FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF POLITICS AND PUBLIC MANAGEMENT

AN ANALYSIS OF THE IMPACT OF SOCIAL SERVICE DELIVERY ON THE LIVELIHOODS OF THE PEOPLE IN ZIMBABWE'S RESETTLEMEMNT AREAS. IN CASE OF CALEDONIA FARM. FROM 2000-2015

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ABSTRACT

During the period of 2000 to 2015, Zimbabwe has been characterized by the socio, economic and political crisis. From the Millennium, the government embarked on the fast track land resettlement program. The fast track land resettlement programme was defined by the GoZ as an elaborate plan for the Land Reform and Resettlement Programme Phase 2. The programme aimed at acquiring millions of hectares and settling thousands of families. The beneficiaries were

to include landless poor and overcrowded families. This target was disastrous and believed to be the main cause of the economic meltdown. The economic crisis led to the rise of unemployment, rise in rentals and creation of squatter camps. The 2005 Operation Murambatsvina unleashed the humanitarian crisis by destroying homes, asserts and means of livelihood for thousands of people at a time were the economy was already struggling. Since the construction of houses could not be done overnight, the government set up transit camps and promised to act fast. However the government failed to provide the required basic needs at the camps and the conditions are well below international standards. The research was carried out in Caledonia farm located about 30km south east of Harare near the old suburb of Tafara. The main purpose of this research was therefor to explore and evaluate the provision of social services in this farm which havens thousands of people who are victims of the economic meltdown and the operation and to establish certain measures to strengthen the means of social service delivery in these resettlement areas. The researcher used a qualitative research method and instruments such as questionnaires, interviews, discussions and observations to collect data from participants in the research. The research findings reviewed that resettlement or transit camps are characterized with poor housing and health and educational facilities, poor infrastructural development and social protection. The results also reviewed that responsible authorities and delivery instruments lacks the capacity to contribute to the development of comprehensive social welfare. The area is prone to challenges such as the spread of diseases, decrease in educational standards, substandard housing and infrastructure and mainly the exposure to social risks. The development is hindered by factors such as inadequate policies and mainly but not least the little fiscal space. The research also reviewed that there is need for serious attention before the bomb explored.

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I also extend my sincere thanks to everyone who contributed to the success of this research. Lastly and foremost I am grateful to my father Oscar Kahwambo, my mother Patient Kahwambo, my only brother Anesu Kahwambo the people that mattered most in the early stages of my life and groomed me through the stages of education until I reached this far. Not forgetting my dearly husband Givemore Munesu Gorwe for his support and advice, my in-laws, Mr. and Mrs. Gorwe who played a crucial role in my education. All these people had to make do without life luxuries whilst paying for my studies and expenses.

Thank you all.

DEDICATION

I would like to express my profound gratitude of this report to firstly to the Almighty God whom l serve who has taken me this far, without him all this would not have been possible. Secondly I dedicate this piece of work to my lovely daughter Mia Ruvarashe Gorwe who was deprived of

her right of breast feeding at the age of six months for me to be able to see through my bachelor's degree.

ABBREVIATIONS

CDO   Community Development Officer

CBO   Community Based Organization

DDO   District Development Officer

ESAP   Economic Structural Adjustment Program

EU   European Union

FTLR   Fast Track Land Reform

GoZ   Government of Zimbabwe

ILO   International Labour Organisation

MDG   Millennium Development Goals

NFPA   United Nations Population Fund

NGO   Non-Governmental Organization

NSSA   National Social Security Authority

SADC   Southern Africa Development Community

UNAIDS   United Nations Joint Programme on HIV/AIDS

UNDP   United Nations Development Programme

WDC   Ward Development Officer

ZANU PF   Zimbabwe African National Union Patriotic Front

ZimAsset   Zimbabwe Agenda for Sustainable Socio Economic Transformation

1.0 Introduction

The researcher will do an analysis of social service delivery to resettlement areas in Zimbabwe basing on the Caledonia farm near Harare. The chapter sets out the foundation or framework of

the study and identifies the central issues that the study seeks to address. The chapter will highlight the background of the study and the statement of the problem that motivates the study. It will also identify the purpose of the study and associated research objectives and research questions. The chapter also provides the theory that the study seeks to test, the significance, scope, limitations, delimitations as well as the organization of the study.

1.1 Background of the study

Social service provision has been on Zimbabwe's national agenda since independence. Through the policies and pertinent developments since independence, the government proposed ways to master aspects of social services which are housing, health and social protection. These three aspects of social services are closely interwoven that without any one of them, there will be no a comprehensive offer of social services to the population. The overriding issue of the central problem is that the provision of these social services has been concentrated only in towns and cities with minimal development in resettlement areas. Resettlements cushion thousands of the population of the country but they are deprived of the right to social services.

At independence the government of Zimbabwe inherited an economy that was not worthy to be compared with any independent country in Africa. Zimbabwe back in the 1940s and 1970s was among the fastest growing economies in the whole world and the economic structure was unique in southern Africa (Gordon, 1984 and Herbst, 1990). This inherited government was characterised by high levels of inequality based on racial cleavages. The majority of the black population resides in communal areas and had to contend with declining quality of land, diminishing land sizes, overpopulation and insecure infrastructure to customary lands. The majority of those based in the urban areas lived in squalid conditions. The new government maximizes its expenditure, especially in sectors of education, housing and health services. Primary health and education were offered for free and this led to a significant improvement in literacy levels and health standards. However these measures were not complemented by an increase in government revenues but were highly dependent on the government borrowing.

The government in 1990s released an economic policy reform statement document, where it adopted an economic program towards a market based approach. The five year programme was premised on reform packagesdrafted by the International Monetary Fund. Reform packages were centered on public sector reform, trade liberalisation, deficit reduction and creation of a

favorable economic growth. Immediate social outcomes from the ESAP period caused a decline in social service delivery.The population has access to free health services and school fees and this caused a social disaster. Formal employment decreased from 1990, workers lost their public sector jobs and an estimate of 25 000 had lost jobs in the private sector.

The economic meltdown began in the late 1990s but increased in intensity in 2000. This sudden increase was believed to have been to have been associated with the demise of industrial activity. Many manufacturing companies faced enclosure and some were downsizedand resulted in high unemployment rates. This decline in turn affected social production capacities of both urban and rural households. Formal part in urban ranges job contracted and laborers began getting compensation that were beneath the neediness datum line, generally dissolved by the hyperinflationary environment. The social dimensions of the crisis became more visible and the impact was devastating on the majority of the ordinary working people. The social crisis was characterised by the decline and absolute collapse of social service delivery in social aspects such as housing, health and education. Squatters emerged in a bid to find havens for the affected. The disintegration of family salaries prompted an expansion in instances of nourishment weakness and general helplessness.

Zimbabwean government launched the Fast Track Land Reform (FTLR) in 2000. Unplanned occupations had started towards the beginning of that year, led by the country's liberation war veterans. Government authorities sought to organise and rationalise the newly formed and unplanned settlements. Many people resettled in areas where there were no basic social services like housing, health and social protection facilities and education including Caledonia. Since then, resettlement areas have seen little improvement in social service delivery. People have continued to settle in these areas despite the absence of basic social services. Family migration to urban areas, political patronage and land acquisitions also causes high population in camps. Therefor this population faces challenges and threats associated with poor service delivery.

2005 Operation Murambatsvina Restore order was embarked without the interim solutions to house the affected and this led to the setting up of transit camps such as Caledonia. The destructions resulted in the mass evictions of urban dwellers from housing structures and the closure of various informal sector businesses throughout the country. According to the United Nations, seven hundred thousand people which is nearly six percent of the total population have

been forcibly evicted from their homes, made homeless or lost their source of livelihood. Nearly five thousand were located to Caledonia farm. The government announced to provide decent accommodation to those affected by the evictions. President Mugabe announced that the government had set aside trillions of Zimbabwe dollars to build up to one thousand two hundred million houses, 78 According to the UN report on the impact of the evictions, the government claimed that it would build 4900 stands (plots), but the promise went in vain.

1.2 Statement of the Problem

Local authorities in Zimbabwe are failing to address one of their core mandates of social service delivery. They are only concentrating in providing these services only in towns and cities paying a minimal attention to resettlement areas were other millions of people dwells. Resettlement areas lack the comprehensive offer of health services, housing and social protection which are mostly expected in any human settlement area and this is seriously affecting the livelihoods of the people. Often the population in resettlement areas suffers from health issues, the houses are substandard and the population is much exposed to environmental risks and this needs a serious attention from responsible authorities.

1.3 Objectives

The study seeks to satisfy the following research objectives;

1. To expose the social services those are being provided at Caledonia farm.

2. To evaluate the government policies on social service delivery in Zimbabwe.
3. To analyse the impact of social service delivery on the livelihoods of the people at Caledonia farm.
4. To examine the challenges being faced in the provision of social services at Caledonia farm.
5. To proffer recommendations on strengthening social service delivery in resettlement areas in Zimbabwe.

1.4 Research Questions

1. What kind of social serves that are being offered at Caledonia farm.

2. Are there government policies that uphold the comprehensive offer of social services in Zimbabwe?

3. What are the impacts of social service delivery on the livelihoods of the people at Caledonia farm?

4. What are the suggested recommendations on strengthening social service delivery in resettlement areas in Zimbabwe?

1.5 Justification

Since the study focuses on the promotion of comprehensive offer of social services to the resettlement areas in Zimbabwe and one of the core mandates of the government, the research, upon its success will be of paramount importance because it will fill in the literature gap. Most researchers concentrated on the provision of social services to urban areas paying less attention to the displaced, it will fill in literature gaps. It will also add some knowledge to the already existing stock of knowledge.

1.6 Limitations of the study

Among the limitations, since the prevailing situation is politically volatile, the accessible population is subject not to say what they would like to say in public in fear of being victimized. Also bias from both the researcher and the population will cause biased conclusions. Also time constraints; travelling and typing will delay presentation of factual data of the phenomenon under study.

1.7 Delimitations of the study

The study will be focused and carried out in Caledonia resettlement near Harare. The farm is about 30kms east of Harare near one of the oldest suburbs of Tafara. The study will be mainly concerned with the comprehensive offer of social services in resettlement areas in Zimbabwe where the larger population dwells. The study will be conducted during the researcher's academic period of August- November semester of 2016.

1.8 Organisation of the study

The introduction introduces the area of study which is an analysis of social service delivery to resettlement areas in Zimbabwe in case of the Caledonia farm near Harare. It presents it in terms of the background to the problem, statement of the problem, objectives of the study, limitations

and delimitations as well as the justification of the study.Chapter two reviews already existing literature about the provision of social services in resettlement area in Zimbabwe and provides the basis upon which the theoretical framework was founded.Chapter three presents the various methods which were used to gather data and information. Chapter four presents' data findings, analysis and the information provides for conclusions and recommendations in Chapter five.

Chapter Two:Literature Review and Theoretical Framework

2.0 Introduction

This section establishes the basis of the research by looking at what other scholars and authors have discovered and said in their studies on the phenomenon of social service delivery towards the livelihoods of the people in the resettlement areas in Zimbabwe. It is of paramount importance because it builds a theoretical background that lays the foundation of the study. This

review also helps to review historical and associated perspectives and earlier findings on the same and similar problem and also highlights the links between historical and current research studies. In order to guide the literature research and to keep it relevant to the problem under study, key concepts representing the major variables and their inter relationships will be extracted from the research goals and questions asked.

2.1. Social services

Social services are benefits and facilities provided by a government to improve the lives and living conditions of the children, disabled, elderly and the poor in the national community. Social benefits include education, healthcare, housing and food. Social services are central to creating a caring, inclusive and productive society. Social services are organised in different ways with different roles and responsibilities. These may include protecting and promoting the wellbeing of children and young people, empowering families and communities, enabling those furthest from the labour market to access employment and other meaningful activity, helping people with disabilities live more independently, and caring for people in the later years of life. Social services increasingly work closely with other services including employment, health, housing, education and regeneration. In the EU context, social services of general interest play a crucial role in improving quality of life and providing social protection and cover social security, employment and training services, social housing, child care, long-term care and social assistance services.

2.2 Social service delivery framework

An administration conveyance is the inspire of an arrangement of standards, norms, strategies and limitations used to manage the outline, advancement, organization, operation and retirement of administrations conveyed by an administration supplier with a view to offering a steady administration experience to a particular client group in the setting in which an administration supplier's abilities are masterminded into administrations . Social administrations are conveyed by open, non-benefit or revenue driven associations, and are ordinarily supported through expense and protection, and directed by open bodies. The relationship amongst government and nationals is urgent. At last, government is responsible to residents for choices taken. Governments through balanced governance must guarantee that open merchandise are conveyed by desires.

2.3 Resettlement areas

According to the Free Dictionary, resettlement is a noun that refers to the transportation of people, to a new settlement. In this context, it is the act or state of settling or the state of being settled. In this research resettlement are different from communal areas because the average size of households' resettlements is larger as compare in the communal areas. Kinsey, B (2011) states that the resettlement process in the 2000s was not the same as that which occurred in the 1980s and 1990s. In the 2000 the A1 sites were invaded, occupied by villagers, people from towns and supported by war veterans.

2.3.1 Characteristics of settlement areas

Global Urban Observatory (2003) highlighted the characteristics of resettlement areas. Most of the land is owned by the government and some are privately owned. Mainly the population is poor and low income families and houses are built according to means andcapacity. They have no security of tenure because of lack of certificate of occupancy. Environmental degradation, inadequate basic services, and infrastructure in these areas are on the increase. Deteriorating environmental conditions populate poverty. Most structures are temporary, made of mud walls and roofs or mud walls and grass or other roof covering, others with plastics and woods. Very few are more permanent, in concrete walls usually without formal approval for building.There are no electric power, piped waters in houses, roads, sanitation and drainage in these areas. Usually there is no or proper security outfit like a police station. The residents organize their own protection groups and they build their own roads and bridges.

2.4 Basic Social services in human settlement

2.4.1 Housing

 UN 200 noted housing as one of the basic and fundamental human needs and right. It offersadequate protection from unfavorable weather conditions and provides secure protection from societal threats. The Economic, Social and Cultural Rights of the UN consider housing a

basic socio-economic right. The arrangement of housing includes the supply of other essential living needs, for example, safe drinking water, great sanitation, available streets, schools and healing facilities. 2010 National Budget Statement stated that housing not only uplifts the standards of living of people but also has multiplier effects on overall economic activities. It physically expresses the social,economic, cultural, political and ideological dynamics of people and tells their history as physical structures tells the memoriesof their inhabitants.

2.4.2 Health

The National health Profile of 1995 noted health as an important component of an adequate standard of living of humans. Health is a human right enshrined in the UN's Universal Declaration of Human Rights. Every person, be it a woman, man and children has the right to the highest attainable standard of physical and mental health, which includes sanitation, clean water and air, and occupational health. Timmer (2005) was of the view that the right to health is critical to a person's life. This is a typical daily routine here, where a major humanitarian catastrophe is looming.

2.4.3 Social protection

Socialprotection is centered on the aspect of risk management consisting of public interventions to assists individuals, households with their communities and offers support to the critically and mostly affected(Holzmann and Jorgensen 2001). Articles 22 and 26 of the Universal Declaration of Human Rights recognized social security as a human right. Kaseke (1997) contends that Social insurance instruments in Zimbabwe fundamentally are outlined along the enclave way of the economy. They provide food just for individuals who are in the formal area. In Zimbabwe social protection mechanisms are not employed based and alsothe security is not based on the long term risk management and is mainly dominated by short term emergency responses.

2.4.4 Education

Zimbabwe is a signatory to the 1990 United Nations General Assembly Convention on the Rights of the Child, signed by 194 countries which promotes the right to education, protection from violence and abuse, as well as a standard of living that meets the physical and mental needs of children. the Dakar Declaration also commits African countries to the goal of achieving

education for all by the year 2015. The farm schools that had been established prior to resettlement are largely not registered with government and often provided sub-standard schools with the average distance to the nearest primary school was nearly 14 km (Human Rights Watch 2003:18). According to UNICEF (2004) most of the schools lack basic water and sanitation, health facilities and equipment like desks, chairs and books.

2.5 Government policies/ legal frameworks on social service delivery in Zimbabwe

Dye (2004)is of the view that policies guides' social behaviors and extract, helps in the allocation and distribution of resources to different sectors of the society within the economy. Policies play key promotional roles in national social and economic development. Soundly defined national policies provide clear channels through which governments communicate and respond to demands of its citizens. They enable societies to interact which its national leadership.

2.5.1 Regional, Town and Country Planning Act

It is an Act that provide the guidance for the planning of regions, districts and local areas aiming to conserve and improve the physical environment and to promote health, safety, order, amenity, and welfare. It authorises the making of regional plans, master plans and local plans in order to provide for the protection of amenities and regulates the appearance of the towns and landscapes.

2.5.2 Social Welfare Assistance Act

Is the Act which is controlled with the Ministry of Public Service, Labor and Social welfare. It is a social assurance framework that advances a not too bad way of life for all individuals in Zimbabwe. Its point is to decrease destitution and improve confidence through the arrangement of social insurance and administration to helpless and hindered amasses in Zimbabwe.

2.5.3 The National Social Security Authority (NSSA)

The National Social Security Authority (NSSA) constituted and established in terms of the NSSA Act of 1989, Chapter 17: 04, is the statutory corporate body tasked by the Government to provide social security in Zimbabwe on behalf of workers, employers, and the government. NSSA currently runs two compulsory schemes, the pensions and other benefit scheme and the accident prevention and workers compensation insurance fund.

2.5.4 Constitution Act

The constitution is the supreme law of the land. It is the set of laws that guides the interactions between the people, organisation and the state. It is the law that creates the state of order and promotes the rights of human beings. According to the law, everyone is supposed to abide by its alignments and no one should be above it. It is a social contract, between the state and individuals to uphold the obligations of the states to individuals, liberties and justice.

2.5.5 Zimbabwe Agenda for sustainable socio-economic Transformation (Zim Asset).

The Zim Asset is the document valid from October 2013 to December 2018 which is the plan which was crafted to achieve a sustainable development and social equity which depends on indigenization, empowerment and employment creation. Social Services and Protection is a component of one of the four national priority areas in Zim Asset. This policy support Zimbabwe in strengthening human capital development, resilience, inclusiveness and social cohesion. The focus of the Zim Asset is on helping to deliver high-impact, cost-effective interventions for education, reproductive, proper health, water, sanitation and hygiene practices, nutrition and responses to gender disparities.

2.6 The impact of poor social service delivery on the livelihoods of the people in resettlement areas

2.6.1 Poor Health Services

The past decade has been characterized by a widespread shortage of essential medical supplies (Human Rights Watch, 2003). There is evidence that many Zimbabwean women are opting to give birth at home despite the obvious dangers. There have been no significant improvements in health delivery services since the formation of the inclusive government

2.6.2 Poverty and Household Insecurity

The 2002 the Central Statistical Office (CSO) assessed that just about 70% of the populace was battling underneath neediness datum line and this figure should have moved upwards amid the mediating time frame up to 2015. UN's World Summit on Social Development, states that Poverty is a condition characterized by a deprivation of basic human needs which includes food, safe drinking water, sanitation facilities, health, shelter, education, and information. Poverty is strongly associated with high levels of environmentalrisk. This is largely due to poor quality and

overcrowded housing conditions and the inadequacies in provision of water,sanitation, drainage, health care, waste management, building on waterways andpollution of land, air, and water.

2.6.3 Housing Challenges

Between 1982 and 1992 the number of people living in the urban areas grew from just under 2 million to 3.2 million and by 2000 the number was at 4.8 million. The urban land question was therefore characterized by overcrowding squatting, or illegal land occupations, and planning challenges (Butcher 1986, 1988, 1997), and competing land uses in the peripheries of the town or city boundaries and the attendant environmental challenges. The increase in population of urban dwellers placed considerable strain on the existing infrastructure, it increased the demand for land, housing and related.

2.6.4 Substandard levels of Education

According to the United Nations Human Settlements Programme (UN-Habitat), Operation Murambatsvina reversed much of the gains Zimbabwe had made in primary education since Independence. During its post-Murambatsvina and land reform programme assessment, UN-Habitat noted rapid decrease in school enrolments and increased dropout rates. Primary school completion rates that had peaked at 83 percent in 1990 declined to 75 percent by 2000, and dropped further to 63 percent in 2002. Education for school age children was directly affected by the Operation Murambatsvina, as the evictions took place in the middle of the academic/school year.

2.6.5 Poor water and sanitation

The United Nations Human Settlements Program (UN Habitat) established that many of the displaced people had no adequate access to water and sanitation According to the World Health Organization (WHO)'s 2013 Progress on sanitation and drinking water report, there are about 1,1 billion people globally who do not have access to improved water supply sources with another 2,4 billion people having no access to any type of improved sanitation facility.

2.7 Challenges faced in the provision of social services.

In 2001, urban experts estimated that 32% of the world's urban population lived in slums, 43 percent in developing economies, and 6 % in developed countries. This is projected to, rise to 2 billion, in 30 years. This shows that there is growing global concern about slums, as manifested

in the United Nations Millennium Declaration. Studies carried out by the Ministry of Public Service, Labor and Social Welfare in 2002 provided the underlings reasons for the failure of the provision of social services at resettlement areas in Zimbabwe. The ministry highlighted that inadequate policies, insufficient planning of the areas, lack of ownership, lack of the general will from stakeholders, absence of a clear governance and leadership, limited political will and commitment, inadequate human resources, a non-supportive and conducive economic environment among others are stumbling blocks towards the provision of services in Zimbabwe.

2.9 Theory and conceptual Framework

According to Robbins, S and Chattenjee, P (2005) a theory is an interrelated sets of concepts and propositions, organized into a deductive system to explain relationships about certain aspects of the world.This section proposes theoretical alternatives for investigating the relationships between public organizations and their environment.

2.9.1 Institutional Theory

The concept to improve public service delivery can be examined by applying the institutional theory. Meyer and Scott (1983), are of the view that organisations exists and dominates from technical criteria to those dominated by institutional criteria such schools, private nonprofits and public administrations. The theory is of the view that organisations must confirm to external institutional norms. These norms of the external environment enhance their survival capabilities, open access to resources and increase their stability. Greenwood and Higgins (1988), institutional norms deal with appropriate domains of operation, principles oforganizing, and criteria of evaluation. The concept being that the government must be resilient and have the ability to cope with change. The theory emphasizes rational myth and legitimacy in order to adapt to change in order to survive.

2.10 Summary

The chapter reviews already existing literature about the social service delivery and the livelihoods of the people in the resettlement areas in Zimbabwe. The chapter reviews what other findings say about government policies on social services in Zimbabwe, the impact of social service on the livelihoods of the people and challenges faced in the provision of these services. It also provided the basis upon which the theoretical framework was founded.

Chapter Three: Research Methodology

3.0 Introduction

This chapter is an outline of methods or instruments used by the researcher in gathering data for the research project and it touches on the research designs to be used, sampling techniques, data sources and types, techniques for data collection, data analysis and presentation techniques. The chapter also explains the reasons why the researcher decided to use such instruments of choice for the research data acquisitions or the relevance of these techniques to the research project.

Research methodology is seen by Miller (1979) as the arranged grouping of the procedure required in directing exploration. The examination technique is undeniably the most complex process in research given the huge fluctuation in their diverse ideal models, operations and the connections that happens. Winter (2000), states that research methodology actualizes and stays ideal in particular observational locales or in particular methodological practices. It indicates how the study addresses the basic issues of representations and authenticity. Stenbacka (2001) has it that the technique arranges the scientists in the exact world and interfaces them with particular destinations, people, bunches, organizations, physical assortments of applicable interpretive materials including records and files.

3.1 Research design

3.1.1 Qualitative Research

The scientist utilized a qualitative research technique. This kind of research techniques include depicting in points of interest particular circumstance utilizing research instruments like meetings, reviews, and Observations . Anastas and Jean W (1999) just expresses that subjective research is essentially exploratory research. It is utilized to pick up a comprehension of fundamental reasons, assessments, and inspirations. It gives experiences into the issue or creates thoughts or speculations for potential quantitative research. O'Leary (2004) shows that qualitative Research is utilized to reveal inclines in thought and sentiments, and jump further into the issue. Subjective information accumulation strategies fluctuate utilizing unstructured or semi-organized methods. Some regular strategies incorporate center gatherings or gathering exchanges, singular meetings, and support/perceptions. A subjective research extensively

characterizes implies any sort of research that produces discoveries not touched base at by method for measurable methodology or different method for capabilities (Strauss and Corbin, 1990:17). The specimen size is normally little, and respondents are chosen to satisfy a given quantity. Other sub-section of the section will spell out the research design, targeted population, sampling procedure, research tools and instruments and ethical considerations. The researcher preferred qualitative over quantitative research studies because aspects of the research subject are not quantifiable, and hence not subject to measurement and quantitative analysis.

Qualitative descriptive design was used by the researcher in this research. Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing variables in the study (De Vaus 2001). Unmistakable research plans give answers to the inquiries of who, what, when, where, and how connected with a specific research issue; an elucidating study can't decisively find out responses to why. Trochim and William (2006) takes note of that elucidating exploration is utilized to get data concerning the present status of the wonders and to portray what exists as for factors or conditions in a circumstance strategies separately. However the researcher used this type of research methodology because it is recommended in social science research as it depicts the participates in an accurate way. It allows the researcher to participate and observe the subject in its natural environment. It gives room for interviews and in-depth study of an individual or group of individuals by the use of case study.

3.2 Sampling

According to Pilot (2001) a sample is a proportion of a population or a group of subjects in the study. William (2006) defines sampling as a process of selecting units from the population of interest so that the sample obtained will be used to generalise results from the population in which the sample was chosen. In other words sampling refers to the process of selecting a fraction of the population to represent the whole population. Therefor sampling is the process whereby a researcher chooses his or her sample. Sample selection includes process of identify the population, specify a sampling frame, specify a sampling method, determine the sample size and implement the plan. Kothari, (2007) notes that the main advantage from sampling is that it saves time and efforts to the researcher by generalizing the findings for the entire set.

3.2.1 Sampling techniques

Sampling techniques are methods that the researcher adopted in the sampling section process. The researcher made use of the probability stratified random sampling. A probability random sampling method is any method of sampling that utilizes some form of random selection.

3.2.2 Probability stratified random sampling

A probability sampling method is any method of sampling that utilizes some form of random selection. It assures that the different units in your population have equal probabilities of being chosen. The researcher preferred stratified random sampling, also sometimes called proportional or quota random sampling, which involve dividing population into homogeneous subgroups and then taking a simple random sample in each subgroup. Stratified sampling is used when the population is thought to consist of a number of smaller subgroups which are thought as well to have effect on the data to be gathered (Allison 2001).

3.2.3 Sample size

Wood and Haber (1998) suggests that the larger the sample the more representatives and the less the sample, the less accurate of the results to be obtained because of less representatives. The researcher used a stratified objective to divide the population into groups or strata, then do a simple random sample of f = n/N in each strata. The simple fraction only implies that

N= the number of cases in the sampling case

n = the number of cases in the sample

N c n =the number of combination (subjects) of n from N

F= n/N -the sampling fraction

The accessible population was drawn from the people who resettle in the Caledonia farm near Harare and the surrounding communities who are directly affected by the poor comprehensive offer of social service to this resettlement, Ward councilors and Ward Coordinators of the area. Secondary population was drawn from key informant such as administrators, the district council, NGO's and political representatives. Resettlement members were sampled with the assumption that they give true information about the phenomenon under study. Purposive and convenience sampling was conducted to key informants and a simple stratified random sampling was employed to resettlement members.

3.3 Methods and instruments of Data collection

Pierce (2009) states that a research instrument is a survey, questionnaire, test, scale, rating or tool designed to measure the variables, characteristics or information of interest, often a behavioral or psychological characteristicCreswell (2003) notice that information accumulation steps incorporates defining limits of the study, gathering data through unstructured or semi organized perceptions and meetings, reports and visual materials and additionally setting up the convention for recording data. In this research project the researcher used the survey design in which data was collected by way of questionnaires and interviews. The research was conducted through primary and secondary data methods which also includes study of documents that shows the trends of issues of the past and present. The researcher chose instruments which helped to get the most relevant information about the study within the limitation of time.

3.4.1 In-depth interviews

In-depth interviews were conducted by the researcher to gather information. An interview is a conversation between two people that has a structure and a purpose. It is designed to elicit the interviewee's knowledge or perspective on a topic. It is a way of gathering data through face to face interaction were the researcher got to ask questions of interest. They often take place in the comfort of the interviewee. The interviews were conducted with a general plan of inquiry including the topics to be covered. The interviewer nonetheless fully mastered the questions which were asked and the interviews proceeded smoothly and naturally. Questioning was designed through the project for the researcher to come closer to a clear and convincing model of the phenomenon under study. The benefits of utilizing meetings are that they can show a case to the general population being referred to and test as much as was normal. They also help to raise research questions and discuss them fully with the individual concerns.

3.4.2 Focus group discussion

Typically more than one focus group discussions were conducted during data collection. A focus group discussion is an organised discussion between 6 to 8 people. Focus group discussions provide participants with a space to discuss a particular topic, in a context where people are allowed to agree or disagree with each other. A focus group discussion (FGD) is a good way to gathering information together of specific interest from people of similar backgrounds or experiences through discussions. The groups of participants were guided by the researcher, who

introduced topics for discussion and helps the group to participate in a lively and natural discussion amongst themselves. The strength of these focus group discussions relies on its ability to allow the participants to agree or disagree with each other so that it provides an insight into how a group thinks about an issue, about the range of opinion and ideas, variation that exists in a particular community in terms of beliefs and their experiences and practices. The other advantage is its ability to capture real-life data in a flexible, speedy and low-cost manner.

3.4.2 Observations

Participant observation or qualitative field research were also employed by the researcher in order to reach conclusions. Observing is a way of probing social life in its natural habitat. The researcher assumed a role somewhere in between a participant and an observer. Observation in this research helps to generate data and theory. It gives reality about a phenomenon and is based on true facts. Aspects observed include infrastructure, the interaction between authorities and community expectations and developments in the case study resettlement.

3.4.3 Questionnaires.

According to Weijun (2008) questionnaire is a general term to include all techniques of data collection in which each person is asked to respond to the same set of questions in a predetermined order. Czaja and Blair (1996, p. 106) stated that questionnaire is one of the means indispensible means were options, behaviors and attitude of respondents are converted into data. The advantage of this type of data collection is that they can reach out to the targeted groups at the same time and this saves time. Some people are afraid to talk openly in fear of being victimized after they say out what they think about the variables therefor questionnaires are the best way to collect data in a silent manner.The questionnaires must be structured in simple English to be able to communicate with those who might have low level of education.

3.4.4 Data analysis

The researcher also made use of data analysis. The researcher made use of the data which was collected from other sources such as newspapers, textbooks, journal and the internet which can also be called secondary data. According to Forwshaw (2000), secondary data is the data that have been already collected by or redly available from other sources. He also stated that a secondary project involves the gathering or use of existing data. Secondary data also refers to the

information gathered by someone other than the researcher (Zikmund, 2000). Secondary data found was helpful to the researcher especially in the literature review and the data analysis section of the research project. The research used readily available data from various sources such as the internet which is the one stop shop for all information, textbooks and journals and on line media which includes newspapers, radio and television broadcasts.

3.5 Data analysis and presentation

Bolyce (1994), states that the investigations of subjective research include plans to reveal as well as to comprehend factors by utilizing the information to depict the marvel and what this implies. Both subjective and quantitative investigation includes naming and coding the majority of the information all together that similitudes and contrasts can be perceived (Morse, J 1994). Reactions from even an unstructured subjective meeting can be gone into a PC with the end goal it should be coded, numbered and broke down. The subjective specialist, be that as it may, has no framework for pre-coding, hence a technique for distinguishing and marking or coding information should be created.

3.5.1 Thematic Analysis

Thematic analysis is a qualitative analytic method for identifying, analysing and reporting patterns within data. It minimally organises and describes data set in detail. It also interprets various aspects of the research topic (Braun and Clarke, 2006).This approach is the most commonly used in qualitative analysis, because it is simple, time saving and flexible approach. Topical examination is regularly utilized as an initial step to search for more extensive examples with a specific end goal to then lead an all the more fine grained investigation utilizing elective methodologies.

The primary objective of utilizing this approach is to give a depiction and comprehension of answers. It helps researchers to move analysis from a broad data reading towards discovering patterns and developing themes. This approach is particularly useful when there are specific research questions that already identify the main themes. These themes and categories are then used to group the data and look for similarities and differences.In this approach the subjects are firmly connected to the information since they rise up out of it. Topical investigation includes six stages which includes acclimation with information, era of beginning codes, hunting down

subjects among codes, looking into topics, characterizing and naming subjects, and creating the last report

3.6 Ethical considerations

There are some general agreements shared by researchers about what is proper and improper in the conduct of scientific research. The researcher adopted the following among the others**.** In principle the researcher did not force subjects to participate or to review personal information about themselves. Therefore subjects participated voluntarily and this avoided bias. The research was not to harm the people being studied, even if they volunteer to participate. The researcher worked with extra care pertaining the revelation of information that would embarrass subjects or endanger their family lives, jobs and friendships and psychologically. Care was employed when asking subjects about sensitive behavior or attitudes or personal characteristics**.**The researcher mastered principles relating to the handling of the subject identities. This research project guarantees confidentiality and anonymity when the researcher can identify a given person's responses but pledges not to do so publicly. The researcher upholds these ethics by giving assurance to the respondents that the research was going to be used only for academic purposes and their identity was going to remain private and confidential.

3.7 Summary

This chapter presents the various methods which are going to be used by the researcher to gather data and information. The chapter stated that research is a qualitative kind of research which uses description as a design. The chapter state that the research will gather information through the use of discussions, questionnaires and interviews. It indicates the sampling techniques to be used, data analysis and presentation techniques and ethics that are going to be considered.

Chapter Four: Presentation and analysis of data

4.0 Introduction

The chapter presents the data that was collected by the researcher from the field work. The research is a qualitative research method. This type of research methods involve describing in details specific situation using research tools like interviews, surveys, and Observations. Data analysis and presentation involved a set of interpretive and narrative techniques. Questionnaires, interviews focus group discussions and surveys were used as the source of primary data. Textbooks, the internet, newspapers and journals were used as sources of secondary data collections. Using all the information which was gathered, the researcher is going to transform and highlight useful information and suggest conclusions. The researcher will evaluate data using an analytical and logical reasoning to examine each component of the data provided, then present and establish solutions to the research problem. The collected data will be presented in form of pie charts, graphs, tables and image classification. The obtained data will be broken into manageable units, themes or patterns to make it possible for a meaningful analysis and the results obtained will be presented in relation to the objectives and questions of this study.

4.1 Response rate

The targeted population of 100 people was selected as the sample of the research study which is 8% of the whole population of the people who resides in Caledonia farm of approximately 120 000. The sample was then divided into two groups which are of the residents of Caledonia farm and the stakeholders. The main groups were also divided into homogeneous subgroups. The group of residents comprises of the group of women, men and children to avoid gender bias. The group of stakeholders comprises of local authorities, district administration and the NGOs. The researcher used a stratified objective to divide the population into groups or strata, then do a simple random sample of f = n/N in each strata. The simple fraction only implies that

N= the number of cases in the sampling frame

n = the number of cases in the sample

N c n =the number of combination (subjects) of n from N

F= n/N -the sampling fraction

Therefore, out of the sample of 100, 85 people will represent the residents of Caledonia farm, 15 will represents the stakeholders or major key informants of the Caledonia farm.

The group of Residents   =   F= n/N -the sampling fraction = 85/3

                    =28 people in each subgroup

The group of stakeholders = F= n/N -the sampling fraction =15/3

 =5 people in each subgroup

Overall, in the strata of residents, the researcher targeted 28 women, 28men and 28 children and in the strata of stakeholders, the research targeted 5people from the local authority, 5 people from the District Administration and 5 people from any selected NGOs which have influence on the livelihoods of the people of Caledonia.

4.1.1 Questionnaire response rate

Respondents	Selected sample size	Questionnaires dispatched	Number of questionnaires returned	Response rate
residents	85	85	75	88%
NGOs	5	5	5	100%
Local authority	5	5	2	40%
District administration	5	5	2	40%
Total	**100**	**100**	**84**	**84%**

Table 4.1.1

A total number of 100 questionnaires were dispatched into the sample size of 100 and 84 were returned. Therefore the response rate was 84%.

4.1.2 Interview response rate

Respondents	Selected sample size	Number of interviews administered	Response rate
residents	10	5	50%
NGOs	3	2	66%
Local authority	3	2	66%
District administration	2	1	50%
Total	**18**	**10**	**56%**

Table 4.1.2

Out of the selected sample size of 18 interviews, 10 were administered. The researcher managed to reach out 5 residents out of sample of 10. 2 interviews were administered from 2 representatives' from NGOs, 1 from UNICEF and 1 from UNFPA. 1 was administered with 1 District Administration Officer (DDO) from the Ministry of Women Affairs, Gender and Community Development. This presented an average of 56%.

4.1.3 Focus group discussions response rate

Respondents	Selected sample size	Number of discussions administered	Response rate
residents	9	3	33%
NGOs	5	2	40%
Local authority	3	1	33%

District administration	3	1	33%
Total	**20**	**7**	**35%**

Table 4.1.3

4.1.3 Gender frequency

Gender	frequency	Percentage (%)
male	30	29%
female	75	71%
total	**105**	**100%**

Table 4.1.3

The gender frequency reviewed that women were participating more than their male counterparts. This is because women are affected more likely that men with the poor delivery of services in the communities. Women are affected more by the poor sanitation facilities and lack of water sources. They are more vulnerable to the lack of health facilities and the spread of diseases.

4.2 Social services delivery in Caledonia farm

4.2.1 Housing

The residential suburb is the size of a medium sized town and is ranked bigger than Bindura the capital city of Mashonaland Central Province in terms of population. An estimated 120 000 people reside in the suburb. Only phase one to three phases were properly planned. These phases have 6 000 residential stands. The rest of the phases 4 to 20 were not planned resulting in haphazard settlements. Some people resettle themselves on school sites, wetlands, river valleys, river banks and under power lines.

Fig 1. Picture showing the haphazard settlement of Caledonia farm.

From the observations conducted, Caledonia farm stretching for more than five kilometers from the fringes of Tafara is largely made up of substandard houses of cheap bricks and wood likely to have been donated by the United Nations Children's Emergency Fund (UNICEF) at the height of Operation Murambatsvina in 2005. The structures are prone to natural disasters such as heavy rains and floods. The government regularised three phases and surrendered the initiative to land barons, who illegally created more phases that operated unlawful, without any development. Over 200 housing cooperatives operate in the farm but little but less progress is seen. The Caledonia development committee is involved in the regularisation of stands in Caledonia. The committee has moved in to start the re-planning exercise in the whole area because people were allocated land where there are no plans and this threatens for another humanitarian crisis which might lead the one in 2005.

4.2.2 Water and sanitation

For water supply, boreholes have been drilled to provide water in the suburb. All these are part of temporary measures to alleviate the water challenges being faced by the residents of Caledonia and these boreholes are lacking maintenance.UN Habitat then further warned that the situation in Caledonia posed a serious risk of transmission of disease and of epidemic outbreaks related to water-borne diseases such as diarrhea, dysentery and cholera.Structures in Caledonia lack sanitation services. Most of the residents make use of the latrines that are made from grass and some uses bush as toilets. Others make use of bucket system overnight which poses danger to the livelihoods of the people in the settlement, especially women and children. Without proper water supply and sanitation facilities in the area, people has dug their own wells and pit latrines.

Some people have settled on wetlands and in each rainy season these areas return to marshlands and pit toilets quickly overflow. Besides the risk of their water supplies being eventually contaminated by the waste from the pit latrines, the residents may soon overdraw the city's groundwater or underground water supply.

4.2.3 Education

There is not a single government school at Caledonia and as such, children have to walk at least 15km to Tafara, the nearest high density suburb. The only other alternative is to go to the shanty schools around in Caledonia place, without any meaningful infrastructure and staffed by semi-skilled and unqualified teachers. The schools are built from farm bricks, grass thatched and open windows.

Fig 2. Picture showing pupils conducting lessons inside a makeshift tent at Eastview School.

Parents are disappointed by the promises offered by the Minister of Education, Mr. Lazarus Dokora who promises to start construction of at least a primary school by September 2015. Many parents during interviews and group discussions noted that they still have vivid memories of Primary and Secondary Education minister Lazarus Dokora's address to them. The local legislator said he had tried to make follow ups with Dokora, but had since realised the minister was uninterested.

The area is constituted with private colleges, were pupils are expected to pay fees on monthly bases. Most parents complained that colleges are killing their children's future. They need the public sector to be responsible in the farm and not the private sector because most of the people here cannot afford to pay school fees monthly as is required by colleges. While the nation's financial outline, the Zimbabwe Agenda for Sustainable Socio-Economic Transformation has grabbed this segment by recognizing that the social insurance projects, for example, the Basic Education Assistance Module have been vigorously influenced by restricted monetary space and the present condition of the economy, henceforth antagonistically influencing the welfare of poor people, vagrants and powerless youngsters. One locale officer, amid a meeting expressed that the administration's proposition to revive the instruction segment through quick development of schools in country, urban and recently resettled cultivating zones with a specific end goal to decongest existing school framework is bound to fall flat if there are no financing components set up. Through an assessment of the UN reports, The UN believed that because education is a crucial element of human development it hopes that Zimbabwe will again re-introduce free primary education if the country is to make any new meaningful progress towards the achieving universal primary education by 2015. But at this rate Zimbabwe appears to have already missed the UN 2015 deadline. A total of 44 school sites in Caledonia were initially reserved but only less than 21 remain as educational sites with the rest having been invaded and partitioned for housing.

4.2.4 Infrastructure development

The settlement of Caledonia does not have proper infrastructural development that is expected in a decent human settlement. The area does not have roads and bridges that link the twenty phases of the farm. The area also is in short of clinics, water among other amenities. During interviews and discussions the area need proper infrastructural development, but this has been a pipe dream since people lost their money to bogus housing co-operatives and other land dealers. From the survey conducted, some enterprising youths in Phase 11 have taken the initiative to rehabilitate the roads in their area. They could not stand and watch while authorities are not taking an active role in developing the area. From enquiries, most of people in the squad have cars and they stated that they are incurring huge expenses in fixing and maintaining their vehicles because of the poor roads so instead of waiting for authorities to fix things they will do it for themselves.

The makeshift bridge links their area to Phase 10. There are people who want to invest and develop this area but with these roads no one would want to be associated with this. The people urged the council to start working on the roads first before other amenities. Other stand owners have decided to abandon their stands because of the poor infrastructure and this is dragging down the development in the area.

The Urban Development Corporation and the City of Harare planned for the construction of eight bridges and a road that would link Caledonia to Tafara/Mabvuku, Ruwa and surrounding areas. Caledonia Management committee conducted some investigations and discovered that 80 percent of the development were illegal and of the 30 000 stands in the area only 7 000 had been approved.Thousands of people who were illegally allocated residential stands at Caledonia Farm face eviction since some of themare on waterways and land set aside for social utilities. The ministry of Local Government, Public Works and National Housing is understood to have issued the eviction directive. Residents believe that the Government should also look at such amenities such as schools and clinics. Children walk long distances to Mabvuku and Tafara.The committee also acknowledged the need for schools, clinics, shopping centers and roads. The committee has planned moving people who had been settled on sites reserved for such amenities such as roads, schools and shopping centres.

4.3 The effectiveness of Government policies on social welfare in resettlement areas.

The provision of social welfare services is a shared responsibility between the government, non-governmental organisations, and local authorities. However, the Ministry of Public Service, Labour and Social Welfare has the overall responsibility for providing and coordinating social welfare services. Content analysis of the policy documents and interviews with policy makers revealed that the major factors or determinants that have influenced social policy in Zimbabwe over the years in Zimbabwe include discrimination, availability of resources, politics and multilateral agencies.

4.3.1 Resources

Reduced government resources to local authorities forced changes and this led to the deterioration of policy implementation and evaluation. The government is failing to fully fund the processes of policy formulation, implementation and evaluation mechanisms and this is

leading to the problem of inadequate policies that are failing to meet the demands especially in the social welfare.

4.3.2 Politics

The policies in Zimbabwe are introduced by the ruling party ZANU PF government as a way of demonstrating that it is a people's oriented party committed to the eradication of the poverty and committed to the creation of o new order. That emphasis is indicative of a State that wants to be in direct control of the economy, but simultaneously outsourcing the running of the economy to entities that may not have the same obligation of economic delivery to all the people of Zimbabwe as should a democratic government. The government produced the Zim Asset blueprint to quick fix the economy and its political image. Political analyst reviewed that more significantly; it is a model that follows a State capitalist model similar to China's development plan. The focus is on   the State to function like a profit-driven corporate. Basically, the model intends to make the State be involved in every economic activity not necessarily for the best possible interest, but to treat the State like a big corporate entity which pursues profit's for profit sake, hence emphasis on Public-Private Partnerships. Political analysts contend that Zim Asset will face hurdles in implementing. He also argued that the government did not fully engage stakeholders in drafting the document, warning that this may be detrimental.

4.3.2 Influence of bilateral and multilateral agencies.

The government of Zimbabwe relies heavily on the assistance of the international aid. In the area of social security, the (ILO) International Labour Organisation was instrumental in the shaping of the Pensions and Other benefit scheme. The scheme was then modeled in line with the ILO framework for social insurance schemes even though it meant excluding those who are in need of the protection most. Multilateral and bilateral assistance is a system of terms and conditions apply and this led to the exclusion of real social human needs and concentrate on the demands of the assistance hence leading to the neglecting of the needs of people 0in resettlement areas.

4.3.3 Policy formulation, implementation and evaluation of social policies.

The third decade is generally characterized by policy making under turmoil and uncertainty. The period experienced a social, political and, economic meltdown whose peak year was 2008. The social, political and monetary emergency that resulted in the third decade of freedom changed

the arrangement making scene. Strategy making returned to interventionism, however political convenience and survival as opposed to long haul financial welfare as the main impetus. The essentials supporting the interventionism of the third decade were accordingly drastically not quite the same as the basics of the principal decade interventionism. Third decade approach interventionism was roused by the need to control the device of the state and shield the political turf of the officeholder deciding gathering that was under danger from restriction legislative issues . Strategy making in Zimbabwe is presently exceptionally eccentric, inconsistent, selective, and best down and short-go in core interest. The way of arrangement making is currently portrayed by what can be depicted as actualize first and defines and receive later. Approaches for the most part actualized and upheld on the premise of political techniques, for example, The Look East Policy. A number of problems have been realized in implementations of policies in Zimbabwe which is making then inadequate to meet the demands of the targeted groups. The process in captured in the situation of inadequate resources, lack of political will, man power and the means of testing in social welfare are unreal.

4.4 Challenges faced in the provision of services at Caledonia.

Social Services and Protection outcomes have been curtailed by a number of factors and these factors include limited fiscal space, economic stagnation, poor infrastructure, widening inequality and exclusion of some marginalized groups, partial or non-alignment of major laws and policies with the new constitution, limited human resource capacity, to improve efficiency and effectiveness of service delivery.

4.4.1 Limited fiscal space

Monetary space is the adaptability of a legislature in its spending decisions, and, all the more for the most part, to the money related prosperity of an administration. Dwindle Heller (2005) characterized it as room in an administration's spending that permits it to give assets to a coveted reason without risking the maintainability of its money related position or the soundness of the economy. Generally, fiscal deficits can be financed through borrowing which is commonly referred to as debt financing or printing of money which is also referred to as inflationary financing. The other unorthodox way of financing the deficit is by way of accumulating arrears or deferment of payments when they become due (www.theindependent.co.zw). Since 2013, government has been accumulating a monthly budget deficit of US$180 million. The

government is limited to debt financing; it is not allowed to borrow more or even none from the Monetary Funds and Development Institution due to some socio, economic reasons.

4.4.2 Inadequate policies, implementation and evaluation strategies

Intended public policies always do not deliver benefits to target groups. A number of social policies in Zimbabwe do not specifically point out to the resuscitation of the resettlement areas. Many policies just generalized the provision of social services. They target the population as a whole and does not specifically define the provision of social welfare to marginalized groups such as victims of circumstances and poor the poor population in resettlement areas.

4.4.3 Centralization of power

The power and every activity is centralized to the president. The president has powers to do anything without consulting expects on the actions to be taken and this is leading to the improper delivery of services to the resettlement areas. Analysts argue that the policy will fail as the State wants to be in control instead of ensuring a favorable environment. The situation is a centrist economic plan focusing on the office of the president and Cabinet or the collective responsibility of Cabinet ministers under the tutelage of the president. Even the local authorities waits for directions from the central government in issues of development and also the budget for the whole development is also drafted from the central government and this delays or causes stagnant development.

4.4.4 Insufficient planning

When the displacements took place there was no proper planning. when the 2005 operation Murambatsvina took place, there was no ministry or any authority dedicated to the land allocations for the displaced nor were adequate resources allocated to provide social and infrastructure development for such large settlements. Resettlement areas are not properly fixed on plan of management. Human settlements in Zimbabwe are isolated into 6 classifications as takes after: Individual families urban and rustic, business focuses; Rural Service Centers; Growth Points; Towns Rural and Mining, and Municipalities and urban areas. Therefore, infrastructure connections are good in large and medium towns but poor in resettlement areas. Up to 81% of urban households are supplied with water, sewerage as compared to those in resettlement areas. This made it difficult to deliver services to this marginalized settlements.

4.4.5 Ownership

Lack of ownership is one of the challenges faced in the provision of social services in Caledonia. Recently the people of Caledonia who have settle themselves illegally faced eviction. Thousands of people illegally allocated residential stands at Caledonia Farm on the outskirts of Harare face eviction after it emerged that some of them were given stands on waterways and land set aside for social utilities. The ministry of Local Government, Public Works and National Housing is understood to have issued the eviction directive recently. This made it difficult for the residence to build permanent structures because they fear that they will be destroyed anytime. Some of the residences are victims of the operation Murambatsvina were their houses worth thousands of dollars were demolished and they are insecure to permanent structures.

4.4.6 Governance and leadership

Mostly, resettlement areas face crisis of a clear governance and leadership. Community and district leaders have conflicting views as who has the responsibility for the governance of the resettlement areas. The responsibilities of each institution are not clear to the community, the local authority, the government or the land committees. This has made it difficult for the communities to know where to go or who to ask when they have a challenge or are need of basic services. Caledonia was embroiled in endless wrangles between the District Co-ordination Committee (DCC) Goromonzi and DCC 5 of Harare.

4.4.6 Economic environment in Zimbabwe

An economic environment in Zimbabwe is not conducive. Authorities have neglected the residents since they moved into the area. Some of the residents started staying here around 1993 and nothing has been done to improve their living conditions. Zimbabwe's government has been faced with problems of fiscal problems. Due to the current state of the economy of Zimbabwe, the government finds it difficult to allocate resources adequately. The government of Zimbabwe improvises the available resources to situation like health and education excluding social protection which is not seen as the priority.

4.4.7 Migration

The pheri-urban areas are facing the challenge of unstoppable migration. As in numerous other creating nations, Zimbabwe keeps on misery from rustic to urban movement prompting the unsustainable development of urban areas, which has brought about unsustainable human settlements as the administration neglects to adapt to urban lodging requests. Issues of concern developing in extensive towns incorporate urban sprawl, movement clog, water contamination and farming area utilize clashes, all with conceivably negative effects on nature. Shanties and casual settlements are a wellspring of lodging for the urban poor .

4.5 The impact of poor social service delivery to the livelihoods of people at Caledonia.

4.5.1 Deteriorating Health standards

Caledonia farm settler's lives are already gravely endangered and defenseless children are extremely exposed. Now home to close to 120 000 people, Caledonia is one of the fastest growing informal settlements in Zimbabwe. The place is trapped in a situation where going to the toilet means putting your life at risk, the situation is dangerous, more so for children who lack access to basic services and opportunities and who have almost none of their constitutional rights honored. The children had never enjoyed their rights of well-being. Caledonia is a health hazard in the making. The area of 23 000 stands and about 120 000 dwellers, only one makeshift clinic established by the international humanitarian organisation, Medicines San Frontiers at the height of Murambatsvina exists. The farm has a huge problem of small health facilities with such uncontrolled growth in population. For health awareness, Caledonia relies solely on unsalaried community workers.

4.5.2 Threatened social welfare.

Caledonia received social protection from NGOs such as UNICEF which builds sub standards houses of cheap bricks and wood and tents and the structures are endangered to natural disasters such as rainfalls. Fleeting reactions don't construct the limit of powerless groups and family units to manage the different stuns they are presented to. Also, little scale, giver financed, NGO executed standardized savings programs work at a low scale and are not sorted out as national government run programs. The government of Zimbabwe depends heavily on donor funds.

Social protection mechanism failed to enclave the population which was vulnerable to the heights of measures such as operation Murambatsvina and land reform who dwells in the resettlement areas such as Caledonia.

4.5.3 Stagnant housing and infrastructural development

The settlement is faced with housing challenges. This challenge is caused by the shortages of physical houses. The settlement does not have any permanent structure expect for those which are for the cooperatives but they do not belong to the vulnerable. Those houses that were built to provide shelter lack proper access of water and sanitation. They do not have proper toilets and taped water and this poses a great challenge to the livelihoods of the people. Stand owners are now expected to pay monthly fees for infrastructural development of roads construction, water provision, sewer, electrification and processing of title deeds. This is a disadvantage to the poor people who does have any source of income.

4.5.4 Deteriorating standards of education

Despite it being compulsory for every child to attend primary school, decent education is no longer guaranteed. The country's position as Africa's tops in the field of education is fast diminishing as every year less than a quarter of the southern African nation's school children pass their year-end examinations at Ordinary Level. With the majority of the country's parents now barely affording basic education for their children due to a poorly performing economy, it is hardly surprising that education standards have sunk this low. The settlement is facing challenges of education in the case that the farm consists of schools which are built from far bricks and thatched with grass and open windows. The school structures do not meet the standards and deprived the children of their rights to education. School going children are facing challenges of walking a distance of 15 km to attend schools in the old suburbs of Tafara and Mabvuku. Some of the children are trapped in the situation were they stop going to school because of lack of educational services and start other survival strategies. Teachers are unqualified and are fewer against the population in the resettlement area. Teachers make shifts in order to cuddle the situation.

4.6 Government responses to the conflicts in the provision of social service delivery in Caledonia.

The government handed over the farm to the management of Caledonia to the City of Harare. Caledonia is a farm which spans 3000ha, a boasts of 23 000 stands, making it bigger than whole towns like Marondera, Bindura and Rusape. The governance raise conflicts between the District Co-ordination Committee (DCC) Goromonzi and DCC 5 of Harare. Though the farm was recently handed over to the City of Harare, there has been argument on the authority of the city of Harare. Political analyst argues that the council of Harare has been failing and straggling to meet the demands of the city. The council has been in caught in the acts of corruption were the managers have pocketed money which was meant for development. This causes conflicts among politicians whether the council is going to master the farm which inhabits an estimated population of about 120 000 people.

The Government executes the idea of open or private organization or joint wander for low wage lodging. The utilization and endorsement of locally accessible materials, for example, cover, balanced out pieces, and homestead blocks has suggested reserve funds on costs, time and transport. In any case, 66,000 lodging units must be constructed a year, with a specific end goal to dispose of Zimbabwe's lodging deficiencies. The Ministry of Local Government, Urban and Rural Development set up a farthest point building program. The program trains neighborhood dominant voices as far as labor, institutional building, assets and human asset advancement. The Department of Rural and Urban Planning of University of Zimbabwe does research and preparing here. The Government of Zimbabwe energizes expanded organizations with the private part, NGOs, different individuals from the common society, and the global group. Zimbabwe took an interest in global organizations which advances the improvement of human settlements and welfare, and additionally in the SADCC and other territorial activities in neighborhood and provincial advancement arranging

Chapter Summary

In summation, the chapter presented field findings and analysis on the major findings of the research on social service in resettlement. The chapter went on to analyse the impacts of the services that are being delivered in Caledonia basing on the facts of what people think or say.

The findings made the researcher to be able to present recommendations which are going to be outlined in chapter 5.

Chapter Five: Conclusions and Recommendations

5.0 Introduction

In this chapter conclusions and recommendations are drawn from the findings of the research. The chapter summarizes the results of the study in relation to the research objectives. The chapter will make specific conclusions and make specific practical, action based recommendations based on research results.

5.1 Summary of Findings

The response rate was satisfying, from the interviews, focus group discussions that were carried out and questionnaires dispatched, the collected data seems haphazard but after data analysis, the results were central, they all come out to point to one factor of poor service delivery in the resettlement areas. The targeted population pointed out that the authorities are failing to deliver comprehensive social services in the area and this poses a serious challenge towards their livelihoods.

Hospitals or clinics, schools, clean water and sanitation make up the minimal infrastructure that is expected in any human settlement. In Caledonia no attention is being paid at improving service delivery in sectors such as health, housing, education and social protection which would uplift the lives of millions of ordinary people who dwells in the area. From the findings, Caledonia is the haven of millions of people who have been victims or have been hit by the economic meltdown and political crisis between 2000and 2009. The most population is comprised of the people who were hit by the 2005 operation Murambatsvina which destroyed homes of thousands of people in the city of Harare.

There are poor housing standards in the area of Caledonia and the standards does not meet the standards that are expected in the normal human settlement. The area is made up of substandard houses of cheap farm bricks and cabins of wood. Some of the shelters that exist at Caledonia are temporary shelters that were donated or built by UNICEF at the heights of Operation

Murambatsvina which was recorded one of the worst displacement in the world. The structures are not strong and they are prone to natural disasters such as rainfalls and floods. Three out of twenty phases in Caledonia were approved. There are no standard roads and bridges to link up the 20 phases in Caledonia, no safe water sources and good sanitation. Though some of the constructions are taking place in the East Ville phase of Caledonia, little changes are being noticed. More than fifty housing cooperative have been approved to develop Caledonia but this led to the creation of fraudsters. Bogus housing cooperatives seem to become formal and many people have been duped of thousands of dollars. Some people in the farm do not even afford to pay fees that are required by some of the cooperatives and they are lagged behind development.

The situation is worsened by more and more people who came to settle in the farm due to land invasions. More than 120 000 people are expected to be living in the farm of Caledonia today. This unexpected large influx of the homeless and lay bouts created more and deep social problems such as thieves and commercial sex workers. Orphans and widows in the area need help or serious attention from the government. The area is characterized with small health facilities with such uncontrolled number of population. The scale of spread of diseases such as cholera, malaria and STI's in high. The majority in this farm has no jobs or any better form of employment, most can't even afford to send their children to school. There is not even a single government school in Caledonia farm. The children of school going age have to track to attend schools in the nearest suburbs of Mabvuku and Tafara. There are a number of colleges in the area but parents can't afford to pay school fees on monthly basis. Some sights which were put aside for the construction of schools have been invaded by land invaders. However these calls for a serious attention from the government for even policies for social development are failing to directly benefiting the vulnerable groups in the resettlement areas. The findings also reviews that there are also difficulties which hinder the proper delivery of comprehensive offer of social services in this resettlement.

5.2 Conclusions of findings

The findings fully explored the kind of social services that are being offered at resettlement areas in case of the Caledonia farm. The findings came up with government policies on social services delivery in Zimbabwe and analyses whether they are instrumental in the provision of social services in resettlement areas. After the analysis, the findings reviews the poor type of services

that are being delivered and come up with their impact on the livelihoods of the people at Caledonia and the challenges that are being faced in the provision of comprehensive social services in the area. Therefor the findings to a larger extend, managed to confirm findings in the same area of study.

5.3 Recommendations

5.3.1 Progressive Social Development Partnerships

It is important to note at this juncture that most of the celebrated cases of social delivery in the first decade of independence were achieved through partnerships between the government and local and international NGOs that were engaged in community development programs that cut across health, education, housing and income generating projects. NGOs and church related organisations were at the forefront of rolling out primary health care and education in disadvantaged areas. During that period NGOs became involved in a fluctuating combination of drought relief and development work, notably in the communal and resettlement area.

5.3.2 Use of local resources.

Given the political atmosphere in the nation, outside players are not liable to help with the prompt future. In this way home developed arrangements are required to meet the prompt difficulties. The nation depends much on the subsidizing from the participate world. This financing hole should be filled using nearby assets to supplement neighborhood activities.

5.3.3 Policy formulation, implementation and evaluation expertise

Experiences suggested that without political, administrative and social institutions, service delivery do not just come through policy reforms. Improving services requires making policy makers, public servants and service providers accountable to citizens and promoting citizens engagement. The policy environment however should acknowledge the fact that most of the policy and development expertise is now resident within civil society organisations both local and international. The government needs to be alerted to this reality and there is need to find ways in which it can adventure into this expertise from a policy development strategy formulation and implementation perspective. Best practice from elsewhere like in Ghana,

Tanzania and Malawi, has shown how proactive partnerships between government and civil society can improve policy formulation and implementation.

5.3.4 Villagisation and small scale farms.

The legislature gave rustic repatriation as an option when Operation Murambatsvina devastated individuals' homes. There is requirement for the administration and different players to reformulate provincial advancement arrangements and methodologies to guarantee the arrangement of nice settlement and comforts. To promote rural shelter provision, the government should encourage the production and use of locally available resources so as to minimize monetary inputs. Public efforts should be focused on the provision of safe water and sanitation and contribution should be geared towards demonstration projects, training of manpower, and other applicable solutions.

5.3.5 Construction of low cost multistory flats.

The government should engage itself in the construction of flats in order to deal with housing shortages in resettlement areas. The government should build flats that can accommodate thousands of people. For example in Mbare the government managed to accommodate a large population at a small space by the construction of multistory flats.

5.3.6 Revision Social protection mechanisms.

Social assurance if all around outlined can assume an essential part in decreasing destitution. To prevent poverty expanding in Zimbabwe, there is need to design mechanisms and take action to reduce these poverty levels. Any approaches to social protection should focus on preventing, mitigating, and coping with risks that puts the population into poverty through the provision of income or in kind security. The mechanisms should provide a comprehensive cover of the whole population. NSSA currently covers the people in the formal employment, and it should consider the cover of the informal sector and other maginalised groups to avoid burden on the fiscus when risks befall.

5.3.7 Politics

There should be low levels of politics between partnerships, participatory processes, and collaboration among local stakeholders. However, partnerships are vulnerable to excessive

politics. When the interest of one or another of the partners change, the whole partnership can unravel and excellent initiatives deprived of political support and resources can collapse. The most common cause of conflict among partners is politics. Excessive politicization of issues and discontinuities in leadership can lead to disruptions. Electoral strategies, political maneuvering, and personal conflicts within local authorities and partner organizations can cause partial or total disengagement. In the ESAP period, the high levels of politics led to the lack of trust between the government and the partners end up excluding themselves and this was disastrous because it led to the collapse of provision of basic services.

5.3.8 New Trends in Local Government Initiatives.

The research also recommends an increasing the Effectiveness of Local Governments. Local governments should be left alone to deal with the developments in their authorities. The local authorities must be given the capacity to capitalize, lay out action plans and budgets because they are closely to understand the immediate needs of the communities. This implies a capacity to identify strategic partners, tap multiple sources of funding, leverage resources, and coordinate the flow of investment funds to ensure overall coherence in program implementation and operation.

5.3.9 Redefining the Role of Regional Authorities

Regional authorities have become key links in the planning and management of economic and social development. Some International Development Funds and national governments channel funds to local authorities through the regions, and local governments have to align their own development plans to regional strategies. An example from Spain and other states illustrates how this integrated supportive framework can help cities cope with the problems of environmental degradation and social exclusion in inner city slums and economically distressed areas.

5.4 Conclusion

In light of the foregoing observation it is clear that the livelihoods of the people in the resettlement areas are exposed to a serious challenge due to the poor social services that are being offered in their areas. The authorities are failing to meet one of their core mandates of providing comprehensive social services to the population. The lives of people in resettlement

areas are at the serious challenge of social risks due to the lack of social protection. The areas are also threatened with the spread of diseases such as cholera, typhoid, malaria, and mainly HIV and AIDS. There is no proper infrastructural development in the areas. There is no proper roads and bridges, there are no proper health facilities and schools of which these are the main services that are required in any human settlement.

The research was set out to establish the major impacts of the social services that are being offered to resettlement areas to the livelihoods of the people. The major justification for choosing the research topic was to explore poor kind of services that are being offered at these resettlement areas. Also the study was undertaken to provide the strategies in order to curtail the impacts of service delivery and the associated disasters. The data was collected through the use of questionnaires, interviews, discussions and observations. The response rate was satisfying. Limited fiscal space, inadequate kind of policies, and poor governance are among the major challenges that are faced in the provision of social services in these resettlement areas. The research suggested solutions such as building flats to accommodate a large population, villagisation, revising social policies and low politics. The government must reconsider progressive social development partnerships which seem to be more progressive during the last experience. The issue of social service delivery in resettlement areas needs an immediate attention because the areas have more population and this will lead to social unrests and upheavals in the country if the matter continues falling into deaf ears.

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APPENDIX 1

 QUESTIONNAIRE FOR LOCAL AUTHORITY

Dear respondent

My name is Kahwambo Nonhlanhla. I am a fourth year student at *Midlands State University* currently undertaking Bachelor of Science in Politics and Public Management Honours Degree. I am carrying out a research on *Social service delivery in resettlement areas in Zimbabwe*. I kindly seek your cooperation in the data collection process through questionnaires. Be assured that the data collected from these questionnaires shall be used in absolute confidence and for academic purposes only. I kindly ask you to answer the following questions through filling in the spaces provided or ticking where appropriate.

 Name of your organization ………………………………………………………….

 Position in your organization …………………………………………………

Date ……………………………………

Problems associated social service delivery in Caledonia.

1. How is the relationship between the local authority and the citizens in resettlement areas?

    Very good **{   }**   Good **{   }**   Bad **{   }**

2. In your view, are resettlement areas benefiting from the government social services?
………………………………………………………………………….................................
....

3. From the following challenges, tick the challenges which are being faced by the local authority in the provision of social services in resettlement areas.

Challenge	Agree	Indifferent	Disagree
Centralization of power			
Inadequate policies, implementation and evaluation strategies			
Limited fiscal space			
Governance and leadership			
Economic environment in Zimbabwe			

B. What other challenges do you meet towards the provision of social services in Caledonia resettlement?
………………………………………………………………………………………………
…………………………………………………………………………………………..

B Community participation.

4.Do the government involve community members in decision making concerning the environment?
Yes { } No {   }

5. If your answer is yes, do the community members or the council have access to proper social services? Yes {   ] No {   }

6. In your view, do the local authorities respect social rights of the people in resettlement areas? -- ------ ---

C. The government of Zimbabwe regulations and statutory laws towards the provision of social services.

7. In your view as the local authority, are regulations and statutory laws towards the provision of social services effectively implemented? --- -- -- ---

8. Are you recognized in terms of consultations in the process of formulation of these policies .Yes{ }   No {   }

D. Impact for poor service delivery on the livelihoods of the people in resettlement areas.

9. What are the impacts of poor social service delivery on the livelihoods of the people in re? --- ---

10. Do these impacts satisfy you? Satisfied { }   not satisfied {   }

E Government Social Responsibility

11. Are there any actions or actions taken by the responsible authorities in order to meet the challenges of social service delivery at Caledonia farm? --- -- --- --

 b) If there are any are they effectively benefiting the people in the resettlement? …………………………………………………………………………………........ ....…………………

APPENDIX 2

QUESTIONNAIRE FOR RESIDENCE

Dear respondent

My name is Kahwambo Nonhlanhla. I am a fourth year student at *Midlands State University* currently undertaking Bachelor of Science in Politics and Public Management Honours Degree. I am carrying out a research on *Social Service delivery in resettlement areas in Zimbabwe*. I kindly seek your cooperation in the data collection process through questionnaires. Be assured that the data collected from these questionnaires shall be used in absolute confidence and fro academic purposes only. I kindly ask you to answer the following questions honestly through filling in the spaces provided or ticking where appropriate.

1. Sex: Male{   } Female {   }
A. problems associated with the provision of social services in Caledonia.

2. How is the relationship between the local authority and the residence in Caledonia farm ? Very good {   }   Good { } Bad {   }

 3. As a resident in Caledonia, are you benefiting from the government social service delivery?-- --- --

B. Participation.

4. Are you involved in decision making towards the impacts affecting your community on social platforms? -- --------------

5. How are your social rights being affected by the level of service delivery in Caledonia? -------- -- -------------- --

C. Government regulations and policies towards service delivery.

6. As the citizen of Zimbabwe are you aware or do you have the information of policies and regulations that guides the provision of social services towards the citizens? Yes ( ) No ( )

7. if yes, state those that you are aware of and explain what you understand from them------------- -- -- -- --

D. the impacts of poor service delivery

8. what are the impacts of the level of service delivery being offered at Caledonia?----------------- -- -- -- ---

9. Are you satisfied with these impacts?   Satisfied {   }   Not satisfied {   }

E. Corporate social responsibilities

10. Are you justified by the way corporate social responsibility is being carried out in Caledonia? Justified ( ) unjustified ( )

11. In your view what should be done in order to satisfy the social needs of the people in Caledonia and other resettlements in Zimbabwe?--

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APPENDIX 3

QUESTIONNAIRE FOR NON GOVERNMENTAL ORGANISATIONS.

Dear respondent

My name is Kahwambo Nonhlanhla. I am a fourth year student at *Midlands State University* currently undertaking Bachelor of Science in Politics and Public Management Honours Degree. I am carrying out a research on *Social Service Delivery in resettlement areas in Zimbabwe*. I kindly seek your cooperation in the data collection process through questionnaires. Be assured that the data collected from these questionnaires shall be used in absolute confidence and for academic purposes only. I kindly ask you to answer the following questions honestly through filling in the spaces provided or ticking where appropriate.

1. Sex: { } Male {   }   Female {   }

2. Name of organisation---

2. For how long have you been working for the organisation?

 Less than a year {   }   1 to 3 years {   }   3 to 5 years { }   above 5 years {   }

 3. In what ways have you been involved in the management of resettlement areas in Zimbabwe e.g. Caledonia Farm? ---

----

----

4. What led your organisation to be involved in the management of these resettlement areas?-----

----

----

5. When government is making decisions or formulating policies and regulations concerning social services, are you consulted for decision making?   Yes {   }   No {   }

6. Are these government policies effective? Yes {   } No {   }. Justify your taking-------------------

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7. In your view, what are the problems faced in the provision of social services in resettlement areas--

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8. What do you think should be done in order to face these problems?---------------------------------

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APPENDIX 4

Interview for stakeholders

Name of your company …………………………………………………….

Position in your company …………………………………………………

Date ………………………………………….

Sex: Male {   }   Female {   }

Interview guide

 1) What is the level of social services delivery in resettlement areas in Zimbabwe?

2) What are the impacts of this level of social service delivery on the livelihoods of the people in these resettlement areas?

3) How is the relationship between stakeholders and these communities in terms of responsibility, decision making and implementation?

 4) Are there any policies and legal frameworks that guide the social service delivery platform? If yes give examples and examine each.

5) What are the stabling blocks towards the provision of comprehensive services in Zimbabwe?

6) What should be done to cecum these stumbling blocks?

APPENDIX 5

Interview for residences

Area of residence. Caledonia phase---

Date …………………………………………. Sex: Male {   } Female {   }

 Interview guide

1) How long have you been the resident of Caledonia farm?

 2) Describe the level of social services that you receive in your phase of residence.

 3) What are the threats that are being posed by the level of social service delivery you have stated?

 4) Are you aware of any policies that guide the delivery of social services to the citizen. If yes are they effective

5) In your on view, what do think might the cause of the level of delivery you have stated?

6) What do you think should be done to meet these causes?

APPENDIX 6

Focus group discussion guide

Number of participants…………………………..Males ………………………….Females

Facilitator……………………………………………………………………………………………
……………………..

Note
taker…………………………………………………………………………………………………
…………..

i. Are you satisfied by the social services that are being offered in your community? (Water and sanitation, Health, employment, schools, maternal health, roads, projects). Give the reason for your answer.

ii. Are you exposed to any challenge due to the services that are offered in your community?

iii. What role are as residents and citizens are you playing in order to meet the standards of social services in your community?

iv. Which NGOs, CBOs and CSOs as well as government departments is assisting you to meet your social rights (Name them and how far have they contributed)

v.   Are there any conflicts that arise between you and the responsible authority?

vi.   How are these conflicts resolved?

vii. Do you think politics and politicians have an influence in the provision of services in human settlements?

viii. Are you involved in decision making concerning your day to day interactions?

ix.   Are you aware of any social policies and frameworks?

x.   What do you think will be the best solution to all the problems we discussed (List the views)

SUPERVISION CHECKING LIST

NB. THIS FORM MUST BE ATTACHED TO THE FINAL COPY OF YOUR DISSERTATION

NAME OF STUDENT.Kahwambo.....Nonhlanhla......R.W......REG no......124411V

STEP 1 LIASE WITH SUPERVISOR FOR TOPIC

SUPERVISOR...SIGNATURE.............................DATE..../..../....

TOPIC..:..

..

STEP 2 SUBMIT TOPIC TO DISSERTATION COMMITTEE

CHAIRPERSON SIGNATURE.................................DATE..

COMMITTEE
COMMENTS...

..

Date of Approval.......................................

STEP 3 SUBMISSION OF PROPOSAL

SUPERVISOR SIGNED...DATE...

STEP 4 DATA COLLECTION

Approved to proceed to data collection..............signed ....date

STEP 5 PRESENTATIONS OF DATA FROM THE FIELD (RECORDINGS, QUESTIONNAIRES, INTERVIEWS.....)

SUPERVISOR...SIGNED........................DATE........................

STEP 6 SUBMISSION OF THE DISSERTATION

SUPERVISOR ....SIGNED....................DATE...........................