



UGANDA NATIONAL BUREAU OF STANDARDS

STATISTICAL ABSTRACT

FY 2016/2017

Uganda National Bureau of Standards,

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FOREWORD

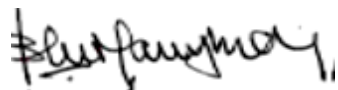
Statistics play a vital role in policy formulation, guidance and implementation. The recent experiences, especially during financial crises have reinforced the importance of statistics to help policy makers and Governments choose the best interventions and to monitor their effects. Uganda National Bureau of Standards (UNBS) has accordingly developed its very first Statistical Abstract which aims at strengthening statistics production within the Bureau.

In line with the Bureau's mission to provide standards, measurements and conformity assessment services for improved quality of life, I take the pleasure to present to you the first edition of the annual statistical abstract.

The 2016/17 UNBS statistical abstract covers data collected from the administrative records of various Departments and Divisions/ Units on their performance to implement the UNBS mandate for the Financial Years 2014/15, 2015/16 and 2016/17. The coverage includes data on standards, measurements, and conformity assessment towards executing the mandate. Information on these service lines is presented on Financial Year (July-June) basis.

The Bureau would like to appreciate the continued cooperation of the various departments in availing the requisite data to produce this abstract. In a special way, I wish to thank the UNBS Planning unit that compiled this publication.

The Bureau also welcomes constructive comments from stakeholders that aim at enhancing the quality of its future publications. It is my sincere hope that the statistical information in this abstract will be used by the readers to make informed decisions.



Dr. Ben Manyindo (PHD)

Executive Director

Vision

A leading institution of international repute in provision of sustainable standardization services.

Mission

To provide standards, measurements and conformity assessment Services for improved quality of life.

Core values:

- Customer focus
- Innovation
- Integrity
- Professionalism
- Team work

Mandate:

- Formulation and promotion of the use of standards.
- Enforcing standards in protection of the public health and safety and the environment against dangerous and substandard products.
- Ensuring fairness in trade and precision in industry through reliable management systems.
- Strengthening the economy of Uganda by assuring the quality of locally manufactured products to enhance the competitiveness of exports on regional and international markets.

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LIST OF ACRONYMS

CCTV	Closed-circuit television
COC	Certificate of Conformity
CRW	Certificate of Roadworthiness
EAS	East African Standard
ED	Executive Director
F&A	Finance and Administration
FY	Financial year
HRM	Human Resource Management
ICT	Information and Communication Technology
IEC	International Electrotechnical Commission
ISO	International Organization for Standardization
LIMS	Laboratory Information Management Systems
M/V	Motor Vehicles
MoU	Memorandum of Understanding
MTIC	Ministry of Trade, Industry and Cooperatives
NCR	Non Conformity Report
NML	National Metrology Laboratory
NSC	National Standards Council
NSSF	National Social Security Fund
PR	Public Relations
PT	Proficiency Testing

PVoC	Pre-Export Verification of Conformity
RUS	Release Under Seal
SANAS	South African National Accreditation Programme
SCT	Single Customs Territory
SME's	Small and Medium-sized Enterprises
SPs	Service Providers
UNBS	Uganda National Bureau of Standards
UPS	Uninterruptible Power Supply
US	Uganda Standard
WAP	Wireless Application Protocol

EXECUTIVE SUMMARY

The Statistical Abstract shall be an annual publication compiled by Uganda National Bureau of Standards, which will provide the statistical summary on various indicators for the Bureau. Given that there has not been a document like this before, there aren't many adjustments from a previous edition that need to be incorporated therefore, most of the data presented in this edition are provisional and could be revised in subsequent publications.

This publication is divided into five chapters which are preceded by a glossary of definitions and general information on the Bureau.

Chapter 1 presents statistics from the Standards service line with the following highlights:

Standards Development

- A total of 355 standards were developed in the FY 2016/17
- Most of the standards came from Chemicals and consumer products (124) which is 34.9% of the total standards followed by Food and agriculture (99) at 27.8% Management services and systems (72) and Engineering (60).
- There was a 21.2% decrease in number of standards developed from FY 2015/16 to FY 2016/17.

Chapter 2 presents statistics from the Measurements service line which includes data from Legal metrology and National metrology laboratory with the following highlights:

Legal Metrology

- A total number of 132,013 weighing equipment and 603,456 weights were verified in 2016/17.
- Number of equipment verified increased from 2015/16 to FY 2016/17 with static tanks having the largest increase of 29.69% followed by road tankers at 26.26%, sample 9.45%, weights 8.5%. Bulk measures declined by 13.44%

National Metrology Laboratory

- A total number of 2,677 equipment were calibrated in the FY 2016/17, a rise from 1,709 in 2015/16.
- A total number of 5,745 equipment were calibrated in the 3 financial years from 2014/15 to 2016/17.

Chapter 3 presents statistics from the conformity assessment service line that includes data on laboratory testing and accreditation, certification, imports inspection; with the following highlights:

Laboratory Testing

- The total number of samples tested has increased steadily for the past three years. There was a 25.86% increase in the number of samples tested from 2015/16 to 2016/17.
- Total number of samples tested in 2016/2017 financial year was 12,439.
- Chemistry Lab had the most number of samples tested in 2016/17 which constituted 51.5% of the total number of samples followed by Microbiology Lab at 23.6%, Materials Lab at 17.4% and Electrical Lab at 7.5%.
- The highest increase in the number of samples tested from FY 2015/16 to FY 2016/17 came from Electrical Lab with a 96.86% followed by Chemistry Lab with a 31% increase, Microbiology Lab and Materials Lab at 17.76% and 5.98% respectively.

Certification

- A total of 900 product permits and 30 system permits were issued in FY 2016/17, an increase of 27.5% and 150% respectively from the previous FY.
- 522 audits were conducted in FY 2016/17, an increase of 10.6% from FY 2015/16.

Imports Inspection

- The total number of consignment sites inspected for the FY 2016/17 stood at 118,470 which was a 20% increase from the previous year.

Surveillance

- Number of inspections undertaken at factories, warehouses, supermarkets, shops stood at 1,128 in FY 2016/17 a rise of 3.2% from the previous financial year.
- In the three years FY 2014/15 to FY 2016/17, a total of 3,374 inspections were undertaken.
- 63 complaints were received for goods under compulsory standards in FY 2016/17.

Chapter 4 presents statistics on Finance and administration, Human resource, IT, Public relations and marketing. The major highlights in this chapter are:

- The UNBS budget increased by 36.7% to 28.32 billion Uganda shillings in the FY 2015/2016 from FY 2016/2017.
- The revenues received by UNBS has been growing over the years with a 32.8% increase in the FY 2016/2017 from the previous year.
- Total number of staff at UNBS for financial year 2016/2017 is 297, with a female to male ratio of 27.2%.

Chapter 5 presents a highlight on the prevalence of substandard goods on the market. UNBS has two national standard indicators; that is,

- 1) prevalence of substandard goods on the market; and
- 2) number of certified products accessing regional and international markets.

A baseline survey carried out in 2017 put the prevalence of substandard goods on the market at 54%. A survey on the number of certified products accessing regional and international markets will be conducted in financial year 2018/2019 and results will be published in the next editions of this abstract.

GLOSSARY

Accreditation	This is the process in which certification of competency, authority, or credibility is presented
Certification	Refers to the confirmation of certain characteristics of an object, person, or organization
CODEX Alimentarius	This is a collection of internationally recognized standards, codes of practice, guidelines, and other recommendations relating to foods, food production, and food safety.
Consignment	This refers to a batch of goods destined for or delivered to someone to be sold.
Corrective Actions	These are improvements to an organization's processes taken to eliminate causes of non-conformities or other undesirable situations.
Destruction	This is the action or process of causing so much damage to something that it no longer exists or cannot be repaired.
Downgrading	This refers to reverting software (or hardware) back to an older version.
Exports	These are goods and services produced in the home country to be sold to other countries.
Gratuity	This refers to a gift or reward, usually of money, for services rendered; something given without claim or obligation
Imports	These refer to goods brought into a jurisdiction, especially across a national border, from an external source.

Inspection	Critical appraisal involving examination, measurement, testing, gauging, and comparison of materials or items. An inspection determines if the material or item is in proper quantity and condition, and if it conforms to the applicable or specified requirements.
Legal metrology	Application of legal requirements to measurements and measuring instruments
Product Permits	These indicate that a product has been certified and is safe for consumption.
Re-bagging	This means placing in another bag.
Retirement	This is the point where a person stops employment completely.
Standard	Something considered by an authority or by general consent as a basis of comparison; an approved model.
Surcharge	This refers to a charge in addition to the usual payment.
Surveillance	This refers to the act of carefully watching someone or something especially in order to prevent or detect a crime.
Terminal Benefits	These are final entitlements of an employee upon termination of an employment contract.
Waivers	This is the voluntary relinquishment or surrender of some known right or privilege.

CHAPTER ONE

STANDARDS DEVELOPMENT

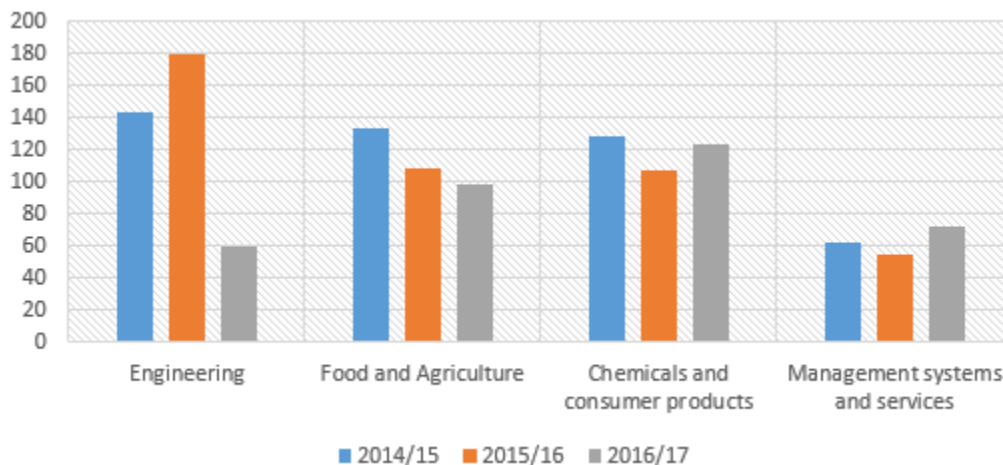
This chapter comprises of statistics from the standards development service line.

355 standards were developed in the financial year 2016/2017 which is 21% general decline in the number of standards developed in 2015/16. This was mainly due to a 61 % decline in the number of engineering standards developed, and a 9% decline in the standards for food and agriculture. Management systems and services, and chemicals and consumer products on the other hand increased by 30% and 15% respectively.

Table 1 - Number of standards developed from 2014/15 to 2016/17

Administrative units	2014/15	2015/16	2016/17	Total
Engineering	143	180	60	383
Food and Agriculture	133	109	99	341
Chemicals and consumer products	128	107	124	359
Management systems and services	62	55	72	189
Total	466	451	355	1,272

Figure 1 - Illustration of standards developed from 2014/15 to 2016/17 by administrative unit

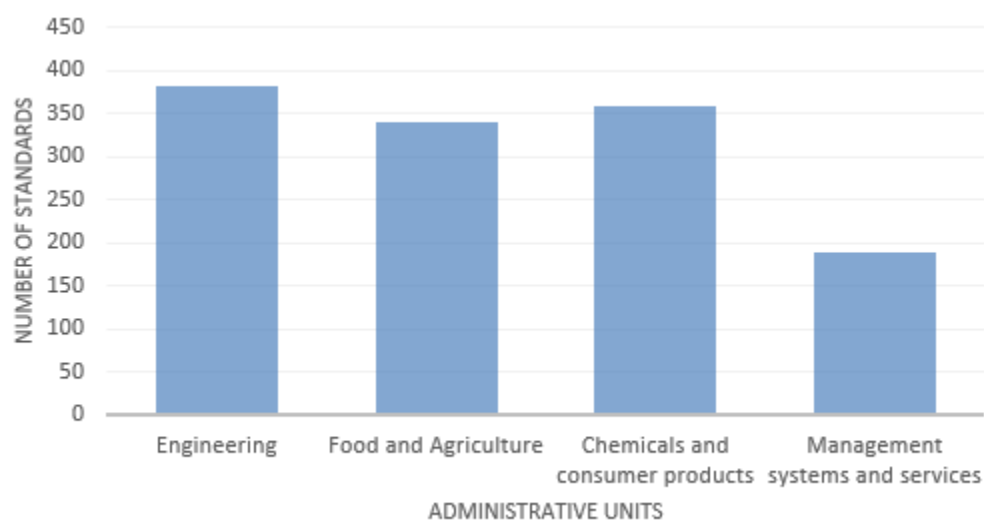


The breakdown of the standards developed in the past three financial years is as below:

Table 2 - Breakdown of standards developed from 2014/15 to 2016/17

Administrative units	Indicator description		2014/15	2015/16	2016/17	Total
Engineering	No. of standards adopted	ISO	97	128	34	259
		IEC	19	32	0	51
	No. of regional standards (EAS)		26	5	5	36
	No. of indigenous standards (US)		1	15	21	37
	No. of withdrawn standards		58	53	18	129
Food and Agriculture	No. of standards adopted	ISO	79	55	44	178
		CODEX	0	34	5	39
	No. of regional standards (EAS)		29	12	28	69
	No. of indigenous standards (US)		25	8	22	55
	No. of withdrawn standards		72	12	27	111
Chemicals and consumer products	No. of standards adopted (ISO)		105	98	61	264
	No. of regional standards (EAS)		16	7	11	34
	No. of indigenous standards (US)		7	2	52	61
	No. of withdrawn standards		22	13	1	36
Management systems and services	No. of standards adopted (ISO)		55	55	72	182
	No. of regional standards (EAS)		0	0	0	0
	No. of indigenous standards (US)		7	0	0	7
	No. of withdrawn standards		4	5	24	33

Figure 2 - Total Number of standards developed over the 3 FYs



CHAPTER TWO

MEASUREMENTS

This chapter comprises of statistics from the measurements service line and includes data on Legal Metrology and National metrology laboratory.

2.1 Legal Metrology

A total of 2,189,131 equipment were verified in the 3 FYs from 2014/15 to 2016/17.

In FY 2016/2017 alone, 761,240 equipment were verified up from 706,939 in the previous FY which is a 7.68% increase.

Considering 2015/2016 as the base year, weighing equipment in the financial year 2016/2017 generally increased with weights increasing by 8.5%, weighing equipment 1.74%, fuel dispensers 1.73%, road tankers 26.26%, bulk measures 13.44%, static tanks 29.69% and sample 9.45%.

Table 3 - Number of Equipment verified from 2014/15 to 2016/17

Indicator description		2014/15	2015/16	2016/17	Total
Counter Machines	Kampala	65,857	63,967	60,106	189,930
	Jinja	26,973	23,550	25,552	76,075
	Mbale	12,680	14,544	18,288	45,512
	Mbarara	13,374	14,227	15,434	43,035
	Lira	2,195	2,615	3,288	8,098
Spring Balances	Kampala	1,919	1,967	1,390	5,276
	Jinja	1,253	1,087	852	3,192
	Mbale	648	738	601	1,987
	Mbarara	1,940	1,969	2,238	6,147
	Lira	950	1,122	1,057	3,129
Plat Form Scales	Kampala	1,776	2,511	1,786	6,073
	Jinja	315	372	292	979
	Mbale	186	413	319	918
	Mbarara	453	473	603	1,529
	Lira	152	202	207	561
Weights	Kampala	297,669	286,184	310,098	893,951
	Jinja	133,795	115,695	128,370	377,860
	Mbale	63,015	72,590	73,391	208,996
	Mbarara	66,831	68,732	74,950	210,513
	Lira	10,039	12,965	16,647	39,651
Fuel Dispensers		13,526	14,480	14,731	42,737
Pressure Gauges		337	337	337	1,011
Road Tankers		624	1,348	1,702	3,674
Bulk Measures		260	305	264	829
Static Tanks		330	357	463	1,150
Sample		3,855	4,189	4,585	12,629
Electric Meters		-	-	3,689	3,689

Weighing equipment and weights by region

Kampala had the most number of weights and weighing equipment verified over the three financial years which represents 51.6% and 52.2% respectively. This was followed by Jinja which had 21.8% of the weights verified and 20.45% of the weighing equipment verified.

Table 4 - Weighing equipment and weights by region

		2014/15	2015/16	2016/17	Total
Weighing equipment	Kampala	69,552	68,445	63,282	201,279
	Jinja	28,541	25,009	26,696	80,246
	Mbale	13,514	15,695	19,208	48,417
	Mbarara	15,767	16,669	18,275	50,711
	Lira	3,297	3,939	4,552	11,788
Total		130,671	129,757	132,013	392,441
weights	Kampala	297,669	286,184	310,098	893,951
	Jinja	133,795	115,695	128,370	377,860
	Mbale	63,015	72,590	73,391	208,996
	Mbarara	66,831	68,732	74,950	210,513
	Lira	10,039	12,965	16,647	39,651
Total		571,349	556,166	603,456	1,730,971

Figure 3 - Weighing equipment by region

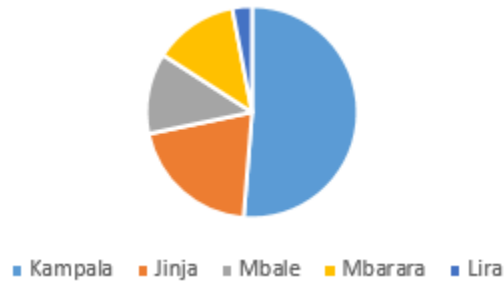
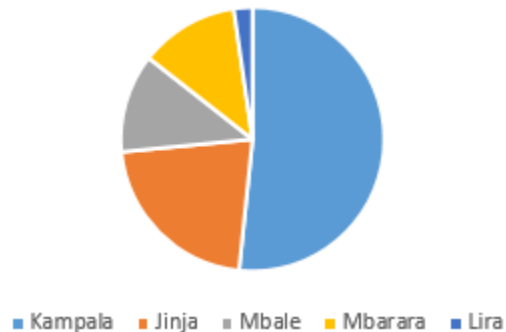


Figure 4 - Weights by region from 2014/15 to 2016/17



2.2 National Metrology Laboratory

There was a 56.6% increase in the total number of equipment calibrated in the FY 2016/2017. This was a rise from 2,677 equipment calibrated in 2015/2016 to 5,745 equipment calibrated in 2016/2017.

Table 5 - Number of equipment calibrated from 2014/15 to 2016/17

Indicator	Description	2014/15	2015/16	2016/17	Total	%increase
Weigh bridges	Weigh bridges	32	96	126	254	31.3
Balances/scales	Analytical Balances Platform & Top load balances Crane weighers Fillers(auto, gas, volume) Tensile testers	364	506	820	1690	62.1
Dimensional Measure	Vernier Calipers & Micrometers Dial gauges Steel rulers/tapes	118	177	152	447	-14.1
Thermometry	Liquid in glass, PRT & Thermocouples Ovens/mantles Water baths & Incubators Temperature controllers Vacuum coolers & Cold rooms	172	273	384	829	40.7
Flow	Flow meter Road and rail wagons(tankers)	35	17	72	124	323.5
Volumetric	Proving tanks & Verification cans single-mark-flasks storage tanks volume fillers pipettes & burettes graduated cylinders	144	163	262	569	60.7
Electrical	PH & Conductivity meters Millimeters voltmeters, ammeters & ohmmeters	88	219	238	545	8.7
Force measures	Compression machines	25	9	24	58	166.7
Pressure	pressure gauges pressure balances pressure sensors	127	190	249	566	31.1
Density measures	Hydrometers density meters	1	25	23	49	-8.0

Mass pieces	Standard weights Roller weights pressure tester dead weights	253	34	327	614	861.8
Total Equipment		1359	1709	2677	5745	56.6

CHAPTER THREE
COMFORMITY ASSESSMENT

This chapter consists of statistics from conformity assessment service line and includes data from Import inspection, certification, laboratory testing and accreditation.

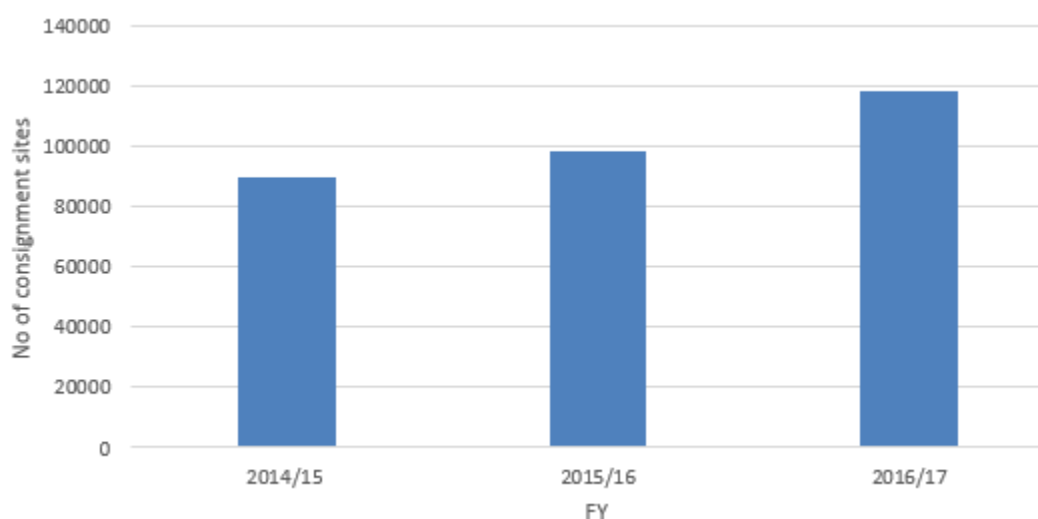
3.1 Imports Inspection

Total number of consignment sites inspected increased by 20% in the FY 2016/2017. A total of 89,618 inspections were carried out in the FY 2014/15, 98,393 and 118,470 inspections in FY 2015/16 and 2016/17 respectively. In FY 2016/17, Number of inspected declarations increased 13%, Number of PVoC CoCs issued increased by 14.3%, Number of PVoC CRWs issued increased by 47.96% while number of PVoC NCRs reduced by 5.27% from the previous financial year.

Table 6 - Consignment sites inspected 2014/15-2016/17

Indicator description	2014/15	2015/16	2016/17
No. of inspected declarations	48,485	60,978	69,042
No. of PVoC CoCs Issued	16,265	16,595	18,976
No. of PVoC CRWs Issued	24,432	20,156	29,823
No. of PVoC NCRs	436	664	629
No. of PVoC corrective actions	1830	1956	2667
No. of goods releases under seal	293	135	390
No. of goods sampled for quality testing	446	466	1,301
No. of goods sampled for routine testing	363	122	295
No. of consignments seized	99	135	100

Figure 5 - Number of consignment sites inspected



3.2 Laboratory Testing

During the year 2016/2017 most of the samples tested were in the chemistry laboratory representing 51.5% followed by microbiology which represented 23.6%. The other labs Electrical and materials accounted for 7.5% and 17.5% respectively. Samples tested in 2016/17 increased by 25.86% from the previous year. Electrical and chemistry had the most percentage increase of 96.8% and 31.3% respectively. The comparison over the years is illustrated graphically in figure 6 below.

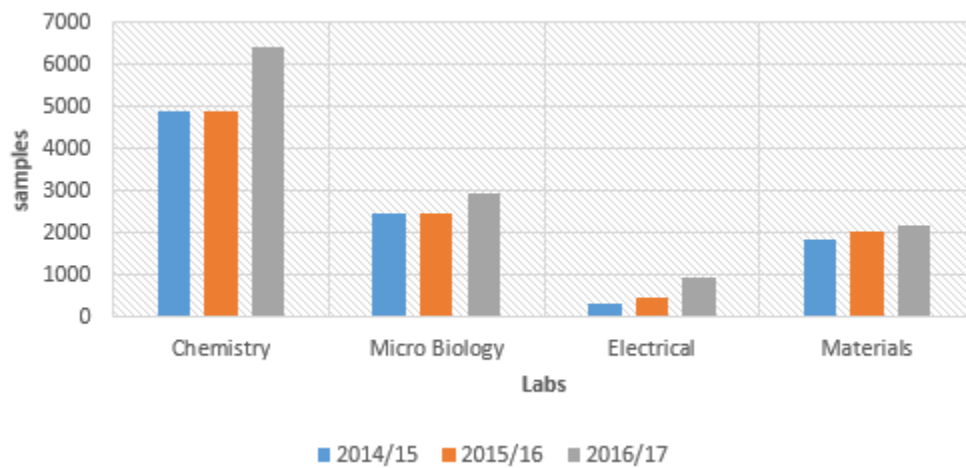
Table 7 - Samples Tested

Indicator description		2014/15	2015/16	2016/17
No. of samples tested	Chemistry	4889	4876	6406
	Micro Biology	2470	2489	2931
	Electrical	320	477	939
	Materials	1847	2041	2163
No. of PT schemes participated in	8	17		
No. of PT schemes provided by UNBS Labs	0	1	2	
Number of labs accredited	0	1	1	

Figure 6 - 2016/2017 Samples tested by Lab



Figure 7 - Illustration of samples tested from 2014/15 to 2016/17



3.3 Certification

In the financial year 2016/2017, 900 product permits and 30 system permits were issued which represents an increase of 27.5% and 150% respectively from the previous financial year.

In the 3 FYs, a total of 2,148 product permits and 62 system permits were issued.

Table 8 - Certification statistics

Indicator description	2014/15	2015/16	2016/17	Total
No. of Audits	298	472	522	1,292
No. of product permits issued	542	706	900	2,148
No. of system permits issued	20	12	30	62
No. of SME's inspected/supported	456	140	40	636
No. of SME's products certified	30	60	14	104
No. of companies provided with Technical assistance	20	22	11	53
Total	1,366	1,412	1,517	4,295

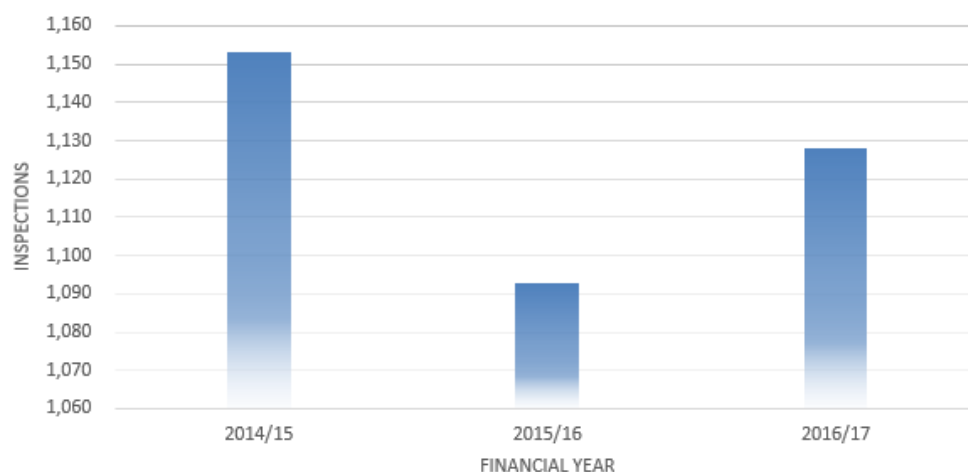
3.4 Surveillance

The number of market outlets inspected increased by 3.2% in the FY 2016/2017 from the previous FY; i.e. From 1,093 to 1,128 inspections.

Table 9 - Surveillance statistics

Indicator description	2014/15	2015/16	2016/17	Total
No. of inspections undertaken at factories, warehouses, supermarkets, shops	1153	1093	1128	3374
No. of complaints received for goods under compulsory standards	44	17	63	124
No of cases under inquiry and prosecution	7	21	51	79
No. of partnership building meetings held	11	15	10	36
No. of stakeholder Standards awareness & guidance workshops held	2	3		5

Figure 8 - Market outlets inspected



CHAPTER FOUR

MANAGEMENT AND SUPPORT SERVICES

This chapter presents statistics on Finance and administration, human resource, information technology, public relations and marketing.

4.1 Finance and administration

The UNBS budget over the years has been significantly increasing with a 36.7% increase from FY 2015/2016 to 2016/2017. The increase in budget is mainly due to increase in NTR revenues. The GOU budget over the years has not changed significantly.

Revenues

The revenues received by UNBS has been growing over the years with a 31.8% increase in the FY 2016/2017 from the previous year. The increase is largely attributed to increase in Non-tax revenue which has increased by 69.6% in the financial year 2016/2017. The contribution of NTR to total revenue has increased from 40.5% in 2014/2015 financial year to 60.8% in the financial year 2016/2017.

Table 10 - Summary of revenue

Revenue source	2014/2015	2015/2016	2016/2017
Government Recurrent	8,793,771,306	7,569,897,239	8,602,496,009
Government Development	3,565,924,768	2,839,398,641	1,991,401,837
Total Government	12,359,696,074	10,409,295,880	10,593,897,846
NTR	8,477,956,021	10,172,835,598	17,253,192,943
Projects	50,276,470	937,604,135	525,266,636
Grand Total	20,887,928,565	21,519,735,613	28,372,357,425

Table 11 - NTR revenue collections (excluding gain/loss on foreign exchange)

Revenue source	2014/2015	2015/2016	2016/2017
Verification fees	2,732,718,508	2,533,124,050	3,562,714,368
Laboratory testing	864,476,832	948,634,000	1,107,503,130
Calibration fees	237,694,640	352,979,243	417,785,200
Certification fees	832,500,239	888,341,565	1,132,292,173
Professional fees(Training and advisory)	61,342,200	146,427,500	160,795,000
Inspection fees	3,551,887,853	5,378,144,080	10,414,636,737
Sale of standards	54,209,000	57,467,500	211,502,220
Miscellaneous income	143,126,749	(132,282,340)	245,964,115
Total	8,477,956,021	10,172,835,598	17,253,192,943

Figure 9 - Movement of NTR

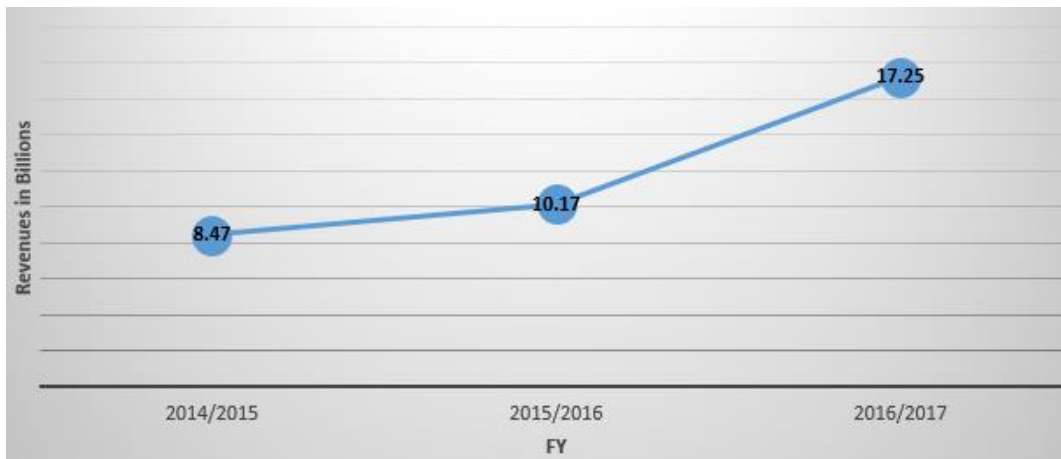
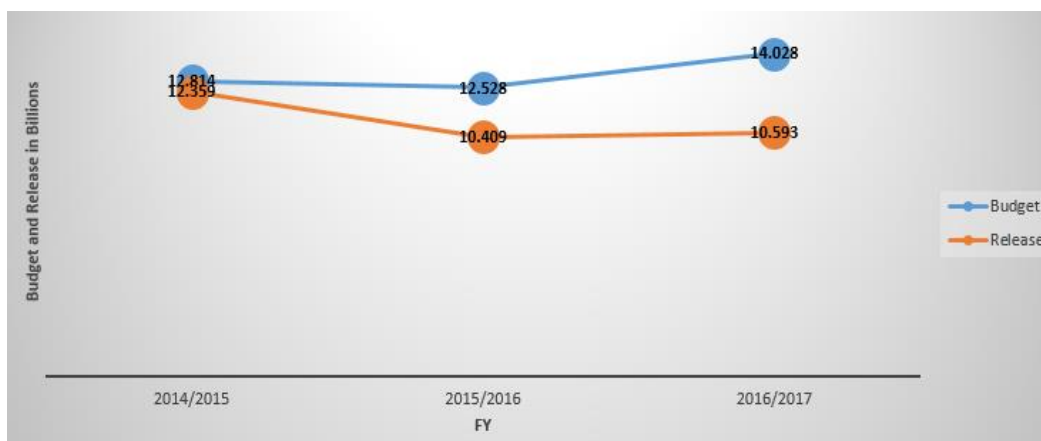


Figure 10 - GOU Approved Budget vs release over the years.



Expenditure

The expenditure in the FY 2016/2017 increased by 22.6% from the previous financial year.

	2014/2015	2015/2016	2016/2017
Budget	18,914,370,394	20,728,194,000	28,328,194,000
Expenditure	20,179,193,220	20,161,523,260	24,708,016,549

4.2 Human resource

Total number of staff for financial year 2016/2017 is 297, with a female to male ratio of 27.2%. This is an increase from the previous financial year which stands at 25.9%. Of the 297 staff, 121 staff are permanent, 146 are contract and 30 are temporary.

30 students were offered internship places and 50 staff were recruited in the FY 2016/2017.

Figure 11 - Gender distribution

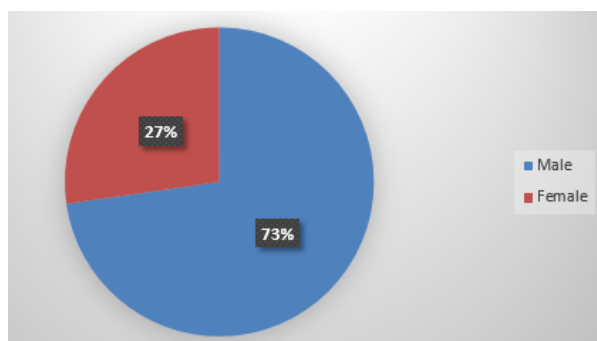
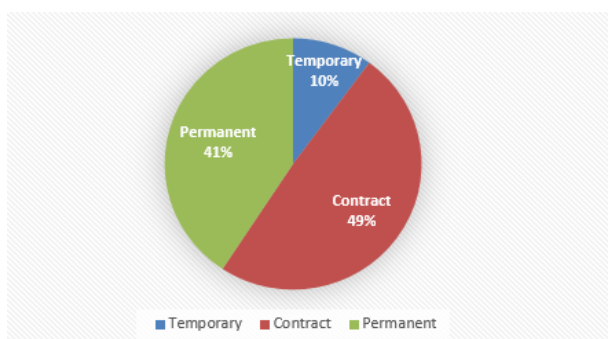


Figure 12 - Employment status



4.3 Information Technology

A total of 12 programs were developed from 2014/2015 to financial year 2016/2017. 1 program was developed in 2014/2015, 5 in 2015/2016 and 6 in 2016/2017 financial year.

Table 12 - ICT Programmes Developed

Year	Programmes	Notes
2014/2015	E-Portal	Imports Clearing
2015/2016	LIMS	Laboratory information management
	Online support	Support to stakeholders
	Mobile payments	Easy method of payment via mobile networks
	sure Bill	Telephone usage billing
	Ticketing system	ICT support reporting tool
2016/2017	Online standards	Standards development
	Mobile App	Information and processing tool
	HRMIS	It enables staff to apply for jobs, be appraised online, apply for leave online, access payroll and pay slips online
	Webstore	Buy standards online
	Generator power monitoring	Power monitoring
	Website	Information sharing

4.4 Public relations and Marketing

The number of stake holder engagements reduced in the financial year 2016/2017 as compared to the previous financial year. The internal activities too declined by 50% from the previous years. The table below shows the summary of public relations and marketing from 2014/15 financial year to 2016/2017 financial year.

Table 13 - Public relations and marketing

Indicator description	2014/15	2015/16	2016/17	Total
No. of internal publications (magazines, newsletters)	18	20	16	54
No. of newspaper publications	30	50	48	128
No. of stakeholder engagements (sensitization activities)	15	25	7	47
No. of internal activities or celebrations	8	10	5	23
No. of trade fairs exhibitions	7	10	10	27
No. of TV/ Radio talk shows and Announcements	20	30	46	96

CHAPTER FIVE

PREVALENCE OF SUBSTANDARD GOODS ON THE MARKET

This chapter presents highlights on the prevalence of substandard goods on the market, one of the national standard indicators of UNBS.

Currently the prevalence of substandard goods on the market stands at 54% according to results from a survey conducted in 2017. This was determined by scientifically testing the product samples at the UNBS laboratories.

Prevalence as perceived by consumers is at 80% in 2017 from 88% at baseline in 2013. Areas along the border points (Kenya, south Sudan, and DR Congo) showed the highest prevalence rates all above 80% while areas in the Centre showed the lowest rates.

80.1% of the respondents have ever bought a good and found it substandard.

79.4% of the consumers in 2017 up from 71% in 2013 know a substandard product

The proportion of consumers knowingly buying substandard products is at 10.9% down from 28% at baseline in 2013. 69.8% knowingly buy substandard products because of low prices.

More than 50% of the respondents in the survey demonstrated knowledge of UNBS as an institution that develops and enforces standards.

Of the 165 gazetted import clearing points (including customs bonded warehouses), UNBS has presence on 5 boarder points (including Mombasa) and 17 customs bonded ware houses.