful means of educating Ugandans about their environment, ethnic cultures, application of rural techniques, etc. Information on the achievements and problems in one part of the country can be shared by people in other parts of the country. This can be a powerful stimulant to development efforts. They provide information support to planning, decision making, project implementation and monitoring.

Other information technologies, such as computers, satellites and remote sensing also contribute to information access and dissemination, laying a good foundation for the eventual adaptation to more sophisticated technologies.

However, there are many constraints in the effective and efficient use and management of information systems and services.

The national education system, the extent of exposure to information it provides, the penetration into rural areas, adequacy of personnel for management of information technology, and building up appropriate information infrastructures, are some of the major factors that call for consideration by authorities - the development decision makers, policy makers and executives.

The promotion of the means of information seeking, extraction, digestion and application such as would help eradication of illiteracy, the development and maintenance of infrastructures that support the promotion of information systems have made no progress in the country. Despite the above enumerated contributions of information to Ugandan society, technical and specialized information is only available to a small section of the society, the elite and the rich, who are well positioned to access it.

Large sections of the society composed of semi-literate and illiterate peasants live in their own world lacking information and exposure. They become mere objects of

manipulation and exploitation because the information they are given is to make sure that they respond to exploitation, say in terms of production and marketing of their products.

It has proved hard to develop information infrastructures that could serve a great number of people, for example mass media equipment, libraries and information centres etc. Where such services do exist they are poorly equipped or supported with irrelevant information materials and therefore are unable to meet the people's interests. Another major constraint is lack of capital, a feature common to most developing countries.

It is time those involved in projects for national development realized that information is a vital resource which makes it possible to exploit other resources, and facilitate rapid project development and completion of other undertakings that, investment in information is worth it and its fruits of contribution to development are many and much more reliable.

## CHAPTER 3

### INFORMATION TECHNOLOGY DEVELOPMENT IN UGANDA

#### 3.1 INFORMATION TECHNOLOGY: HISTORICAL FACTS AND THE SOCIETY

##### 3.1.1 History

Information technology (IT) is the science and practice of collecting, storing, retrieval and dissemination of information by means of computer and telecommunications system. It is the mechanised and electronic means of handling information.

Information technology is all foreign to Uganda. Uganda has no technological history let alone information technology. Uganda's technology, like in most former colonies, was arrested in its infancy at the stage when none of the present information technologies can be traced among the crude technological developments of the time in Uganda. So every time an information technology equipment is introduced, it is an imported one, and normally because of lack of a representative in the culture and traditions of the people it becomes a marvel.

Information technologies dealing with massive information generation, gathering, storing, processing and dissemination started with printing technology every where in the world,

including Uganda. Prior to reading and writing information was passed on from person to person by word of mouth, signs and gestures, surprisingly, a phenomenon that is still common in many parts of Uganda owing to the illiteracy that prevails. This method of disseminating information is on a small scale and limited to certain localities. With information technology, information started spreading widely and in addition it could be stored and referred to when needed. It led to the explosion and accumulation of information that led to formal ways of keeping and organising information for use that led to IT applications to libraries and other information systems. In Uganda information technology started with the printing press, followed by films, telephones, gramophones, radios, then later television, videos, computers and satellites and soon to come are the remote sensing, telematics and laser equipment.

### 3.1.2

#### Effects on society

Up to now all these information technologies are in the service of the elite and the rich. The rural poor have never benefited from them. The problem is that the technology involved is expensive and requires higher levels of education to be able to use them comfortably. The rural poor who lack both money and education fail to derive benefits from them.

Another problem is that all of them operate on power, and most of the rural areas in Uganda are not endowed with electricity. Even equipments like radio that use cells are hard to maintain because cells cost money. Thus all available information technologies are present in Uganda, known and used by a small fraction of the society, those who can afford the cost and are able to settle in areas served with power.

The advent of computers, satellites and remote sensing technology that are able to generate, gather, process, and disseminate information on a massive scale and over long distances are not likely to influence a change of attitude among the Uganda populace so easily. The situation is likely to remain that the elite and the rich will be the ones to benefit from these developments.

The positive approach to solving this anomaly is to have a national policy on information that will seek means of bringing information services to all the people as a means of enhancing and coordinating national development. The fortunate should use their chances and positions to inform and educate the less fortunate, as a matter of national policy, attempt to uplift their standards so that they can also use information in their activities. The worst could be when the informed elite and the rich use their advantage to exploit the less informed and disadvantaged poor in order to afford more and more sophisticated technologies for themselves. It is true it

is the peasant who pays for these technologies whether directly or indirectly and it is the peasant who benefits least from them if he does at all.

The IT policy should spell out the needs and the way all sections of the community are to be served. Even the little that is done should be done according to plan and the services rendered to those they are meant for. Every society, such as Ugandan society, must endeavour to harness and optimally utilize the power of IT.

### 3.2 IT REVOLUTION

IT revolution has speeded up the collection, processing and dissemination of information and provides safe and compact storage means. IT is revolutionizing information access and use leading the societies that are able to master it into the information age, giving birth to information society.

There have been revolutions that have changed the world's modes of production and standards of living. The agricultural revolution of 1000 BC to 1800s, in which land was the most important measure, and the industrial revolution of 1800s to 1950, in which capital was a measure of production are examples. The rates of production that had been improved by the agricultural revolution were further improved by modern farm machines. Distribution was accelerated by improved transport

and many other marvellous changes. After 1950s through the present the world is undergoing an information revolution, the 3rd revolution in which information is the predominant measure, that is not only revolutionizing production, consumption and standards of living, but also enhancing and assisting the human intellect that programmes and controls all other physical resources.

**TABLE 2                    PROGRESSION IN IT APPLICATIONS**

<b>IT APPLICATION PROGRESS IN STAGES</b>				
<b>INITIATION → EXPANSION → FORMALIZATION → MATURITY</b>				
<b>Appli- cation</b>	<b>Individual, stand alone</b>	<b>Stand alone</b>	<b>Integrated applications</b>	<b>Integrated systems</b>
<b>Techn- ology</b>	<b>Early computers</b>	<b>Second/third generation computers</b>	<b>Total MIS or other systems</b>	<b>Database data communicat.</b>
<b>Perso- nnel Spec- liza- tion</b>	<b>Programmer Operator</b>	<b>Programmer Analyst</b>	<b>Data Processing Analyst</b>	<b>Information technology specialist/ information specialist</b>
<b>Mana- gement</b>	<b>Technical Department of first Application</b>	<b>Information controls among departments</b>	<b>Formalized control</b>	<b>Formal planning management (INFO.)</b>
<b>User capa- bility</b>	<b>Hands-off attitude</b>	<b>User dependence on data process. personnel</b>	<b>Knowledgeable participation</b>	<b>Particip- ation design development</b>

In the information revolution people are able to conserve energy and resources by doing precisely what they want at the right time and place. " The underdeveloped nations of the world are those which came late to the industrial revolution; the underdeveloped nations of the future will be those which come late to the information revolution." (quoted by Kigozi SCESCAL IX 1990). In the information society people are able to do office work at home, do their shopping at home and discharge other duties near and far through communication systems, for example banking and business. In production, wastage of resources can be avoided by possession of prior information about market situation and producing precisely what the market needs. World resources are dwindling in comparison with the exploding population so the exploitation of resources should be carefully regulated. This regulation can be achieved through the effective use of information. Developing countries like Uganda should particularly use this chance because they are endangered by the fact that other countries know much more about their resources than they do themselves. To solve this imbalance of knowledge the developing countries should embark on the use of IT and make sure by its use they gain better control over their information and resources.

Although the share of Uganda as a developing country in the international information technology industry is still quite small, but relative to its GNP represents an increasing proportion of the national economy in terms of turnover, import value, employment and impact on information handling.

The major developments in IT that have had significant impacts on information systems and services in developing countries include:

The developments in microelectronics:- the microchip that has increased the storage capacity of computers and reduction in the cost of data storage and processing including parallel processing.

Time sharing systems and data communication through electronic communication.

Resource sharing systems and service through national and international system interconnections.

Powerful portable software and systems integration.

With the availability of powerful micro- and mini-computers at relatively low cost, even small institutions in Uganda are sooner or later likely to acquire them for information handling. IT is applicable in management, in government and private sector, business and industry, engineering and production, educational resource management, networking and resource sharing etc. The following table shows the changes in information handling through IT applications.

**TABLE 3 CHANGES FROM CONVENTIONAL TECHNOLOGIES TO NEW TECHNOLOGY IN INFORMATION HANDLING/PROVISION OF SERVICES**

INFORMATION ACTIVITIES	CONVENTIONAL TECHNOLOGY	NEW TECHNOLOGY
(1) Generation of data and info.	Writing, Typing Carbon copy type setting dictionaries for spelling	Word processing; Character recog.; instrument rec. of phenomena voice recognition; Spelling checks
(2) Record store data & info.	Paper micro- handbook; filing cabinet	Magnetic medium video cassette electronic filing; data base; CD ROM
(3) Organization indexing retrieval of data/info.	Card index punched card abstracting indexing	Data base managem. system (DBMS); info. retrieval system (IRS); automated process; hardware solution
(4) Manipulation synthesis of info./data	centralized processing; calculator; manual graphics manual diary	distributed data processing software solution; electronic scheduling; intelligent knowledge based systems/expert systems/artificial intelligence fifth generation computer
(5) Communication dissemination of info.	Post; telephones telex; personal communication	electronic mail; computer conferen. electronic document delivery; telefacsimile; laser/optimal Disc; CD ROM; View data
(6) Weeding destruction	Shred, burn destroy medium	magnetic and optical erasure; reuse medium

Adaption of IT in Uganda would benefit from all these advantages. But there are some policy issues to consider:

(1) What instruments will be responsible for an integrated system development.

(2) What controls are to be imposed on access to computerized data.

(3) What will be the relationship between the telephone and data network systems.

(4) What protection is to be given to existing vested interests.

(5) Is domestic satellite required and if so, who will manage it.

(6) Are carriers to have any control over contents.

(7) What institutions should be responsible for providing inter-active services for the information and documentation instructions.

(8) Should major users like military broadcasters or news agencies be permitted to set up their own communication or distribution networks.

(9) What boundaries are to be established between the telecommunications authority and customers; under what conditions and at what point will the customer be permitted to link terminal devices to the transmission system. Will users be free to own telex machines and teleprinters, facsimile printers and video phones or will they be available only on

lease from the telecommunication authorities.

(10) What measures will be taken in regard to transborder data flow issues.

#### 3.4 SOCIO-POLITICAL IMPLICATIONS OF INFORMATION TECHNOLOGY

The social problems that extensive information technology use may raise can be serious in developing countries although they may be less obvious than those associated with other technologies. For instance, computers do not destroy physical amenities nor inflict injury to the environment in the manner certain other technologies do. Usually, with the introduction of a new technology, the impact on employment is what is known as "technological displacement", for example in the manufacturing industries, in which persons with out-dated skills are displaced or become unemployable unless they are retrained in new skills.

Workers in the tertiary sector may also suffer from the consequences of automation. The government is a major employer. Automation is one way of maintaining and improving work productivity. But automation causes displacement of workers or even redundancy of some of them which may lead to freezing of new recruitment in certain sectors. At the same time, the private sector, because of the availability of cheap computers go for more and more automation to save costs, and provide better customer services to be able to compete on the

market. Thus, both in the public and private sectors there may be reduction in the demand for labour in the service industries. It is unlikely that the agricultural sector will absorb the displaced workers though it is the major employing sector in Uganda. The displaced workers, in fact, may not choose agriculture as an alternative employment. The fact being that most of those who will be displaced by IT are white collar and blue collar workers. These factors have an impact on the national economy.

When new technology was introduced during the industrial revolution, the people who were displaced were those from the lower level working classes. IT, on the other hand, will cause a large proportion of white collar workers - the professional, technical, administrative, clerical and other service workers, to be displaced. This class of workers have been the mainstay of most political institutions and government, providing the necessary political stability and support for economic growth and development. Should this class be threatened with massive unemployment, its members could become radicalized, and if alienated they could become dangerous to the stability of the political system, for their knowledge and organizing ability can constitute a serious threat to any government.

The scenario presented above is based on a pessimistic view of the situation. In real life, the introduction of new technology more often than not produces contradictory results.

There might be no correlation between heavy investments in technology and loss of employment as some studies have shown. It is said that between 1963 and 1973 Japan had the highest rate of investment in new technology and during that period it also had the highest growth in employment record. At the same time Britain whose investment in machinery was the lowest, showed the greatest loss of employment record. Employment is the net result of many converging policies and factors and therefore other factors have to be taken into account.

While automation can improve productivity and enable provision of access to a wider range of information and services, Uganda and other developing countries rely mostly on foreign technology imported in a variety of ways and usually paid for with hard currency. And most of the data bases they may access are of foreign origin and the telecommunication networks also belong to foreign companies. Thus, the payment for data access flows out of the country. This may widen the gap between the information rich and the information poor making the information rich richer and the information poor poorer.

For some governments in developing countries, the advent of new information technology poses both a challenge and an opportunity. Governments of some of the countries, have in the past tried to filter and censor information. This, in some cases, may be politically motivated for security reasons, or

partly due to an altruistic motive arising from the desire to protect the citizens from the more degrading aspect of foreign cultures and partly nationalistic arising out of the desire to shape the thoughts and culture of the citizens through the selective dissemination of appropriate information. But the new information technologies make it quite difficult for governments to control the information and images coming into the country via videotapes, satellite transmissions, etc. The small disk antenna enables citizens of one country to tune in to foreign television and radio programmes. Similarly, data transmission technologies enable online access to remote data bases. This might prove disastrous to cultural values and traditions especially in the third world countries of which Uganda is one.

## CHAPTER 4

### INFORMATION AND DEVELOPMENT

#### 4.1

#### DEVELOPMENT

Development is the realization of progress in the positive direction. It can be growth and expansion in terms of business economics, change of status and ability for better management and support of the population, in case of a nation. People becoming better and better in health and conditions of living both in material wealth, information and knowledge wealth. When people are able to plan in advance, shape and influence the future events and occurrences for the benefit of all. Development is people's own conscious efforts to better their standards and well being in all aspects of life. Development can be realized by the ability possessed by individuals, groups, races or nations to grapple with and solve existing problems and replace them with desirable conditions, situations and products.

#### 4.2

#### INFORMATION APPLICATIONS

The major application of information is resolving uncertainties in decision making and problem solving. The

problems, in terms of a nation are any situation or condition that cause or threaten to cause deterioration or stagnation of standards of living due to lack of means like capital and product capacities to solve the problems. National problems include uncontrolled population growth, lack of resources, lack of means to develop the available resources, lack of markets to sell products, communication problems both of lack of means of communication on land, air and water and mass media, illiteracy, poverty, diseases, crime, defence and many others related or different from these. To find means of solving such problems requires clear understanding of the problems, their causes and what they cause to environment. This requires availability of timely, adequate and exhaustive information about the problems. Then the problems can be evaluated and alternative solutions sought and pursued. The best solutions are implemented. Then more information is gathered and weighed in the follow up to ascertain that the solutions are working.

#### 4.3 INFORMATION AND NATIONAL DEVELOPMENT

The relevancy of information in a nation's development cannot be over emphasized. Information is needed by every body; decision and policy makers, producers and policy implementers, researchers, teachers and other professionals

and para professionals, extension workers, people at the grassroots, the citizenry at large and all those in diverse ways involved in and contributing to socio-economic development. The quality and quantity, level and sources of information may however, differ according to information users and their needs.

The decision makers whose concern is the proper exploitation of national resources need information about the resources themselves and the exploiters such that they can regulate the resources and ensure that the exploitation allowed benefits those it is intended to benefit. The decision makers need proper information about national resources and products as well as foreign resources and products in order to be able to gauge the national products qualities and availability such that they can know how to rate the local and international prices accordingly, basing on assessed demand and supply.

Those involved in resources development need information about rules and regulations that govern the exploitation and what they are expect to use the resources for. They also need information about those who need the products and in what legal channels they can obtain them without interfering with other national policies.

The producers need to know how much resources are available and the marketing avenues for selling their products at a profit.

The operational managers in industries need information on the international qualities and standards such that they can direct the production to the required standards. Information is needed about the resources, products and all likely useful byproducts. This information can help both the strategic and operational managers to make decisions on how to exploit the resources.

Information as one of the major resources in development of a nation has obvious bearings on all aspects of life. A nation will develop politically if it is well informed. Politicians are policy and decision makers in a nation and they very much need all sorts of information for the task. They need cultural information to know how to direct their policies and binding decisions to avoid collision with cultural norms and taboos. Where the collisions are insurmountable then they should be well prepared how to go around it. The politicians need political, economic information for gainful decisions that can initiate, accelerate and implement developmental undertakings.

The economy of a nation will not be channelled into the direction if the actors are not well informed of resources

both available and lacking such that those involved can be well aware of the likely successes and limitations they are to face in their undertakings. Information will play a major role in economic development if it is well balanced, timely and correctly supplied.

Cultural and social development need information supply. It is when the people are well informed of others culture and social behaviour that they can respect and tolerate other people and learn how to co-exist harmoniously. Cultural and social behaviour misunderstandings due to lack of correct information and exposure have, in the past, led to destructive wars or hindered development.

What is meant by information for development is inter-sectoral, cultural, regional and national information. It should not be biased to mislead and then later findings reveal differences which become conflicts. This is why a clear policy on information is needed to clarify matters of secrecy, private information and public information. Information for development is public information and should be easy to communicate without arousing deep personal feelings that may lead to conflicts. It should be easy to circulate in the development sectors. "One of the essential components of development drives, as well known, from the bringing into play of inter-sectorial relations: knowledge of specific

information by scientists in other branches, use of fundamental research findings by engineers and technologists and conversely use of recent technological innovations by researchers or by engineers in other social branches. By engineers and technologists we mean not only those working in traditional sectors such as chemistry, transport, electricity or building, but also medical practitioners and hospital physicians, farmers, data processing specialists, linguists, social welfare workers, management consultants, planners, economists, etc. This information circuit is understandably one of the most fundamental for development. It is also the most difficult to plan, because the information comprised in it is intermingled in a highly complex way. It comes from very diverse sources through very diverse channels."

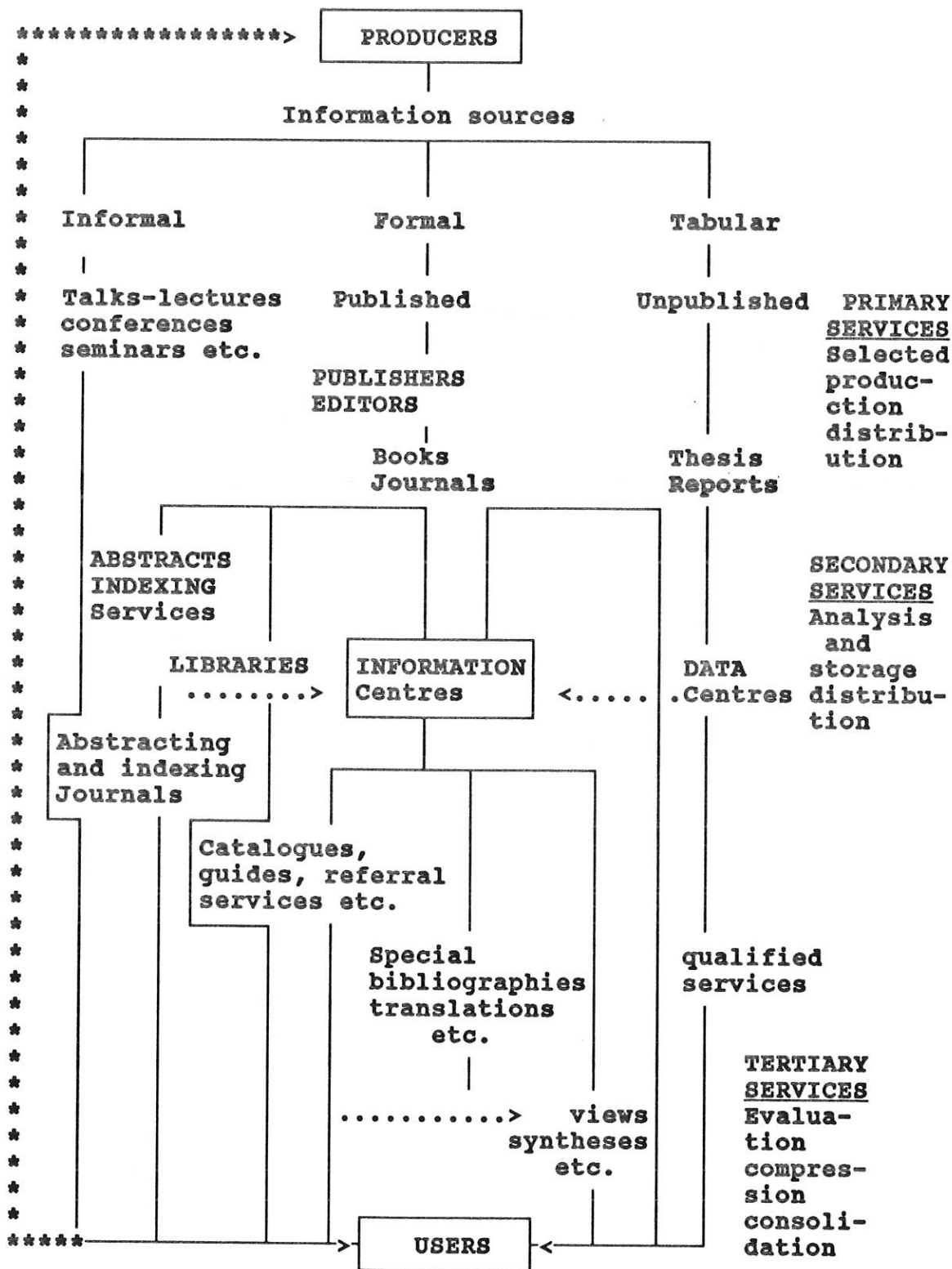
(d'Olivier J.H. and B. Delmas 1975)

#### 4.4

#### INFORMATION SOURCES

Information for development can be supplied from as many sources as possible as long as the sources are relevant and reliable. The source can be formal or informal, written or verbal. The figure below shows some sources of information and its nature of flow.

Figure 1



Some channels for disseminating information

The role of information as a national resource for socio-economic development appears to be gaining fairly wide recognition among government officials and decision makers in the developing world Uganda inclusive. The expressed need for timely, relevant and reliable data and information for policy and decision making and for planning in trade both domestic and foreign investment, human resource development, energy, natural resources, social and cultural aspects of the population and so on is on the increase. On the other hand, at the lower levels of government there may not be the same preoccupation and awareness of data and information needs of the users, or have adequate access to relevant sources of information, or possess the required training and skills for responding to such needs with the results that top level officials may not receive the needed information and data in time and in a form convenient to use.

Horizontal information flow among departments, ministries and sectors through cooperative arrangements for the collection of information and data from sources and for the exchange of such data and information often appear to be weak. This is to a large extent true for Uganda as well.

In Uganda there exist constitutional acts, policies and legislation of various kinds relating in some way or other to the provision of information. Nevertheless the

interrelationships which exist between issues concerning information communication information technology, the information industry, economics of information, information management, information services, information privacy and confidentiality, the right to information emphasize the need for an overall comprehensive approach to problems. Every citizen of a country has the right to development, to benefit from and contribute to the development process. Data and information are essential support to, as well as products of development process. Further, the fact that the process of sound decision making and planning requires data and information of all kinds, such as financial, sociological, scientific and technological, from national and foreign sources, makes it essential that an overall policy statement be adopted.

The overall basic policy statement should be comprehensive to the specific development needs of the country and formulated in broad terms to minimize the need for frequent revisions. Implicit in the statement of national policy on information systems and services is the need for an effective national level trans-sectoral and multi-level coordinating mechanism.

## CHAPTER 5

### NEED FOR A NATIONAL POLICY ON INFORMATION SYSTEMS AND SERVICES IN UGANDA

#### 5.1 INFORMATION SYSTEMS AND SERVICES

It is widely accepted that timely, precise and reliable data and information are necessary for gainful decision making and problem solving, to minimize unnecessary duplication of effort and wastage of resources, to increase productivity, to keep people informed about scientific, technological, social, political and cultural developments so as to enable them to participate constructively in community development programmes and activities. Information is needed in all sectors of the economy and in all walks of life. In developing countries such as Uganda, information services can support campaigns against illiteracy, family welfare and health programmes especially in rural areas. The provision of information services requires an adequate infrastructure - personnel, information resources, facilities, hardware and software and finance. Information needs to be organized using appropriate documentation, and information processing methods and techniques. Information can be accessed/disseminated and users served through a variety of services. Some of these are mentioned in the following table showing the list of services and the users.

Fig. 2

INFORMATION SERVICE TYPE	Dominant user Groups			
	TM	R&D	MM	TECH
<b>REFERENCE SERVICES</b>				
Reference service	*	*	*	*
Retrospective search	*	*	*	*
Technical enquire service	*	*	*	*
Clearing house service	*	*	*	*
<b>CURRENT AWARENESS SERVICES</b>				
Current papers notification	*	*	*	*
Research in progress notification		*	*	
Selective dissemination (SDI)	*	*	*	*
Current events notification	*	*	*	
Newsbriefs and bulletins	*		*	*
Patents notification	*	*	*	*
Standards information		*	*	*
<b>INFORMATION ANALYSIS &amp; CONSOLIDATION</b>				
Research abstracts		*	*	
Digest for managers	*		*	
Technical digest	*	*	*	
Digest for technicians				*
Numerical data service		*	*	
Statistical digest	*		*	
Management information service	*		*	
Products/Process/innovation info.		*	*	*
<b>SPECIALIZED SERVICES</b>				
Market research/intelligence	*		*	
Forecast/Trend reports	*	*	*	
Company profiles	*		*	
Contracts and tender notices	*		*	
Environmental scanning	*	*	*	
Technology transfer information	*	*	*	
Expert systems	*	*	*	
<b>COMMON SERVICES</b>				
Library service				
Document delivery				
Document reproduction				
Translation				
Editorial/Technical writing				
Publication services				
Organization of seminars/exhibits				

TM = Top Management; R&D = Research and Development Groups  
MM = Middle Managers; TECH = Technicians/Operators

## NATIONAL INFORMATION POLICY

A national information policy should aim at systematic resolution of problems hindering development of information systems and services. Decision and policy makers in Uganda are well aware of the important role information plays in development decisions, but there are no formulated policies guiding the generation, processing and utilization of information. "Action in favour of, and responsibility for establishing and operating a system of documentation, information and library service must be regarded as important functions of the state. Both preparing and establishing such a system have to be seen as an inalienable part of state policy concerned with the nation's economic and social development" (FID/DC working group document, libraries and archives p. 22) In most cases where recognition of information and attempts to support its development have been made, they have been half-hearted such that nothing much has been realized. A mere realization with verbal support, not accompanied with financial support and material resources needed for information activities has characterized Uganda governments in the past as regards information. "The biggest obstacle to the improvement of national information services in Uganda has for many years been the inadequacy of financial and material resources made available to the systems that

collect, process and disseminate information. A major cause has been the low priority given to information activities within the national development plans. National planners have yet to be educated to recognize that information is an instrument that can promote an independent and integrated national identity and culture." (Epenu, 1988)

There is also a remarkable lack of motivation in the habits of seeking and using information by decision makers and development planners. Information is mainly sought and its use emphasised in the training institutions. For this matter the existence of information resource centres are seen as only related to such institutions, but not the administrative or government bodies and this has resulted in laxity in the performance of most information institutions as neglected establishments. Most libraries and documentation centres especially in the developing world still operate on the notion that when information is available it will be utilized without sufficient consideration to the intrinsic and extrinsic limitations. Too much emphasis is put on the supply of services and too little on mobilizing demand. New information services have tended to be based on traditional library services. User studies are conducted only occasionally or never. Therefore little effort has been put into positive marketing of services.

A national information policy should lead to full satisfaction of national needs. If it is to do that then there are likely to be highly competitive and at times conflicting interests presented in the policy. To resolve these conflicts the policy needs a wide basis of support enabling the national information policy to overcome bureaucratic inertia; the tendencies among the bureaucrats that information is everywhere, therefore deserves no particular attention. Information with its widespread relevancy, can be reflected in many other policies including: (i) Education policy; training to seek and use information, school and University library programmes; (ii) science and technology policy: the application of information technology, library information, documentation services for research purposes, scientific publishing; (iii) public and state security policy; confidentiality; personal privacy; (iv) Civil service and employment; adequate remuneration for information workers: establishment/creation of new information units; (v) National research policy: research capability building through the provision of information for research and dissemination of research results; (vi) Fiscal and overall economic policy: priorities for national development, use of accurate information and data for economic planning, flow of information in public administration, improvements on economic

management with better information; (vii) taxation policy: import levies for information technologies (computers, press machines etc); (viii) Communication policy: information transfer using modern telecommunication, printing, communication services (telecommunication, postal etc.); (ix) Information/computer policy; the application of informatics to information work, choice of information technologies, etc.

For this reason information activities should be well coordinated in order to have common national development objectives and goals. Experiments in other countries have indicated that an over all national policy on information and a national information coordinating body established within that framework can facilitate coordination and cooperation at the national level.

Information policy is embodied in instruments of the State, those mechanisms that enable the analysis, formulation, implementation, enforcement and/or review of policy. Some instruments are universal, but others apply only to certain stages in the process of policy making. Some of those instruments are:

(1) Legislations with legal and/or budgetary provisions. (2) Administrative rules, regulations and procedures. (3) Institutions, departments, autonomous agencies, committees and professional associations. (4) Study plans, programmes and

projects. (5) Comprehensive, documented government white papers describing policy (6) Incentive or penalty schemes that encourage or discourage, in government and private sectors, individual actions. (7) Propaganda and positive media action. (8) Technical standards, specifications guidelines etc. (9) Formal and informal constitutions, including motions, symposia, consultative professionals. The guided use of these instruments is what constitutes policy. The many that are in effect, the efficiency with which they are applied and their coherence is the essential measure of national policy. The ideal is where all are optimally utilized in a coherent manner. Most of these instruments are available and can be applied in Uganda. To say that Uganda does not have effective policy on information is not to mean that these instruments are not applied. It means that where they are applied they are applied in inadequate and isolated acts and statutes which fall short of the scope, degree and nature of the challenges and actions required to overcome fundamental problems and developmental challenges that should be addressed in information seeking, supply and application.

### 5.3 NATURE AND RELEVANCE OF POLICIES

Policies are statements of obligation, formulated as guide-lines for future actions. Policies evolve from the undertakings of a government or organization in pursuance of its goals and objectives. Policies are not rigid laws. They

are adaptable. On the other hand as a policy is a guideline, it is the framework that gives shape and direction to any undertaking in order to remain compatible with the organization's objectives. " Policy is a deliberate and binding action by the responsible and authoritative organs of the state designed to influence the behaviour of society or a substantial section of it. It is formulated to bring about systematic way of solving fundamental national problems. Systematization is essential in order that the magnitude or severity of problems may be set against the resources available to deal with them and at the same time to harmonize the different sectoral aspects of the total policy." (AAPAM n.d)

The environment is the central determinant of a policy. It is in the environment that all scenarios that need attention and solving problems correctly are found, such as political instability, weak economies, scarce or badly distributed resources, poor communication, external threats, lack of economic means for self sustenance for some people, and economic domination by some individuals and groups that deprive others of the basic needs for a living, etc.

Policy helps to define roles of the different actors and contributions of various resources with the necessary measures of control. To make a workable policy the constraints have to

be thoroughly understood for finding solutions to these constraints leads to improvement of the policy and provide it with realistic and attainable goals. "Hazards must be kept in sight and accommodated. Only when these and all other ascertainable factors are evaluated and built in, will the policy be at its best. One cannot implement well a bad policy." (AAPAM n.d)

Policies are either directly declared or unpronounced intentions. The question about policies is not whether they should exist and where, but their rationale.

Views about policies differ, depending on what people perceive of their environment. According to H.E. Freeman and C.C. Sherhood 1979, policies are "What happens to people as a consequence of what the government does". Whatever they are, the principal idea is that policies relate the government and the people on state obligations and duties. They are deliberate and binding actions given in terms of declarations, laws, decrees, acts of parliament, ordinances and directives by the authoritative organs of organizations with the aim of influencing the behaviour and work of society or any substantial section of it. The two terms in the definition of policy are important: deliberate and binding, meaning any intention can be a policy, but not all intentions are policies. It has to be deliberate and binding and this rules

out the fuzzy views that any action of government is a public policy.

The terms deliberate and binding are also not an end in themselves, as far as policy is concerned. There are many deliberate and binding actions of the government that are not policies. A policy transcends the actions it initiates and guides. For example a decision to build a bridge in an area is deliberate and binding to the government and the society around the area, but it is not a policy. The policy behind it might be improvement and uplifting of standards of living and ease of communication. The essence of policy is to have a systematic way of approaching and solving fundamental problems, at least by many actors, but with common cause and goals. Governments and organizations survive their founders and for a long time because of the policies that govern their actions in them. Policies help governments and organizations to minimize ad hoc actions (solving problems as they come up and as the resources become available), except in crisis situations, as this could lead to confusion and errors or at least lack of balance in the actions.

Public policies may be categorized as distributive, redistributive, regulatory and constituency. Developmental policies are distributive in nature. They direct actions of governments into serving all sections of society without bias.

Policies of this nature are open to provide opportunity to everybody anywhere for self development and contribution to national, regional and general development. Such policies aim at making things balance, for example education policy, land tenure, taxation policy, and wage policy of a nation. When policies are distributive the individuals who would want to monopolize and inconvenience the public find themselves inconvenienced by such public policies whose aim is above individual interests in their core intentions to harmonize societal actions.

Policies reflect the socio-political and socio-economic environment. This is why policies, their formulation and fulfilment vary according to each countries environment, though their objectives is always the same. A number of features of economic, social and political environment of a jurisdiction influence the kinds of policy decisions which officials make and they can influence the translation of policy into output and impact. They may intervene between policies and their outputs or between the outputs and their impact on the community.

The environments may be either national or international. Their impact on policies also differ and sometimes they compete and conflict. Policies on information are candidates to this type of competition and conflict because information

is such an uncontrollable item that transcends the borders easily. "Up to the end of 1970 most African states were in matrix of complex problems which were urgent and sought immediate solutions. At the local level the problems included fragile national systems, inadequately experienced manpower and weak national economies. At international level was the external threat to their sovereignty, continued colonial domination of some states and low capacity to influence extraction of international resources for their development. Thus at local level attention was paid to (1) consolidating national independence and national unity (2) building self-sustaining economies so as to raise the level of national income and citizen welfare. At the international level particular attention was paid to first preserving their sovereignties in a hostile environment; secondly to supporting efforts for total liberation of Africa and thirdly, efforts were made to maximize resource extraction from the international environment without jeopardizing other national priorities." (AAPAM n.d P. 19)

What is characteristic of developing countries, including Uganda is the lack of firm policy. What exists are pragmatic policies which tend to solve problems temporarily as they rise, but which are inadequate to provide firm guidelines for future policies. Due to lack of information policies to guide

those concerned to know what to collect and evaluate the resources, the developing countries find that they have to rely on the information collected from their territories and processed in the foreign developed friendly countries. This denies the countries the opportunities of controlling their resources to determine how the national resources should be managed and in whose interest. The result of this is a state of laxity and uncertainty. Public policy analysis is the systematic investigation of alternatives of policy options. The assembly and integration of evidence for and against each option. It involves a problem solving approach, the collection and interpretation of information and some attempt to predict the consequences of alternative sources of action. The fundamental purpose of policy analysis is to facilitate the application of sound policy decisions. It may require the examination of problems, issues, legislation, positions of politically accountable leadership, programmes, agencies, policies of private sector organizations or any subject of significance which calls for attention in decision making. It may entail for analysis of underlying assumptions and their implications:- political consequences, impacts on society, the economy, the environment problems of administrative, implementation, interdisciplinary impact, the hypothetical alternatives; with disqualifying reasons for those ruled out,

realistic alternatives, with pros and cons of each, and evaluation, oversight and follow-up requirements and procedures.

#### 5.4. THE NEED FOR POLICY ON INFORMATION

National policy on information is to guide and direct information activities of the nation. Uganda needs information for planning and decision making at all levels in all sectors of national development and for policy making at executive and authority levels. Information is needed for policy implementation and facilitation at all levels. So the need for policy on information is to harmonize the activities of information generation, collection, processing and provision to those who need it. The activities should be well coordinated such that each actor at his/her level should know what is expected of him/her.

##### 5.4.1 Information and research

Exchange of scientific and technical information have played a leading role in the development of industrial societies, by making possible discoveries, the application of techniques, the evaluation of scientific findings and the gradual working out of new theories. To be meaningful to development, information must flow between scientists

(researchers) and between scientists and engineers and between the latter and all those who are potentially capable of benefiting from such advances or putting them to good use. Uganda needs this practical application of information. The scientists, engineers and all capable people should be supplied with the most relevant information to enable them to re-examine their work comparing it with other works, both retrospective and current. For this matter there is need for policy on information to define the sources, channels, controls, targets, modes of exchanges and relevance to general development. The policy should describe ways of importing information that is lacking, from where- ever it is found and easy means of processing and disseminating information available in the country by supporting the information industry in the country.

#### 5.5

#### FUNCTIONS OF NATIONAL POLICY

National information policy should enable Uganda to increase communication among its people which is a prerequisite for national development. Increased communication and need for information will stimulate and support the need and provision of specialized services which will help in information infrastructure development. "The management of

information services established in 1978 to serve as an information focal point failed because

- i. There was no policy to guide its operations.
- ii. It had no coordinated powers, therefore, the other information service units continued to operate independently.
- iii. It lacked technical personnel to run it and to offer the necessary policy advice to government". (Luzira n.d)

It is clear that the lacking element was policy on information. The policy should aim at prescribing the set up of organizational structures for the central national information coordinating body. It should precisely determine the role of information in national development plans. It should create information awareness so that information generated can be properly applied by assessing user needs to facilitate accurate and relevant use of information. It should ensure easy and faster dissemination of information, and promotion of information seeking habits among the nationals, especially those who are concerned with national development by nature of their positions in society.

The need for information policy and its relevancy to Uganda was realised way back when in attempts to make it operational UNESCO on the advice of the Ministry of Public Service and Cabinet Affairs formed the National Information

Agency Advisory Committee (NIAAC) to deal with matters expected to give rise to national information policy document and a well worked out proposal to submit to UNESCO for support.

The policy should spell out the extent to which information can be patent protected or regarded as secret. If information is received by one party as public information it should not be guarded by patents or possessed as secret information. Information policy seeks to develop a culture among the people of seeking and using information with knowledge of various sources and channels plus rules to limit its use and probable misuse. "For, while it is true that exchanges of information constitute a powerful factor in development, they are really profitable only in a technical and cultural context that is already evolved."(d'Olivier and Delmas 1975)

Evolving this cultural and technical context is what the policy should help Uganda into such that the national development can be able to benefit from the information system set ups, be it libraries, document centres, networks, broadcasting services, film services and databases.

## CHAPTER 6

### USES OF INFORMATION

#### 6.1

#### AN OVERVIEW

It sounds rather impossible to attempt to analyze the uses of information when information is used in unlimited ways and situations by individuals, community, institutions, government ministries and departments, regional groupings and the entire world. However, when talking about technical and specialized information a focal point can be fixed at any time. Some of the uses of information can be in the areas of problem solving, decision making, stimulation of researches and researchers, acquisition of knowledge and skills, current awareness and interpretation of public opinions, productivity improvement, minimising expenditure and duplication, and maximizing quality, acquisition of power and capacity to theorize and innovate, general education, self fulfilment and achievement of high qualities of life, to be an informed citizen, and adaptation and adjustment to environmental changes.

## 6.2

### PROBLEM SOLVING

Problems arise due to uncertainty surrounding the circumstances. What is normally the problem is that information is lacking. A problem well known, its causes and extent, can easily be solved. Information supplied in time and correctly makes solutions attainable. The more the information obtained about a problem is complete and reliable, the better the solutions.

## 6.3

### DECISION MAKING.

Solutions to problems depend on the correctness of the decisions made. Correct and binding decisions depend on the correct information at hand. A decision is a final judgement and an authorization of action(s). To reach such a conclusive position information should be timely and correctly provided.

## 6.4

### STIMULATION OF RESEARCHES AND RESEARCHERS.

Research work is an inquisitive exercise into nature to answer pending questions. Unsatisfactory information raises questions that need answers. The raised questions become

research topics and the process of investigating for the answers becomes research while individuals or groups involved become the researchers. One needs some information to ask for more. Information that is present in most cases is a beginning for quests and thence research.

#### 6.5 ACQUISITION OF KNOWLEDGE AND SKILLS.

Knowledge is an accumulation of information, experiences and skills. As knowledge accumulates and enables one to do more things then more information becomes a necessity. The knowledge and skills acquired lead to new developments by enabling people to interpret the situations and respond correctly.

#### 6.6 PRODUCTIVITY IMPROVEMENT.

Information predetermines the extent and quality of performance, and very much influences productivity. It helps to avoid duplication. Information about the competitors and their produce forces the producer to raise the quality and quantity of the produce to match or surmount the competitors.

6.7

ACQUISITION OF POWER AND CAPACITY TO  
THEORIZE AND INNOVATE.

Information from the media is full of experiences that the receiver has never had or will never have chance to undergo personally. It widens the receivers' outlook at the open world though not only ones personal experience and knowledge but the mirror of others' experiences. The increased rate of information exchange increases the rate of theorizing and innovation can be increased proportionately.

6.8

EDUCATION.

Education is largely, if not entirely exchange of information leading to acquisition of knowledge and skills. Education leads to interpretation of data and application of the information, knowledge and skills acquired thereof.

6.9

SELF FULFILMENT AND ACHIEVEMENT OF HIGH  
QUALITIES OF LIFE.

It is one strong quality of information to make a person complete and confident of what he is doing. When one is confident of what he is doing then he does it well and

complete. People need information for self fulfilment, wide and full view of the environment, incidents, events, human growth, self satisfaction, self reliance, cultural identity, freedom, independence, respect for human dignity, mutual aid, high yields, enhanced efficiency, competition, improved health, and proper use of assets and facilities.

6.10

#### BE INFORMED CITIZEN

Citizens need information about their state daily to follow what is going on, such that they can find ways and means of fitting in the national development programmes. Information about national policies and objectives guides citizens in their undertaking to avoid collision with state laws and authorities or the friends interests.

6.11

#### ADAPTION TO THE ENVIRONMENT CHANGES.

An informed society or individuals can easily adapt to changes in the environment because they know how these changes have come about and they are in grip with current plans and decisions regarding the new approaches. This can help people to avoid stress as a result of environmental changes because they are never caught by surprise in any developments.

## CHAPTER 7

### SURVEY ANALYSIS

#### 7.1 INFORMATION ON THE PREVAILING SITUATION

Information activities in Uganda, though not properly coordinated, are well reflected in all sectors. All the Ministries have officers at the district administration level. Some have Extension Workers, and Field Assistants who are in direct contact with the people at the grassroots. Eight identified priority areas have been proposed in the Government plan under which sectoral and specialized information systems, sub-networks and services are to be established. The identified sectors are:

- 1- Agriculture (including Animal Husbandry, fisheries, Forestry and Wildlife)
- 2- Health Sciences (including Environment and Housing)
- 3- Natural Resources (i.e. Land, Water and Minerals)
- 4- Industry and Commerce
- 5- Energy.
- 6- Transport and Communications.

7- Education and Social Welfare (Social Security, Insurance and Tourism)

8- Human Resources (Demography, Employment, Labour, Youth and Women)

Workers (extension personnel) in these identified areas and many others coordinate the ministries and departmental activities with the people's work in the villages relating to their ministries and departments. They work as links between their respective ministries and the people. They gather information in the villages about the activities related to their ministries and report to the higher officers for either recommendations or further instruction or other alternatives if the present strategies are unapplicable. They get instructions from above and present them to the people and try to educate the people how to go about the implementation of government policies. If the government plans require inputs that are to be supplied by the government in order to carry out the policy demands the Workers organize and supply the inputs to the people on behalf of the government. If there are issues to be clarified on either side the Extension Workers constitute the channel of information from either end.

In all these activities there is information flowing in different directions, recorded and organized in some way. Such information needs to be collected, processed and channelized

to the right user groups in time and thus facilitate coordination of the activities. What happens, to a large extent, is that ministries and departments do not share information resulting into duplication of work and waste of time and money. Take for example the work of health, agriculture, veterinary, community development assistants and others. They might all be concerned with collecting information about a similar situation and when it is reported to their relevant authorities it is used in isolation when the problem could be approached by all the concerned ministries together for sustainable results or share the responsibilities. For example if sanitation, pollution or any other hazard in a certain area are the causes of diseases which weaken the people such that they cannot involve in community development activities due to frequent sickness and weak health.

In Uganda at present there is a good opportunity for mass mobilization through Resistance Council (RCs) structure. At every level of the five levels of the resistance councils from village to district there is an information secretary whose work is to collect, record and disseminate information to and fro. In this arrangement the channels for information flow are clear, but what is lacking is that these people are not yet sensitized in matters of using information for development.

Their work is still limited to petty issues in society not seeking and documenting such information as reliable statistics, as concrete reasons for demanding services in their areas like schools and teachers, health centres and health workers, markets for their produce, supplies of clean water, roads and transport, security and so on. People are yet to be taught how to use information in their work and present their requests with reliable information and therefore genuine demands or correct analysis, appraisal and reports on their on going and planned projects.

In addition to the RC structure dealing with all sorts of information from the villages up to the district level, on to the national level through the National Representative Council (NRC), there is a National Council for science and technology (NCST) which deals with scientific and research information coordination. The Council was formed in 1970 with such objectives as:

- (1) To coordinate the research work in the country.
- (2) To identify priority research areas.
- (3) To ensure that the available funds for research are used in the best possible way to spearhead development.

The Council's functions include:

- (i) Advising government on the financing of research, including research carried out at Makerere

University and other government-aided institutions.

(ii) Drawing up coordinated research programmes covering at least a five-year period or longer where the nature of the research requires it.

(iii) Coordinating plans for the establishment of new research institutions and extensions to old ones and generally to advise the government on such developments.

(iv) Advising government on purchases of research equipments and to coordinate requests for such purchases.

(v) Advising government on training and establishment policies for research staff.

(vi) Providing government with regular appraisal and evaluation of research programmes.

(vii) Advising government on the utilization of research results.

(viii) Ensuring adequate documentation of research.

(ix) Promoting the dissemination of research information between specialists and administrators and the general public.

(x) Advising the government on the establishment of institutionalised contacts between departments with overlapping interests.

(xi) Initiating and encouraging research.

NCST can mobilize all scientific and research information

needed for development.

People at all levels are dealing with information directly or indirectly so there is need for them to be sensitized in the art of information seeking and use. They should know how to gather information from oral, written, and audio-visual sources. This depends on the level of development of information system and services in the country and the support given by the authorities to these activities.

Information systems and services in Uganda at the present time have not changed much from what the situation was in the sixties and seventies. As it has been observed in the 1991/96 Uganda government/Unesco project paper, the impact of the print medium is limited because of an illiteracy rate of about 55 per cent in the country, with a multiplicity of languages. The television service which is in as bad technical state as the film unit, reaches just 5 per cent of the population. This leaves radio broadcasting as the only medium that reaches a substantial number of people, but still hard to estimate what fraction of the whole nation benefits from this medium. Information services still receive a low priority status compared with other services in the country, and therefore not very effective, which leads some people in the public to look down upon information services.

However, at the present time, in Uganda there is a good atmosphere of freedom of press. There is some degree of free reporting. This has attracted many more private newspaper publishers into the business, though the market is still very small due to the economic situation and illiteracy rate. The government paper has in addition to the daily English paper added two weekly vernacular papers.

The broadcasting media is extending its services. The radio and television stations in some places that have stayed for long without such services are being constructed and rehabilitated and some have been completed and started operating.

What has been observed is that all the people dealing with information in the country are very much concerned about the matter of lack of a national policy on information. The matters of information policy issues have been tackled mainly by the National Information Agency and Advisory Committee that has prepared papers to be discussed in the Cabinet for approval of forming a National Information Coordinating Body.

A national consultancy seminar of the local information experts with the UNESCO expert was held in Kampala from 11th to 15th September 1989. The seminar discussed the formulation of a national policy and the infrastructure for establishing a coordinated and integrated national information system and services for meeting the information needs of various sections of the society.

In the present information system there are the print media, broadcasting service, libraries of various categories, documentation and information centres, national archives and museum and many others based or supported by these major ones. There are no databases or data banks in the country.

## 7.2.1

## Libraries

## 1. Academic libraries

## University Libraries;

(a) Makerere University library service comprising of; Makerere University main library, Albert Cook (Medical School) library, Education (Faculty of Education) library, Makerere Institute of Social Research (MISR) library, Faculty of Veterinary library, Centre for Continuing Education (CCE) library with seven branches in some of the district for promotion of long distance education, East African School of Librarianship (EALS) library and Institute of Agriculture Research library at Kabanyoro.

(b) Uganda Islamic University library in Mbale.

(c) Mbarara University of Science and Technology library.

**Colleges and Institution Libraries.**

(a) Colleges of Commerce

(b) Uganda National Teachers Education colleges.

(c) Uganda Technical Colleges

**School libraries.**

All secondary schools both government and private, have libraries on their premises, though with functions at varying levels of effectiveness.

**2. Research/Special libraries;**

(a) Research libraries of all categories attached to various research centres in the country.

(b) Ministerial and Departmental libraries.

(c) Industrial and Parastatal libraries.

(d) Church and Mosque libraries.

(e) Foreign missions libraries.

**3. Public (Uganda Library Service) libraries**

There are 18 libraries of Uganda Library Service based at district headquarters with 20 districts unserved. There are no rural based libraries. There is no book box or mobile library or postal book service in the country at the moment. Some locations of these infrastructures are shown on map 4 between pages 57 and 58 attached.

## 7.2.2

## Print media

The newspapers comprise of dailies, weeklies and monthly publications. They are:

Daily papers;

<u>Paper name</u>	<u>Language</u>	<u>Circulation</u>
New Vision	English	300,000
Ngabo	Luganda	-- --
Muno	Luganda	-- --
The Star	English	-- --
Taifa	Luganda	-- --

Weekly papers

Financial Times	English	-- --
Mulengera	Luganda	-- --
Guide	English	-- --
Weekly Topic	English	-- --
Economy	English	-- --
The Citizen	English	-- --
The Weekly Times	English	-- --
The Shariat	English	-- --
Orumuri	Runyankore/Rukiga	-- --
Etop	Iteso	-- --

Monthly papers

Uganda Confidential	English	-- --
The Exposure	English	-- --
Talehe Sita	English	-- --

Source: Register of deposits at Makerere University Library.

Some sources indicate that there are 159 registered papers in the country, but of these only a few are deposited at the national depository library. "Of a total of 159 publications registered in Uganda by May 1987 only a handful were operational. Some were simply not competitive, others were banned on account of being unethical, and others just ran short of funds" (Kadoma in PWPA).

### 7.2.3 Broadcasting

Radio Uganda broadcasting corporation is in Kampala (Nakasero complex) main station, and there are other stations up country for both local and external broadcasting some of which are still under construction. External radio broadcasting is in English and Swahili while the local broadcasting is in 20 local languages plus English and Swahili.

The television service main broadcasting service station is in Kampala and up country information relaying stations have been established, though some of them are not yet in operation. Broadcasting on television is in English, Luganda and Swahili.

### 7.2.4 Film service

The film service Unit of the Ministry of Information and

Broadcasting at the moment operates three mobile film vans that travel all over the country showing educational films. In addition the Uganda government/UNESCO project 1991/96 will be launching 12 mobile film vans for the same purpose in the near future.

There is a national museum situated in Kampala. At present it runs no branches in any of the up country towns, though it is said this has been the plan for long without fruitful results. At present the museum is undergoing major rehabilitation and building of the collection to fill the gaps created by looting and vandalism that took place during the military regime in 1970s.

There is a National Archives situated at Entebbe with branches in different Ministries and Departments in the country. The records in the ministries and departments are managed by the staff in the respective places with some supervisory role played by the Archivists from the National Archives.

### 7.3

#### INTERVIEW: RESPONSES

In the survey the people contacted confirmed that there is no clear policy on information in force in Uganda, written or not. There are legislations and acts by parliament in connection with establishments of some information

institutions in the country as discussed earlier, but they do not constitute a policy on information. It was also noted that most of the policies that operate in the country are not necessarily formulated in writing as such, but most of them are announced by the leaders in national addresses, rallies or other communique and they start working without guidelines how the policy enforcement can be done and how the implementers fit in them and what is expected of them.

It was everywhere stated that the absence of National Information and Policy Coordinating Body (NIPCB) and Policy on Information in the country makes matters of information unclear and affects its collection, processing, storage and utilization. Lack of policy on information leaves it to those involved in information work in the country to do what is possible in the power of their imagination, but not clear what type of information to collect and who needs it for what national development purpose, or who is obliged as a matter of national development to seek what kind of information and from where.

It was clarified that it is not duplicating the Ministry of Information duties by forming a National information coordinating body because the ministry has ever existed and the lack of coordination of information in the country together, so the Ministry is not charged with this obligation of information systems coordination in the country, therefore no duplications would result. Instead the coordination of the

sources and services of information would aid the ministry in its work such as easy means of accessing information for broadcasting and information for counteracting false rumours and lies whenever they occur.

Disseminating information in the upcountry areas where mostly the populace is illiterate entails mounting of campaigns to eradicate illiteracy through all means possible of which there are two main ones, compulsory primary education and adult education. This would enable people to read newspapers and magazines and seek information through the broadcasting media as it would have a meaning to them because most of the development programmes use technical terms of some sort.

Improvement in the existing means of communication and constructing new ones in addition would allow easy movement that would facilitate information spread through media as well as through formal contacts.

Creating conditions that stimulate the interests and need for information in the upcountry like economic and commercial activities e.g. introducing markets and goods that attract business in these areas which would attract many people into trading.

Endeavour to uplift the standards of living of the people such that they can afford time to listen to radios and read newspapers. The newspapers cannot circulate far from the urban areas because people in the rural areas are poor to afford

them, and they have no time to read them because they are preoccupied in survival matters. They also lack exposure and even the news in print and broadcast media based on urban life style appear abstract to them because it may not reflect on the kind of life they live so it makes no meaning to them. "The production of radio programmes is presently made exclusively in the capital Kampala, a cosmopolitan urban centre. Radio producers therefore live in the world that bears no relation to the realities of rural life. The production of relevant radio programs can only be done by a staff that is in permanent contact with its listenership." (Uganda Govt/Unesco media rehabilitation 1991/96 project paper). In broadcasting media lack of audience survey studies and asking people what programmes interest them makes the media distant from the masses. The time for good listening should be established by finding out from the people not simply assuming.

The Resistance councils (RCs) communications channel from below and from above is still not clear, though it is stipulated that it is the responsibility of RCs to "serve as the communication channel between the government and the people in their areas", there seems to be little done in this direction. Most of the RCs are only engaged in petty issues other than gathering important information about their areas, such as statistics of the school going children, number of teachers in their areas, the population and their income and means of earning a living etc. such that they can present it

to the government for justification for provision of services like schools and health centres.

On the training of information personnel the possibility of duplication in curriculums it was hard to determine to what extent since the curricula have not been examined and some of them lead to different qualifications.

There is no policy on informatics and the use of information technology, and it is not clear which body is responsible for inventorying informatics and information technology equipment imported and used in the country. The telecommunication Corporation registers those that are using its services in telecommunication.

There are not many firms in Uganda engaged in manufacturing or assembling information technology equipments apart from Sembule Electronics Company that has started manufacturing television sets and the Uganda/UNESCO 1991/96 project has promised to start centres manufacturing communications equipments in the near future.

The archives which were fully organized in 1955 and whose room for housing the stock had been exhausted by 1962, has no policy or legislation regarding its existence and functions. There exists a proposed act "The national records act 1989" for which it is not clear whether it was passed and made operational, because it is stated that "This act shall be come into operation on such a date as the minister may, by order publish in appoint". (proposed records act 1989) The archives

suffer from lack of room to build the collection which has been stagnant since independence time. The demand has been that the government builds a national archives. And by the nature of archives they can not be simply shifted to any available building. It has to be specially built for that purpose. The archives also suffer from lack of preservation materials and compact storage means e.g. lamination materials, microfilms and microfiches. There is also the problem of lack of adequately qualified and competent archivists.

In the future plans there is acquisition and use of computers to provide compact storage and ease the room problem and there is also continued appeal to the government to build a national archives to be able to house all the archive materials that are scattered in different ministries and departments.

The documentation centre was established in 1969 by Parliamentary Act number 38. The collection at the centre is still negligible. The problems include the general problems of Uganda like the long period of instability, decline in all sectors, and lack of capital and qualified information personnel.

The library services in the country are not satisfactory due to lack of funds to build collections, so they consist of old materials and unsorted donations. They register a low rate of growth. There is no national library. Makerere University library, the national reference library, there is

no stated responsibility for issuing a national bibliography and by implication it does not enjoy the status of a national library. The documentation centre is also far from performing the duties of a national library like compiling and housing a national union catalogue and union list of periodicals. No agency has been given the responsibility of coordinating bibliographic work in Uganda. And due to problems of legal deposits not being enforced it is hard to compile a comprehensive national bibliography though Makerere library tries to produce one yearly. Without these tools of bibliographic services and control there is no adequate and efficient bibliographic management in Uganda.

The library service lacks qualified personnel and the matter becomes worse when the up country libraries are considered. Almost all up country libraries and school libraries are manned by untrained personnel.

The publishing industry in Uganda has remained undeveloped. There is no policy or any other legislation regarding publishing in Uganda in matters of promoting its work. The legislations that allude to publishing are the legal deposit acts (1957, 1964, 1969), censorship act (1915) and copyright act (1964) laws. Uganda to date has not ratified the universal copyright convention which was established in 1952 and her authors/publishers do not enjoy the benefits. It is hoped that UPABA will put the problems of publishers to the government for attention.

Some of the publishers problems are:

- Lack of protection by government policy from the competition for the small book market in Uganda with the well established foreign publishers,
- The expensive materials used in publishing,
- The need for encouragement from the Ministry of Education by buying school reading materials from the local publishers rather than from the foreign publishing companies,
- Lack of trained editors and
- Lack of copyright protection which needs the Ministry of Justice to ratify the UNESCO universal copyright convention and make Uganda a signatory so that her authors/publishers can benefit from it.

The publishers demand is to be given a mandate to publish for schools in Uganda and their works to be given priority to market in the country before the rest. It is contended that this would encourage local publishing and publishing materials in the local languages.

There were regrets that some government legislations are not heeded by the public such as the legal deposit, the copyright laws and the regulations compelling researchers to submit the research information gathered in the country to the National Council for Science and Technology. In some other areas the legislations are overemphasized e.g. in journalism and news reporting where surveillance is re-enforced under the umbrella of national security. It is observed that a clear

policy regarding news reporting will enable the parties concerned avoid committing mistakes and the governments agents need not overstep the bounds.

No audience survey has been conducted in the country, and the actual audience cannot be estimated, though it is estimated that there are over 250,000 TV sets in the country (New Vision Aug. 23, 1991) making a ratio of 15 sets to 1000 inhabitants. Some sources report that the 1984 survey in the country by Unesco established that there were 22 radio receivers per 1000 inhabitants.

As regards the Resistance Council (RC) information system, there is not yet an organized channel and established centres for receiving information from the grassroots and providing information to the people from other sources. The structure exists, but it is not properly coordinated and put to full service.

There are no legislations relating the Ministry of Information and Broadcasting to other information infrastructures in the country, such as, libraries and documentation centres. They belong to different ministries.

On the importation of information technology the Ministry of Information or government is not directly involved apart from the regulations of Ministry of commerce that govern imports into the country. It is not clear which is the government body concerned with the registering and licensing of informatics and information technology equipment in the

country. It was reported in The New Vision of August 23, 1991 that the Minister of Information and Broadcasting in his contribution to the NRC said that licensing television sets was stalled because of the expenses involved. That the cost of printing licences was higher than the revenue expected! The registration done at the Telecommunication Corporation is for only those that wish to use the services of the Corporation.

The suggestions given by different persons include:

Decentralizing of broadcasting services based on the four regions of the country and dominant languages, to ease time-competition on radio broadcasting station in Kampala and promote effective information dissemination.

Assisting and promoting the infant publishing industry to encourage production and publication of local materials.

Recognition of information professionals on a par with professionals in other disciplines in the country.

Consideration of subsidizing or waving off of taxes and duties charged on imported materials used in information and documentation services e.g ink, paper, hardware and software.

It would be better for the broadcasting media as it heavily uses the services of the Telecommunication Corporation, if the corporation was placed in the same ministry to ensure smooth planning and administration.

Media services in Uganda, especially broadcasting, are mainly run by the government and are free. Attempts are being made to inventory the television sets in the country and levy a fee on the users so as to provide for the improvement of the service. As regards the radio there are no indications of making it a paid service apart from its commercial section concerning advertisements and announcements. Government newspapers are sold to the public at probably a subsidised price. When the film unit is rehabilitated and becomes operational in the very near future, the film vans will be travelling the country over showing to the public films freely. Libraries both academic and public are free to the communities that can use them.

The special libraries in research centres, ministries and departments and industries, though not open to the general public are free to those entitled to the services. The National Archives and Documentation Centre holdings are accessible to the public free of charge provided prior permission is granted by the concerned authorities. Admission to the National Museum is free. Public information is still largely free and this should be so for some time until the people have been sensitized enough to seek and apply information in their undertakings before information is provided on commercial basis.

The future plans of the Government with the assistance of UNESCO for the radio, television and film unit include establishment of regional radio production centres at Mityana, Gulu, Mhale and Kabarole. The educational radio and television facilities and transmitters to be rehabilitated and complete rehabilitation and revival of the film unit. A centre of low cost broadcasting equipments (audio mixers, transmitters, radio and television receivers) is to be established. The rehabilitation of Uganda film unit training of staff and provision of facilities required and assistance in production of indigenous documentary films in all districts of Uganda by use of mobile camera vans.

Regarding Libraries, documentation and information centres and archives efforts are in an advanced stage for the formation of National Information systems (NATIS). The formation of NATIS is expected to improve the conditions of these services in terms of holdings and personnel. The librarians, documentalists and archivists are members of the Uganda Library Association (ULA) a body very much concerned with the matters of information services development in the country.

The Uganda Publishers, Booksellers and Printers have of late joined to form Uganda Publishers And Booksellers Association (UBAPA) with the aim of airing the problems

connected with their work. They are interested in matters of information development in the country and have observed that lack of policy on information is one of the causes of slow development of information. When their efforts join with those of the ULA and Uganda Journalist Association (UJA) in support of National Information Agency Advisory Committee (NIAAC) the matters of information are likely to receive recognition.

Training information personnel at present is improving with many realising the importance of information and information work in the country. The Uganda/UNESCO mass media rehabilitation project 1991/96 has on its programme information personnel training and it is hoped that the inadequacies will be corrected.

## CHAPTER 8

### POLICY ISSUES

#### 8.1

#### PREAMBLE

A national policy on information, guiding information support for national development, has to be compatible with the environmental situation within the nation. All the problems that need to be solved by the policy and those that are likely to hinder its implementation should be considered. Some may be common problems and others circumstantial. They should be brought to the attention of the policy makers. Some of the problems might not be well known, but anticipated. For this reason the policy should be made accommodative of such anticipated and other likely problems in future.

#### 8.2

#### POLICY ISSUES ON THE ROLE OF INFORMATION IN NATIONAL DEVELOPMENT.

The problem,

Uganda's problem of national development is inadequate tapping of its resources and processing them to produce enough for home consumption and export to increase the economic base and per capita income for the nationals. It is contended that

such a problem arises, at least in part, due to lack of adequate information support to national development. Information as an over all resource provides knowledge about the resources, means to exploit them and where to market the products.

**Policy issues:**

There is need to:

- Incorporate the concept of information as a resource in national development.

- Accept and work for recognition of information among the national development resources by leading administrators within the information profession and among the government decision makers and planners.

- Identify and emphasize the role of information in the over all national development objectives.

- Define the appropriate role of government in the development and use of national information resources and services in the framework of the national political and social philosophies and the government structure.

**8.3 POLICY ISSUES ON THE DEVELOPMENT OF NATIONAL INFORMATION RESOURCES.**

**Problem,**

Despite the fact that all developmental sectors need adequate, accurate, reliable and timely information, in Uganda only limited information is available in each sector. Even the

available information is not well processed and presented in format that makes it convenient to be used. Information is not inter-sectoral coordinated and applied. However, there is a growing recognition for the need to use information in all sectors. The growing demand is likely to accelerate the generation of national indigenous information.

**Policy issues:**

There is need to:

- Recognize that availability of accurate, comprehensive and reliable information is the basis of proper development planning process. This information is best generated locally, but can also be acquired from other countries to satisfy local needs.
- Encourage the local information industry including printing, publishing, database building, documentary services etc.
- Subsidize research and development in the information field to collect and process data on local situation. Research and education are the leading accelerators of local information generation.
- Record, publish and distribute to the community of users the results of local scientific and technical research in all areas of development.
- Honour and encourage all those involved in indigenous information generation by formulating and implementing property and copyright laws.

- Support and improve production of local information carriers such as reports, periodicals, books etc.

- Support and promote the growth of local publishing industry for the provision of information materials in all local languages to support campaigns for the eradication of illiteracy.

- Promote local information generation for local needs in particular encourage collection and processing of local data on local situations.

- Recognize government as a major information producer and ensure that information policies apply to it.

- Support libraries and documentation centres to acquire local materials, thus also supporting the indigenous publishing industry.

- Review the possibilities of introducing new electronic publishing techniques.

#### 8.4 POLICY ISSUES ON NATIONAL COORDINATION OF INFORMATION AND SERVICES.

Problem,

National information systems and services existing in Uganda, general and specialized, are not put to maximum use due to lack of coordination. As a result, there is under utilization on the one hand and duplication of efforts on the other. Yet another problem is inadequacy of resources in some sectors.

**Policy issues:**

There is need to:

- Establish a national information policy and coordinating body to deal with matters relating to national information policy.
- Introduce modern information handling equipments (computers, telexes, facsimiles etc) on cooperative basis and network them to benefit all information units.
- Encourage setting up communication facilities to facilitate flow of information among the national information system components and foreign sources.
- Promote and facilitate information exchange.
- Encourage all forms of information collection, processing and repackaging with common and agreed upon methods of dissemination and control of overflow.
- Encourage establishment of new service units in all areas where they are needed.

**8.5 POLICY ISSUES ON NATIONAL INFORMATION ACTIVITIES.**

**Problem,**

Information activities in Uganda are weak and therefore ineffective. They are concentrated in urban areas with no services for rural areas. Even the areas served are not optimally satisfied. They do not generate their own funds because they are weak and not compelling to the users to pay

for the services because in most cases they have nothing to offer.

**Policy issues:**

There is need to:

- Ensure that all areas of the country are adequately covered by information infrastructure development programmes.
- Activate information personnel by recognizing the profession and providing due incentives.
- Harmonize and coordinate the development of all national information services.
- Allocate adequate funds to the components of national information system to enable them provide appropriate services and effectively execute their functions.
- promote information resource sharing by enabling inter-institutional communication, inter-library loan services, referral services etc.
- Ensure compatibility and systems inter-connection among the various service points.

**8.6 POLICY ISSUES ON PROVISION OF ACCESS TO INFORMATION.**

**Problem,**

In Uganda obstacles to access to information include distances from information centres and lack of communication, illiteracy, poverty, administrative restrictions in case of the national archives, social taboos and ignorance and a multiplicity of languages.

## Policy issues:

There is need to:

- Take information services to the people at all levels.

- Provide easy means of communication, both of transport, media and telecommunications to enable two-way communication between information centres and user groups.

- Endeavour to raise the general standard of living.

- Amend rules and regulations in conformity with the national information policy regarding access to information.

- Make sure that public information is accessed free in a country like Uganda where the culture and information seeking behaviour have not taken root.

- Enforce laws such as legal deposits to ensure all available local resources are made known to the public through comprehensive national bibliographies.

## 8.7 POLICY ISSUES ON INFORMATION MANPOWER DEVELOPMENT.

Problem,

The number of qualified and competent information personnel in Uganda is far below the minimum requirements. Even those trained in information handling, due to lack of national recognition of the information profession, hence considered inferior in comparison with other professions, leave the profession. Information profession lacks appropriate

training facilities at different levels to attract as many people to the profession as possible.

**Policy issues:**

There is need to:

- Promote the information manpower training programmes and facilities.

- Through surveys and meeting with employer groups maintain a good knowledge of national information manpower requirements in the various categories in the context of the rapidly changing society.

- Encourage institutionalization of the educational programmes in the field of information.

- Maintain appropriate status and salary scales for the different categories of information workers in parity with those of other comparable professional and technical services in the country.

**8.8 POLICY ISSUES ON PROVISION OF EFFECTIVE USE OF INFORMATION.**

Problem,

The available information resources in Uganda are not used maximally. This is due, in some cases, to irrelevancy of the resources, poor forms and methods of presentation of information, users' unawareness of the sources in some places, and sometimes users inability to use the information sources.

As a result most information and information resources remain not maximally utilized.

**Policy issues:**

There is a need to:

- Encourage the growth of information resources and services most appropriate to the needs of users in the priority areas of national development.

- Raise awareness about the availability of relevant information resources and services and about their potentials.

- Assist users in enhancing their propensity and ability to seek and apply information to problem solving processes in all economic and social development activities.

- Promote effective use of information by means of education and training aimed at improving knowledge of information sources and services and techniques of using them, stimulating intellectual curiosity, problem solving ability and improving linguistic abilities.

- Investigate the use of processed and value added information as a measure for evaluation of user satisfaction.

- Raise the conception of users regarding the market value and utility of information resources and services on their success in problem solving and challenges that might follow.

## 8.9 POLICY ISSUES ON INTERNATIONAL INFORMATION ACTIVITIES.

Problem,

Uganda, with the shortages of information manpower, lack of advanced information technology and methods of handling information, undeveloped indigenous information resource base and general lack of experience in information applications in matters of national development, stands to gain to a large extent from foreign information sources. Uganda is very active in international organizations most of which are good sources of developmental information.

Policy issues:

There is need to:

- Raise the national awareness about the existing international programmes and the possibilities they offer.

- Stimulate active participation of nationals in such international programmes through bilateral and multilateral arrangements.

- Encourage the dissemination of information and experiences from abroad within the country.

- Adhere to international agreements, conventions and other policies governing the transborder information and data flow.

- Remove or reduce obstacles to the distribution of foreign documentary information sources delivery (e.g. abstracts and indexes).

8.10 POLICY ISSUES ON INFORMATION TECHNOLOGY.

Problem,

In Uganda almost all available information technologies are being applied, though on a small scale and by a handful of people. Uganda to some extent experiences the effects of the information society, but the majority of the population have no knowledge of information technology and its applications. Information technology has not spread widely or borne diversified fruits for the majority to realize its presence.

Policy issues:

There is need to:

- Realise that information technology accelerates the development of information system and services, but on the other hand it has some drawbacks that pose some policy questions especially for developing countries, so that dealing with information technology is approached with a full awareness of them.

- Steadily involve information technology in information activities that benefit the majority to make them aware of its applications and the advantages that accrue to its use.

- Understand the exact role of information technology in the implementation of policy on information whether it is merely a tool or a determinant factor in influencing the formulation of information policies.

- Be aware of its expenses, vis a vis its appropriateness.

- Assess the prospects for introduction of new information technology, aware of the importance of the principle of appropriate technology and the need to keep abreast of new developments.

- Know what security measures to be taken on information technology devices, such as protection of invested interests, extent of what components are needed and their management requirements and what limits will be imposed on the telecommunication services.

## CHAPTER 9

### SUGGESTED POLICY FORMULATIONS ON INFORMATION SYSTEMS AND SERVICES FOR UGANDA

#### 9.1 DEFINITIONS OF KEY WORDS

Information systems and services - A generic term denoting data and information sources in textual factual, numerical and graphic forms, recorded in conventional or in non-conventional medial and handled in conventional way or through the application of information technologies. The term also covers systems, services and information products of libraries, documentation and information centres, data bases and data banks, referral and information clearing centres. Also information analysis, consolidation and repackaging activities, decision support and management information programmes and other specialized information facilities.

Goal- A long range objective or an overall ultimate desideratum sought. The statement of a goal is an enduring statement of an encompassing purpose toward which action will be directed.

Policy - A statement of principles and commitment to a generic course of action with a view to attaining a given goal.

Strategy - A predetermined course of action, usually selected from a number of options. A strategy is formulated through planning that takes into account the political, legal and administrative realities.

Plan of Action - Scheduling of a set of programme actions, indicating priorities, targets and budgetary implications for a given period.

Programme - A schedule set of specific activities or tasks to be carried out within a specified period with clear indication of budget, responsibilities and technical implementation details.

## 9.2

### POLICY MAKING PHASES

In a real situation policy making is an interactive, changing and continuous process. Formulating and implementing a policy for the development of information resources and services involves a range of activities at varying levels, sustained and coordinated effort from decision makers, planners, specialists and user groups. The preparation of a policy requires a great deal of effort and time. All the concerned individuals and groups have to co-operate and provide as much information as possible about the situation to support the process. Three phases in policy formulation to implementation have been identified.

Phase I: The formulation of a national policy on information,

Phase II: The setting up of policy - making procedure for its adoption and

Phase III: The planning, implementation and operation of the policy adoption.

Each phase in policy formulation process to implementation involves a series of activities which gradually take shape into a series of guidelines constituting policy statements and implementation procedures. The summary of the activities involved as summarized by V. Montviloff in flow diagrams are attached in annex 1A-1C.

### 9.3 GOAL OF NATIONAL POLICY ON INFORMATION SYSTEMS AND SERVICES:

The goal of the national policy on information systems and services is to ensure:

- That information is recognized as a national resource by the national authorities (policy and decision makers and planners), and all sections of the society;

- That the utilization of information contributes in significant ways to national development and to the improvement of the quality of life of the people through the creation and evolution of a more informed society; and

More specifically, the attainment of effective and optimal utilization of information and data as well as of specialized and professional knowledge and expertise in all areas of human endeavour, generated and/or available within the country and elsewhere in the world, in making gainful decisions and in problem solving at all levels and in all sectors of the society.

9.3.1 Policy implementation steps

To prepare and implement medium and yearly programmes of action for developing a comprehensive national information system based on existing infrastructures, coordinating the various subsystems and specialized systems and services, identifying and correcting deficiencies, filling in gaps, and interacting productively with regional and international information systems and programmes.

To develop systems, structures and procedures for the provision of relevant, reliable and timely information and data at reasonable cost to decision makers, development planners, executives and administrators, the business community, researchers engineers, technicians, other professionals and para-professional, extension workers, farmers, entrepreneurs and those contributing in diverse ways to the achievement of national development objectives.

To ensure continuous support to the components of the national information system including human, financial and other infrastructural resources, administrative and institutional arrangements through public and other forms of financing and collaboration.

To ensure cohesiveness and sustained growth of the national information system and its components in conformity with the Uganda's development objectives and its political, social and cultural characteristics and government structure and the adaptation to the national information systems as they evolve through time.

#### 9.4 POLICY REGARDING INFORMATION FOR NATIONAL DEVELOPMENT

The policy shall be to treat information and data, the specialized knowledge and expertise as well as the related information industry in Uganda as resources essential to socio-economic development and as potentiating elements in its development plans and programmes.

##### 9.4.1 Policy implementation steps

Ensuring that the national information policy is incorporated as an integral part of the national development policy and that the national information resources and system planning is made an integral part of the national development

plans and strategies so that the available information, data and services remain relevant to the development and planning needs.

Instituting appropriate programmes and activities at national and institutional levels to demonstrate to and sensitize decision makers and planning staff in the national leadership with a view to accelerating the emergence and acceptance of the concept that data and information are essential national development resources and that a healthy information and informatics industry can make significant contributions to the national economic growth and to the national product.

Adopting appropriate methods and procedures so as to ensure that within the broader context of the political philosophy and government structure of Uganda, the government and its component institutional structures have important roles and can make significant contributions to the national information infrastructure development, including the formulation of information and informatics policies and system plans and their implementation, monitoring, coordination, and provision of support.

Supporting measures and programmes to identify high level technical staff in government ministries, departments, bureaux and other corporate entities that liaise with and assist, decision makers, policy makers and top-level executives and to orient them to the information and data sources pertinent to

their areas of activity, to effective methods of accessing and utilizing the information and data sources, services and products, and to ensure that the national/sectoral information sources and services are effectively linked and made easily accessible and conveniently usable to such officials.

To give priority consideration to the inclusion of an information component with a separate budget line in all sectoral and/or national and sub-national development plans and programmes so as to contribute to the achievement of the overall objectives of the national information policy.

9.5 POLICY REGARDING NATIONAL COORDINATION  
OF INFORMATION SYSTEMS AND SERVICES

The policy shall be to establish a mechanism for formulating national policy on information systems and services, to secure a legislative basis for the policy, for implementing the policy and for coordinating the activities of the systems and services. The mechanism shall be a national body placed in the President's or Prime Minister's office, with a view to ensuring effective implementation of the national policy, coordinating and harmonizing the information systems and services, projects and programmes in Uganda so as to minimize unnecessary duplication of efforts and wastage of resources in the development and operation of the national information system and to maximize benefits of the services provided by the information system to the people at all levels

in Uganda. The mechanism is hereafter referred to as the National Information Policy and Coordinating Body (NIPCB).

#### 9.5.1 Policy implementation steps

Creation of a National Information policy and Coordination Body.

Translating the elements of the national policy on information systems and services into a medium term plan of action and then its implementation through yearly programmes.

Assigning of responsibilities to different institutions and organizations constituting the national information system.

Coordinating, promoting and monitoring of the developments in the national information system; ensuring the harmonization of the components and their activities; assessing the performance of the components, correcting deficiencies and filling in gaps.

Formulating and securing appropriate legislative basis for the policy implementation necessary, regulatory and administrative procedures and measures conducive to the sustained growth of the national information system. The structure and functions of the NIPCB are presented in details at the end of this chapter.

## 9.6 POLICY REGARDING PROVISION OF ACCESS TO INFORMATION

The policy shall be to support the organization and management of the public information resources in ways such as would ensure easy access, effective distribution and utilization by all categories of users in all locations of pertinent information and data, through the development of information networks, resource-sharing programmes, information services and document delivery services appropriate to different user groups and their information and data needs, and the adoption of appropriate techniques and strategies of resource management with a view to achieving high quality and cost-effective information and data services.

### 9.6.1 Policy implementation steps

Formulation of criteria, guidelines and administrative procedures for the allocation of public funds and other resources for the planning, development and management of information systems and information resources in Uganda.

Endorsing the fundamental principle of freedom of access to information and information sources bearing in mind the necessary constraints on such freedom in relation to such considerations as national security, personal and/or corporate privacy, social and cultural morals, proprietary rights and administrative efficiency.

Formulating criteria for and allocating responsibilities among institutions in Uganda for building information resources, data bases and data banks and for the provision of a range of information services nation-wide in selected areas of specialization and priority.

Implementing legislation and adopting administrative procedures for the national registration and disposition of all data and information sources and materials generated in Uganda whatever the recording medium may be.

Formulating and implementing criteria for determining priorities on the import of foreign information sources, including data bases, of relevance to national development needs.

Establishing and implementing procedures for monitoring non traditional transborder flow of problem-solving information/data, technology and knowledge - for example, via consultants, import of goods and services, training of nationals abroad, multilateral and bilateral agreements, through multinational companies and regional, international and other organizations and agencies in Uganda, and adopt effective means of institutionalizing the systematic flow and access to such information in the country.

Supporting appropriate models for the geographic and intellectual organization of the information sources and services with a view to ensuring comprehensiveness of coverage, operational feasibility, compatibility, networking,

resource-sharing and systems interconnection.

Supporting research, development and pilot projects in information technology applications with a view to developing and/or adapting available technology suitable for improving efficiency, effectiveness and user-friendliness of the information and data systems and services in Uganda.

Encouraging the formulation and adopting resource-sharing principles, modalities, tools and cost-sharing within sectors and at national and inter-sectoral levels.

Supporting activities and programmes designed to improve the quality and strengthen the resources and services of libraries, documentation and information facilities, data centres, information analysis centres, clearing houses, archives, and other institutions so as to secure wider and easier access and dissemination of information and data to all categories of users.

Supporting projects and programmes for the creation, updating and maintenance of information tools and products that facilitate the identification, selection and location of information and data sources and materials in Uganda, including data bases, information and data systems and services, ongoing projects, software packages used, specialized equipment, teaching aids, compilations of profiles of institutions, agencies and specialized personnel/experts, contractual arrangements and technology transfer agreements, directories, inventories, and union catalogues, and lists,

etc., and to institute administrative and other measures that would facilitate the collection recording, exchange and processing of such information from all the appropriate institutions, agencies, programmes and projects.

#### 9.7 POLICY REGARDING INDIGENOUS INFORMATION AND INFORMATION PRODUCTS

The policy shall be to intensify and strengthen the indigenous generation of scientific, technical, socio-economic and educational data, information and materials and to widen the range, scope, types and coverage and to improve the quality of, information sources, services and products that contain and carry such data and information whether in documentary or in other forms.

##### 9.7.1 Policy implementation steps

Stimulating, promoting and supporting the generation, recording, publication, protection, preservation and dissemination of the nation's scholarly, creative and professional output and their bibliographical control and documentation through implementation of appropriate legislation and administrative measures.

Supporting programmes and measures in the public and private sectors for upgrading and improving the quality of information and data generated and of the primary, secondary

and tertiary documents and other recording media including electronic forms and data bases that carry such data and information.

Providing support to the indigenous publishing industry in particular and other components of the information and informatics industry of Uganda.

Providing resources to appropriate institutions and, through legislation and/or administrative measures, facilitating prepublication documentation (for example, cataloguing-in-publication, key-words indexing, abstracts, etc.) of all information carrying materials produced in Uganda and ensure their coverage in national and sectoral data bases and bibliographical tools in the country and abroad.

Providing support to appropriate institutions and programmes in Uganda through legislative and administrative measures to facilitate the improvement of the collection, validation, organization, computerization and timely dissemination of numerical and statistical data needed for preparing decision support information products guiding development planning, decision making, execution and management of development programmes and activities.

## 9.8 POLICY REGARDING THE PROMOTION OF EFFECTIVE USE OF INFORMATION

The national policy shall be to raise the perception of the people of Uganda regarding the value and utility of information and data in all areas of their activities and continuously strive to increase the propensity and ability of the people to apply this resource in problem solving, to keep themselves continuously updated and well-informed in their respective areas of interest, and to improve the quality of life in general.

### 9.8.1 Policy implementation steps

Encouraging, stimulating and supporting institutions, organizations and programmes to adopt appropriate measures and contributing resources to study and analyze periodically the information and data needs and information-seeking behaviour as well as attitudes towards information use of persons in their respective areas of concern in Uganda; and instituting sensitization, orientation and educational programmes to orient the perception and attitudes of users, where necessary and to assist them in enhancing their ability to use information and information sources effectively.

Coordinating/harmonizing this aspect of the national

policy on information systems and services with the relevant elements of the national education policies and plans as a whole and within the different disciplines/sections of the technical and professional education (for example, engineering/technical education, medical education, training of managers, executives and researchers).

Encouraging and supporting national and institutional efforts in user sensitization, user orientation and user education.

Supporting measures that stimulate the effective use of data and information especially by decision-makers and their support staff as well as people at the 'grass-roots' through the use of specialized information products and services and communication methods and media.

#### 9.9 POLICY REGARDING INFORMATION TECHNOLOGY

The national policy shall be to support experimentation and to stimulate the optimal utilization of emerging information technologies for data and information handling with a view to improving the quality, comprehensiveness and management of information systems and services in Uganda, facilitating access to, delivery and utilization of data and information, and ensuring adequate consideration and resolution of problems that may arise as a result of the application of such technologies.

### 9.9.1 Policy implementation steps

Periodical reviewing of policy issues and strategies regarding the application of telecommunications technology, computer technology, audio-visual materials and equipment, reprography, printing and other related technologies and recommending changes so as to facilitate access to and exchange of information.

Examining, as needed, all aspects of the application of information technology, such as franchise for the provision of commercial communication services, issues relating to costs, pricing and related economics of data and facsimile transmission, matters relating to the introduction of videotext, copyright legislation for machine-readable records and data bases and software, issues related to transborder data flow, storage of sensitive data and information in machine-readable form and related matters of confidentiality, corporate and individual privacy, etc., and recommending appropriate action. In this context, such other issues as freedom of access to information, sovereignty and conflicts, intellectual property and business laws, trade in information services and activities of transnational corporations need to be taken into consideration. It is important to prevent the erosion of the country's laws and policies (and thus national sovereignty) by information and communication technologies and transborder data flow. It is important to determine the

extent of economic and political vulnerability consequent on Uganda's heavy reliance on external information and information services, and to take steps to reduce it, if necessary.

Formulating and implementing criteria for supporting experiments for the testing, application and adaptation of information technology for improving the information systems and services in Uganda.

Information technology or informatics has become an important and decisive issue in inter-country interactions and cooperation. There is need to take into account the private sector including transnational corporations involved in the production of hardware and software as well as the expertise available.

With the increasingly global nature of electronic information networks, sovereignty can be viewed no longer as simply as a matter of physical borders and political allegiances, but also as including considerations of access to, control over and a degree of reliance on information sources.

#### 9.10 POLICY REGARDING INFORMATION MANPOWER DEVELOPMENT

The national policy shall be to promote and support the development of personnel adequate in quality and in number for the efficient and effective management, operation and

development of the information resources, systems and services in Uganda.

9.10.1 Policy implementation steps

Formulating and implementing a national information personnel policy that is in harmony with the national policy on information systems and services and with the national education policies.

Instituting measures to recognize in the public sector in Uganda the technical and professional character and level of knowledge and skills required to manage modern information systems and services including libraries and archives.

Supporting measures to establish job classification schemes, pay plans and status for the information professionals stipulating the types and levels of responsibility, qualifications necessary and salary range for each job category, with the view to attracting and retaining for the information management functions well qualified, competent, and motivated professionals.

Instituting necessary measures including technical assistance programmes for increasing opportunities for the education and training for professional, technical and supporting staff in Uganda and for improving their career prospects in the country.

Periodically assessing the curricula and training

facilities available in Uganda for the different categories of information personnel, providing support for their updating and modernization and the training of teachers in information science, documentations and archives management: instituting in selected institutions of higher education and universities, graduate and post graduate programmes in information studies.

Encouraging and supporting the establishment and development of national professional associations in the fields of library, documentation, information science, archives management, printing, publishing, book trade and journalism with wide participation of professionals from both the public and private sectors.

#### 9.11 POLICY REGARDING INTERNATIONAL INFORMATION ACTIVITIES

The national policy shall be to interact with and participate in global, international and regional information systems, programmes and activities that are conducive to the development of Uganda's national information systems and services.

##### 9.11.1 Policy implementation steps

Factors affecting national policy in relation to regional and international cooperation in the field of information

systems and services include:

- national socio-cultural, political and economic characteristics and considerations;
- information technology and telematics development;
- emerging international and regional cooperation and coordination programmes;
- role of international governmental and non-governmental organization;
- orientation and emphasis in international and regional relations and their information support.

Encouraging the active participation of specialists and institutions, in both the public and private sectors in Uganda, in appropriate regional and international meetings where useful exchange of information and experience on recent developments in information systems and technologies, documentation, libraries, and archives could take place.

Encouraging and supporting as may be necessary inputting data and information generated/published in Uganda into relevant regional and international information systems and networks.

Ensuring that relevant international standards, norms, procedures, tools and guidelines (e.g. those developed by Unesco ISO) are made available and applied widely in the information systems and services in Uganda.

Encouraging and supporting the utilization of scientific, technical and economic knowledge emanating from other

countries with a positive attitude to the acceptance and use of such information and knowledge.

Pursuing cooperative activities with other countries including joint research projects, academic exchange and training programmes in information systems and services.

Supporting Uganda's participation in inter-governmental agreements that facilitate information flow.

## 9.12 THE NATIONAL INFORMATION POLICY COORDINATING BODY

Annex to policy statement 10.5 above

The National Information Policy and Coordinating Body will be concerned with the development of the national information system of Uganda and, therefore, will cover all matters related to information and data in textual, factual, numerical and graphical forms, recorded in conventional and non-conventional media; information and data sources, systems, networks and services of different types including data banks, data bases, library systems and services, documentation centres and services, information analysis, consolidation and repackaging centres and services; the information industry; and information and data handling in both conventional ways as well as through the applications of modern technology.

### 9.12.1 Structure

The National Information Policy and Coordinating Body will include the following three main structures:

- (a) A policy making and decision function, entrusted to an inter-ministerial Group;
- (b) An executive function, entrusted to an Executive Directorate;
- (c) An advisory function, entrusted to an Advisory Committee.

The Inter-ministerial Group, under the chairmanship of the head of the office under whose authority it is placed, will mainly be concerned with matters of policy and decisions therein, advise the national government on all matters concerning information and data. It should be composed of ministerial level representations from the relevant sectors, services and political entities, such as, education, science and technology, industry, economics, and planning, communications, mass media, manpower, statistics, and culture. It should meet at least twice a year to review the activities of the National Information Policy and Coordinating Body, consider new policy proposals, the budget and programmes of the Body, establish priorities and deal with major policy issues concerning the development of the national information system.

The Executive Directorate, constituting the executive arm of the National Information Policy and Coordinating Body, should be headed by an Executive Director of the rank and status of Permanent Secretary, supported by competent professional staff and appropriate administrative and secretarial staff. The Directorate will consider and implement projects, programmes and activities relating to system development and networking, education and training of professionals and users, norms and standards; and in general, implement, in cooperation with appropriate organizations, the plan of action and the yearly programmes for the development

of the national information system.

The Advisory Committee (AC), a technical body, will have 12 to 15 persons who are experts in different areas of data and information handling, and representatives of information user groups, academic and professional organizations, and the information industry. The Advisory Committee will advise and assist the Executive Director in ensuring the effective implementation of the policies and decisions of the Inter-ministerial group regarding the development and management of the information systems, services and activities in Uganda.

#### 10.12.2

#### Functions

Elaborating the national policy on information systems and services and preparing revisions when necessary and formulating strategies for the implementation of the policy components.

Ensuring that the national policy on information systems and services and the national information system plan are supportive of the integrated or incorporated into the national development plans and programmes.

Supporting measures to identify the need for information and information services in the priority areas of the national and sectoral development plans and programmes.

Translating the national policy on information systems and services into action plans, by formulating a national plan

to be implemented through yearly programmes/activities for developing the various components of the national information system, in collaboration with appropriate institutions and organizations.

Coordinating, promoting and monitoring information activities, systems and services, programmes and projects in Uganda in collaboration with appropriate organizations within and outside Uganda.

Assigning responsibility to different organizations institutions in Uganda regarding the building-up and sharing of information resources, creation of data bases, developing information manpower, setting up and interconnecting information and data systems and services, etc.

Promoting and supporting appropriate sectoral information systems, specialized sub-networks and services.

Formulating legislative and administrative procedures as may be necessary to secure resource inputs -human, financial and other infrastructures - for the development and operation of the national information system.

Formulating and implementing guidelines, criteria, norms and standards for the development and for assessing the performance of the components of the national information system; and implementing measures for the correction of

deficiencies and for the continuous improvement of the management of the information systems and services.

Supporting research and development in information handling, informatics, norms and standards, library science, documentation, archives management, and training of

information specialists and users, and dissemination of the research results for application in operational activities.

Supporting cooperative and collaborative operations and programmes with regional and international information systems and agencies so as to enrich the national information activities on the one hand and providing inputs (information, data, expertise) to the regional and international systems, services, programmes and activities on the other.

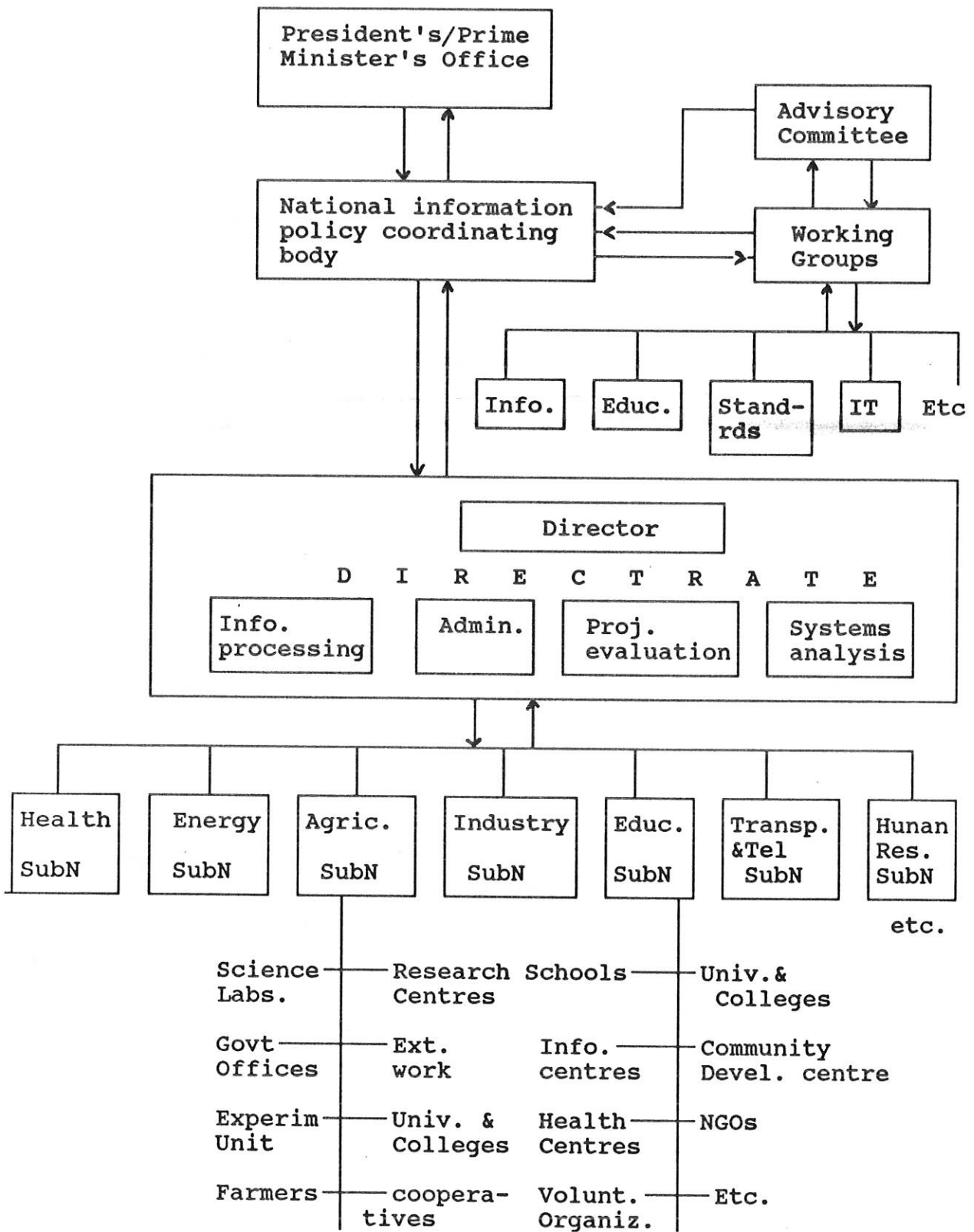
9.12.3

Budget:

The National Information policy and Coordinating Body should be allocated adequate funds. Apart from maintaining the Executive Directorate and convening of the meetings of the International Group and of the Advisory Body, the major items of expenditure in the Body's programme would be support given to sectoral information systems development, systems interconnection and networking, education and training of information specialists and users, and research and development projects in the information field.

Fig. 2

NATIONAL INFORMATION COORDINATING CHART



## CHAPTER 10

### CONCLUSIONS AND RECOMMENDATIONS

#### 10.1

#### CONCLUSIONS

In the survey carried out on information activities and functions in Uganda it was noted that there is no clear national policy on information. There is also no authority in the country concerned with coordination of information, formulation and enforcement of policies on information.

The absence of information and policy coordinating body has caused diverse effects on the organization and use of information resources in the country.

It was also noted that the poor performance of information infrastructures, systems and services leads to lack of information support for national development.

Information systems and services in the country need to be integrated in order to have impact on national development by creating awareness among the people and sensitizing them in developmental matters.

The integration of information systems and services needs qualified and competent information personnel. It has been noted that information professionals in the country are inadequate in number and quality and those who are there are not motivated due to lack of recognition by authorities and insufficient financial support to promote information activities.

For information to fully support national development users must be sensitized through training to equip them with methods of seeking and applying information in their daily activities.

Research information needs to be organized; printed, published and made available in information centres for use.

The availability of such information in information centres should be made known to the people by publicising in media such as national radio and television and newspapers.

Some information is not readily useable so there is need to repackage it for convenient use. This requires information technology equipment to perform the work conveniently. It has been noted that the use of information technology in Uganda is still negligible and the training of personnel to use information technology equipment is inadequate.

The problems of developing information systems in the country and sensitizing the people to use information in their activities owing to illiteracy and lack of general development have been raised and discussed in this work.

The level of involvement in information activities by the government authorities, information professionals and associations related to information in the country at present have been explored. There is, at present, willingness and eagerness of those concerned on matters of information development to address matters of formation and national information and policy coordinating authority that will be

charged with matters of formulating and implementing policies on information.

The support from international organizations to Uganda's national information development is very encouraging and needs to be acknowledged by the nationals by putting in extra effort.

It has also been observed that the present political atmosphere in Uganda is very conducive for information development. There is a general political will and support for development in the country. Peace as one of the prerequisite for development has been restored in Uganda. There is freedom of expression, discussion and reporting which are prerequisite for research. Information development should take the same opportunity.

Basing on these observations and conclusions emanating from the text of this thesis work the following are recommendations for both short and long term actions in regard to national information development to support general national development.

## 10.2

### RECOMMENDATIONS

10.2.1 A national information and policy coordinating body should be formed and equipped for the task as a matter of urgency. It should be formed based on such structure and functions discussed in chapter nine of this work.

10.2.2 The body should immediately take up the work of drafting documents to be discussed at the National Assembly for consideration of formulation of national policy on information.

10.2.3 The national information and policy coordinating authority should direct and enable the component institutions of the national information system into the use of international standards on information handling.

10.2.4 The government of Uganda should find appropriate ways and means of rapidly eradicating illiteracy in the country to facilitate information seeking and application.

10.2.5 Information professionals in the country should cooperate in the battle against illiteracy by providing the relevant teaching and other materials especially in adult education.

10.2.6 Information activities should be given a high priority and people sensitized about the value of information and trained on how to seek and use information to support their activities.

10.2.7 Information user education courses should be introduced in all schools, colleges and universities in the country.

10.2.8 Extension Workers and Field Assistants in all fields should be given appropriate training in information gathering and applications such that they can help the people at the grassroots to seek and use information in their undertakings.

10.2.9 Programmes for high qualifications in information should be instituted in higher institutions of learning preferably at post graduate levels to attract people from other disciplines leading to the creation of a pool of specialized information expertise.

10.2.10 Publications in the local languages especially books for beginners should be made a compulsory issue as a matter of policy.

10.2.11 There should be deliberate efforts re-enforced by policy to increase indigenous information production capability by encouraging authorship and publication in the country to expand the information resource base.

10.2.12 The National Council for Science and Technology should acquire and organize all research results in the country and produce a catalogue of ongoing researches and make the catalogue available to guide researchers in selecting their topics, reviewing and evaluating those already done. The catalogue should be up dated regularly and endeavour made to

exchange it with other countries. The catalogue of researches should be based on a database of profile of researches.

10.2.13 Legal deposit laws should be reactivated by setting up stringent penalties for defaulters and enable the deposit centres to compile comprehensive and exhaustive national bibliographies.

10.2.14 Documentation and information handling institutions should cooperate as matter of policy in their collection building and endeavour to establish a national union catalogue of their holdings and coordinate all necessary activities to enhance referral services and resource sharing in the country.

10.2.15 Professionals in information service should jointly devise means of demonstrating to decision makers, planners and the entire public the ways and to what extent information supports national development. This can be done through written literature, forums organized for that purpose and broadcasting programmes on both national radio and television.

10.2.16 Audience surveys should be conducted in the country to get proper views of the people for proper planning of information programmes.

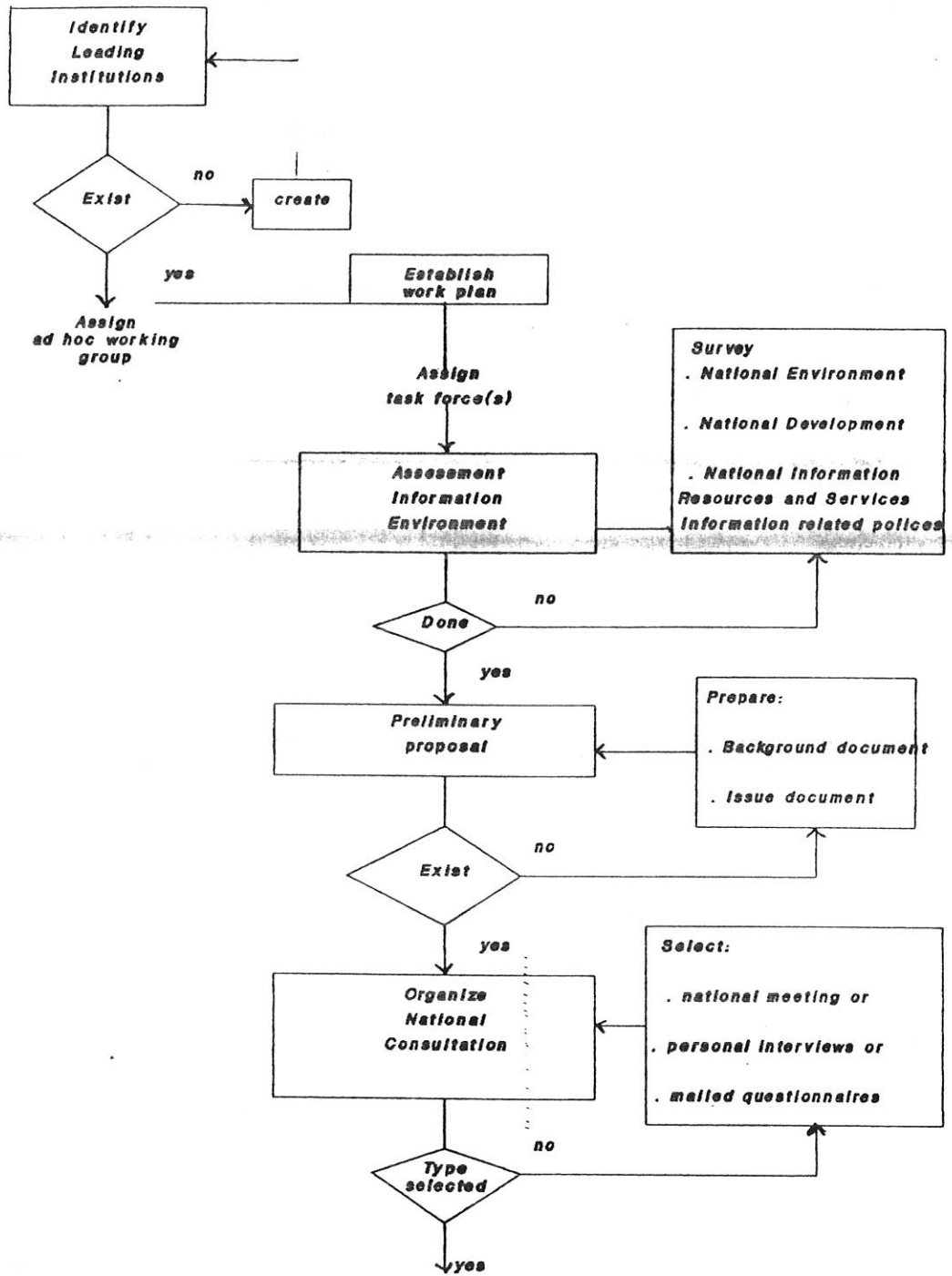
10.2.17 Means of inventorying information technology equipment for disseminating information in the country should be sought in order to be able to determine the percentage of the population that get information through information technology equipment. In Uganda at present this can be done through Resistance Councils.

10.2.18 A policy on importation of information technology equipment should be formulated to guide those acquiring the equipment (individuals, government ministries, departments, institutions, parastatals and non-government organizations in the country) to know what to acquire and how to acquire them in order to enhance compatibility and avoid substandard products.

10.2.19 Development of policies on computer and telecommunications systems and services should be formulated with the view to enable easy and smooth flow of information and at the same time with workable measures of control.

10.2.20 There should be a strong recognition and need for preservation of cultural and traditional values in the use of advanced information disseminating technologies and control the technology for the benefit of society .

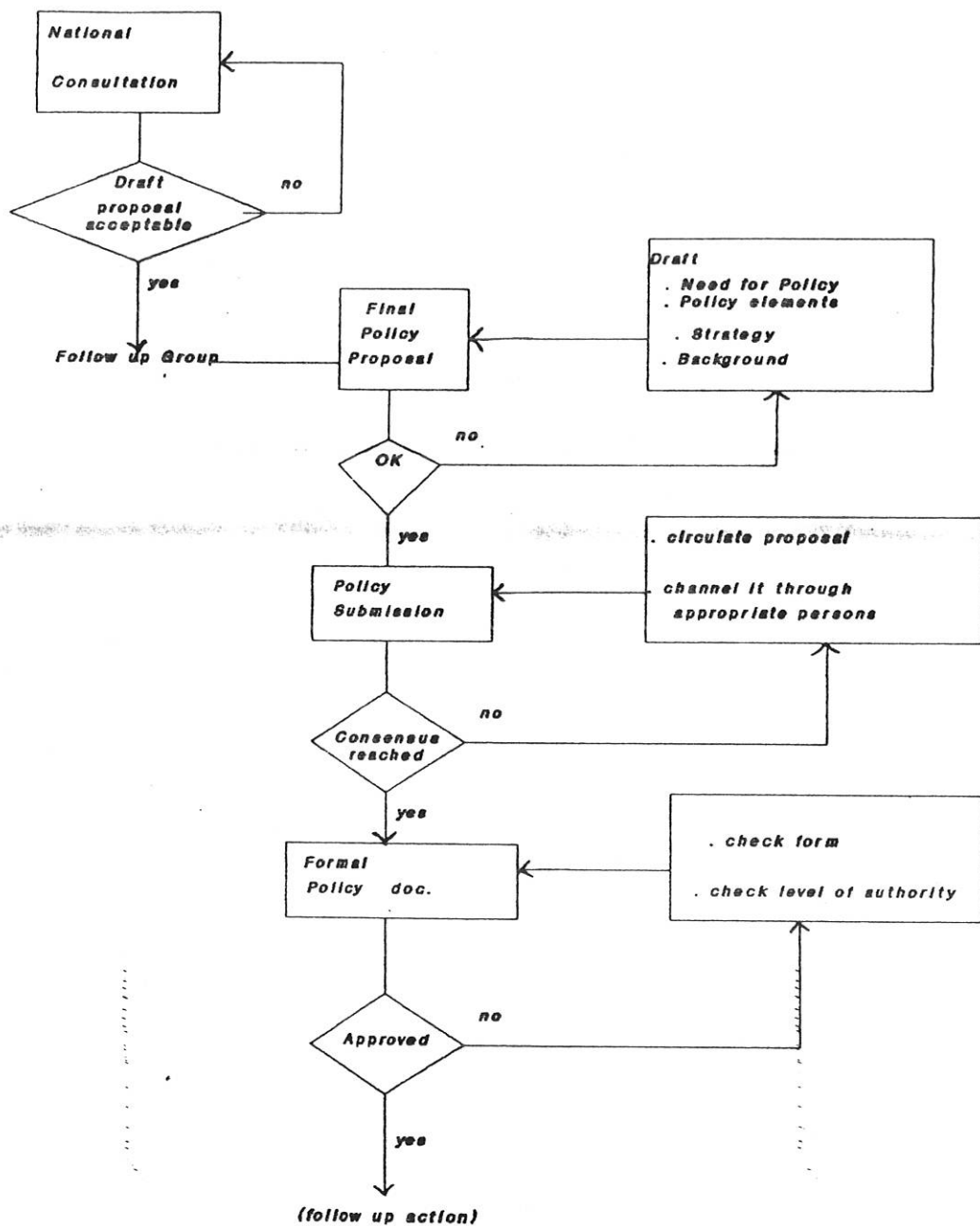
10.2.21 Engage in international cooperation for importing information to support local innovations for enhancement of national development as a matter of policy.



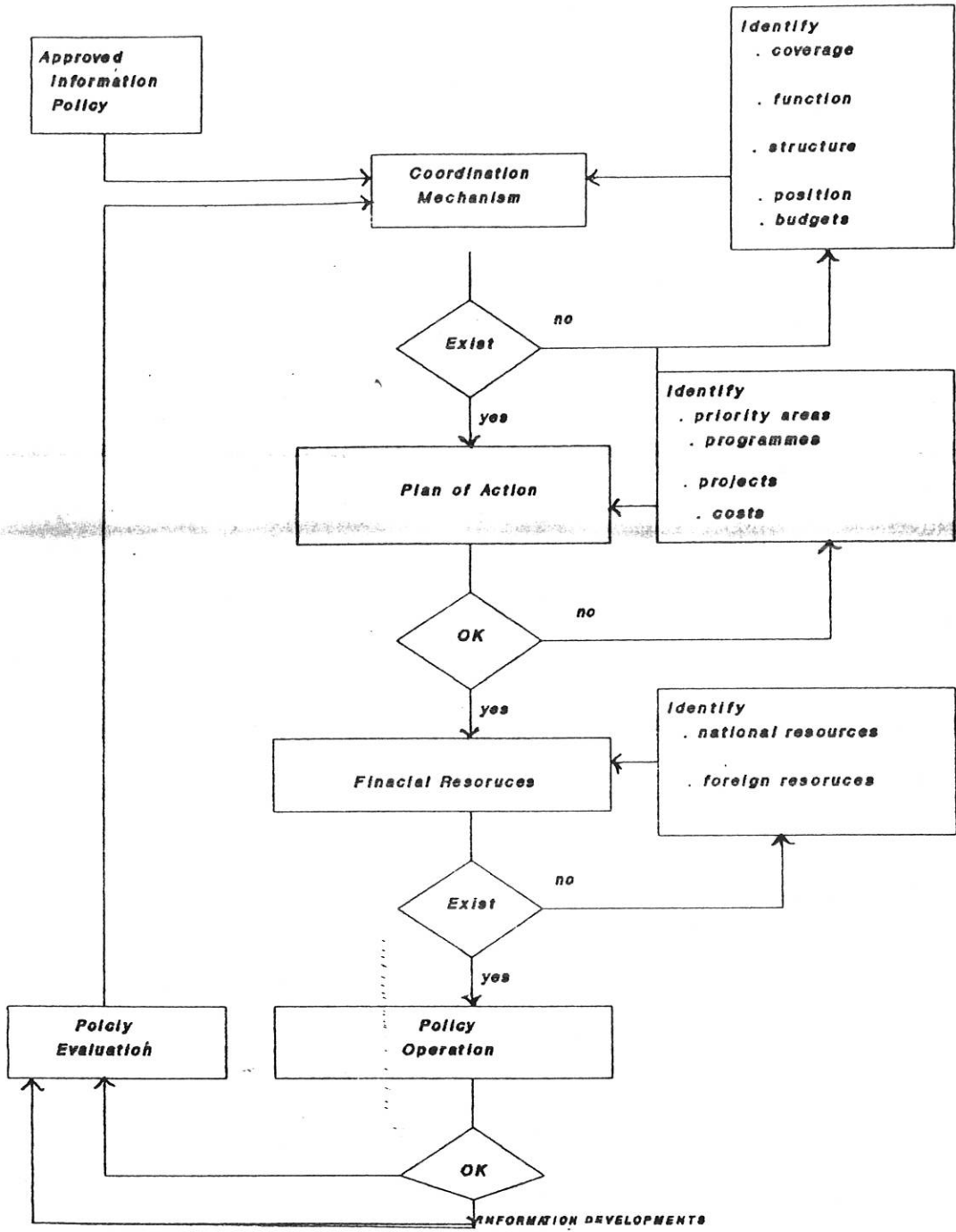
(follow up action)

Phase 1 - Formulation of a National Policy on Information

Annex 1B



Phase II - Official Approval of a National Policy on Information



Phase III - Implementation of a National Policy on Information

## CHAPTER 120.

THE MAKERERE UNIVERSITY COLLEGE  
(DEPOSIT LIBRARY) ACT.

[1ST MARCH, 1958.]

An Act To Make Provision For The Deposit And Preservation Of Copies Of Books Printed And Published In Uganda.

Ord. 26  
of 1957.  
Act 15  
of 1965.  
L.Ns.—  
36 of 1958.  
261 of 1962.  
309 of 1962.  
10 of 1963.

Short title.  
Cap. 15.

Interpreta-  
tion.

## 1. [Omitted—Acts of Parliament Act, section 12.]

2. In this Act, unless the context otherwise requires, "book" includes every part or division of a book, newspaper, periodical, magazine, review, gazette, pamphlet, sheet of letterpress, sheet of music, map, plan, chart or table separately published, but does not include any second or subsequent edition of a book unless such edition contains additions or alterations either in the letterpress or in the maps, prints or other illustrative material belonging thereto.

3. (1) The publisher of every book published in Uganda shall—

Delivery of  
copies of  
books, etc.

(a) within one month after the publication, deliver, at his own expense, a copy of the book to the Librarian of the Deposit Section of the Library of Makerere University College, who shall give a receipt for it;

Amended  
L.Ns.—  
261 of 1962.  
309 of 1962.  
Act 15 of  
1965, s. 2.

(b) if written demand is made within three months after publication, deliver, within one month after receipt of that written demand, or if the demand was made before publication, within one month after publication, to the Minister, one copy of the book.

(2) In the case of an encyclopaedia, newspaper, review, magazine or work published in a series of numbers or parts, the written demand made under paragraph (b) of subsection (1) of this section may include all numbers or parts of the work which may be subsequently published.

(3) The copy of the book delivered pursuant to the provisions of paragraph (a) or (b) of subsection (1) of this section shall be a copy of the whole book with all maps and illustrations belonging thereto, finished and coloured in the same manner as the best copies of the book are published, and shall be bound, sewed or stitched together, and on the best paper on which the book is printed.

Offences.  
Amended  
Act 15 of  
1965, s. 2.

4. If any publisher fails to comply with any of the provisions of section 3 of this Act he shall be guilty of an offence and shall be liable on conviction to a fine of one hundred shillings, and the court before which any such publisher is convicted may in addition order the offender to deliver to the Librarian of the Deposit Section of the Library of Makerere University College or to the Minister or to both, as the case may be, a copy of the book in respect of which the conviction is recorded, or to pay to such Librarian or to the Minister or to both, as the case may be, the value of such book.

Powers of  
exemption.  
Amended  
L.N. 10  
of 1963.

5. The Minister may by statutory order exempt from all or any of the provisions of this Act any specified class of book either absolutely or subject to such conditions as may be specified in the order.

THE PUBLIC LIBRARIES ACT.

ARRANGEMENT OF SECTIONS.

SECTION.

Establishment.

1. Establishment of Board.
2. Composition of Board.
3. Functions of Board.
4. Meetings of Board.

Staff.

5. Director of Library Services
6. Other staff.

Finance.

7. Funds of Board
8. Investment by Board.
9. Accounts and audit.

Miscellaneous.

10. Transfer of assets, e.t.c
11. Existing contracts.
12. Directions by Minister
13. Annual Report.
14. Regulations.
15. Interpretation.

(25TH SEPTEMBER, 1964)

Act 28  
of 1964

An Act to Provide For The Establishment Of  
A Public Libraries Board And For Other  
Purposes Connected Therewith.

Establishment.

Establishment of Board

1. (1) There shall be established a body corporate which shall be known as the Public Libraries Board.

(2) The Board shall have perpetual succession and a common seal, and may sue and be sued in its corporate name.

(3) The affixing of the common seal of the Board shall be authenticated by the signature of the Chairman and two other members of the Board.

(4) In the absence of the Chairman of the Board, such person as may be nominated by the Chairman in that behalf, shall, in addition to the other two members of the Board authenticate the affixing of the common seal.

(5) The signature of the Chairman of the Board or of the person nominated in that behalf under the provisions of subsection (4) of this section, and of the two other members, shall be independent of the signing of any other person who may sign any such document as a witness.

(6) The Board may, for and in connection with its functions under this Act, purchase, hold, manage and dispose of any property and may enter into such contracts and other transactions as may be expedient.

Composition 2. of Board.

(1) The Board shall consist of -

- (a) a Chairman
- (b) four regional representatives;
- (c) a representative of the City Council of Kampala nominated by that Council; and
- (d) three other members

all of whom shall be appointed by the Minister

(2) All members of the Board shall hold office for a term of three years.

(3) A member of the Board may at any time resign his office by writing under his hand addressed to the Minister, or may be removed from office at any time for inability to perform the functions of his office, or for any other sufficient cause.

(4) The Chairman of the Board shall be directly responsible to the Minister in the performance of his functions under this Act.

(5) A member of the Board ceasing to hold office shall be eligible for reappointment.

(6) The Members of the Board shall be paid out of the funds of the Board travelling and other allowances for attending meeting of the Board at such rates as may be approved by the Minister.

3. (1) It shall be the duty of the Board to establish, equip, manage and maintain libraries in Uganda, and to take all such steps as may be necessary to carry out its functions under this Act.

(2) The Board may, in the discharge of its functions under this Act, act in association with any other person, including the Government, the government of a Federal State, the council of a District, or an urban authority.

(3) Subject to the general or specific directions of the Minister, the Board shall have the sole management of the property, income and funds of the Board and of all the affairs and concerns thereof.

Meetings of  
Board

4.

(1) The Board shall meet for the discharge of business at such time and place as the Chairman may appoint, and shall meet at least once in every three months.

(2) If the Chairman is absent from any meeting of the Board, a member nominated by the Chairman, or if no member is nominated, a member nominated by the members of the Board at the meeting, shall preside.

(3) The quorum at any meeting of the Board shall be five.

(4) Questions proposed at a meeting of the Board shall be determined by a simple majority of the members present and voting, and in the event of an equality of votes, the person presiding at the meeting shall have a casting vote.

(5) Subject to the provisions of this section and to any directions given by the Minister, the Board may regulate its own procedure.

(6) The proceedings of any meeting of the Board shall be valid notwithstanding any vacancy among its members or by reason of a defect in the appointment of any of them.

Director of  
Library  
Services

5.

Staff.

(1) The Board may, with the approval of the Minister, appoint a Director of Library Services for such period and on such terms and conditions as the Minister may think fit.

(2) The Director shall be required to devote his full time to the affairs of the Board.

(3) The Director shall attend the meetings of the Board as secretary and otherwise give advice thereto, but shall not be entitled to vote on any question proposed for determination by the Board.

(4) Subject to the provisions of this Act and to the general control of the Board on matters of policy, the Director shall be charged with the management of the business of the Board and of its organisation and administration.

Other staff.

6.

(1) The Board may, from time to time, and upon such terms as it thinks fit, appoint such number of employees as may be expedient for the proper and efficient conduct of the functions of the Board.

(2) Public Officers may be transferred or seconded to the Board or otherwise give assistance thereto.

(3) The Board may grant pensions, gratuities or retiring allowances to employees of the Board, and require them to contribute to any pension, provident fund, or superannuation scheme.

(4) If an officer receiving pensionable emoluments in the public service is transferred or seconded to the Board, the period during which he serves with the Board shall, for the purpose of computation of time and amount of pension payable to him in respect of his service as a public officer, be deemed to be service in a pensionable office.

(5) All employees of an existing library service shall, so far as may be practicable and subject to any directions given by the Minister, with effect from the date of commencement of this Act, continue as employees of the Board in posts similar to those which they held in any library service.

Funds of  
Board

Finance.

- 7.
- (1) The funds of the Board shall consist of:-
    - (a) such amounts as may be granted by Parliament;
    - (b) any loan granted to the Board by Government or any other person;
    - (c) any moneys accruing to the Board in the course of the discharge of its functions under this Act, or any other enactment; and
    - (d) any moneys donated to the Board by any person and the proceeds of any endowment bequeathed or otherwise given to the Board.

(2) Any endowment or donation bequeathed or otherwise given to the Board under paragraph (d) of the preceding subsection shall be accepted only on terms favourable to the Board.

(3) All moneys received by the Board shall be deposited to the credit of the Board in a bank approved by the Minister

Invest  
ment by  
Board.

- 8.
- (1) The Board may, with the approval of the Minister, invest such part of its funds as is not immediately required for the discharge of its functions under this Act.
  - (2) The powers of the Minister under this section shall be exercised with the concurrence of the Minister responsible for finance and shall extend -
    - (a) to the amount which may be invested;
    - (b) the nature of the investment; and
    - (c) the terms and conditions thereof,and the Minister's approval may be either general or limited to a particular investment.

Accounts  
and audit

- (7)
9. (1) The Board shall cause to be kept proper accounts and other records in relation thereto.
- (2) The books of account kept under subsection (1) of this section shall be balanced on the thirtieth day of June and shall be audited by the Controller and Auditor General or an auditor appointed by him.
- (3) The annual statement of accounts as audited shall be signed by the Chairman, two members of the Board and by the Director, and shall be sent to the Minister not later than the thirty-first day of December each year.
- (4) The annual statement of accounts shall, as soon as practicable, be laid laid by the Minister before the National Assembly and shall be published in the Gazette.
- (5) For the purposes of this section, the period from the commencement of this Act to the thirtieth day of June, 1965, shall be deemed to be a financial year.

Miscellaneous.

Transfer of  
assets, etc.

10. All assets, liabilities and property vested in the management of an existing library service immediately before the commencement of this Act shall, subject to any directions given by the Minister, be transferred to and vest in the Board.

Existing  
contracts.

11. Every contract in respect of any matter being a contract subsisting between the management of an existing library service and any other party, shall, with effect from the commencement of this Act and subject to any direction given by the Minister, be deemed to subsist between the Board and such other party.

Directions  
by Minister

12. The Minister may give directions of a general or specific nature to the Board and the Board shall be bound to comply with any such direction.

13. The Board shall not later than three months after each financial year, submit an annual report on the activities of the Board, to the Minister, which shall be laid before the National Assembly.

Regulations.

14. The Minister may, in consultation with Board, by statutory instrument, make regulations -

(a) regulating the use of any library under the management of the Board;

(b) for the protection from damage of any public library, and the fittings, furniture, books or any property in such library;

(c) for fees and penalties to be paid by any person borrowing books from any public library; and generally for the better carrying out of the purposes of this Act.

Interpretation

15. In this Act, unless the context otherwise requires -

"Board" means the Board established under section 1 of this Act;

"Director" means the Director of Library Services appointed under section 5 of this Act;

"existing library service" includes any library established in Uganda by the organisation known as the East African Literature Bureau and any other library taken over, with effect from the first day of April, 1964, by the Ministry responsible for library services;

"urban authority" means an urban authority within the meaning of the Urban Authorities Act.

THE DEPOSIT LIBRARY AND  
DOCUMENTATION CENTRE ACT, 1969.

AN ACT to make provision for the deposit and preservation of copies of books written or printed and published in Uganda.

DATE OF ASSENT: 22nd October, 1969

Date of Commencement: 24th October, 1969

BE IT ENACTED by the President and the National Assembly, in this present Parliament assembled as follows:-

1. There is hereby established a Deposit Library and Documentation Centre which shall be administered by the Institute of Public Administration and in which shall be deposited and kept all copies of books as prescribed by this Act and such other books, publications and material which the Minister may, in his discretion, decide to deposit and keep.

2. (1) The publisher of every book published in Uganda and any person who being ordinarily resident in Uganda is the author of a book published outside Uganda shall

(a) Within one month after the publication, deliver at his own expense, a copy of the book to the Librarian of the Deposit Library and Documentation Centre, who shall give a receipt for it; and

(b) if written demand is made within three months after publication, deliver, within one month

after receipt of that written demand, or if the demand was made before publication, within one month after publication, to the Minister, one copy of the book.

(2) In the case of an encyclopaedia, newspaper, review, magazine or work published in a series of numbers or parts, the written demand made under paragraph (b) of subsection (1) of this section may include all numbers or parts of the work which may be subsequently published.

(3) The copy of the book delivered pursuant to any of the provisions of subsection (1) of this section shall be a copy of the whole book with all maps and illustrations belonging thereto, finished and coloured in the same manner, as the best copies of the book are published, and shall be bound, sewed or stitched together, and on the best paper on which the book is printed.

3. If any publisher or author fails to comply with any of the provisions of section 2 of this Act, he shall be guilty of an offence and shall be liable on conviction to a fine of one hundred shillings, and the court before which any such publisher or author is convicted may in addition order the offender to deliver to the Librarian of the Deposit Library and Documentation Centre or to the Minister or to both, as the case may be, a copy of the book in respect of which the conviction is recorded or to pay to such Librarian or to the Minister or to both as the case may be the value of such book.

4. The Minister may, by statutory order, exempt from all or any of the provisions of this Act any specified class of book either absolutely or subject to such conditions as may be specified in the order.

5. In this Act, unless the context otherwise requires

"book" includes every part, or division of a book, newspaper, periodical, magazine, review, gazette, pamphlet, sheet of letterpress, sheet of music, map, plan, chart or table separately published, but does not include any second or subsequent edition of a book unless such edition contains additions or alterations either in the letterpress or in the maps, prints or other illustrative material belonging thereto;

"Deposit Library and Documentation Centre" means the Deposit Library and Documentation Centre established by section 1 of this Act.

ANNEX 5

GUIDING QUESTIONS IN THE SURVEY

- 1 Is there a policy on information in Uganda?
- 2 What are its roles in the country?
- 3 How does it help those involved in information work in the country?
- 4 What are its weakness and strong points?
- 5 What is the relevancy of other existing legislations regarding information work in the country?
- 6 What is mostly lacking that makes information activities in the country not sound?
- 7 Is suggesting a National information coordinating body in the country not duplicating the work of the ministry of information and broadcasting?
- 8 How can the situation of up country information dissemination be promoted in all aspects of information activities?

9 What are the problems of newspaper production and circulation in the country?

10 In broadcasting media can the size of the audience be estimated? Are there any studies that have been conducted on audience in the country?

11 What is the model set up by the information directorate at the NRM secretariat for the RCs to communicate to the authorities and vice versa?

12 Which body is charged with the responsibility of registering information technology equipment in the country?

13 Are there any firms in Uganda engaged in information technology equipment manufacturing?

14 What is the mode of information technology and informatics equipment acquisition in the country.

15 Are there any automated information centres with databases?

#### ARCHIVES

16 When did the archives come into operation and what are its aims, objectives and functions of the archives?

17 What is the rate of the archives growth and what are the problems?

18 What is the system used in records sorting, storing, preservation and retrieval?

19 Is there any policy, legislation or law relating to the national archives and records keeping?

20 Under which immediate authority do the archives fall?

21 What are the future plans laid down for the development of the national archives?

22 Are there plans of automating the archives in the near future?

#### DOCUMENTATION

23 When was the National documentation centre established and what are its aims, objectives and functions?

24 What services are rendered at the centre?

25 What is the nature and size of the collection?

26 Are the legal deposits force-coming?

27 What are the problems the centre faces?

- 28 What are the future plans for developing the centre?
- 29 Are there plans of coordinating the information services in the country in the near future?

#### LIBRARIES

- 30 What is the nature of library service in Uganda?
- 31 Is there a national library?
- 32 What are the problems of stock building?
- 33 What are the conditions in the up country libraries compared with urban libraries?
- 34 How possible are interlibrary loans and referral services without tools such as the national union catalogue?.
- 35 What are the problems faced in library service in the country?
- 36 What is the rate of growth of library services in the country both in holdings and expansion of services?

### MUSEUM

37 When was the museum established and what are its aims, objectives and functions?

38 What is the museum's contribution to the national development?

39 What are the problems the museum faces?

40 Are there continuous additions to the stock?

41 Does the national museum run branches up country?

### PUBLISHING AND PRINTING

42 What has the association considered as means by which the government can promote publishing work in Uganda as a matter of policy?

43 Does the government have a policy regarding aiding publishers and printers in acquisition of the required materials and equipment?

44 At what level(s) do the private printers and publishers deal with the government. Is there any legal base to guide the relations?

45 Apart from the deposit, copyright and censorship acts

(laws) are there any other legislations directly dealing with the publishers in Uganda?

46 To what extent are censorship laws affecting publishing in Uganda?

47 What are the problems the Association has considered regarding collecting and publishing local materials?

48 What does the Association consider should be the policy of protecting local publishers?

#### UGANDA JOURNALISTS ASSOCIATION

49 What are the problems faced in journalism in Uganda?

50 Does the absence of policy on information in anyway hamper the work of journalists in this country?

51 Are there any other government legislations that promote or interfere with the work of journalists?

52 What are the views of journalists to the present situation as regards news gathering and reporting in the country?

53 At what level(s) are the relations between the Ministry of Information and private journalists?

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