

ABSTRACT

Many urban populations in several municipalities across the world are faced with garbage problems. The mode and quality of management varies from one urban authority to another. This particular study took an analytical look at the quality of solid waste collection and disposal in Industrial Division, Mbale Municipality.

The objectives of the study were to analyze the levels of efficiency that underlie its existing means of MSW collection, transportation and disposal, to test the effectiveness of mechanisms by which the Municipal and Division authorities ensure quality service delivery, to examine extent to which the MSW management mechanisms in the Division are linked to people's needs and expectations, to examine the perceptions of MSW service providers and residents regarding hygiene, safety and environment, establish challenges faced by households and garbage handlers in Industrial Division, Mbale municipality regarding MSW disposal and to establish challenges faced by households and garbage handlers regarding disposal. At the core of this was the need to identify factors that compromise current state of MSW service quality.

Positioned to bring to light the views and impressions of various sections of the municipal residents regarding the collection and disposal of solid waste, the study has made full use of descriptive methods of research, particularly the survey, qualitative and case study method.

To a large extent, it revealed that gazetted or non-gazetted, garbage collection spots are seldom cleared in a regular or timely manner; that the Division often gets overwhelmed with service inefficiency and ineffectiveness stemming from a limited resource muscle. Besides, as plot owners fence them off, it is in perpetual search of alternative locations for residents to dump their garbage. In the face of this, engagement of unskilled and inadequately protected manpower in the process of garbage collection and disposal may be an inevitable circumstance.