



# **MIDLANDS STATE UNIVERSITY**

**CHALLENGES AND PROSPECTS OF RESIDENTS ASSOCIATIONS IN HOLDING  
URBAN LOCAL AUTHORITIES TO ACCOUNT: THE CASE OF MUTARE CITY,  
ZIMBABWE**

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**(R133207R)**

**A DISSERTATION SUBMITTED TO THE FACULTY OF ARTS DEPARTMENT OF DEVELOPMENT  
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ZIMBABWE**

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**DECLARATION**

I, Gidion Tatenda Besa declare that this research is my own particular work and has not been written for me by any other person(s). Citations and paraphrases from other published and unpublished work utilized as a part of this research have been obviously recognized. I declare that participants of this research were not compelled to participate and did so out of their own will.

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**APPROVAL FORM**

The undersigned certify that they have supervised the student **Besa Gidion's** dissertation entitled **Challenges and prospects of Residents Associations in holding Urban Local Authorities to account: The case of Mutare City Zimbabwe** submitted in partial fulfillment of the requirements of the Bachelor of Arts Honours Degree in Development Studies offered by Midlands State University.

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## **DEDICATION**

I dedicate this work to my beloved mother Mrs A. Besa for her endless and overwhelming support and devotion towards my success. Salute yourself mom you are a heroine.

I would also want to dedicate this work to my late father Mr Ignatius Besa and my late grandmother Mrs Annah Nematikanga indeed I have lived your dreams, may your souls rest in peace for with hope till we meet again.

## **ABSTRACT**

*Residents Associations are beginning to gain momentum in Zimbabwe because of their contribution in urban service delivery and enhancement of transparency and accountability in Local Authorities. The study reveals the challenges and prospects of RAs in holding urban Local Authorities to account. The study was carried out in Mutare city with the main purpose of exploring the challenges and prospects of Residents Associations in holding Local Authorities to account. The objectives of the study were to examine why it is important to hold Local Authorities to account, to identify challenges being faced by Residents Associations in holding Local Authorities to account and to determine the prospects of Residents Associations in holding Local Authorities to account. To fulfill these objectives related literature was revealed and analyzed. 30 Questionnaires were administered to residents and Residents Associations ward committees' members, 16 people were interviewed and 3 focus group discussions were conducted. The researcher found out that challenges faced by Residents Associations were three dimensional and the prospects of Residents Associations were bright. Study concluded that Residents Associations are very important in holding Local Authorities to account and as well as effecting better service delivery in Mutare City.*

## LIST OF ABBREVIATIONS

AIPPA	-	Access to Information Protection of Privacy Act
BURA	-	Bulawayo United Residents Association
CSOs	-	Civil Society Organizations
CMRAT	-	Combined Mutare Residents Association Trust
GoZ	-	Government of Zimbabwe
LAs	-	Local Authorities
MLGPW&NH-		Ministry of Local Governance Public Works and National Housing
MURA	-	Mutare United Residents Associations
NGOs	-	Non-Governmental Organizations
POSA	-	Public Order Security Act
RAs	-	Residents Associations
UCA	-	Urban Councils Act
UMRRT	-	United Mutare Residents and Ratepayers Trust
ULAs	-	Urban Local Authorities



## LIST OF TABLES

<b>TABLE</b>	<b>DETAILS</b>	<b>PAGE</b>
1.1	Showing questionnaires response rate	31
1.2	Showing interview response rate	31

## LIST OF APPENDICES

<b>APPENDIX</b>	<b>TITLE</b>	<b>PAGE</b>
Appendix 1	Interview guide	49
Appendix 2	Questionnaires	52

## Table of Contents

DECLARATION .....	1
APPROVAL FORM .....	2
RELEASE FORM.....	3
ACKNOWLEDGEMENT .....	4
DEDICATION .....	5
ABSTRACT.....	6
LIST OF ABBREVIATIONS .....	7
LIST OF TABLES.....	8
CHAPTER 1 .....	12
RESEARCH PROBLEM AND ITS SETTINGS .....	12
1.1 Introduction .....	12
1.2 Background to the study.....	12
1.3 Statement of the problem .....	13
1.4 Theoretical Frameworks .....	14
1.5 Research Aims and Objectives.....	16
1.6 Research Questions .....	17
1.7 Significance of the study .....	17
1.8 Limitations of the study .....	17
1.9 Delimitation of the study .....	18
1.10 Conclusion.....	18
CHAPTER TWO: LITERATURE REVIEW .....	19
2.1 Introduction .....	19
2.2 General overview on the formation of RAs .....	19
2.3 Legislation that governs urban LAs in Zimbabwe .....	20
2.4 Reasons for holding LAs to account .....	21
2.5 Conclusion.....	22
CHAPTER 3: RESEARCH METHODOLOGY .....	23
3.1 Introduction .....	23
3.2 Research Paradigm .....	23
3.3 Research design .....	24
3.3.1 Exploratory design .....	24

3.4 Target population .....	25
3.5 Sampling Procedures .....	25
3.5.1 Non Probability Sampling.....	25
3.5.2 Convenience Sampling.....	26
3.6 Sample size.....	26
3.7 Research instruments .....	27
3.8 Ethical considerations .....	29
3.9 Conclusion.....	29
CHAPTER FOUR:DATA, ANALYSIS, PRESENTATION AND DISCUSSION. ....	30
4.1 Introduction .....	30
4.2 Response rate .....	30
4.3 Residents perception of RAs .....	32
4.4 LAs perceptions on RAs.....	34
4.5 RAs perception on the reasons why LAs should be hold to account.....	36
4.6 Challenges faced by RAs in holding LAs to account .....	38
4.6.1 Challenges induced by Residents.....	38
4.6.2 Challenges that are induced by council .....	40
4.6.3 Residents Associations shortcomings and obstacles.....	40
4.7 Prospects of RAs in holding LAs to account. ....	41
4.8 Conclusion.....	43
CHAPTER FIVE: CONCLUSION.....	44
5.1 Introduction .....	44
5.2 Summary .....	44
5.3 Recommendations .....	45
5.3.1 Recommendations to the Government of Zimbabwe (GoZ) .....	45
5.3.2 Recommendations to the MCC.....	45
5.3.3 Recommendations to the RAs.....	46
5.3.3 Recommendations to the councilors .....	47
5.3.4 Recommendations to the residents.....	47
5.4 Chapter Summary. ....	48
REFERENCE LIST .....	56

## **CHAPTER 1**

### **RESEARCH PROBLEM AND ITS SETTINGS**

#### **1.1 Introduction**

The chapter seeks to examine the challenges and prospects of Residents Associations (RAs) in holding local Authorities to account. According to Musekiwa and Chatiza (2015) Residents Associations are established as pressure groups to ensure that councils improve service delivery and are accountable to ratepayers. The state in its various formations has a duty and an obligation to deliver services to residents and citizens alike. This duty while enshrined in the constitution as a social contract is easily breached if citizens are not organized. The decline in service delivery, high levels of corruption in Zimbabwe has led to the formation of Residents Associations which act as conduit for engagement between residents and local authorities. Residents have bestowed their hope on Residents Associations to influence better service delivery through lobbying and advocacy there by promoting civic participation and engagement of citizens in decision making. The Residents Associations provides opportunities for meaningful participation therefore they have addressed residents' plights through robust engagements and not pretentious arrangements with the duty bearers. Challenges faced by Residents Associations are three dimensional which are challenges from residents, council and as well as weaknesses or short comings of Residents Associations hence the prospects will be bright only if a triangular approach is employed. Therefore this chapter encompasses the statement of the problem, objectives, research questions, limitations and ethical considerations.

#### **1.2 Background to the study**

According to Musekiwa et al (2013) the first RA in Zimbabwe was established in early 1950s which is the Bulawayo United Residents Associations. In Mutare there are three functional Residents Associations namely United Mutare Residents and Ratepayers Trust (UMRRT), Mutare United Residents Associations (MURA) and Combined Mutare Residents Association Trust (CMRAT). Residents Associations are organizations formed by groups of people from a specific geographic community who come together to address issues within their local area and act as voice for their local community. Residents Associations are community driven and membership-based organization established in with a view of providing a non-partisan and issue-based platform for effective residents and stakeholder participation in local governance. These Residents Associations have created platforms where local governance issues are tabled and as well as creating a well-informed citizenry. According to Dewa et.al (2012) there is security in numbers hence advocating as associations is more powerful and fruitful than complaining while at home or writing newspapers articles.

Zimbabwe since 2001 has been going through political, social and economic challenges that have caused deterioration in the provision of services by both rural and urban local authorities Chatiza(2010).The City of Mutare has an estimated urban population of about 188 243 residents located in 19 wards Zimstats (2012) with different beliefs, ideologies and as well as political parties hence it is Residents Associations challenge to join these people on one umbrella body with one goal of taking initiatives to look after their own service delivery.

### **1.3 Statement of the problem**

Residents Associations in Mutare are faced with overwhelming challenges that have prevented them from holding the local authority to account and this has perpetuated poor service delivery

in Mutare. Some of the challenges that Residents Associations face are civic apathy, political interference, unsustainability of donor funding, corruption, repressive legislation, antagonist behavior, polarized environment, divisions among themselves, lack of transparent and accountability among others. Residents Associations have the potential to hold the local authority to account only if there is complementary rather than antagonism, community dialogue, focus group discussions, participation in budget formulation, Human rights training workshops, and refraining from being more answerable to political parties rather than to the residents where they derive the mandate from and desisting from reactionary tendency. It is the aim of this study to ascertain how the challenges can be transformed into prospects or opportunities.

#### **1.4 Theoretical Frameworks**

The study is informed by Resource Mobilization Theory. John (1998) put forward that mobilization theory focuses on the social processes of collective action. Remarkably, this involves how interests come to be defined as common or oppositional, the processes by which groups gain the ability to act collectively, and the organization and opportunity requirements for collective action. In the case of residents association, they act as a rallying point through which citizens can confront the local authority demanding improved service delivery, transparency and participatory good governance Mapuva (2011). Given that disgruntled residents have common problems, residents associations find it easy to mobilize these masses into confronting the local authority. This is further supported by Kelly (1998) whose interest in resource mobilization theory is in exploring how people come to see their interests as a common concern and generate within a group, a feeling of injustice, which is powerful enough to move an individual reaction or attitude to a collective response. Edwards and Gillham (2013) Resource mobilization theorists sought to understand how rational and often marginalized social actors mobilized effectively to

pursue their desired social change. The theory asserts that social movements form when people who share grievances are able to mobilize and take action. In this regard the people of Mutare have got grievances that need to be addressed through forming collective groups for collective action. Therefore this framework will help to explain how Residents Associations can be a conduit for engagement of residents and ratepayers to hold local authorities to account and as well as to show that critical masses can influence effective change.

### **Definition of key terms**

**Residents Associations-** Echessa (2010) Residents Associations refers to a group of neighbours who get together, share their ideas, thoughts, feelings and work together to make their environment a better place to reside in. This encompasses both tenants and homeowners. Resident Associations are organizations formed by groups of people from a specific community who come together to address issues within their local area and act as a voice for their local community. In short they are neighborhood committees that represent their communities. In this study Residents Associations can be viewed as watchdogs of local authorities, the bridge between residents and the local authority. Residents Association is a new thing in Mutare which is now beginning to be recognized as a point of departure when it comes to local governance issues.

**Local Authorities-** According to Matsika (2013) Local authorities are a sub-tier of government established to deliver services to communities and residents within their areas of jurisdiction guided by good governance and accountability principles and practice. In this research the local authority is the focus of attention for which the study is directed to.



**To hold to account-** is to require a person to explain or to accept responsibility for his or her action. In this regard hold to account means that local authorities should accept its responsibilities for its actions as defined in the constitution and local governance act. Mutare City Council has been failing to explain its actions to the residents and ratepayers as evidenced by a decline in service delivery, corruption which manifest itself in rent seeking behavior hence the need to hold the LA to account.

**Challenges-** are a difficult task or problem, something that is hard to do. These are obstacles that stand in the way of Residents Associations in holding local authorities to account. Therefore the study seeks to explore challenges that are militating against in holding local authorities to account in Mutare.

**Prospects –** An opportunity for something to happen. In this study prospects are defined as possibilities of Residents Associations to hold local authorities to account.

## **1.5 Research Aims and Objectives**

### **Aim**

- ❖ The main purpose of this research is to assess the challenges and prospects of Residents Associations in holding local authorities to account.

### **Objectives**

- ❖ To examine why it is important to hold local authorities to account.
- ❖ To identify challenges being faced by RAs in holding Local authorities to account.
- ❖ To determine the prospects of RAs in holding local Authorities to account.

## **1.6 Research Questions**

1. What is the importance of holding local authorities to account?
2. What are the challenges being faced by RAs in holding LAs to account?
3. What are the opportunities for RAs in holding local authorities to account?

## **1.7 Significance of the study**

The research is of paramount importance to the academic world as it has gathered and as well as producing valuable information about Residents Associations, LAs and their roles. In this regard, the research will act as a base line for further studies. Moving along the same line of thought, the research is expecting to help other researchers in identifying knowledge gaps existing in the literature about Residents Associations. Policy makers will also benefit from this research, as it will highlight areas that need special attention in order to improve service delivery, thereby promoting transparency and accountability in the cities.

## **1.8 Limitations of the study**

### **Time consuming**

Gathering information from Residents Associations and the council was time-consuming. The researcher experienced difficulties in travelling; therefore arranging meetings, interviewees and focus group discussions took time. Also considerable time was consumed while visiting councilors, ward committee members at their respective places.

### **Lack of full cooperation**

Also another challenge faced was lack of full cooperation from some participants. Due to economic hardship some participants were not willing to participate without a participation fee or token of appreciation in exchange of their information.

### **Obstacles in accessing relevant information**

Accessing information from the Mutare City Council was a challenge because of the relationship between them and RAs, also the local authority was gripped with fear of exposing its weaknesses to the RAs and residents. Also some RAs were not willing to give full information on their organizations for fear of exposition of their agendas and weaknesses.

### **1.9 Delimitation of the study**

The study was carried out in Mutare Urban. The city lies north of the Bvumba Mountains and South of the Imbeza valley. It should be noted that the study was carried out in Dangamvura, Chikanga and Sakubva with a special emphasis on three RAs which are UMRRT, MURA, CMRAT.

### **1.10 Conclusion**

This chapter managed to explain the challenges and prospects of RAs in holding LAs to account. The statement of the problem clearly outlined the challenges and opportunities. Research objectives and questions were of paramount importance to guide the researcher to stay focused to the study. Limitations have been highlighted in this chapter as they are meant to explain some of the challenges the researcher faced. In a nut shell this chapter's main purpose was to introduce the challenges and prospects of RAs in holding LAs to account.

## **CHAPTER TWO: LITERATURE REVIEW**

### **2.1 Introduction**

This chapter tries to establish the basis of this research by looking at what some other researchers have put forward in trying to explain the emergency of RAs. Various scholars have written a lot of literature about RAs, CSOs and LAs and it will be the aim of this research to link what has been proposed by other scholars to the research topic. The chapter is going to discuss the reasons behind the formation of RAs, reasons for holding local authorities to account, legislations that governs LAs in Zimbabwe and a conclusion

### **2.2 General overview on the formation of RAs**

Stoll (2000) cited in Echessa (2010) closely looked at the relationship between race, neighborhood poverty and participation in voluntary associations. He revealed a robust link concerning the development of civil rights movement, high cases of poverty and increasing number of associations in Los Angeles. The study therefore led to high involvement of black Americans in voluntary associations as compared to Asians and white people. The study used race as a focus of attention. In his study the underlying causes led to the formation of RAs as the conditions faced by the Americans were mainly influenced by race.

Community based associations have emerged to compliment the efforts of local Authorities in public services delivery Echessa (2010).The first RA in Zimbabwe was the Bulawayo United Resident Association (B.U.R.A) which was formed in the early 1950s. This association was formed as a way of resistance to colonial oppression. RAs have been defined as pressure groups

to ensure that councils improve service delivery and are accountable to ratepayers by Chatiza and Musekiwa (2010). This RA was formed with an intention to agitate for the rights of the black people that were being infringed by the whites during colonial period. According to the mobilization theorists' disgruntled citizens are easy to mobilize meaning to say if there is a point of departure that is clearly outlined a union or an association can be easily formed. With the rise of industrialization in the early 1940s and 50s, this gave rise to urban migration of blacks which accelerated black activism which enlightened them to demand their rights. These RAs have been formed by groups of people from a specific geographic community who come together to address issues within their local area and act as a voice for their local community. In this context the first RA in Mutare was the Mutare United Residents Association which was formed in 1965 so as to address black's plights during colonial period in the city. RAs have emerged as watchdogs of the Local Authorities. RAs are established around pressing and generally short-to medium-term issues, locking their efforts into addressing operational rather than long-term strategic issues Musekiwa and Chatiza (2015). RAs in Zimbabwe are premised upon section 58 of the constitution which guarantees every person to assemble and to belong to any association of choice.

### **2.3 Legislation that governs urban LAs in Zimbabwe**

Zimbabwe has got two main LAs which are the urban and rural authorities. LA power is stipulated by the Ministry of Local Government, Public Works and National Housing (MLGPW&NH) this ministry is responsible for giving directions to the Urban Local Authorities. This ministry is the leading partner in policy formulation. According to Madhekeni and Zhou(2012)Local authorities in Zimbabwe are creatures of central government established through legislation rather than the constitution. The- pieces of legislations that governs urban

local authorities are UCA (chapter 29:15), UCA(chapter:29 amendment 16),section 274 constitution of Zimbabwe amendment no.20 (2013) and city bi laws that are not administered by the responsible ministry and these urban laws should be aligned to the constitution.

#### **2.4 Reasons for holding LAs to account**

The LAs are in breach of the constitution, local governance act and other pieces of legislation that they have to comply with as evidenced by their lack of capacity to deliver services which they are obliged to deliver to the residents. The LAs in Zimbabwe are being run like business entities where their overall objective is to collect money from the ratepayers and not to provide services beforehand and this has led to the emergency of RAs. The residents have been blinded to such a way that they do not even understand the functions of LAs as highlighted by Matsika (2013) that most people in Zimbabwe are used to poor service delivery to the extent that they have developed a coping capacity rather than the capacity to call for change. And this will be the point of departure to call LAs to account. According to Musekiwa and Chatiza (2015) instead of waiting for councilors to deal with service delivery issues, residents establish RAs to complement or replace the councilor-based system meaning to say the councilor-based system has failed to hold local authorities to account and this being one of the reason to press LAs.

The local Authority is under performing and this has perpetuated poor service delivery in Mutare and this creates a fertile ground for residence to engage and to make the LA to speak for its action. According to Mushamba et al (2003) cited in Musekiwa and Chatiza (2015) RAs are guided by the notion that councils have some capacity but are unwilling to deliver services and will only perform with some nudging and guidance from ratepayers. It is the responsibility of

residents to question the LA's failure to provide proper service delivery which they have paid and a right to as encapsulated in the constitution of Zimbabwe (2013) amendment no. 20.

Also it is instructive to note that public finances are not being put to good use in most LA as evidenced by high levels of corruption and this will be one of the factors leading the RAs to demand transparency and accountability. According to Palmer (1985) portrays corruption as the use of public office for private advantage. Corruption is a threat to social service delivery in Zimbabwe and this requires concerted efforts from both RAs and ratepayers so as to hold the LA to account. Urban Councils Act chapter (29:15) section 290(1) enables LAs to access loans to improve services delivery and this provision has been carried out by MCC, but there has not been a mark able improvement on service delivery hence they have failed to yield any meaningful results and the failure can be attributed to corruption.

The Urban Council's Act section 87(1) (2) requires council to put every meeting to press and the general public for debate and clarity on other decisions taken by the LA but this section has not been utilized, decisions are taken without input from the grass roots where they derive their mandate to govern from hence this will be a reason to hold the LA to account. Public consultation enhances participatory democracy.

## **2.5 Conclusion**

In conclusion, the chapter has clearly explained the general overview on the formation of RAs as well as the legal framework that governs LAs in Zimbabwe and reasons of holding LAs to account. However even though the chapter tries to explore a lot of literature there is also need to dig deep on RAs and Local authorities in Zimbabwe so as to build synergies between the two

## **CHAPTER 3: RESEARCH METHODOLOGY**

### **3.1 Introduction**

The chapter discusses the effectiveness of research designs, data collection methods, sampling techniques, sample size, sampling design and procedures that were used in the study. To answer the research questions the researcher used what is termed as the best methods for mining data. In a nutshell the research clearly outlines the research designs, population sampling, procedures and research instruments that were used in the study.

### **3.2 Research Paradigm**

A research methodology can be defined as a clear direction on how a study is going to follow. In short it is a campus of a research. It is a way to systematically solve the research problem. This research is influenced by Qualitative research. According to Hancock et al (2009) Qualitative research is concerned with developing explanations of social phenomena. McMillan and Schumacher (1993) defined qualitative research as, “primarily an inductive process of organizing data into categories and identifying patterns (relationships) among categories.” That is to say, it aims to help us to understand the social world in which we live and why things are the way they are. Creswell(2003) a qualitative approach is one in which the inquirer often makes knowledge claims based primarily on constructivist perspectives (i.e. the multiple meanings of individual experiences, meanings socially and historically constructed with an intent of developing a theory or pattern) or advocacy/participatory perspectives (i.e. Political, issue-oriented, collaborative or change oriented) or both. Also Qualitative research is aimed at gaining a deep understanding of a specific organization or event, rather than a surface description of a large sample of a population. Qualitative research approach revealed well detailed information that enabled the research to



effectively understand the challenges faced by RAs and their prospects in holding LAs to account.

### **3.3 Research design**

A research design can be defined as an in depth portrayal of how the study is going to be structured. Polit et al (2001) defines a research design as “the researcher’s overall opinion for answering the research question or testing the research hypothesis”. A research design is used to structure the research and determine how the project works in addressing the research question. This involves the selection of different data mining ways and instruments to be used and how the data obtained will be analyzed using the selected means to arrive at a conclusion. In this research the researcher used a qualitative exploratory research design to unearth and scrutinize the challenges and prospects of RAs in holding LAs to account.

#### **3.3.1 Exploratory design**

The study made use of exploratory design. The exploratory research helps determine the best research design. The purpose of exploratory research is to identify priority issues and key variables. According to Dr Brian van wyk, the main aim of exploratory research is to identify the boundaries of the environment in which the problems, opportunities or situations of interest are likely to reside and to identify the salient factors or variables that might be found there and be of relevance to the research. Brown (2006) postulates that exploratory research tends to tackle new problems on which little or no previous research has been done. The study benefited from exploratory design in seeking to identify challenges that are faced by RAs in their quest to hold LAs to account and as well as their prospects.

### **3.4 Target population**

A target population is the people or organization from which the researcher is going to collect data. The population consists of various groups of people to which findings were collected, Landis et al, (1982) as cited by Churchill (1987). Also Cooper et al (1998), population is the total collection of elements about which the researcher wishes to make a number of suggestions. The study population is drawn from RAs (UMRRT, MURA, and CMRRT), Ward councilors, residents from RAs ward committees (structures), and council officials.

### **3.5 Sampling Procedures**

The researcher employed non probability sampling in this study. Due to financial constraints and time, the researcher was unable to conduct the research on the whole city. The researcher used non probability sampling and convenience sampling. The population was divided into four strata namely RAs officials, Council officials, and ordinary residents from various RAs ward committees who reside in Chikanga, Dangamvura and Sakubva because of their rich in information about RAs. In order to come up with the required sample, the researcher employed some sampling techniques and procedures.

#### **3.5.1 Non Probability Sampling**

Non probability sampling gave the researcher a chance to select units to be included in the sample, thus the researcher thought it will be of paramount importance in exhibiting the issue under investigation. Brown (2006) is of the view that non-probability sampling is a sampling method where the samples are gathered in a procedure that does not give all the people in the population equal chances of being chosen. RAs, LA officials, councilors and residents were selected using non probability technique. The researcher also applied purposive sampling where

he handpicked respondents based on their competence and knowledge in the area under investigation

### **3.5.2 Convenience Sampling**

According to Dornyei (2007) cited in Etikan(2015) Convenience sampling (also known as Haphazard Sampling or Accidental Sampling) is a type of non-probability or non-random sampling where members of the target population meet certain practical criteria, such as easy accessibility, geographical proximity, availability at a given time, or the willingness to participate are included for the purpose of the study. This technique is premised on the principle of willingness and availability of respondents to participate in research. According to Yin (2004) Convenience sampling is relatively the easiest, cheapest and above all less time consuming as compared to other sources. The intention of the researcher in using this technique was to mine data from respondents that are rich with information regarding the area under study. Therefore the researcher chose Dangamvura, Chikanga and Sakubva which are so close to him and the researcher was fortunate enough that these suburbs were the faces of RAs so they were rich in information. The suburbs above and the councilors were chosen using convenience sampling.

### **3.6 Sample size**

Ary et al (1972) views a sample as the actual group of people understudy or investigation. Due to time constraints the researcher could not use the whole population of Mutare. For this study 46 respondents were drawn from the target population because of limited resources and time. The selected respondents consisted of 6 RA officials, 5 MCC officials, 5 councilors, 30 residents from 3 wards representing each RA.

### **3.7 Research instruments**

Research instruments can be defined as tools that are used in data collection of the research. According to Leedy (1993) a research instrument is something used to get information beyond physical research of the observer. The researcher chose instruments based on their suitability to the study. Questionnaires, interviews and focus group discussions were used. For further enlighten on different issues the researcher used academic sources like journals from the internet, books and publications by other scholars. This broad selection of research instruments was very important in ensuring triangulation that will guarantee the validity and reliability of results and findings.

#### **Interviews**

An interview is a conversation between two people (a dialogue) or among many people (focus group discussion). The researcher made use of personal interviews with the respondents. The interviewer asked questions which respondents would answer. The researcher used structured, face to face interviews to get information from the various respondents from Residents Associations, Ward councilors and as well as the local authority management. 16 interviews were conducted so as to thoroughly interrogate the challenges and the opportunities of RAs in holding LAs to account. In depth interviews were very useful as they gave the researcher a clear picture of what was on the ground. For the 16 interviews conducted 6 were conducted with RAs officials, 5 with council officials, 5 with the ward councilors.. The researcher attached the set of questions used during interviews at the end of the document.

## **Focus group discussions**

As a way of collecting data in the study, focus group discussions were used. Kitzinge (1994) is of the view that interactions are a central feature of a focus group discussion because the interaction highlights their world view, the language they use about the issue and their values and beliefs about a situation. 3focus group discussions were conducted with the ordinary residents in the 3wards represented by RAs ward committees, where each ward had to represent one RA. This was feasible for the researcher because these RAs ward committees convene thrice a week in their wards for their ward meetings and also the researcher was once an active member of one of the RAs hence it was not a difficult task to mobilize residents as he used to interact with them from time to time. Also for the other two RAs it was not difficult as he used to engage with them during his time of active participation.

It is instructive to note that a facilitator should create a permissive environment but at this juncture the permissive environment was created by the committees as it is something that they have been doing. Focus group discussion created a deep understanding of what residents perceive as challenges and as well as prospects of RAs in holding LAs to account.

## **Questionnaires**

According to Choudhury (2012) questionnaire are economical and have a unique validity of information as responses given by the subjects are available in their own language and version thus they cannot be wrongly interpreted by the researcher. It should be noted that the study employed open ended questions because of several advantages. Open ended questions enable the respondent to include information such as feelings, attitude and a deep understanding of the subject. This has the advantage of reaching many respondents and saving time as you will be

able to cover a large population and there is also use of standardized questions without biases.<sup>30</sup> Questionnaires were administered to the residents in the wards who had convened for the RAs ward meetings. However questionnaires were of paramount importance to the researcher as they provided valuable information to the study. The questionnaire guide is attached at the end of the document.

### **3.8 Ethical considerations**

Research ethics refer to the principles of right and wrong that are accepted by an individual or a social group with respect to certain actions. While steering the research, the researcher took some time to explain the content of his research to respondents and ask for their consent to participate as respondents. This was done before the beginning of every session while elucidating that participation is voluntary and free. The researcher also strove to ensure that personal and confidential information of respondents will be not asked for. More so, the researcher also ensured that, data gathered during the research was truthful, fair and accurately recorded.

### **3.9 Conclusion**

This chapter has presented methods, strategies and various aspects that were necessary for mapping the route that was taken throughout the study from data collection. The chapter also articulated the tools that were used to obtain information on the study objectives and questions. Instruments that were highlighted and discussed include interview, questionnaires and observations. The chapter also discussed target population, sample and other various techniques that were used in the study.

## **CHAPTER FOUR: DATA, ANALYSIS, PRESENTATION AND DISCUSSION.**

### **4.1 Introduction**

This chapter focuses on the presentation of data, findings of the research of the case under study and analysis of such findings. Findings are merely a direct indication of the various perceptions, views and feelings of the participants that were obtained through a series of interactions and responses shared during questionnaires, interviews and focus group discussions. The data that is presented links to the research questions that were set and had to be answered or responded to. The presentation and discussions of research findings shall be supported by tables. A number of issues are going to be discussed which includes Residents' perception on RAs, LA perception on RAs, RAs' view on holding LAs to account, RAs' challenges and opportunities.

### **4.2 Response rate**

Data collection tools that were used to target the response of the sample representing the sample population were questionnaires, focus group discussions and interviews. 30 Questionnaires were administered to the residents in the ward represented by the 3 RAs ward committees. One RA had to be represented by 1 ward constituting 10 people per ward and 22 out of 30 questionnaires were returned complete. This however can be attributed to high literacy rate and the appreciation of RAs by the respondents. 3 focus group discussions were conducted, all of them were fruitful. Also for the projected 16 interviews for councilors, Mutare City Council officials and The three RAs officials, only 14 agreed to be interviewed, which is indeed a positive outcome.

**Fig1.1 Table showing response rate of questionnaires**

<b>RESIDENTS ASSOCIATION(RA)</b>	<b>QUESTIONNAIRES COMPLETED</b>	<b>QUESTIONNAIRES NOT COMPLETED</b>	<b>PERCENTAGE OF RESPONSE RATE</b>
<b>UMRRT</b>	<b>9</b>	<b>1</b>	<b>90%</b>
<b>MURA</b>	<b>7</b>	<b>3</b>	<b>70%</b>
<b>CMRT</b>	<b>6</b>	<b>4</b>	<b>60%</b>
<b>OVERAL ANALYSIS</b>	<b>22</b>	<b>8</b>	<b>73,3%</b>

*Source: Field Work (2016)*

**Fig 1.2 Table showing Interviews Response Rate**

<b>INTERVIEWEES</b>	<b>INTERVIEWS CONDUCTED</b>	<b>INTERVIEWS DECLINED</b>	<b>RESPONSE RATE AS PERCENTAGE</b>
<b>LA OFFICIALS (MCC)</b>	<b>5</b>	<b>1</b>	<b>80%</b>
<b>COUNCILORS</b>	<b>5</b>	<b>1</b>	<b>80%</b>
<b>MURA</b>	<b>2</b>	<b>0</b>	<b>100%</b>
<b>UMRRT</b>	<b>2</b>	<b>0</b>	<b>100%</b>
<b>CMRT</b>	<b>2</b>	<b>0</b>	<b>100%</b>
<b>TOTAL</b>	<b>16</b>	<b>2</b>	<b>87,5%</b>

*Source: Field Work (2016)*



### 4.3 Residents perception of RAs

The researcher started by asking the respondents about their perception on RAs. It was during focus group discussions that residents mobilized by the ward committees of these three RAs did not clearly understand what RAs were. Some of the residents were likening the roles and responsibilities of RAs to that of the local authority. They were speculations that RAs were small projects of some opposition political parties as some RAs leaders were once active members of opposition political parties and some have even contested for parliamentary elections. This speculation that was portrayed by the residents in the wards was an immediate answer to the challenges that are militating against RAs in holding LAs to account. Also residents were viewing RAs as operational NGOs that are meant to undertake their developmental initiatives in the wards. More to that the RAs were seen as an fertile ground for political mobilization as aspiring political candidates will join these associations to manipulate residents to vote for them during elections. However most residents appreciated and understood the roles of RAs.

A ward 7 resident chronicled *“residents associations accommodates all political parties but opposition political parties dominate, opposition political party councilors and MPs they show up the most on RAs meetings”*

Also another resident from the same ward chronicled *“RAs mobilize residents on political grounds hence we cannot trust them because the same leaders of the RAs who preach the message of political tolerance are the same leaders who come asking for our votes during elections”*

A resident from ward 12 when asked by the researcher concerning RAs he remarked *“we are expecting these RAs to build us houses because these flats are now old and they are no longer*

*habitable, so these RAs should ask their donors to build us houses as their intention is to improve our lives in the wards”* This vividly portrays that some residents are still in misconception the roles of RAs even though some of these residents are members of RAs and having gone through induction and capacity building workshops but they still do not understand what RAs are, what they do and what they cannot do by itself.

Also another resident was blaming RA’s failure to provide food aid to its residents during these trying times as she remarked *“these RAs do not seem to care for us because they are quite a number of people who are going to bed without anything to eat and they are doing nothing to address the situation”*

Furthermore it is not all negative perceptions of RAs by residents as most residents had a clear understanding of what RAs are and their capabilities. One woman from 17 remarked that *“RAs are enlightening us on our rights that are enshrined in the constitution through human rights training workshops, service delivery has improved in our wards, since 2013 water was not reaching this side and we were being forced by MCC to pay but through civic education we boycotted paying our bills to MCC and immediately they resolved the crisis”*

More to that another resident highlighted that *“in deed these RAs are very instrumental in influencing good service delivery because the council is now becoming accountable to the ratepayers hence we should all support the RAs in their endeavors”*

Also RAs have been applauded by the residents for disseminating information that is important for residents associational life as chronicled by one lady *“the MCC had planned to install prepaid water meters without informing the residents and as well as without our approval, the RAs came sensitizing us in our wards regarding the water meters which is said to be a violation*

*of people's rights as outlined in the constitution section 77a and immediately we rejected the move”*

Furthermore on lady from ward 7 had to say this “ *in this area water does not come frequently and the meter readers do not come to read our meters and the water bills will be delivered based on estimation and this is where we will organize ourselves as residents associations to advocate against this, council should be held accountable for this”* Indeed the lady clearly outlined what is happening on the ground and the need to hold the LA to account.

However from the above findings on the residents' perception on the RAs the study reveals that most of the participants had a clear understanding of what RAs are and how they are supposed to hold LAs to account.

#### **4.4 LAs perceptions on RAs**

Through the interviews conducted with MCC officials the researcher observed that RAs and LAs relationship was antagonistic in nature. It was being alleged that RAs existence and activities has jeopardized service delivery through their lobbying and advocacy encouraging residents to absconding from paying their bills. Also the LAs were saying that RA does not complement council and governments efforts to bring sanity to the city this was evidenced by the stories that are published in RAs monthly newsletters. The LAs highlighted that there was no engagement between the two because the RAs are miss-informed as evidenced by the RAs demonstrations and campaigns against prepared water meters, as it was viewed as a positive step towards development as people will be honoring their obligations to pay thereby bringing efficiency to the undercapitalized LA. A council official remarked

*“.....the residents associations masquerade as people’s associations yet they are extensions of political party organizations because they see through the eyes of some opposition political parties thereby carrying out the agenda of the sponsoring political parties and not the wills of the people whom they represent”*

Also an official remarked that *“RAs existence has negatively influenced service delivery because they encourage residents not to honor their obligations and this has led to the LA failing to perform its day to day activities due to lack of money to implement them”*

More to that the LA officials highlighted that *“RAs are noise makers who are misinformed who always want to bring the LA to its knees because some of the things they speak of to their groups are speculations or something that will be under investigation, this is evidenced by their demonstrations and marches in the city towards the rejection of prepaid water meters for which can be a panacea to solve service delivery challenges”* He further went on to say that *“ service delivery challenges are more of our concern than the concern of them and their sponsors”*

Also from the LA officials they highlighted that *“RAs criticism should be constructive criticism and not destructive as the RAs are now creating an impression for residents to view us as their enemies”*

The official also expressed some concern on the allegation of corruption that is being leveled against them by the RAs by saying *“corruption is a complex issue that is not easy to investigate because both parties involved in the activity would have benefited so there is no one who is likely to divulge or disclose the information hence they should produce concrete evidence”*

However there were some positive remarks as one official LA officials said *“we have always engaged RAs on our decisions and activities from conception to implementation”*. They further

went on to say that *“we have also been doing joint partnership with the RAs for example we had the MDATA project which is meant to improve our service delivery, we did it with the help of RAs”*

Also One LA official has applauded the RAs clean up campaigns she had to say *“this is the kind of mentality that we want from residents, they have from time to time participated in clean up campaigns especially in the cemeteries, and it is indeed everyone’s responsibility to look after our beloved city”*

The above findings clearly outlines that LAs and RAs do not complement each other there is just pretentious engagement because if there is complementarity service delivery will die a natural death because there will be no one to hold each other to account particularly the RAs.

#### **4.5 RAs perception on the reasons why LAs should be hold to account**

During interviews the researcher posed this question to the RAs officials. Due to lack of consensus, the local authority seems to be failing to present a proper plan on how problems like water, housing, roads, and health, education and electricity shortages could be resolved. There are more reports about problems related to corruption and much more about internal power struggles than encouraging service delivery news. In Mutare, some residential areas go up to two weeks without clean water leaving women and youth with the mandate to find alternatives under severe conditions. Burst pipes and sewage leaks are a common phenomenon in most areas of the city. In Mutare, these water problems are the same that in the past have brought the cholera epidemics that have cost many lives as people die from using water from unprotected sources and it is our duty to hold them to account as RAs. Council just imposes decisions on residents

without consultation this is seen through the appearing of education levy on bill statements of residents.

An official from one of the RA chronicled *“section 77a of the constitution guarantees the right to clean, safe and portable water to all the people, yet councils fails to provide water whilst collecting monthly charges from the residents. We want to stop this rent seeking behavior council should speak for its action”*

Also an official highlighted that *“Council books are not being audited periodically, budgets and financial statement are not being disclosed to the public as stipulated by the urban council’s act and this vividly portrays that there is massive corruption”*

During the interview one RA official expressed concern over why the LA should be held to account by saying *“council just imposes its decisions to our poor residents without engaging them and I wonder why it is doing that to residents in this trying times, in July 2016 residents miraculously discovered education levy on their statements and my question is where are these schools going to be built since some locations such as sakubva there is no space for further development and how is this money going to be handled, honestly speaking we do not trust council”*

Another RA official chronicled *“without us the council’s watchdog the Authority will be ran like a business entity where the first mandate is to collect money and not to provide services hence that is why we advocate for transparent and accountable municipal services”*

#### **4.6 Challenges faced by RAs in holding LAs to account**

During the research the researcher observed that RAs were faced with overwhelming challenges in holding local authorities to account. The researcher observed that challenges that are being faced by RAs are three dimensional. They are challenges that are induced by residents, council and weaknesses of RAs in holding LAs to account. The observations on challenges are going to be discussed in the following passages.

##### **4.6.1 Challenges induced by Residents**

Suffice to say the researcher observed a number of factors that were induced by residents which led to a compromise in the work of RAs in holding LAs to account. Civic apathy was one of the challenges. According to the researcher's understanding civic apathy is absconding from public policies and decision making platforms that benefit them. The three RAs admitted that residents do not fully participate in the local governance of their beloved city. In order to influence change there is need to mobilize critical masses and at this juncture the masses are not willing to take part in influencing change.

An RA official highlighted that *“the residents of Mutare are not willingly or unwillingly to participate in local governance issues and this has eroded the effectiveness of RAs therefore perpetuating poor service delivery”*

Also the researcher observed that civic apathy has been propagated by harsh political environment and economic hardships. Residents are not willingly to participate in fear of being victimized by security state agents or by members of political parties as they do not want to see organized people who share the same vision. Even though harsh political environment has perpetuated civic apathy it is instructive to note that it is now being taken as an excuse to be ignorant by residents. Also whenever residents are mobilized they always anticipate to be fed

and expect tokens of appreciation, hence it will be a feeding program to them and not an engagement platform hence they do not often participate if they are not taken on board to be given tokens. Civic apathy is indeed a challenge towards RA's quest in holding LAs to account. One resident in ward 7 remarked that *"I don't think we need this associations because nothing is changing and we are being mobilized to discuss things that are beyond their and our control"* Also one resident had to say *"we do not want to be involved in political activities we will get arrested and no one will look after our families"*

In connection with this statement it is crystal clear that civic apathy has affected the work of RAs since masses are needed to influence polices because it is people who shapes their priorities.

Also during the researchers interface with the residents he also discovered that politics in the wards is at play. Residents are more answerable to their political parties than the associations and this has made the work of RAs in the wards difficult. Whenever a need arise in the wards that requires resident's attention they always turn up to politicians hence the manipulation of the mandate. Residents take advantage of RAs to make their political party addresses hence they are too obsessed with party politics.

Also an official RA chronicled that *"our residents are so much obsessed with party politics such that when we seek to address their plights, they will end up politicizing the intervention"*

Also during the interview one resident chronicled *"the RAs should inform the councilor of this ward and nothing should be done without the councilor's concert and if they are resources that need to be distributed they should conduct our councilor because s/he is the one who knows his/her ward better than the RAs"* The above statement highlights that politics is a stumbling block to RAs in holding LAs to account.



#### **4.6.2 Challenges that are induced by council**

The researcher observed that for RAs to hold local authorities to account, the LA should be transparent and accountable in discharging its duties. The LA does not publish audited books or financial statements in the press or made available to the RAs. This will be a challenge as the RAs will not be able to ascertain how much the council received and how it was used and even if the RAs take it to the streets they will only be speculations and accusing it of unfounded allegations hence a challenge in holding LA to account. Also the researcher observed that there was lack of consultation, council imposes bills and bi-laws without engaging RAs hence it will be difficult for RAs to hold to account the LA on things they are not well versed with. For example the LA had planned to install prepared water meters in the city under the directive from the minister of local governance. LA does not want to connect with the RAs since they work with the people directly. The LA does not complement the RAs efforts therefore they view them as their enemies hence they do not assign tasks to them. UCA (Chapter 29:15) and other pieces of legislations that define LAs are not aligned with the new constitution hence a challenge.

#### **4.6.3 Residents Associations shortcomings and obstacles**

During the research the researcher observed that RAs had their own weaknesses that are preventing them from holding the LA to account. The divisions among the three RAs are a challenge. The RAs they are not driven by one goal of trying to promote good service delivery. RAs do not engage each other and they tie residents to their organizations and they do not collaborate on activities. Also the researcher noticed that RAs were weak in nature as evidenced by their reactionary tendencies, reacting only after a crisis. These RAs they program their activities based on the decisions about to be taken or taken by council.

Also lack of funding and the unsustainability of donor funding is also a challenge to RAs. In order to discharge their duties RAs need funding to operate so as to bring sanity to the city. More to that RAs have been caught between a hard rock and a hard surface, they have been found meddling in politics and it becomes a question on who and what they represent. It was through the research that the researcher comes to realize that some RAs leaders have been previously linked and some are still linked with certain political parties and this will be a challenge in mobilizing masses for total transformation as residents will doubt which destination they are being taken to. Also the LA, RA relationship is characterized by hostility such that the RAs do not complement council efforts.

#### **4.7 Prospects of RAs in holding LAs to account.**

During the research the respondents came up with remedies that RAs should adopt so as to hold LAs to account. Service delivery in Mutare has declined to such an extent that it is now beyond the capacity of MCC to address hence it requires a multi approach. There is need to engage all stake holders so that the RAs will spontaneously and effectively hold LAs to account. Engagement will make RAs well informed about council decision.

There is also need for community dialogues with the residents. This will be an effective tool in holding local authorities to account. Residents they need to be well informed about local governance issues. For RAs to influence people oriented local government policies and bi laws it needs masses that will be in agreement with them so that whenever they take it to the street or petition as guaranteed in the constitution section 58 it will be so effective because the citizens are well informed and they will be rallying behind them.

Also citizen journalism will play a pivotal role in disseminating information to the residents

Also citizen journalism will play a pivotal role in disseminating information to the residents because the masses need to be well informed about everything. It is the effective way of holding LAs to account. More to that Human rights training and capacity building workshops will enhance participation of residents thereby nurturing the spirit of civic activism which is instrumental in holding LAs to account.

It was observed that RAs prospects will be bright only if RAs refrain from taking political sides. RAs are more answerable to political parties than the residents; their activities are programmed alongside with political parties' schedules. RAs should not deviate from their mandate of creating nonpartisan platforms. RAs should confront service delivery challenges and not political parties' short comings. One council official remarked that” *these RAs are not speaking on behalf of the people but political parties as some of these RAs are believed to be funded by political parties*”

Also for RAs to be able to ascertain that there is corruption taking place at MCC they should know the budget hence the RAs should participate in budget formulation and also be able to track the budget. Also these RAs should sensitize residents on how to interpret their monthly bills so that masses will be well versed when the RAs should create a hostile environment for the LA. It was also discovered from the data gathered that RAs are characterized by reactionary tendencies whereby they will be visible in the wards when there is a crisis. An elderly man in ward 8Dangamvura “*we only come to know these associations when council had promised to install prepaid water meters hence they came out urging us not to accept that dubious move by the Council*”

## **4.8 Conclusion**

In line with the findings of the study that were obtained through open ended questionnaires, focus group discussions and interviews, it can be concluded that the research questions were adequately answered as the chapter unveils a lot of issues that the research was investigating. To strengthen the validity of the findings, it should be noted that the researcher also critically observed some of the pertinent local governance issues that needs to be addressed in the city.

## **CHAPTER FIVE: CONCLUSION**

### **5.1 Introduction**

This chapter dwelt much on giving a summary of study with particular emphasis on conclusions and recommendations. This chapter is premised on the challenges and prospects of RAs in holding LAs to account. This chapter goes on to give possible recommendations that if scrutinized might be a milestone in holding LAs to account.

### **5.2 Summary**

The main aim of the study was to assess the challenges and prospects of Residents Associations in holding local authorities to account using Mutare city as a case study. The study wanted to examine why it is important to hold local authorities to account, to identify challenges being faced by RAs in holding Local authorities to account and to determine the prospects of RAs in holding local Authorities to account.

The study began by giving a clear background of what RAs are and their influence towards holding LAs to account and in enhancing better service delivery in Mutare. RAs can be traced back as far as 1950s in Zimbabwe. The study explored why LAs should be held to account by RAs and as well as the legislations that governs urban councils. The study made use of quantitative research method of data collection so as to ensure the credibility and reliability of data. Furthermore the research findings showed that Residents and the LA had a mixed perception on how they view RAs. Also the study revealed that the challenges that are faced by RAs are three dimensional hence they had to employ a triangular approach for the prospects to be bright.

### **5.3 Recommendations**

The researcher do appreciates and acknowledges the role of RAs in holding LAs to account. From the study findings cited above the researcher came up with possible recommendations to the RAs, LAs, Government and as well as the residents at large. If these recommendations are to be embraced a functional and accountable LA is going to be realized.

#### **5.3.1 Recommendations to the Government of Zimbabwe (GoZ)**

- ❖ The government of Zimbabwe should create conducive environment for RAs to operate where they execute their duties without fear of being victimized.
- ❖ There is need to repeal repressive laws that hamper the operations of RAs such as AIPPA and POSA and the emergency re alignment of the urban councils act (chapter29:15) with the new constitution.
- ❖ The government must complement the efforts of RAs in playing an oversight role towards enhancing proper service delivery and as well as enhancing transparency and accountability in LAs.
- ❖ The government should engage RAs in local governance policies in formulation and implementation so as to enhance participatory development.

#### **5.3.2 Recommendations to the MCC**

- ❖ MCC should engage all the RAs and other stakeholders on their activities such as budgetary processes so as to enhance transparency and accountability.
- ❖ MCC should make public information accessible such as budgets, revenues collected, stands sold etc.
- ❖ MCC should not impose decisions on residents but to consult the people first through the RAs so that council affairs will be people driven.

- ❖ MCC should put in place mechanisms that guard against corruption that has crippled the LA.
- ❖ MCC should honor constitutional provisions and as well as legislations that defines local governance in order to improve service delivery.

### **5.3.3 Recommendations to the RAs.**

- ❖ RAs should not move away from its reactionary tendency. RAs have been accused of only reacting after a crisis hence the RAs should always be visible in nature.
- ❖ RAs should come up with a holistic framework that capitalizes cooperation and minimizes if not at all avoid conflict of interests and pursue of personal or different agendas in holding LAs to account.
- ❖ RAs should stop being more answerable to the political parties rather to residents where they derive their mandate.
- ❖ RAs should also be accountable to the residents in whatever they do, the organizations should be people centered.
- ❖ RAs should not be antagonistic in nature ie they should complement council's effort in this difficult economic situation.
- ❖ RAs should take initiatives to look after the city of Mutare and not only the LA alone but they should be a collective action.
- ❖ RAs should always press the LA to deliver services to the residents through advocacy and lobbying
- ❖ RAs should come up with mechanisms that guard against corruption.

### **5.3.3 Recommendations to the councilors**

- ❖ Councilors should rise above party politics and be answerable to the people who elected them than to the council top management.
- ❖ Councilors should always give feed back to the residents so that the citizenry will be well informed there by holding the LA to account.
- ❖ Councilors should always engage the RAs as the mandate is one and the same that is to prioritize the needs of the people.

### **5.3.4 Recommendations to the residents.**

- ❖ Residents should prioritize RAs platforms as they are the preferred platforms to hold LAs to account.
- ❖ Residents should desist from manipulating RAs platforms to advance their political struggles and ambitions. It is a platform for residents to speak out their grievance that has to be dealt without taking any political side.
- ❖ Also residents should always know that the first rule of thumb is that what comes first is your neighborhood before they support their political parties that are headquartered in the capital.
- ❖ Residents should always show up on RAs and council meetings for a policy or a bi-law requires large numbers for it to be approved or passed and by so not attending this will led to the LA imposing what they deem necessary on residents.
- ❖ Residents should voluntarily participate in the affairs of their beloved city not only to ask for a token in order to participate.



#### **5.4 Chapter Summary.**

This chapter comprises of a summary of findings as well as conclusions and recommendations of the study. After all has been done and said, it can be concluded that RAs are faced with overwhelming challenges in holding LAs to account and the prospects are also bright in the sense that RAs are the only option that is available to hold LAs to account. Most interestingly, this chapter has highlighted some of the challenges and prospects of RAs in holding LAs to account. However if the study recommendations mentioned in this chapter are to be upheld and executed effectively RAs will bring sanity in the city and therefore creating a transparent and accountable LA.

*APPENDIX I*

**LOCAL AUTHORITY OFFICIALS INTERVIEW GUIDE**

My name is Gidion Besa and I am an understudy at Midlands State University. I am in a procedure of finishing my examination extend thusly, may you merciful give your perspectives, conclusions and remarks through noting the accompanying inquiries. Your co-operation and responsibility is enormously refreshing.

1. What is your overall view of RAs in Mutare?
2. What is the importance of having RAs in Mutare?
3. How do you see RA's contribution towards service delivery and as well as enhancing transparency and accountability in Mutare?
4. What is the type of relationship between LAs and RAs?
5. What do you think are the challenges being faced by RAs in holding LAs to account?
6. What can you comment towards the future of RAs in Mutare?
7. What recommendation would you give to the RAs?

Thank you

## *APPENDIX 2*

### **COUNCILLORS INTERVIEW GUIDE**

My name is Gidion Besa and I am an understudy at Midlands State University. I am in a procedure of finishing my examination extend thusly, may you merciful give your perspectives, conclusions and remarks through noting the accompanying inquiries. Your co-operation and responsibility is enormously refreshing.

1. What is your perception on RAs?
2. What do you understand by holding LAs to account?
3. How do you see the work of RAs in your ward?
4. How important are RAs to the people of your ward and the people of Mutare at large?
5. How is your relationship?
6. What do you think are the challenges that are being faced by RAs in holding LAs to account?
7. What do you think are the prospects of RAs in holding Local Authorities to account?

Thank you

### *APPENDIX 3*

#### **RA's OFFICIALS INTERVIEW GUIDE**

My name is Gidion Besa and I am an understudy at Midlands State University. I am in a procedure of finishing my examination extend thusly, may you merciful give your perspectives, conclusions and remarks through noting the accompanying inquiries. Your co-operation and responsibility is enormously refreshing.

1. What are RAs, their roles and responsibilities?
2. What is the current service delivery situation in Mutare?
3. Why do you think LAs should be hold to account?
4. What problems can be induced by a failure to hold LAs to account?
5. What is the relationship between the two other RAs and you?
6. What is your vision for the city of Mutare?
7. What progress have you made so far?
8. Is it possible to have a coalition of RAs since the primary objective is one so that a chance can be quickly realized, since they are people's organizations and as well as fostering an institution that can confront any problem?
9. What do you think are the challenges you are facing?
10. How bright are you future in terms of holding LAs to account?

Thank you

APPENDIX 4

QUESTIONNAIRE

My name is Gidion, T. Besa. I am a final year student at Midlands State University studying development studies honors degree and I am in a process of completing my research project on titled: **Challenges and prospects of Residents Associations in holding Urban Local Authorities to account : The case of Mutare City**. Please can you kindly fill in the following questionnaire with pertinent and substantial data? It should be noted that any data that will be submitted or gathered from this study will be private and might be utilized for research purposes only. Your co-operation is exceedingly appreciated.

QUESTIONNAIRE

Form 1

**Research Topic** : **Challenges and prospects of Residents Associations in holding Urban Local Authorities to account: The case of Mutare City.**

**Interviewer (Researcher)** : .....

**Date** : .....

**Interviewee (Respondent)** : .....

**Organization**..... **Position**.....

1. Age: .....

2. Sex: .....

3. Which ward do you come from?

.....

4. As a resident or a ratepayer have you been able to obtain basic education?

.....

5. If yes, has it been:

Primary Level

Secondary Level

High/Tertiary Level

*Please tick where applicable.*

6. What do you understand about Residents Associations?

.....  
.....  
.....

7. Are you linked to any Residents Association please provide the name of the association?

.....

8. If **YES**, state the nature of activities that it has been conducting in order to hold Local Authorities to account?

i. ....

ii. ....

.....

9. What do you think is the importance of Residents Associations?

- i) .....
- ii) .....
- iii) .....
- iv) .....

10. What was the service delivery situation, prior engaging in Residents Associations activities?

- i. ....
- ii. ....
- iii. ....

11. Are there any changes in your ward or the city due to the emergency of Residents Associations ?

- i. ....
- ii. ....

12. If **No**, explain why

.....

.....

.....

13. Do you think Residents Associations can succeed in holding Local Authorities to account?

<b>YES</b>		<b>NO</b>	
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14. If NO, explain WHY?

i) .....

ii) .....

iii) .....

15. What do you think are the challenges being faced by Residents Associations in holding Local Authorities to account?

i) .....

ii) .....

iii) .....

16. How do you see the prospects of Residents Associations in holding local authorities to account?

i) .....

ii) .....

iii) .....

17. Is there something that this questionnaire has not addressed that you wish to say?

.....

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.....  
.....

Thank You.



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