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**DEPARTMENT OF POLITICS AND PUBLIC MANAGEMENT**

**AN ANALYSIS OF THE IMPACT OF URBANIZATION ON BASIC  
SERVICE DELIVERY: THE CASE OF MUTARE URBAN FROM THE  
YEAR 2008 TO DATE.**

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**DECLARATION**

This is to verify that, this project entitled ‘THE ANALYSIS OF THE IMPACT OF URBANIZATION ON BASIC SERVICE DELIVERY: THE CASE OF MUTARE URBAN (2008-2017) which is submitted by me in partial fulfillment of the requirements for award of Bachelor of Social Sciences in Politics and Public Management Honors degree by the Midlands State University, encompasses only my original work and due acknowledgement has been made in the writing to all other materials used.

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All those with names withheld, but contributed in one way or the other to the success of this study, I wish to express my sincere gratitude as well.

## **DEDICATIONS**

I would like to devote this dissertation to my beloved mother Mrs. Alice Mamvuto and the Mamvuto family for their unlimited support, encouragement and love throughout my studies. Your perpetual faith in me, made me to come this far with great confidence. I dedicate this work to Mr. Innocent Mamvuto for encouraging me to go along with the research matter and providing for me financially throughout the course of my studies. This is all for you family.

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## **ABSTRACT**

Mutare has been under a gradual decline of its glow because of urbanization. A city which was normally known for its unique settlement patterns due to its good geological structure, excellent hygienic standards and abundant clean water has now turned into a city characterized by with mischiefs. This research is derived from the mission to scrutinize both the negative and positive influences of urbanization .The study focuses on the impact of urbanization on service delivery in the three high density suburbs of Mutare (Sakubva, Dangamvura and Chikanga) and partially looks at the impact of urbanization in Mutare’s CBD. Therefore, an assessment was carried out in the prior mentioned areas with the aim of determining the impact of urbanization on the lives of the people. The researcher utilized data triangulation techniques in a bid to obtain data for the research. In this regard, questionnaires, interviews and observations were the most active data collection methods.

The findings accrued by the researcher were that, the negative impact of urbanization far outweighs the positive impact of the same in Mutare. Although urbanization is theoretically a good phenomenon that has the potential to benefit the Cities, various factors in Mutare has black painted the positive influence of urbanization with the negatives. On the positive side, the research showed that, in Mutare, urbanization has largely promoted an increase in markets as well as promoting good social relations between people of different backgrounds. On the other hand, various factors such as lack of funds and lack of effective planning to mention but just a few has necessitated the negative impact of urbanization to stress upon service delivery in Mutare high density suburbs. Due to lack of monitoring the rate of urbanization in relation to the resources available, water crisis has increased and has led to the rapid outbreak of diseases such as cholera. Squatters has increased, and resulted in disorderly human settlements. Lastly, the increase in residential areas and the scarcity of refuse collection vehicles by Mutare City Council has posed a challenge for garbage collection service.

### **Keywords**

Urbanization, Negative impact, Positive Impact, Basic service delivery, Water rationing, Infrastructure, Sanitation Management, Privatization, Mutare City Council, High Density Suburb, Dangamvura, Chikanga, Sakubva, urban, rural, migration

## **CHAPTER 1: INTRODUCTION**

### **1. Introduction**

While urbanization has encouraged an increase in markets and also an increase in business' profits in Mutare, it has to be noted that, the negative side of urbanization overshadows the positives. Theoretically, urbanization is the initiative to the good development of cities, for example urbanization pragmatically developed China, but it has not been entirely the same in Zimbabwe, Mutare. In this regard, the objectives of this study are to examine both the good and bad controls of urbanization in Mutare High density suburbs and an additional investigation on the city's Central Business District (CBD). The study analyses the development of urbanization as a problem under the focus of the trajectory in governance from the colonial phase to the Post-colonial period. The first objective of the study is determining how urbanization has advantaged and disadvantaged the residents of Sakubva, Dangamvura and Chikanga, as well as Mutare City Council (MCC). The second objective is to scrutinize the major problems being faced by Mutare and map out possible solutions that can assist in addressing the problems. These problems include, water rationing, deteriorating infrastructure and poor sanitation management. More clarity will also be given on how the residents in the three high density suburbs cope with the diminutive services they receive from Council. This is in a bid to show the trajectory of service delivery in the high density suburbs of Mutare. Thirdly, this study determines how the residents can contribute in the development of Mutare. This is solely in an effort to encourage citizen participation in the governance and development of the city. Lastly, the study determines possible strategies that can curb urbanization in Mutare and these include, implementation of ruthless government clean up campaigns such as operation Murambatsvina, making the economy of the villages to be fully feasible, and to encourage the central government to establish a National Commission for Urbanization Development.

### **1.1 Background of the Study**

Mutare is the capital of Manicaland province and the fourth largest city in Zimbabwe. It was known as Umtali during the Chimurenga wars. Mutare was founded in the 19th century and in its history it has always been the gateway city to the sea as it is closer to the Mozambique boarder about 8 km. Population increase has been a constant activity in Mutare. Lowe (1986) is of the view that, the growing population in a given society is inevitable hence, it is pivotal for town



planners to monitor and evaluate the ratio of social movements or urbanization alongside the services. It is however to be said that, Mutare city planners and the officials seems to have turned a blind eye to the exercise of monitoring the rate of urbanization against the basic social amenities.

Urbanization in Mutare has stressed the local authority to provide housing services. In Sakubva, the residential flats are dilapidated having broken water pipes and blocked sewer. Residents' crowd in a small single room for accommodation and their primary restrooms are the public toilets which do not function well. The increase in Mutare's population growth has accelerated the spread of different housing solutions which the majority of them are informal and unauthorised. Gukurume (2011) argues that, the dollarization of the economy after 2008 instilled hope in the service delivery by local governments as it ushered the stabilization of the economy. According to Gukurume (2011), dollarization was regarded as a cure in economic circles hence a remedy to infrastructure development, but even though the dollarization stabilized the economy, deterioration in infrastructure development continued. With this in hand, one can argue that, an obstacle to the deterioration of infrastructure was in some sense non-financial but the rapid increase in urbanization.

Poor sanitation management has also grew as an offspring of urbanization in Mutare. Increased residential areas in Mutare has also increased the demand in refuse collection service to all the residential areas. There has been unequal rationing of refuse collection in Mutare's residential areas because Mutare City Council has argues that, there is no enough vehicles to ferry garbage, therefore the reason why some areas are left unattended for days. UNESCO et al (2004) is of the view that, more than 90% of the sewage is deposited in the urban rivers and lakes hence, giving rise to diseases. In Dangamvura and Chikanga high density suburbs, refuse had left unattended by the garbage collectors. In particular, Dangamvura residents experienced a fortnight of not having their refuse collected in November 2016. The deprivation of the service enhanced the creation of alternative refuse solutions which were not hygienic in structure and caused environmental pollution.

Furthermore, the availability of water has been a problem in Mutare for nearly a decade now. Many reasons have been attributed to the problem, and among them, rapid urbanization trends have been included. Urbanization has proliferated the expansion of the city outwards and created

demands for prolonged water services to the Mutare City Council, which however, has been difficult for the former due to limitations in financial provisions. Due to increased numbers of people, disorder have been a result. In the CBD, situations of people tempering with water infrastructure are common, as people try to have free water access. Saunders (1986) notes that, water if put to its good use inevitably becomes the most essential social capital in life because water is life. In regard to Saunders' owing to the scarcity of water in Mutare, citizens have abandoned the notion of preserving water for future use. Deficiency of water made residents to use the bush system and the dumping sites proliferated by residents became breeding sites for mosquitoes thus leading to the outbreak of malaria and other related unhealthy concerns. Given this background, it is to be said that, non-hygienic lifestyle is meaningless Van Pelt (2012).

However, while urbanization has brought many consequences, there are some positive effects of the same which has been noticed in Mutare. In other words, urbanization is not all bad but has its benefits as well Faridi (2012). In Mutare, an increase in markets has been because of urbanization and with that in hand, many business' profits has increased. Since Mutare is a tourist city, the tourist industry has benefited from the increased number of people interested in touring the hotels in Vumba and Nyanga, the Inyanga mountains, and the Mtarazi falls to mention but a few. An increase in population is also necessitating an increase in revenue generation in the city.

In addition, there is a sort of a good social integration in Mutare which is believed to be driven by the harmonious relations between people from different religions, nationality, social classes, ethnic backgrounds and race. This is evidenced by the existence of the Mozambiquens, Ndaus', Karangas and the Honde valley people in the city of Mutare. Most of these people comes from the neighbouring villages of Mutare while the people from Mozambique has good business relations with most of the Mutare people and Zimbabwe at large. Leeds (1979), supports the notion of a social harmonious integration as a positive effect of urbanization by stating that, there is supplementary social integration between different people in urbanized areas.

## **1.2 Statement of the Problem**

The study examines the impact of urbanization on service delivery by councils and its being compounded by increased urban population. The nexus between urban population growth and social amenities demanded has strained the Mutare city council in providing water, housing

services and good sanitation management. Failure of effective planning and controlling of urbanization trends has necessitated disorder in the CBD and made urbanization to be labelled an entirely bad phenomenon in Mutare. Urban population growth is necessitating the overcrowding of residents particularly in high density suburbs where rents are cheap. Vendors have coloured the CBD and have resulted to congestion of people. Creation of small scale businesses have somehow worked to the advantage of the MCC hence, urbanization if controlled well, can contribute to the development of the city. However, the phenomenon appears to be a non-essential problem to the government and the city fathers, hence a serious current and future problem for the nation at large.

### **1.3 Research Objectives**

- To examine the impact of urbanisation on service delivery.
- To scrutinize the major problems being faced by the city under the influence of urbanisation.
- To determine how the residents can contribute in the City development

### **1.4 Research Questions**

Crucial questions that this research seeks to address are:

- 1) What is the impact of urbanisation on service delivery?
- 2) What are the major problems being faced by the city?
- 3) What can be done to control urbanization and promote city development?

### **1.5 Justification of the Study**

The study sought to determine how urbanization is a challenge to both the city dwellers and the local authority. The research will inspire both the central government and the local government to be more observant to people's health. The research will bring another look on the share of blame of poor service delivery where Mutare City Council is not to be entirely blamed for poor service delivery but rather the attitude of the central government towards issues of rural development and urbanization. The study aims to encourage the city fathers to implement effective planning to be able to cope with its mandate even with the rapid urbanization growth. The research will inform the City fathers and central government of the risks that the residents face due to uncontrolled urbanization together with its after effects such as scarcity of resources

and overcrowdings. The study will also encourage and motivate citizens to be involved in the development of the city and corporate governance. The study will propose and encourage viable strategies to limit urbanization in Mutare which the city fathers and the central government may deem necessary and relevant. Lastly, the researcher intend to lure and encourage donors or other interested parties in assisting Mutare with the provision of resources particularly water infrastructure and vehicles for refuse collection.

### **1.6 Assumptions of the study**

- The researcher will obtain the vital data needed in this study through amicable co-operation with Mutare City Council and the residents. Therefore all data obtained is assumed to be correct and necessary to use in the study.
- Resources and utilities to be used by the researcher are assumed to be adequate in carrying out the research.

### **1.7 Limitations of the study**

The research was carried out in line with the following restrictions.

#### **1.7.1 Financial Constraints**

- In order for the researcher to make some visits and calls in conducting and following up questionnaires and interviews, there was need for the utilisation of financial resources. In regard to that challenge, the researcher was assisted by the family in providing all the financial resources required in the research.

#### **1.7.2 Resistance from the participants**

- Resistance from the participants stood as one of the major drawbacks to the research as some respondents associated the study with politics. Keeping in mind the aforementioned constraint, it instilled a sense of fear of victimisation thus making them unwilling to show and say out loud their true opinions and feelings towards the subject. However, despite the resistance from respondents, the researcher ensured confidentiality and anonymity.

#### **1.7.3 Risk to observe during the night**

- In areas such as Sakubva and Danganvura, it was risky to go out during the night to observe and interview the residents at their points of water collection. The researcher felt the need to hire some individuals who would observe and carry out the interviews.

#### **1.7.4 Time constraints**

- Interviewing employees during weekdays was a limitation since they were busy. There was again not enough time to interview the top officials hence interviews were cut short. In that case, the researcher utilised weekends and after working hours.

## **1.8 Literature Review**

Literature review can be referred to as a text of a scholarly paper. The paper thus includes elements of findings and also includes methodological and theoretical contributions to the research topic. The literature review in this study was advanced from an international point of view down to Zimbabwean perception. As a result, this will help one in understanding the nature of the study

Urban population growth is one of the chief factor which is affecting State's development and the continent at large. Amitabh Kundu (2011) is of the view that, rapid increase in urban population is one of the major factor to Asian's underdevelopment. Surely, rapid trends of urbanization has accelerated the continent's impoverishments as one can attribute to Africa. States like Ghana, Tanzania, Botswana and Uganda are facing the same consequences of urbanization which have grossly affected their economies and development per se. Nevertheless, although Kundu (2011) apprehends the full notion of the negative impact of urbanization on development, he seemed to have turned a blind eye on the minor positives of urbanization. This study is under the guise of scrutinizing both sides of the coin concerning the impact of urbanization. In this regard, contrary to Kundu's line of argument, urbanization has in some way contributed to the increase of revenue generation in Mutare due to the population increase hence, population increase has resulted in the growth of small scale businesses thus a factor to development. The study also explains how urbanization has brought social positive vibes among residents, hence ruling out the notion that urbanization is absolutely bad.

Moving on, water and sanitation problems have been a result of urban cities growing in population. Kanton Osumanu et al (2010) argues that, low levels in water and sanitation services are a product of rapid growth in urban population. Indeed, rapid urban population increase has necessitated water and sanitation difficulties as evidenced in the 7 major cities of Zimbabwe. However, despite the fact that Kanton et al (2010) captures the totality of the impact of urbanization on water and sanitation services, it can be argued that, the authors overlooked the impact of Post-colonial policies in Ghana that were adopted through the Mosaic approach in

demolishing the Colonial urbanization policies. This study seeks to give a full clarity on the impact of Post-colonial actions that were adopted by the new Zimbabwean government concerning urbanization processes. These actions include the nullifying of the repressive policies concerning rural-urban migration such as the withdrawal of the Growth Pole policy and Vagrant Act.

Rapid urbanization is associated with a number of risks if urbanization processes are not handled with caution. An article by John Scott (2015) a Chief Risk Officer for Commercial Insurance noted a number of risks connected with rapid urbanization. Among the risks, he noted poor infrastructure, health issues, climate change and social instability. Undeniably, the risks noted in the article are correct as one can subscribe to the Cholera outbreak which hit Mutare in 2008 and 2009 thus relating to the risk of health as noted by John Scott. Conversely, while Scott (2015) articulated the major risks of urbanization in developing countries, one can argue that, the article appears to be carrying a lot of secondary data and relying mainly on assumptions. It seems as if the author did not physically engage himself in the field of study thus details provided in the article may be considered outdated. The article also seems to lack a theory which sets to support the findings and conclusions drawn. In light of this context, this study is in an effort to present a research which depended much on first-hand information and less assumptions. The study is also anchored by various theories such as the realism theory, functionalism theory and cultural deprivation theory by Haralambos and Holbon.

Rapid urban growth appear to be problematic in having negative influence on basic service delivery such as water, infrastructure and sanitation management in Mutare. Pregala (2000) is of the view that, one of the main obstacles to water service delivery is accelerated urbanization. It is to be said that, undeniably, the increase in population has led to poor service delivery as noted in Durban, South Africa and also in Harare, Zimbabwe where areas such as Budiro, Kambuzuma and Epworth experience water shortages and poor sanitation management due to high population rates. Despite the fact that Pregala captures the entirely influence of urbanization on service delivery with particular importance on water provision only, this study examines the impact of urbanization on service delivery particularly emphasising on water provision and in addition with refuse collection and poor infrastructure development with reference to the Zimbabwean context in Mutare in the past ten years.

Deficiency of revenue seem to be an obstacle to Mutare city Council in providing citizens with basic social amenities. According to Pregala (2000), citizens are the primary sources in funding public administration activities. Certainly, taxes from citizens are the key source in generating revenue from national level cascading down to local level as evidenced by the existence of institutions such as the Zimbabwe Revenue Authority (ZIMRA). Local authorities are wholly accountable for the income which comes from citizens and in return, Councils ought to give back to the community adequate services relative to the investments from citizens Pregala (2000). Moodley and Sing (1994) supports the notion of Pregala (2000) who advocates for the normative guidelines in Public administration which include transparency and sound ethical conduct to prevail within the public management environment. Although Pregala fully captures the responsibility of councils in carrying out effective public administration, this study examines how the economy of a state and political affiliations contributes in destabilising council's duties and powers in Zimbabwean context mostly in the recent years of 2013 to 2017 after the elections.

The contribution of the central government in municipalities appears to be of great help in the development processes of the cities and provinces. Pregala (2000) who wrote about *the impact of urbanization in Durban South Africa* argued that the central Government was becoming reluctant to assist local authorities in curbing problems of Urbanization. Indeed, central government plays a pivotal role in the governance of local authorities. The article gave much credit to the Government that, its inclusion in Municipal affairs will be of great importance. While the article captures the complete significance of the government, this study seeks to show how the significance of central government can be a major disadvantage to the Municipality in the case that the central government is ignorant in some issues such as rural development. The author also missed how the total inclusion of government in Municipal affairs encourage politicisation of local projects especially in most countries with incumbent governments.

Furthermore, water shortages and poor sanitation management is caused by a number of influences. Kanjanda and Chiparange (2014) argues that, water shortages in Mutare is predominantly caused by high urban migration, low water table, old pipes bursting and ineffective planning and management systems. Indeed, the above mentioned factors decreases the availability of water as noted in Sakubva where a large size of water pipes bursts leading to a

greater loss of water through leakages. While Kanjanda and Chiparange's argument apprehends the partial causes of water shortages in Manicaland during the 2013 era, the two seemed to have at the same time entirely blame Mutare city Council for the water shortages. However, this study scrutinizes the significance of citizen participation in service delivery and explores on the resistance by the citizenry to pay rates and complete the water debts which they owe Mutare city Council after 2013. It has to be noted that, after the nullifying of all municipal debts of citizens by President Mugabe in 2013, the rate of residents owing the Council increased and their resistance to pay off the debts, is one of the key obstacles to water shortages and poor sanitation management in Mutare from the past 4 years.

Urban growth is typically rapid in less economically developed countries. A United Nations article noted that, most urban dwellers in African countries survive under harsh environmental conditions (<http://archive.unu.edu> 2012). Half of humanity now lives in cities and it is alleged that, in Africa and Asia, urban population will approximately increase between the years 2000 and 2030. Truly, urban population increase regularly as noted by the estimates of urbanization rate in Zimbabwe which was 3.4% annual rate between 2010 and 2015 while the urban population was already 3.8% of total population in 2010. The United Nations report stated that, the poor infrastructure development in urban areas was accelerated by frequent urbanization which strained local authorities to control the continued demand for the infrastructure development service (<http://archive.unu.edu> 2012). The report further highlighted on how the revenue sources are compressed therefore, failing to match the bigger obligation. Despite the fact that United Nations took note of the total impact of urbanization and the limitation of councils in being granted insufficient funds to meet the demands of the increased population, this study endeavours to examine the inclusion of privatisation as a strategy to meet the demands of urbanization.

According to Kanjanda and Chiparange (2014) 65 respondents defined water crisis in Mutare as the failure by the Council to provide for its residents. Harvey (1983) defines the connotation of failure as the lack of planning in any given system. Hence, from the Mutare city council's report published in the Standard newspaper of September 2013, it is vivid that the Council failed to analyse the urbanization rate in Mutare and to provide adequate water. It is to be said that, Kanjanda and Chiparange (2014) used the realism theory on one sided party which was the



residents and failed to use the same theory to the Council since the Council also had their line of defence as to why the scarcity of water was high in Mutare.

The time which the authors also noted the problem in Mutare was in 2013 and then water shortages was the major problem but as time went on, one problem gave birth to another that is why this research has also included the issue of refuse collection. One can argue that, the written tone in the authors' article echoed emotional aspects and mostly cornered on one sided view believing that the residents were the only affected figures in the study and not taking recognition to the role of residents to pay water services which the majority of the residents have ceased to do especially the residents in informal housing.

The methodology used by Kanjanda and Chiparange (2014) had a lot of strengths but failed to effectively made into use as the authors mainly had their interest in the victims. The interviews and observations done failed to inquire one of the major obstacle to the provision of abundant water which is the physical structure in Dangamvura. Although the authors captured the views on the major obstacle of water supply, it appears as if it the findings were general and not narrowly directed to classified groups such as the educated and non-educated. Very few people have knowledge about the physical structure of Dangamvura hence, in their opinion, they totally blame the council for the water shortages. Given that scenario, this study examines how both the physical structures and poor planning of the Mutare City Council contributes to water shortages in Dangamvura.

Lastly, in order to understand how the life in cities emerged, it is viable to utilize the two approaches of urban theory. Derickson (2014) states the two approaches which are, one, identifying differences in political, intellectual and geographical descendants and secondly, to understand their political and epistemological effects in the urban life cycle. Truly, this is an excellent approach in fully considering progress in human geography. While Derickson (2014) was able to utilize the approaches in her study, she seems to have refused Eurocentric approach and capitalise more on the urban theory. However, this study seeks to employ multiple approaches (both Eurocentric, Afrocentric etc.) in understanding the trajectories of the city in all the circles of life.

## **1.9 METHODOLOGY**

### **1.9.1 Research Design**

Research methodology presents the methods in which the study was directed. A design can be referred to as the structure of a controlled work. Different research designs have different merits and demerits hence, any method a researcher choose will negatively and positively influence the findings of the study. The methodology section provides justification for each approach used. In this study, the researcher used case study approach which can be identified as an examination of specific events, phenomenon or institutions in a bid to come up with rich descriptive results of the particular case under study Baker (1999). One of the merit of a case study is that, they bring an excellent understanding to the reader to what is already known either through experience or previous researches Taylor et al (2006). According to Baker (1999), a case study is mostly focused on a single entity. Hence, in this study, the researcher studied and used the three high density suburbs individually as case studies to show how urbanization has negatively affected the livelihoods of the inhabitants. The researcher also studied the CBD of Mutare to analyse the impact of urbanization in the business sector. The method of focusing on a single entity made it easier for the researcher to gather detailed investigation as the researcher explored the research largely by herself.

### **1.9.2 Target Population**

Taylor et al (2006) defines population as the collection of objects or people in relation to the study. In other words, one can argue that, target population encompasses participants of a particular group that a researcher is interested in reviewing. The findings of the study from a specific group of individuals are generalized because they tend to have major traits in common, Taylor et al (2006). In this study, the target population involved the Mutare city council management, few people around the CBD and selected few residents in Chikanga, Dangamvura, and Sakubva. However, the researcher faced a challenge of funding and found it difficult to engage any research assistants hence had to work with the available manageable number. Despite the fact that there were no research assistants, the researcher being a student as well as a resident of Mutare, facilitated a flexible research as the participants did not perceived her a stranger hence provided reliable information. In regard to the above, the findings to the study were considered trustworthy.

### **1.9.3 Sample Selection**

Sample selection provided a merit of justification to the researcher. In study sampling, the researcher used her know-how to identify representatives of the population involved. Sampling is more concerned with selecting an individual within a statistical population so as to estimate characteristics of the whole population Bhattacharjee (2012). In this study, the researcher decided on the information to be provided and the individuals to provide the information basing on the benefit of knowledge or experience. As a result, the researcher was in a position to engage significant informants who were considered reliable sources of information who were experts in managerial issues and educated residents and Councillors who were relatively sceptical.

In light of the above, the researcher had a study sample consisting of the Mutare Council management, few people from the CBD and few residents from the high density suburbs. Targeting the management enabled the researcher to have a deeper understanding on how services are managed in Mutare, as well as purposely examining the constraints faced in management. Councillors are virtually policy makers, hence the researcher found it prudent to explore their arguments concerning urbanization and how it has affected the city. Lastly, the researcher also found it wise to involve the residents in high density suburbs because they are mostly the victims of urbanization. Nevertheless, careful measures were taken to curb bias, vague and exaggerations as Bhattacharjee (2012) noted.

### **1.9.4 Methods of Data Collection**

The researcher applied pure qualitative technique with the inclusion of data petitioning instruments. These include the use of interviews and questionnaires while observations are used as complementary instruments. Baker (1999) consider interviews and questionnaires as the primary tools of qualitative data technique. In light of that context, the researcher used interviews and questionnaires as key methods while observations also played a major role in the findings.

### **1.9.5 Self-structured Questionnaires**

Questionnaires are questions which are compiled orderly targeting a particular group to acquire information. Questionnaires saves time, giving it a merit of acquiring data on a large scale hence it worked for the benefit of the researcher as she is still a University student and had other school obligations. In order to have an in-depth understanding of the study, the questionnaires had open ended and closed questions Borgdan and Biklen (1992). In this study, the structured

questionnaires were uniformly designed for all involved subjects hence gave a room for the respondents to provide their answers freely in their own words (Baker (1999). Questionnaire were rather easy to complete because they were self-administered. The respondents were given 7 days of completion hence they had enough time to attend to the questionnaires.

In the first part of the questionnaire, the researcher introduced herself and made it clear to the respondents that the research was anti-political hence the rationale behind the research was only for academic use. The use of simple language was prioritized in the questionnaires so as to achieve a better flow of communication. The questionnaire had seven questions which primarily explored on how urbanization has affected them as residents, the reasons why residents are constantly failing to pay rates to the Council and what can be done for the city dwellers to pay rates.

The researcher personally distributed the questionnaires to the respondents and in this regard, questionnaires were distributed to the Mutare city Council management team and the residents. In total, the questionnaires were 35, where 5 were distributed to the management and 30 distributed to the residents in the high density suburbs. For progress sake, the researcher constantly reminded the respondents to attend to the questionnaires through phone calls, whatsapp messages and emails. As a result, from the distribution of questionnaires, all 5 questionnaires distributed to MCC management were attained, while 20 out of 30 questionnaires were attained back from the residents. Each suburb had 10 questionnaires, hence, Dangamvura brought back 8 questionnaires, Chikanga 7 and Sakubva 5. In short, the researcher only attained a feedback of approximately 67%.

### **1.9.6 Interviews**

The interview questions were structured in a bid to guide the researcher during the interviews. The researcher utilized structured questions for the interviews which promoted complete communication. According to Baker (1999) an interview is a social interaction between two individuals. The questions were short and precise to create room for a fluent dialogue with mutual understanding. Scheduled interviews allowed the researcher to take note of the in-depth emotions, gestures and attitude of the residents towards the subject of interest Marshal and Roseman (2007). The researcher only utilized interviews to the people around the CBD and the Mayor of Mutare. While the interviews were only cornered on random people in the CBD, there

seemed to be a tendency of information not fully apprehended because of many reasons some which probably related to political fears. Also, the timing was a challenge because during the working hours, most of the business people were busy hence did not give their ample time. However, the researcher took caution and adhered to the ethical behaviour of research that demanded confidentiality as an essential component hence there was the utilisation of interview codes.

Baker (1999) argues that, open ended questions give room for further responds from the respondents as they give liberty during the interviews or questionnaires. In this regard, the researcher used open ended questions in the interviews and indeed it gave the respondents the liberty to respond freely as well as providing their own opinions and arguments. The interviews were recorded using a cellphone and the researcher acknowledged the respondents about the recording so that they become aware and comfortable.

### **1.9.7 Observations**

Hill (2005) advocates for direct observations in any research so that the researcher gets to understand the natural environment in which the respondents live. Direct observations allowed the researcher to know the source points where residents fetched their water, how people in Sakubva share a single room, levels of pollution and how the status quo in the CBD. Johnson (2007) supports Hill (2005) with the view that, direct observations are fruitful because they enable the researcher to record exactly what is trendy in the environment of the respondents. However, the researcher failed to visit Sakubva during the night to observe how and where some residents get their water because the hours to observe were rather late.

### **1.9.8 Data collection procedures**

The researcher enquired permission from the Mutare city Council in order to proceed with the interviews, questionnaires and observations to avoid misunderstandings. The researcher also operated with the approval form for data collection which came from the Midlands state University.

### **1.9.9 Data Triangulation**

According to Berg (2009) data triangulation enables the use of two or more data collection methods so as to achieve maximum accurate results to the study. In this regard, the researcher

used a plethora of data techniques in researching about the influence of urbanization in Mutare and this produced fruitful findings. The researcher advocated for the multiple use of data collection methods to avoid vague and biased information, as well as to guarantee trustworthiness to the information at hand.

### **1.1.0 Data analysis and presentation**

Data which was captured from the participants was more descriptive in manner hence, also analysed descriptively. In this regard, the researcher utilised pictures, graphs, pie charts and tables to the data that was captured. Baker (1999) is of the view that, data analysis is scrutinising of data, saving the relevant and disposing the non-relevant. The compiled data was coded and analysed in units in relation to the objectives of this study.

In this study, qualitative data took much precedence. Qualitative data is concerned with non-statistical method on the inquiry of social phenomenon Baker (1999). However, while qualitative data was primary in this study, the use of questionnaires is quantitative therefore, the two techniques complimented each other during the research.

### **1.1.1 Ethical Considerations**

In any preceding research, issues of ethical respects has been at the heart of the participants. It is however the responsibility of the researcher to protect the interest of the client and of the study as well. According to Nicholson (1986) the respondents' rights should be protected. This is supported by Baker (1999) who views that during a conduct of a research, no harm should be imposed on the respondents either physically or emotionally. In light of this context, the researcher did not use force on the respondents in a bid to acquire information, the respondents gave replies from their goodwill. The research questions and structure were designed in a manner that nullified embarrassment, fear, loss of privacy and anxiety to the contributors.

### **1.1.2. Delimitations of the study**

The study was confined to the three high density suburbs of Mutare (Dangamvura, Chikanga, Sakubva) as well as Mutare Central Business District (CBD) The study was narrowed to the investigation of how the activities in the CBD under the influence of urbanization has affected Mutare city council. Secondly, the investigation narrowed at how urbanization has largely affected the people who resides in high density suburbs. Sources of data were mainly derived

from the Council management, city councillors and inhabitants at large who were labelled as fruitful sources of data by the researcher.

### **1.1.3 Theoretical Framework**

Haralambos and Holborn (1994) states on the theory of Cultural deprivation which assumes that, when people adapt to complete new culture which is less superior for a long time, they later tend to get used and acknowledge such cultures as normal and then bow to its demands regardless of the limitations to their welfare. In this regard, the residents of Mutare have forgotten the culture of water abundance which flourished in their city and succumbed to the new ideological culture of the scarcity of water and living in polluted environments. The evolution of the ruralisation of Mutare now seems normal to the residents. The theory of Functionalism assumes that, in order to study a particular society, one should take a look at its various institutions and how they integrated to make the society a function community. Therefore, in this regard, the study also utilized functionalism theory in showing the importance of both the Council and citizen's participation in local governance.

Realism theory is of the view that, human beings operate pragmatically and not theoretically hence, in an effort to understand how and what exactly the situation is like in Mutare, the researcher engaged in the environment. Bryman (1992) notes the theory of interactionism and purports that human beings view social life as an unfolding process in which a particular individual interprets his/her environment and act accordingly to the interpretation. In this case, for a clear clarity on the Urbanization crisis in Mutare, the researcher had a direct interaction with the victims in Mutare who suffered much from the consequences of urbanization

### **1.1.4 Structure/ organisation of the research**

Chapter 1 sets out the introductory part of the study, research questions, research objectives, literature review, research methodology and theoretical framework. Basically chapter 1 covers the scope, nature and uniqueness of the study as well as the justification of the methodologies used during the research. The uniqueness of the study is seen in the literature review, while the scope and nature is in the theoretical framework and background of the study.

Chapter 2 captures the explaining of urbanization in the context of Mutare. Since urbanization is a popular worldwide phenomenon, chapter 2 is in an effort to provide the data of the

phenomenon with particular reference to the City under study which is Mutare in Zimbabwe. This is in a bid to clarify that, urbanization trends vary with different factors at hand such as place, time and political structures.

Chapter 3 outlines basic service delivery trajectory in Mutare. This is basically looking at the path or development of service delivery in Mutare. The chapter will inspect the trajectory of how the city had planned for future population increase and identifying the gaps within the approach, plan or strategies. There is also the inclusion of tables, charts and pictures to clearly point the research findings.

Chapter 4 elucidates on the impact of urbanization in the CBD and on basic service delivery in Mutare. This is the chapter holding much emphasis to the research topic. Both the negative and positive impact of urbanization in Mutare are vividly explained in chapter 4. The findings on this chapter are primarily based on true findings through data triangulation method.

Chapter 5 delivers the recommendations and conclusions. The conclusions are mostly attained from the findings of the study. Recommendations in this study serves under the justification of the study. These are recommendations and conclusions drawn by the researcher which were deemed necessary and workable.



## **CHAPTER 2: URBANIZATION IN THE CONTEXT OF MUTARE**

### **2.1 INTRODUCTION**

To fully understand urbanization in the context of Mutare, it is pivotal to first understand the definition of urbanization. Diddie and Rangaswamy (1987: 57) defines urbanization as an unceasing process in the increase of the urban dwellers and the decrease of rural residents. In other words, urbanization is the movement of the rural residents to urban areas in search for better living standards. City planners and governments in the third world countries have been terribly concerned by the ever growing population in cities which has accelerated cities' impoverishments. This chapter seeks to elucidate the practice of urbanization in Mutare, pointing out its causes and other major concepts relevant to the perpetual problems under the influence of urban development. For example, the chapter clarifies on the concepts of culture of non-payment of rates by rate payers which is an indirect offspring of urbanization directly affecting service delivery in Mutare. The chapter covers the study of the status quo of Mutare under the practice of urbanisation.

### **2.2 Causes of Urbanization in Mutare**

According to the United Nations report of 1999 cited by Pregala (2000) it was estimated that, urban population growth would increase rapidly as more than 2.2 billion people will be residing in cities by the year 2000. Urban development in Mutare started mostly from the 2008 era when Zimbabwe was facing a major economic depression. Rural urban migration increased intensely as the residents from areas such as Chimanimni, Chipinge, Chiredzi and Masvingo migrated to Mutare where majority of people were depending on Mozambique for food supply and better business opportunities.

The geographical location of Mutare is naturally an attraction to both the tourists and the indigenous people of Zimbabwe. Various factors attract people to the City of Mutare. Some of the factors include, the availability of mines (gold and diamond), the existence of the tourists' places such as Vumba, Mtarazi falls and above all, the town being the gateway to the sea. Historically, Mutare was the sanctuary of self-economic development for the people surrounding the city. Garlake and Proctor (2002) argues that, people moved to Mutare for the need of employment. The existence of the gold mine in Penhalonga and the easy route to Beira seaport enabled a fast life for the people of Mutare. The movement of people to Mutare was not only a

rural-urban type of migration, but the city attracted citizens regionally as citizens from Malawi, Zambia and Mozambique came to work in farms and mines Garlake and Proctor (2002).

Mutare is normally characterised as a city which is promoting the small business sector due to the availability of shoes and clothes bales which comes from Mozambique. Majority residents of Mutare are involved in the business of selling clothes and shoes bales. Reports from the local business people of Mutare says that, bales brings a lot of profits which are somehow sufficient for survival. In light of this context, this kind of business attracted people from all over the country which however made some citizens to opt for permanent stays in Mutare. Given this background, it is crystal clear that, the rapid population growth in Mutare has been and is still inevitable.

Natural population growth also plays a role to the urban growth challenge in Mutare. Natural increase is normally regarded as the key factor to population growth. Population growth increase from high birth rates. ([www.prb.org/human\\_population/future\\_growth.aspx](http://www.prb.org/human_population/future_growth.aspx)). In light of this context, high birth rates in Manicaland Province also accounts for the urban development in the city of Mutare. In the 1900s high birth rates was mainly due to the industrial revolution and less education around the world. Contemporarily in Mutare, reports from the population services notes that, high birth rates are accounted from the early child marriages which has been a huge concern nationwide recently. According to (New Zimbabwe 16 July 2017), Manicaland is the second populous province with approximately 1.755 000 (14%) people [www.newzimbabwe.com](http://www.newzimbabwe.com). Given those statistics, one can wonder why Mutare comes second in having the largest population while the city is the fourth largest in Zimbabwe. Some of the answers can only be derived from the above mentioned causes of urban development.

### **2.3 Urbanization in Mutare**

Urban development appears to be a very complicated phenomenon in Mutare. Urbanization process for Mutare is however not unique. The components of urban growth in other populous countries such as Nigeria, Mexico and South Africa are the very same components that also trigger urban growth in Mutare. Speedy rate in uncontrolled urbanization has ushered many urban problems in Mutare. These problems include, traffic congestion, struggle for land, crimes, long distance journeys to work and school, depopulation in rural areas and also health hazards to mention but just a few. While urban development is beneficial on the other side of the coin, as it

can push governments to develop cities, the scenario in Mutare has been an opposite of development but rather a constant deterioration of infrastructure and social amenities.

Population increase in Mutare has been straining the local authority in providing sufficient services to the citizens. Rates of urban growth in Mutare has been exceeding the average population growth. Ndubiwa (2001) argued that, main cities in Zimbabwe reach population growth rates of at least 5% or more per year. In this regard, it is to be said that, among the major cities in Zimbabwe, Mutare is included. The engineering department at Mutare city council commented that, increase in population has pressed pressure on the sewer system as the scheme was designed for approximately 700 000 people but now serving a population of nearly a million in the years 2015-2017). The demands in social amenities increase in relation to population growth as noted in sewer, housing and water services, Patel (1988). Lack of urban planning in avoiding the uncontrolled spiral urbanization enabled the pressure on infrastructure which was largely designed for a calculated urban population. As a result, the creation of slums has made urban dwellers to lose hope on infrastructure development.

#### **2.4 Employment a driving force of urbanization**

Increased population in Mutare is now necessitating growth of small businesses, while there is less availability of formal employment. People are flocking into Mutare in search of employment and better living standards. As noted earlier, Mutare's geological location is a pull factor for people to opt for Mozambique as a solution in lessening their impoverishments. So is the existence of the gold mine and diamond mine. In light of that context, the population increase for people searching for employment in Mutare, now exceeds the jobs available on the market. As a result, a number of people with no chance to formal employment now resort to self-jobs and illegal mining in Chiadzwa and Penhalonga. It has to be noted that, self-jobs and self-handled projects have gave rise to the increase of informal businesses sector.

The CBD in Mutare is now full of vendors especially in front of the supermarkets. For example, from Mudzviti bus terminus up to Ok supermarket in 2<sup>nd</sup> Street, and from Choppies supermarket up to CBZ Bank in 1<sup>st</sup> Street, vendors in those particular areas are now the order of the day. Although Mutare City Council have allocated stands in Sakubva flea market and opposite

Dangamvura Rank for the vendors in an effort to reduce informal small businesses, vendors are still everywhere in town therefore meaning unemployment is still rife in Mutare.

### **2.5 Poor housing Conditions and Illegal settlements**

Rapid urbanization growth has gave rise to squalid housing, slums and disordered settlements patterns in Mutare. People who migrate from the rural areas surrounding Mutare and some of the already existing inhabitants of Mutare with no accommodation, offer themselves housing stands and settle on illegal land while others squats in identified houses by the Council. Due to population increase, people in Mutare now combat themselves in small houses in an effort to at least have accommodation. Residents of Sakubva mostly live in squalid houses and environment. Sakubva is now the location with the largest amounts of pollution due to the existence of the small business sectors in Green market and Musika as well as a large number of inhabitants. Relating back to the history of housing development in Sakubva, Mapira (2001) noted that, the houses in Sakubva were designed for single individuals. However, today, due to rapid population growth, families now squeeze themselves in those small rooms.

A report by Sithole (The Herald 28 July 2011) noted that, a descent house is among the basic necessities for human life. One may ask what constitute a descend house? These may include a house with more than two rooms, enough free air ventilation and strong building material. Nevertheless, a number of urban inhabitants are lodgers and squatters in illegal shacks located on the outskirts of the city, for example Federation, Devonshire and Gimboki. Residents who live in these locations have no actual access to water and electricity and so they take advantage of the neighbouring houses in Area 3, Dangamvura and Chikanga phase 3 for water. In light of this context, bush system has been a common solution for the residents because their sewer systems and availability of water is to no avail. This goes back to the ratio between population and resources. The increased population surpasses the available water in these high density suburbs hence a big urbanization problem. Illegal settlements is a huge problem for the Municipality of Mutare and this is evidenced by the report in (The Herald May 12, 2017) where the management of the Mutare City Council was not pleased with resistance of the Devonshire settlers to move from the settlement.

## **2.6 Culture of non-payment by residents**

One can argue that, the majority of the rural people who migrate to Mutare city are less educated hence they normally ignore the normative guidelines of the municipality. In relation to the increase of residents in Mutare, an increase in water debts to the Mutare City Council has also increased. In order to avoid the consequences of urban development in any given city, funds ought to be available and sufficient. However, in the case of Mutare, there appears to be a culture of non-payment by residents which has contributed so much to the underdevelopment of the city. While Pregala (2000) argues that, citizens plays a pivotal role in helping local authorities in providing social services, majority of citizens in Mutare owe the council and have been ignorant to pay off the debts as well as paying due rates. Reports from residents indicated that, the reasons why residents are not paying rates and water debts is simply because things are tough in Zimbabwe hence they have no money to pay off the debts. On the other hand, some residents reported that, since the elections are closer, perhaps the government will slash bills again as it did in 2013. In light of this context, it is vivid that a syndrome of ignorance to pay rates has been imposed on residents therefore a huge problem.

Government's decision to slash all bills on citizens backfired to local authorities (Daily News 15 February 2015). The report stated that, Zimbabwe National Water Authority (ZINWA) was pressing pressure on Mutare city council for payment. Even after the slashing of the bills in 2013, ZINWA still demanded its money from the MCC arguing that, MCC does not necessarily acquire water from ZINWA for free. Whereas, residents have been grossly blaming the Council for mismanagement and failure to pay ZINWA, residents should have a better knowledge of their influence to service delivery and give themselves a portion of the blame. As population is increasing, Mutare Council is demanded to provide water to the new inhabitants but it is failing because there are no funds to purchase for new water infrastructure or repair the old ones. Unless every single resident becomes faithful and adhere to the Council's demands of paying of paying water bills and the previous debts, water shortages and water rationing will still be problematic. It should be noted that, it is not only residents who owe Council but rather a number of companies and industries. In this regard, it is crucial for residents' organisations and worker's committees' in various companies to recommend residents and companies to pay public rates in order to be provided with good services.

## **CHAPTER 3: BASIC SERVICE DELIVERY TRAJECTORY IN MUTARE**

### **INTRODUCTION**

This chapter seeks to enlighten on the development or the path in which service delivery underway up to date in Mutare. The chapter covers the trajectory of the three major services which are water, housing and sanitation management. Clarity is shown on how the state of Mutare was before the problems of rapid urbanization emerged in the past nine years. The chapter will also look at how the City had planned for future population increase as well as to also identify the gaps in the plan. Emphasis is stressed upon on the trajectory of urbanization policies from the colonial rule to the Post-colonial and determine the effect of the development on urbanization. The chapter presents the research findings on the impact of urbanization, therefore, data is presented in pictures, graphs and pie chart.

### **3.1 Transitions in Policy making**

The Post-colonial period ushered a paradigm move as most of the preventive colonial urban population regulatory policies were reversed by the new Zimbabwean government, For instance, the withdrawal of the Vagrancy Act and the Growth Pole Policy. Chirisa et al (2014) noted that, there was an enormous wave of rural urban migration in search of better living standards in the Post-colonial era. He further notes that, the push into urban cities was proliferated by the 1980s droughts. It has to be noted that, the housing processes during the colonial era were characterised by racial segregation for example, blacks were situated close to the industries. The high density suburbs under study were officially for blacks only. However, although the Post-colonial era has non-segregation attitude, it appears as if the period did not address on who wheels the economy Chirisa et al (2014). In light of this paradigm shift the transitions in the Urban Policy seems to have had an impact on rural-urban migration and the post-colonial government leniently responded to the impact and from there the same have been struggling to cater for the ever growing population in the cities up to date. The trajectory emanated from national level downhill to the seven major cities in Zimbabwe, hence the exact situation in Mutare.

Given the above background, one can argue that the colonial masters may have had it figured out on planning for future population increase thus their establishment of repressive policies on rapid rural-urban migration, but, the Post- colonial phase was too pleased to gain political

independence and so used the Godly approach and ignored the crucial planning on future urban population growth. Later, when the city fathers of Mutare and the government at large realised that urban population was getting out of hand because of the rapid increase of slums and informal business structures, they established strategies such as Operation Murambatsvina which abolished all the informal structures. Nevertheless, the government strategy adopted by Mutare contradicted itself in the Regional Town and Country Planning Act which gives local authorities the power to devour unlawful structures but also contains a section for regularisation (section 27) Chipungu (2011). In this regard, it is pivotal to state that, the strategies implemented by the government already have root problems hence affecting local authorities in controlling urbanization.

### **3.2 Trajectory of Housing Service in Mutare**

Housing management seems to be a challenge due to the increase in population but it has to be noted that, urban housing provision in Mutare started way back from the colonial era. Aurette (1995) notes that, in 1936 black population in Mutare amounted to 3 668, Europeans were 2 267 and the Asians consisted of the least population which was 169. During the colonial era, segregation was at its peak therefore the Europeans sited themselves in better places while blacks were situated close to the industries. Housing policies during the colonial era was mostly based on racial segregation where areas such as Darlington was completely for whites while Sakubva was designed for the blacks where they shared a single room, Mapira (2004). During the colonial era, blacks were not provided with permanent accommodation because whites regarded them as passing migrants Aurette (1995). Mapira (2004) cited Rugayo (1997) and argued that, the colonial government was not willing to provide housing service to the blacks since housing development was funded by the profits of opaque beer sales available in the city's low residential area (Sakubva). However, Danganvura became the second black residential area which was established after the town acquired a city status. Increased urbanization accelerated the demand of housing services in Mutare urban Mapira (2004).

Furthermore, post-independence era appears to have done little or nothing in improving the housing standards in the high density suburbs where all blacks lived during the colonial rule. Separation in the 20 and 21st century in Mutare was no longer based on race but incomes. Mapira (2004) argues that, the lowest earners in Mutare sited in high density suburbs while high

income earners lived in the low density suburbs which were historically places of the settlers. Standards of living in Sakubva have been very uncomfortable and hazardous. Most houses and flats in Sakubva are very small, old and crowded. So because of natural population growth as well as rural migration, the population in Sakubva has increased enormously making families to crowd in small rooms that were initially meant for single individuals. Dangamvura and Chikanga were later established after Sakubva hence the latter had better provisions in terms of housing standards. Mapira (2004) argues that, one of the major weaknesses of the post-colonial Zimbabwe is that, their housing schemes fail to benefit the intended people as evidenced by the Hobhouse housing scheme which was built specifically for the poorest citizens but benefited the middle and high income citizens in return.

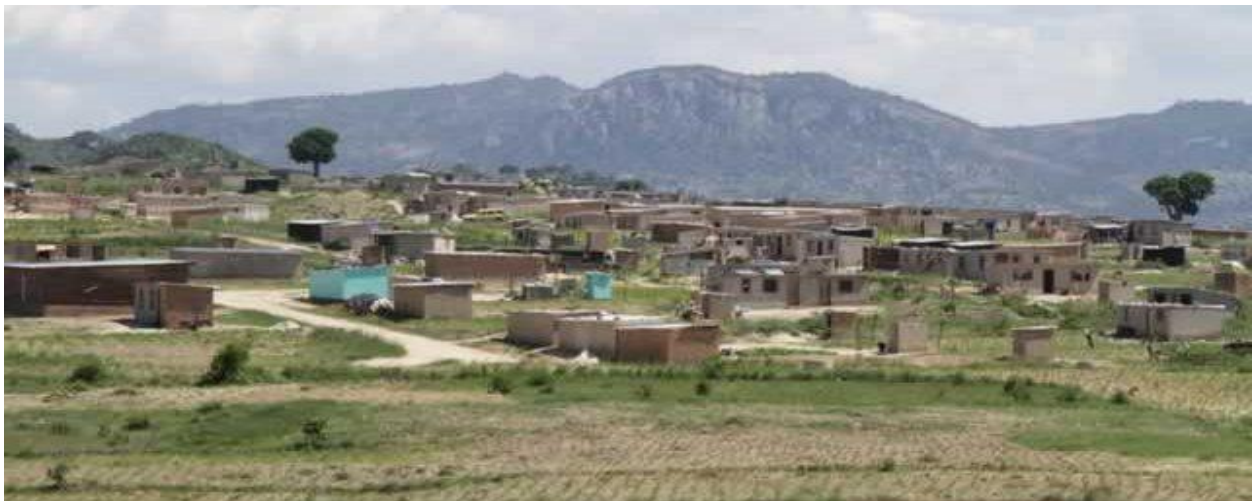
Hartshorn (1992) is of the view that, even in developed countries, the number of homeless people increase due to the growth in population and other factors. In Sakubva, the concern for housing services is mainly for renovation of the old houses and flats. Given this background, the trajectory for housing services in Sakubva from the colonial rule up to the Post-colonial period seems to have had better changes in political freedom but rather worse scenarios in the standards of living. In Dangamvura and Chikanga, the development of housing is seen in the expansion of the suburbs due to urbanization. During the colonial era, housing services in Dangamvura and Chikanga was not open to random development of slums on the outskirts of the location, rather, houses were expensive and the policies were repressive. In the Post-colonial phase, Mutare then adopted the Mosaic approach of providing housing services through the purchasing of stands at an affordable price and established Hobhouse as another residential area. In the past twenty years, natural expansion for residential areas in Mutare has been rampant thus leading to the creation of slums. However, although the expansion has provided housing services for the people, the process has necessitated the destruction of forests in Mutare which resulted to the disturbance of the ecosystem, wildlife and affecting the timber company which used to be one of the biggest industrial company in the city.





**Figure 1** Picture showing a model of the old houses in Sakubva

Source: Secondary source



**Figure 2** Picture showing a model of illegal settlements in Dangamvura

Source: Secondary source

### **3.3 Trajectory of Water Service**

In the colonial phase, all water reservoirs in the major cities were controlled by the British government Muchadenyika (2015). One can argue that, water was never a crisis during the British rule perhaps because population trends were kept in check and also with the help of the repressive laws. Muchadenyika (2015) argues that, the provision of water in colonial and Post-colonial Zimbabwe has been a tool for socio-political control in the urban areas. In this regard,

one can argue that, the trajectory of water provision in Mutare partly instils roots of political controls. This can be evidenced by the MCC defrauded scandal where the former lost \$330 000 to a Harare company that was paid to supply water pipes which were not supplied. The politics of the matter is that, MDC Councillors conspired with the officials at Civic Centre to grant a tender to a company which they knew it was not in a position to supply water infrastructure (Bulawayo 24News 13 September 2014).

In 1996, Mutare City Council embarked on a water project. However, residents have complained that, the project have showed no viable solutions to water supplies in Dangamvura and Chikanga (The Standard 13 April 2014). In the 1990s it is reported that the service delivery of water was normal but with the coming of pre-2008 segment, water shortages embarked to take part. The 2008 phase was the same time in which Zimbabwe was in a major economic depression. The livelihoods of the urban dwellers went from better to worse as the costs of managing gardens became difficult for many due to water rationing. Water rationing became the new system of water service delivery in Mutare high density suburbs mainly Dangamvura and Chikanga.

Residents resorted to the utilisation of boreholes and storing water in containers for future use. At first, residents were not aware of the time on which water would start to run in taps and so made them to have sleepless nights waiting for water. In 2010 up to date, water rationing embarked to serve under a sort of timetable where some of the residents receive water at night and some during the day or early in the morning. Sakubva had no problem of water availability but the problem was water leakages. Engineer Nyatoti from Mutare City Council reported that, leakages in Sakubva has resulted in a loss of 53% of treated water (Bulawayo 24News 13 September 2013). Water leakages in Sakubva has resulted in poor sanitation as the sewers are blocked and drains filled with litter.

In the CBD, water was not a problem as it was in the high density areas. However, the CBD was caught unaware in 2016 when there was a sudden dry of taps. So the trajectory of the problem moved from the high density suburbs to the town centre. As noted earlier, urbanization ushered a creation of small businesses in Mutare hence, the number of people working in town increased intensely. Engineer Nyatoti blamed the illegal open-bucket car wash operators for the water crisis in the CBD. The argument was that, the operators of the same were interfering with gate valves on the pipelines to have access of free water (Bulawayo 24News 13 September 2013). In

light of this context, one can argue that, the trajectory of water service delivery is traced from the time when population was at a decent level to where population increase became uncontrollable in Mutare.



**Figure 3** Picture showing residents queuing to fetch water at a nearby borehole

Source: secondary source

### **3.4 Utilization of Sakubva River**

In the same line of thought, the use of Sakubva River by the residents has been rampant. Dangamvura and Chikanga are close to Sakubva River and so, squatters are living close to the river to have easy access of water, for example, Devonshire, and Federation. According to Mukokeri (1999) cited by Mapira (2011) a number of residents in Mutare consume unclean water especially the Dora (communal area near Dangamvura) residents. Water rationing, is driving residents in the formal houses to utilize Sakubva River for laundry while the Federation, Gimboki and Devonshire residents utilise the river as their primary source for sewage disposal and laundry. It is to be said that, Dora community has little or no choices to Sakubva River due to their poor standards and lack of awareness on the perils of unclean water. In this regard, the trajectory of water service in Mutare can be described from the transition of using tap water, preserving the City River for Dora to the maximum utilisation of Sakubva River as a solution to water crisis.



**Figure 4** Picture showing residents in Dangamvura coming down to Sakubva River for laundry  
Source: Secondary source

### **3.5 Sanitation Management**



**Figure 5** Picture showing an open space that has been utilised by residents as a dumping site for refuse  
Source: self-observation

Refuse collection never seemed to be a major problem from the past ten or twenty years. The service was constant till the rapid expansion of the city and population increase became serious. Sanitation standards dropped especially in 2008-2009 and then in 2016. The years 2008 and 2009 were characterised by the Cholera wave that hit Mutare. The Population Services in Mutare argued that the collapse in water supply necessitated the outbreak of Cholera. Also. The ignorance to clean the public toilets and drains became a problem under sanitation management.

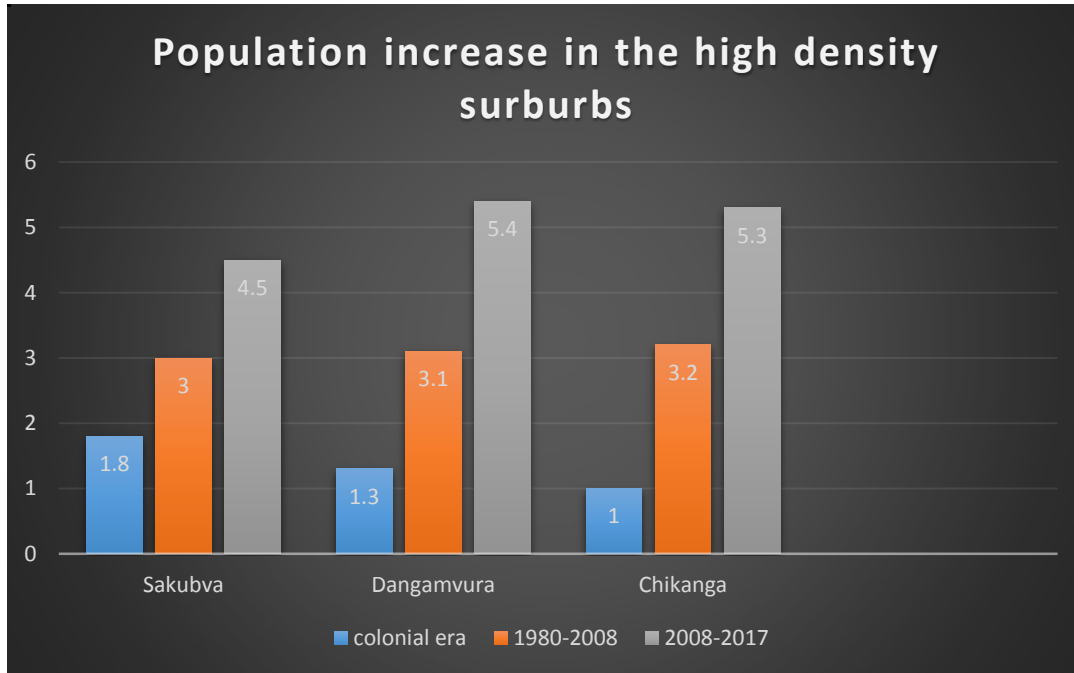
Murimonga and Musingafi (2014) argues that, reluctance in collecting refuse frequently will only lead to unhealthy living environments. The researcher observed that, the exercise of refuse collection in low density suburbs is better than the collection of refuse in high density suburbs. This was evidenced by the non-existence of refuse heaps in suburbs such as Murambi, Morningside and Greenside. In Dangamvura, Chikanga, and Sakubva, a lot of refuse heaps are on the ground and most houses in these areas have no proper bins hence they use small plastics.

In October and November 2016, Dangamvura and Chikanga were deprived of refuse collection service for almost a month which resulted in the creation of a number of illegal dump sites. Residents interviewed related the problem to the incapacitation of Mutare City Council in providing service delivery. The Mutare City Council argued that, the problem was caused by the unavailability of vehicles to collect refuse. According to the reports from the Mutare Council, in 2016, there was only one vehicle for refuse collection in Mutare. The other vehicles were under repair and issues of insufficient funds contributed to the delay of their renovation. Collection of refuse was mainly then centred in the central business district and low density suburbs. While the town centre became the priority in refuse collection, Mutare Council seemed to have overlooked high density suburbs.

### **3.6 Research Findings**

Research findings in this study were derived from various points including Mutare Council's employees, residents and relevant case studies in relation to service delivery trajectory in Mutare.

### 3.6.1 Population Trends

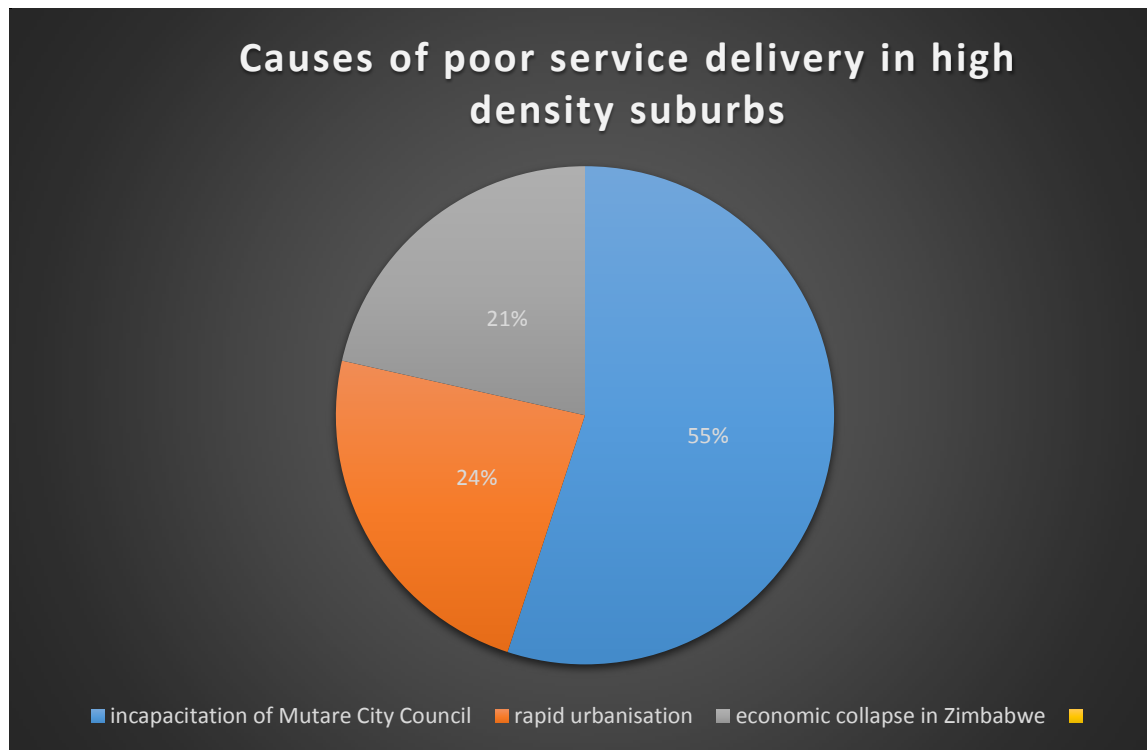


**Figure 6**

Source: secondary source

The above graph indicates the population trends in Sakubva, Dangamvura and Chikanga. Generally, it is noted that, during the colonial era, population in the high density suburbs was lower as compared to the post-independence phase. The increase from the colonial era was primarily because of the political independence that had been gained hence, most rural people moved to the cities and settled in the high density suburbs where it was affordable. In the 1980s, as noted earlier in chapter 2, an increase in rural-urban migration was mostly driven by the droughts therefore people moved to the cities for better opportunities. Also, natural increase contributed intensely. Dangamvura and Chikanga had sharp increase because well income earners moved from Sakubva the oldest location for better housing standards. Lastly the pre-2008 phase ushered an increase in population again because of Zimbabwe's economic depression and again people were in search for better opportunities.

### 3.6.2 Reasons for poor service delivery

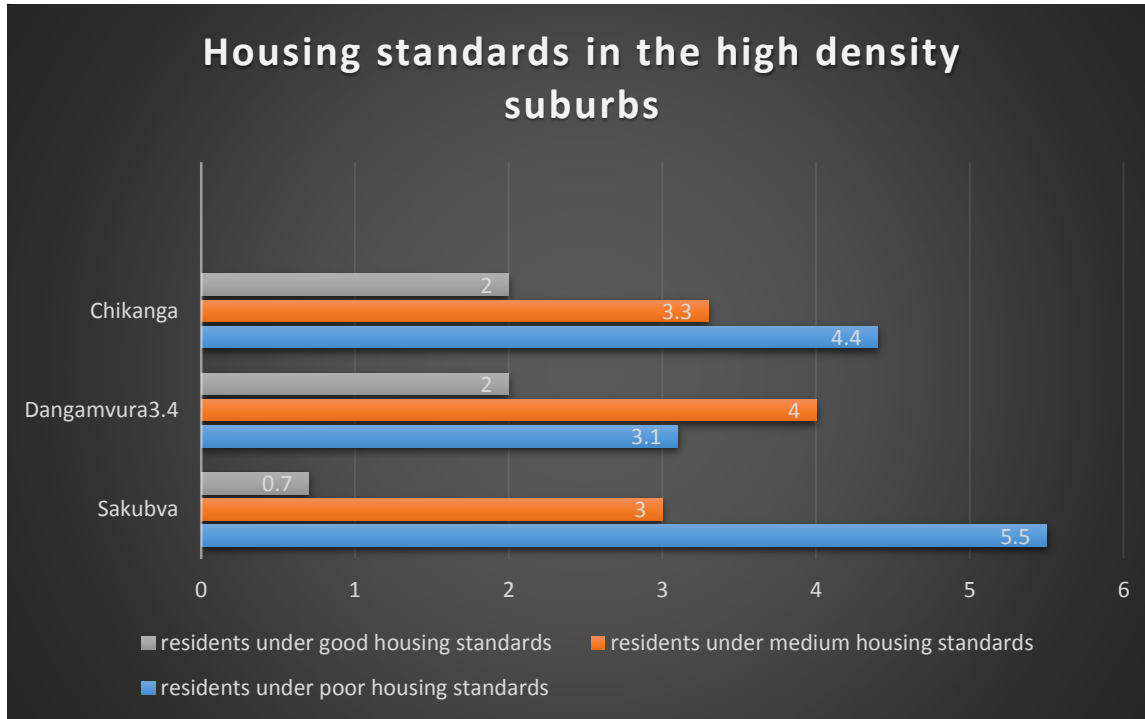


**Figure 7**

Source: interviews and questionnaires

The above chart shows the findings on the views of the people towards the causes of water crisis in Mutare. The researcher was under the guise of finding out if people are aware of the impact of urbanization on service delivery. However, as the pie chart indicates, less than half of the respondents surely subscribe to the notion that, urbanization contribute to poor service delivery while the majority blame MCC for poor service delivery. The other group of respondents were skeptical about the subject and in the end gave conclusions on the poor economic circles of the government and corruptive actions leading to poor planning of the MCC.

### 3.6.3 Variations in housing criteria



**Figure 8**

Source: Primary Source (observations)

The above graph shows the variations in the standards of housing in Mutare's high density suburbs. The findings showed that, majority of the residents in the high density suburbs are lodgers while there is quite a good number of residents who are not lodgers but living in squatters. However, majority of residents live under formal houses some which were built during colonial by the then Umtali Town Council while some took a step further and extended their houses to accommodate more people. In Sakubva, the poor standards are mainly due to the crowdedness of people in a room. High and medium income earners living in the high density suburbs are the ones living under better housing standards. Most of the people in this category have extended houses.



### 3.6.4 Street vending in the CBD



**Figure 9**

Source: Secondary source

The above picture shows a model of street vending in Mutare for virtually all types of goods (clothes, shoes, food etc.). Street vending has indeed become a maniac in Mutare and causing disorder in the business district. Council Police tiresomely run after the vendors almost thrice in a day but to no avail. This shows there is need for some revision in policies as well as fostering aggressive measures to dissolve street vending in the CBD. The research findings on street vending were that, the causes of street vending lies within the root influences of urbanization. As noted in chapter 2, unemployment sets as a driving force of urbanisation, therefore, with the Zimbabwe's unemployment rate soaring nearly 80% have demonstrated a great creativity to informal employments in an effort to reduce poverty.

## **CHAPTER 4: IMPACT OF URBANIZATION ON SERVICE DELIVERY**

### **4.1 INTRODUCTION**

The preceding chapter captures the totality of the effects of urbanisation specifically in the city of Mutare. The chapter alerts that, urbanization is not entirely bad but also has its good side. The chapter mentions both the positive and negative impact of urbanisation that are occurring in Mutare. An additional analysis in Mutare CBD is presented in this chapter in a bid to show how the impact of urbanization in the CBD has contributed to poor service delivery through revenue generation while also displaying how the CBD has been extremely affected by urban development. The chapter shows that the negative impacts of urbanisation outweighs its positive impacts in Mutare. In light of this context, the chapter captures that, urbanisation in Mutare has greatly promoted harmonious social relations between urban dwellers and increased the revenue circulation and markets whereas it has stand as one of the root causes to poor service delivery.

### **4.2 Impact of urbanization in Mutare Town Centre, particularly around the CBD**

The central business district in Mutare is where revenue circulates customarily and contribute to the city's service delivery. As noted in chapter 2, employment has been a major driving factor of urbanisation in Mutare, therefore, the increase in small businesses has proliferated the availability of goods and services for the city dwellers as well as the growth in markets. Also, the growth in small business sector has somehow advantaged the Council of Mutare. In relation to the Urban Councils Act [Chapter 29:15] the same provide for the establishment and action of local authorities [33] Chirisa (2013). Consequently, Mutare City Council collect licence fees and trading fees to mention a few from the businesses within Mutare hence, the increased number of small businesses resulted in the increase of revenue generation for the Council. For example, from the councils records, year 2016 recorded an increase in revenue from the business' licence fees. In that same understanding, ZBC News (September 2017) reported that Mutare City had recorded an improvement in its revenue base from \$1.3million to \$2.5million attributed to rate payers.

In light of the above context, the impact of urbanization in luring people into the city and embark on small businesses has proliferated the financial sector of Mutare City Council. In relation to the demands of the Urban Councils Act [Chapter 29:15] towards local authorities, Mutare City

Council is responsible for providing service delivery to the residents from its own earnings. Further, insufficient revenue for the council contribute to poor service delivery but with the improvements noted earlier, it is crystal clear that the impact of urbanization in this case is beneficial to Mutare urban.

However, while urbanization has lured a lot of small scale businesses and worked to the benefit of the Mutare City Council, it has to be noted that, not all of these businesses have been faithful in paying up their due rates. Some of the businesses resist to register their companies as according to the Companies Act [Chapter 24:03] hence the biggest challenge faced by the City of Mutare is resistance from the rate payers. This have made other businesses to owe the Council either for license fees or even water rates. Some of the businesses are operated at the back yard or car garages where a lot of outdoor restaurants are running with no healthy safety measures. Resistance to pay rates by the rate payers is one of the major contribution to poor service delivery. In 2016, Mutare City Council faced a challenge of scarcity of vehicles and only one vehicle was working in October and November and was on demand to ferry garbage in all the Mutare residents and Town centre. The reason of the scarcity of vehicles was due to insufficient funds to repair the vehicles which were at the Council garage. In this regard, the vehicle mainly focused its duty around the CBD and overlooked the high density suburbs.

In addition, vendors everywhere around the CBD have now become the order of the day. Even though Mutare City Council offered stands to the vendors opposite Danganvura Bus Terminus Rank in a bid to alleviate unemployment and make the town clean, the vendors are still colouring the CBD streets especially in front of the major supermarkets and shops. The major impact of this action has been on the congestion of people in the CBD. It is very difficult for people to move freely because there are tables of goods (vegetables, clothes, shoes, basic commodities) even close to the road. Another negative impact of this is that, the Town Centre now looks untidy and in a disorderly fashion. The impact of the outdoor restaurants has been mainly on health issues especially with the scarcity of water in Mutare. The article from Africa Ahead noted that, one of the causes that led to the 2008-2009 major Cholera outbreak in Mutare was ignorance on the prevention of Cholera and this also relates to the existence of outdoor restaurants in the Town Centre.

### **4.3 Social impact of urbanization**

Socially, urbanization has ushered the integration of people from different religions, race, nationality and ethnicity. Some of the people from the rural homes of Mozambique in Manica run their businesses in Mutare while some are now permanent residents of Mutare. People from the rural areas such as Chimanimani, Honde valley and Chipinge to mention a few are also dwelling in Mutare. All these are people with slightly different Shona language, different religions and different race. So the free movement of people from their rural homes to the urban is necessitating social integration in Mutare. This harmonious social integration has enabled residents to assist each other in coping with poor service delivery. For example, those houses with water tanks in their yards and those few houses who receive water for a long time due to factors of physical structure in their yards assist other residents with water.

### **4.4 Impact of urbanization on the availability of water (High density suburb)**

As noted earlier in Chapter 2, increased population growth in the high density suburbs surpasses the available resources, in particular, water. In Mutare, water crisis has been a major problem and it can be viewed in two dimensions. On one hand, the crisis of water shortages to residents resulting in water rationing and on the other hand, the city river being polluted by urban dwellers and affecting the communal residents in Dora.

Rapid urbanization growth has led to the shortages of water in Mutare. High density suburbs in Mutare are now characterised by the system of water rationing which has made residents to receive water for only few hours in a day. Growing population in Mutare has probably stressed pressure on the water infrastructure from the main water sources down to the city. The City Engineers department of the Mutare City Council argued that, the basic population figure which was originally used when developing the water system is no longer the same figure that can be encompassed by the system. Increase in population has led to the rapid damage of resources. Due to the challenge of water caused by urbanization, a number of residents are totally disadvantaged and they mostly go for days without water. Residents store water in containers which on the other hand is hazardous because the water becomes dusty and it is not fresh water. Other residents reported that they acquire water from their work places. That is how they are coping with the problem. General responses from residents noted that, utilization of the bush system was appropriate for them because even the public toilets are blocked and less hygienic thus they had

no choice but to resort to bushes. In light of this context, it is crystal clear how the consequences of urbanization can be deadly to the lives of people.

Castells (1983) argues that, population increase and collective services should tally each other or rather, resources should be more than the populace. However, contrary to Castells' (1983) argument, Pungwe River and Odzani water source in Mutare never dries and have surplus water, therefore it is capacitated to supply water for the city, but Although Odzani and Pungwe River have enormous clean water for the city, residents in high density suburbs are deprived of water and are forced to fetch water from defenceless sources. In short, increasing population has triggered the increase in demand for water in Mutare while poor water infrastructure has hindered the full availability of water to all respective locations 24/7.

Cincotta and Engelman (1997) argues that, population increase pose negative impacts on investments in human assets. They further argue that, at a family level, parents with fewer children tend to invest better than those parents with a lot of children, therefore, smaller families can be able to develop better than larger families. In light of this context, at national level, governments and other institutions tend to be in a difficult situation to expand infrastructure, provide better sanitation management and other necessary services due to large population increase at hand. In this regard, large population in Sakubva has accelerated the depreciation of water pipes and other infrastructure. Sewage bursts and water leakages have raised eyebrows in Sakubva. Vast amounts of water is lost through leakages in Sakubva thus creating problems of water shortages. The standard paper of September 8 2013 reported on the loss of water in Mutare and provided statistics that, about 35 000 cubic metres of water vanished through leakages. Reports from Mutare City Council noted that, Water crisis in Mutare has placed lots of residents at risk to water bone diseases and hardships in survival.

In addition, the consequence of urbanization on water pollution largely affects the peasants who live in Dora communal lands 10 to 30 km from the Mutare city. Sakubva River is heavily polluted and directly affects Dora people who sorely depend on the river for domestic and irrigation use. Comrade Mandi Chimene on 14 July 2017 reported to ZBC news about water pollution in Sakubva River Mutare and argued that, citizens and industries in Mutare have become ignorant to the consequences of pollution. Mukokeri (1999) argues that, pollution of Sakubva River had several health and socio-economic influences on people and livestock. He

further noted that, water pollution in Sakubva River ushered recurrent outbreaks of diseases such as typhoid, dysentery, cholera to mention a few. Since the river was polluted with oil and detergents from industries, rate of livestock deaths is high and since livestock are used in agricultural activities as source of draft power, their deaths destabilizes agricultural productivities, Mukokeri (1999).

#### **4.5 Vandalism of property and Graffiti as a negative result of urbanization**

Although there is strength in numbers, it is crucial to note that, there is also chaos and disorder in numbers. Infrastructure development in Mutare is hindered by rapid urbanization. A concern towards infrastructure development in Sakubva is the issue of vandalism of state property or resources by the citizens. The population is large on the scale of resources available hence the impact of urbanization is noted on the quick depreciation of resources, for example, destruction of pipelines, streetlights and houses provided by the Council or State. Sakubva suburb has old houses and old offices with graffiti on almost every wall. As noted earlier, the houses in Sakubva were originally designed for single persons but with the growing population both as products of natural increase and migration, the houses are now overcrowded. This stresses upon the theory of resources over population where the situation gives birth to a disorderly community.

Flats in Sakubva are covered in graffiti while the toilets do not function well and have completely broken windows. Sakubva is the most prominent suburb that needs a retouch in upgrading the infrastructure. Due to poor living standards in Sakubva, issues of health are of great concern especially to young children who are mostly vulnerable to diseases. Old and damaged infrastructure in Sakubva gives a bad look on the town to tourists or investors and only led to ruralisation of the town. It is with great concern that, urbanization has another negative offspring of high crime rates which includes theft and illegal selling of goods. Urbanization has necessitated vandalism as well as theft of public electrical cables and gravel intended to maintain roads, therefore posing a challenge for further infrastructure development. .

#### **4.6 Impact of urbanization on housing services**

Dangamvura and Chikanga have generally been turned into an eyesore as illegal settlements have repainted the location. Dangamvura was well known for its unique settlement patterns including rectangular, nucleated and linear designs that was in a good relative manner with the

geological structure. The unique blend of the settlement design amazed the invitees but today, that uniqueness has been ruined by the influences of urbanization as the town has disorderly expanded in squatters and shacks. Urbanization has obliged people to acquire illegal stands in Federation, Dangamvura as well as in Chikanga near St Joseph. While urbanization caught the totality of the creation of squatters in Federation and Gimboki area, the dilemma of corruption and abuse of home seekers fund performed by the Federation housing scheme and Gimboki housing scheme should not be ignored. Federation area in Dangamvura has created a lot of slums. The creation of the illegal settlement in Federation and Gimboki has affected the legal residents of Area 3 and Dora as the increase in population pressed pressure on water and sanitation services.

In the same line of thought, about 420 families proceeded and settled themselves in Chikanga after a misunderstanding from the Federation housing scheme. This illegal settlement expanded the town outwards hence another formula of urbanization. The Mutare municipality tried to evict the squatters but they received massive resistance as the people claimed that they were the rightful beneficiaries of the Federation housing scheme. Mutare City Council argued that the area the home seekers had settled themselves was not ideal as it is close to the river hence prone to water borne disease. However, the concern for housing services in Dangamvura and Chikanga is that, the illegal settlements disadvantage the residents who are adjacent to them as water rationing is worse in those areas for example, Area 3 and Chikanga phase 2. Since residents from the illegal settlements have little or no water resources, they are acquiring supplies from the location near them and stress pressure on infrastructure which is underway dilapidated and needs renovations. The social life at the squatters in Dangamvura and Chikanga is poor and characterised by ill behaviours such as burglary and prostitution.

#### **4.7 Impact of urbanization on sanitation management**

Urbanization forced the genesis of a rapid flow of disease outbreak in Mutare, particularly cholera and malaria. Mutare experienced one of the worst cholera outbreak between 2008 and 2009. The years also appears to be the same years that rural-urban migration was high in Mutare due to the economic depression that Zimbabwe was facing. The Herald (February 13 2013) reported that malaria had sickened a thousand people and killed about 50. ZBC news (28 July 2017) also reported on malaria outbreak in Manicaland province where it had killed hundreds of

people. The cause of cholera and malaria outbreak in Mutare was chiefly because of the collapse in water supply and garbage collection. Garbage which was not collected decomposed and became breeding sites for mosquitoes. The collapse in water supply reduced the hygiene standards in domestic and public toilets, while the pressure of people on resources led to the depreciation of water infrastructure and necessitated sewage bursts.

In that regard, with the coming of rains in November 2008, raw sewage was washed away and deposited mainly in Sakubva River and other water sources in Mutare. The cut of water supplies by the Mutare City Council drove the inhabitants to utilize surface water and ignorance to the prevention of cholera was high. However, measures to reduce the outbreak of malaria and cholera was noticed as Mutare City Council worked with other Non-governmental organisations in providing mosquito nets and cholera medication to residents. Given the rates in population that were increasing daily and the unfavourable economic status in Zimbabwe, the Council was rather in a difficult position to alter sanitation management and assist every individual in avoiding cholera or malaria. Sanitation and health amenities were lower than the demand from the population therefore, a serious impact of Urbanization.



## **CHAPTER 5: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

### **5.1 INTRODUCTION**

A number of findings were accrued during the research some which were irrelevant to this subject but crucial to some researches. The findings accrued in this study drove the researcher to come up with conclusions and recommendations suitable for addressing urbanization as a huge problem in Mutare and in Zimbabwe at large. In this regard, this chapter captures the summary of findings accumulated during the research, the conclusions drawn as well as the recommendations which were deemed necessary and vital by the researcher.

### **5.1 Summary of Research findings**

The research pursued to analyse the impact of urbanization on basic service delivery and how it affected the livelihood of the inhabitants of Mutare. The principal basic services included in this study are water services, infrastructure development and sanitation management. The researcher utilized qualitative model during the research on the notion that, qualitative technique necessitates findings based on the point of view of the respondents.

Case studies were utilised in the research, mainly focusing on Mutare City Council and the three high density suburbs namely, Sakubva, Dangamvura, and Chikanga. The study population was narrowed to the Mutare Councillors, Mutare City Council management as well as few residents from the respective former suburbs. In capturing data, interviews and questionnaires were of primary use. Although the methods of data used by the researcher appeared to be workable, the researcher faced challenges in acquiring back all the questionnaires distributed to the respondents. It was a bit tiresome for the researcher in following up the questionnaires and conducting the interviews since some officials were busy and could only spare a very short time for the interview. However, while it was challenge in reaching all the questionnaires back and shepherding the interviews, it has to be noted that, interesting findings were achieved from the questionnaires and interviews recoded and with that in hand, the following conclusion were made.

## **5.2 Conclusions**

The study revealed that, urbanization is not entirely a bad phenomenon in the city of Mutare. This is evidenced by the findings that, the increase in population was in relation to the increase of small scale businesses hence urbanization promoted an increase in markets and revenue generation. Findings also evidenced a positive impact of urbanization in Mutare which promoted harmonious social relations between people of different identities. However, the negatives findings of urbanization outweighed the positives. It was proven that, urbanization had a major contribution too in the outbreak of diseases, vandalism of property and creation of illegal settlements. Furthermore, the study also revealed the root causes of urbanization and how urbanization had passively affected Mutare city council and the people but yet still went unnoticed by the majority. A number of respondents blamed the MCC for poor service delivery in Mutare and overlooked urbanization. In support of the respondents' views, the study revealed that, Mutare City Council was to blame for the creation of squatters in Federation, Gimboki and Devonshire since there was a misunderstanding and corruption between Federation and Gimboki housing schemes and yet the Council did nothing in calming the conflict. Another theory is that, urbanization was not the cause of the collapse in water supply but simply poor governing of the Council since water is vast in Mutare and the sources never dries.

The findings showed that, the current economic status of Zimbabwe laid heavily on Mutare City Council, such that, the Council is in a difficult position to proportion the services and resources with the growing population. However, while the economic crisis of Zimbabwe and the incapacitation of Mutare City Council captures the totality of the blame in service delivery, the study revealed that, urbanization remains a major factor to the city impoverishment because it gave rise to, informal structures and led to the increase culture of non-payment of rates and taxes by the citizens. Conclusively, urbanization on its own can be a foster of development in the urban areas as evidenced by China's urbanization processes which gave rise to industrialisation. The only way urbanization can bring more good than harm is through effective planning by both the government and the local authorities, with the inclusion of citizen participation.

### **5.3 Recommendations**

- **Privatisation of service delivery**

Privatisation can be defined as actions by the private sector in the economy of a country Zahr et al (2000). Advocating for privatisation as a strategy to curb urbanization problems would mean that, there is transfer of service provision from public sector to the private sector while the government however still holds the responsibility for its provision Kukunda (2010). Gilroy (2010) argued that, most governments have embarked on privatisation and in return the former has promoted higher outcomes and better performances on both the tax payers and the government. In the United States, policymakers have utilized privatisation in order to give a better life for the citizens by providing them with good services at lower or affordable costs. Gilroy (2010) argues that, privatisation radically moved from an ideology to a workable concept since the advantages of privatisation have been largely experienced in many developed countries. Privatisation of services is good because it boosts the local economy and tax base as the private companies pay taxes to the government and at the same time create employment opportunities. According to Gilroy (2010), public sector is a monopoly and does not have any competition thus the provision of poor service delivery simply because they lack motivation and success from the public sector is not constantly visible therefore making it difficult to imitate. However, privatisation appears to be a pragmatic strategy in Zimbabwe judging from the nature of private sectors that their aim is to be competitive enough and provide efficient and sufficient services working with a demarcation of a bottom line.

More so, there seems to be tendency of political affiliations in Council affairs which sets as a drawback to Council's initiatives to the citizens. While local governments need projects in order to develop, one can argue that, politicization of projects by the ruling governments has hindered the triumphs of project management in most African states. Nevertheless, privatisation is not a host of any political ideology or party Gilroy (2010). In light of this context, the inclusion of privatisation as a strategy in Zimbabwean local authorities echo a message of hope in alleviating

- **Aggressive strategies**

The government should establish aggressive and strict policies to control rural-urban migration. For example, the re-establishment of the colonial policies such as the Growth Pole policy may work to the development of Cities although the policies may be received with grievances. Aggressive strategies should also be employed by the Mutare City Council as a strategy to collect all the debts owed by the residents. The strategy will also work as a push factor for the rate payers to pay their due rates. Aggressive measure that can be employed in collecting the debts owed is by deploying debt collectors to the residents owing the Council. The use of payment plans is also another strategy that can assist Mutare City Council in collecting revenue. The establishment of prepaid water metres and then deduct a 10% from any payment that would have been waged by residents will address the problem of water debts. Prepaid water metres has a way of compelling residents to pay water because they are left with no other alternative. However, MCC should firstly try by any means necessary to fix all water leakages in order for the establishment of prepaid water metres to be effective because people will take advantage of the leakages and utilise that water.

Lastly, Mutare City Council should also be aggressive in vacating people on illegal settlements and vendors in the CBD and advise them to follow the proper procedures in acquiring stands for both business and residential. The Council should not bow down to the demands of the illegal settlers but to seriously act as a supreme body in the city. The lenient approaches used by the MCC are necessitating the increase of slums because the settlers are not alarmed.

- **Creating a Commission For Urbanization Development**

Government should create a National Commission for Urbanization development which will function as an advisory body to the Central Government as well as municipalities. The National Commission for Urbanization Development ought to be independent and aggressive. If possible,

the Commission ought to be granted powers for formulating policies relating to urbanization trends and City's development. The Commission helps in keeping trends of population growth both in rural and urban areas. The checks will thus monitor the ratios of the current and future figures between population and resources thereby making the Government to plan for future developments in the cities and rural.

- **Rural Based Development Programs**

The central government should come up with policies and projects that will ensure rural based development in order to avoid rapid migration of rural people to urban cities. Rural development interventions should comprise realistic budgets and have a deeper understanding of what the rural people primarily want. Land reform and agricultural based developments should be the backbone of any rural based development program. Also, the government should offer support to such organisations that have a mandate represent the disempowered rural people especially women. Support from the government may come in terms of funding. There should also be enough availability of services such as hospitals, schools and Banks. In other words, rural areas need to be revitalized and attract businesses. If revitalizing the rural works, it will reduce the congestion in the urban.

- **Citizen participation**

Citizen participation is crucial to the contribution of good service delivery. Citizens of Mutare should be faithful in paying their rates and keeping the city clean. In so doing, organisations such as United Mutare Residents and Rate Payers Trust (UMRRT) should encourage its stakeholders to oblige with the Councils regulations. The organisations should utilize social media in an effort to preach awareness of the impact of urbanization. Such organisations should depart from the affiliations of party politics that may be primarily concerned with furthering party interests and overlooking the significance of service delivery on the lives of the people.

- **Decentralization**

Decentralization gives control to the local authorities to meet the demands of the rural people close to the cities. Local governments may thus make decisions on their own without the inclusion of the government in formulating and implementing development projects for both the rural and urban population. In light of this context, this gives the rural people open opportunities to further their demands and development trajectory. As a result, this gives a stable connection

between the rural and the urban thereby minimizing rapid rural-urban migration. In this regard, this study recommend the government to fully support local authorities and give them full control over their communities. Situations of politicizing projects and party politics should be nullified in order to promote the balanced relationship between the rural areas and the urban areas.

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**APPENDIX 1**  
**Questionnaire**

My name is Pellagia Mamvuto and I am an undergraduate student at Midlands State University. I am studying Bsc Honors degree in Politics and Public Management. I am currently undertaking a research in “An analysis of the impact of Urbanization on basic services delivery. The case of Mutare urban (2008-2017). Your input in completing this questionnaire is of great significance as you have been identified as one of the relevant participants in this study. Any information you provide in this exercise is for academic purposes and participation in this research remains voluntary and confidential.

**Instructions**

**-provide the answers in the following blank spaces**

**-tick where it is applicable**

Age: 18-30..... 30-45..... 45+.....

1. In your opinion, what do you understand by the term Urbanization?

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2. To your understanding, what are the responsibilities of Mutare City Council?

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3. In your opinion, what are the major cause of poor services delivery in Mutare?

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4. To the best of your knowledge, how is urbanization responsible for the impoverishment of the city?

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5. In your opinion, what strategies can you advise the Government to utilise in order to control rapid increase of urbanization

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6. In your opinion, what can be done for the residents to pay their rates and the debts they owe Mutare City Council?

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7. In as far as you know, can urbanization bring more positive effects than negatives if handled well? Explain your answer.

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**Interview guide**

1. In your opinion, what do you understand by the term Urbanization?
2. To your understanding, what are the responsibilities of Mutare City Council?
3. In your opinion, what are the major causes of poor services delivery in Mutare?

4. To the best of your Knowledge, how is urbanization responsible for the impoverishment of Mutare?
5. To your knowledge is council generating adequate revenue for water provision, infrastructure development and refuse collection? If no, how can this be improved?
6. In your opinion, what strategies can you advise Mutare City Council to utilise in order to avoid street vending
7. To the best of your knowledge, what can be done by the Mutare City Council per se in an effort to restore the town to its good status?

