

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF SOCIAL SCIENCES AND HUMANITIES
DEPARTMENT OF SOCIAL WORK



**CITY OF HARARE'S SOCIAL SERVICES PROVISION IN ADDRESSING
MULTIDIMENSIONAL POVERTY IN HOPLEY DISTRICT OF HARARE.**

By

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(B213270B)

**A DISSERTATION SUBMITTED IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE BACHELOR OF SCIENCE HONOURS DEGREE IN
SOCIAL WORK IN THE DEPARTMENT OF SOCIAL WORK, FACULTY OF SOCIAL
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EDUCATION.**

BINDURA, ZIMBABWE

JUNE 2025

Declaration

I Tadiwa Chikanda (B213270B), declare that this dissertation is the outcome of my personal study and research, excluding those mentioned in the references included in the body of the research, that it has not been submitted in part or in full for any other degree to any other university.

Student's Signature

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I certify that Tadiwa Chikanda (B213270B) was under my supervision. I further certify that he attended scheduled meetings with me and he has fulfilled all the requirements that I have set him as the supervisor. It is my professional opinion that the research is sufficient enough to be submitted with my name attached to it as the supervisor. I hereby release the student without reservation to submit his research project for marking.

Name of Supervisor: Mr Nyamaka

Supervisor's Signature

Date

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Name of Chairperson:

Chairperson's Signature

Date

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Acknowledgements

I would like to express my profound gratitude to the Almighty God for the strength, wisdom and guidance He granted me to prevail through this research period. Appreciation and gratitude also goes to my parents and my brother Humphrey Chikanda for the consistent love and support during the research period.

To my friends Farai Mutyanda and Blessing Kudanga, Im grateful for the positive friendship we shared during the academic journey that enabled us to push each other from strength to strength.

Special mention also goes to my supervisor Mr Nyamaka for his wise guidance and assistance throughout the study. To my family and friends who were in my corner, your love and support is truly appreciated.

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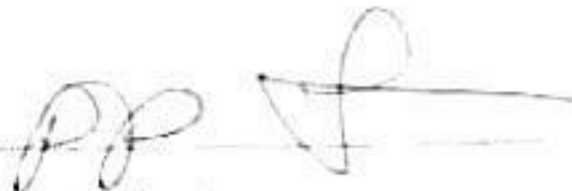
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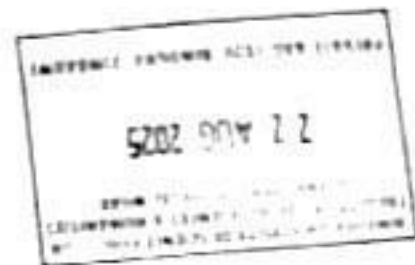
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Dedication

I dedicate this dissertation to my late grandfather Samson Chikanda for the wise words of the goodness of being educated he imparted on us from childhood up until his ultimate rest. I would like to also dedicate this dissertation to my loving and supportive parents Coster Warris Chikanda and Mary Chikanda.

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Marking guide: undergraduate research project

Chapter 1 INTRODUCTION	Possible Mark	Actual Mark
Abstract	10	
Background to the study- what is it that has made you choose this particular topic? Include objectives or purpose of the study	20	
Statement of the problem	10	
Research questions	15	
Assumptions	5	
Significance of the study	15	
Limitations of the study	5	
Delimitations of the study	5	
Definition of terms	10	
Summary	5	
Total	100	
Weighted Mark	15	

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Chapter 2 LITERATURE REVIEW

Introduction- what do you want to write about in this chapter?	5	
Conceptual or theoretical framework	10	
Identification, interpretations and evaluation of relevant literature and citations	40	
Contextualisation of the literature to the problem	10	
Establishing gaps in knowledge and how the research will try to bridge these gaps	10	
Structuring and logical sequencing of ideas	10	
Discursive skills	10	
Summary	5	
Total	100	
Weighted Mark	20	

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Chapter 3 RESEARCH METHODOLOGY

Introduction	5	
Research design	10	
What instruments are you using to collect data?	30	
Population, sample and sampling techniques to be used in the study	25	
Procedures for collecting data	15	
Data presentation and analysis procedures	10	

Summary	5	
Total	100	
Weighted Mark	25	

Comments.....
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Chapter 4 DATA PRESENTATION, ANALYSIS AND DISCUSSION

Introduction	5	
Data presentation	50	
Is there any attempt to link literature review with new findings	10	
How is the new knowledge trying to fill the gaps identified earlier	10	
Discursive and analytical skills	20	
Summary	5	
Total	100	
Weighted Mark	30	

Comments
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Chapter 5 SUMMARY, CONCLUSION AND RECOMMENDATIONS

Introduction- focus of the chapter	5	
Summary of the whole project including constraints	25	
Conclusions- have you come up with answers to the problem under study	30	
Recommendations(should be based on findings) Be precise	30	
References	5	
Appendices i.e. copies of instruments used and any other relevant material	5	
Total	100	
Weighted mark	10	

Comments
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SUMMARY:-

	Actual	Total
<u>Chapter 1</u>		
<u>Chapter 2</u>		
<u>Chapter 3</u>		
<u>Chapter 4</u>		
<u>Chapter 5</u>		
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Abstract

Urban poverty in Zimbabwe particularly in informal settlements continues to worsen as a result of weak governance, poor infrastructure and fragmented service delivery. The research explored how the City of Harare provides social services in addressing multidimensional poverty in Hopley district one of the largest and fast growing informal settlements in Harare. A qualitative research design was used to investigate the lived experiences of Hopley residents in relation to their access to essential services. A purposive sampling technique was used to select thirteen (13) participants inclusive of 10 residents and 3 City of Harare employees stationed in Hopley district. Semi structured interview guides were made use of as data collection tools which enabled participants to narrate their experiences with freewill whilst permitting the researcher to ask probing questions. Thematic analysis was used as it allowed the identification of recurring patterns and the interpretation of meanings from the narratives of participants. The findings discovered that poverty multidimensional poverty in Hopley district manifests through limited access to potable water, substandard housing and overcrowding, shortage of primary education facilities, and inadequate healthcare access. The researcher unearthed how challenges such as political interference and bureaucratic discrepancies, systematic corruption and resources constraints limit the provision of social services by City of Harare. Intervention strategies which include the implementation of the enterprise resource system (ERP), decentralization of power from head departments to district offices and the enhancement of multi-stakeholder partnerships were formulated as mechanisms to facilitate the betterment of social service delivery in Hopley district by City o Harare.

List of Acronyms

NGO	: Non-Governmental Organization
ERP	: Enterprise Resource Planning System
UNFPA	: United Nations Population Fund
FBO	: Faith Based Organization
UN	: United Nations
UNDP	: United Nations Development Program
MPI	: Multidimensional Poverty Index
CBO	: Community Based Organizations
SDG	: Sustainable Development Goal

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CHAPTER ONE

INTRODUCTION AND BACKGROUND

1.0 Introduction

Urban poverty is amongst the most significant challenges facing developing nations, particularly in sub-Saharan Africa. In the context of Zimbabwe, rural to urban migration and economic instability have perpetuated rapid urbanization which has triggered the expansion of informal settlements such as Hopley district which are characterized by inadequate social service delivery. This chapter will elaborate on the background to the study, statement of the problem, aim of the study, objectives, justification of the study, definition of key terms, dissertation outline and a chapter summary to wrap up the chapter.

1.1 Background of the study

Poverty has been one of the key issues affecting humanity which has been receiving global attention, (Desmond, 2023). The United Nations Sustainable Development Goal number 1 talks about the eradication of extreme poverty by 2030. This global call to action by the United Nations shows how serious the eradication of poverty is. According to the World Bank Group (2024), 700 million people which is 8,5% of the global population live in extreme poverty. Extreme poverty is living below the threshold of \$2,15 per day. Various factors including globalization have shifted poverty from being caused by single factors such as wars, natural disasters, and economic issues leading to income poverty, to multidimensional poverty. Multidimensional poverty comprises of aspects such as poor health, low education levels, poor living standards, inadequate social protection, shortage of water and proper sanitation amongst other overlapping aspects. The Global Multidimensional Poverty Index (2024) developed by the Oxford Poverty and Human Development Initiative (OPHI) and the United Nations Development Program (UNDP) insinuates that 1,1 billion people which is 18% of the global population live in multidimensional poverty.

Multidimensional poverty is caused by a complex interplay of factors which include inequality and social exclusion, economic instability, low wages and income, limited access to social services, inadequate policy frameworks, corruption, and political instability amongst other factors. The aspect of multidimensional poverty should be addressed by the governments of countries through policy frameworks, local authorities through provision of social services and by-laws,

non-governmental organizations (NGOs), Community based organizations (CBOs), Faith based organizations (FBOs) through programs and projects that prop up social protection and social services provision. Social services are primarily administered by local governments with fundamental support from the national government. Their input towards social services include, water and sanitation provision, education provision, health services, social welfare services and housing.

However, local government authorities often struggle to address multidimensional poverty in their countries, therefore, international humanitarian organizations such as United Nations (UN), World Health Organization (WHO), World Food Program (WFP), Oxfam International, Care International amongst others have taken it upon themselves to formulate projects and programs to address multidimensional poverty. These organizations have initiated programs such as the Water, Sanitation, and Hygiene (WASH), vaccination against viruses, educational programs, food distribution, and skills training programs amongst many other initiatives. The profound works of the non-governmental organizations are guided and regulated by the international law, United Nations frameworks, sector specific guidelines, humanitarian principles, donor funding frameworks and national and regional frameworks.

The Global Multidimensional Poverty Index (2020) indicates that 46% of the multidimensional poor people live in Sub-Saharan Africa. The number of people that constitute most of the poor people reside in Africa and this is mainly due to the constant economic instability across the continent. Multidimensional poverty in Africa is mainly characterized by low levels of education, poor water and sanitation provision, poor living standards, low income, and inadequate social welfare, (Ncube, 2018). Factors such as inequality and social exclusion, civil wars, economic instability, low wages and income, limited access to social services, inadequate policy frameworks, corruption, and political instability perpetuate the statistics of multidimensional poverty. Over half of the poor people in Africa are children under the age of 18. Particular governments who are the main custodians of their particular citizens are responsible for trying to resolve multidimensional poverty. Mainline ministries guided by social policy frameworks work hand in glove with local authority councils in the provision of social welfare services. Local authorities are reprimanded to provide good water and sanitary services, health services, educational services, housing and social welfare assistance. Unfortunately, in the African context, the social services provision by local

authorities is substandard. Shortage of resources, corruption, economic instability, political turmoil affect social service delivery to the people. This has led to the rise in numbers of multidimensional poverty across the continent. The minimal efforts by local authorities to stabilize social service delivery is now being resuscitated by the fostering of partnerships with non-governmental organizations.

Zimbabwe's multidimensional poverty rate stands at 41,7%, (World Bank, 2019). This statistic is derived from the Multidimensional Poverty Index (MPI) which analyses poverty beyond income levels. The City of Harare has a mandate as stipulated by the Urban Council's Act section 276 enforced by the Constitution of Zimbabwe (2013) and other social policy frameworks to provide social services to the citizens of Harare. Harare has 11 districts with community centers all over to enhance the facilitation of social services. In this situation particular emphasis is to be laid on the district of Hopley. This district is swelled up in numbers of people who sought refuge after the murambatsvina displacement initiative by the government. This district is densely populated hence it is vulnerable to a number of social ills. City of Harare is responsible for social services which include provision of educational facilities with the help of the ministry of education, access to health services, provision of water and sanitary facilities, housing, and social welfare assistance. The provision of these services have been below standard hence multidimensional poverty is on the rise in Hopley. This has been a result of multifaceted factors such as corruption, shortage of resources, economic instability, political instability, and environmental uncertainties. Non-governmental organizations have since stepped in and assist in the provision of social services to the people of Hopley district. These organizations include Goal Zimbabwe, Oxfam International, Unicef, United Nations, UNFPA, Musasa Project, Zim-TTECH amongst other organizations. People can never solely depend on foreign aid hence the social services provision by the City of Harare has to be enhanced. Social policy frameworks and resources have to be pulled together in order for the recommendations towards stabilizing social service provision to work and resolve multidimensional poverty.

1.2 Statement of the Problem

The majority of the populace in Hopley district live enticed by multidimensional poverty. Multidimensional poverty is a phenomenon where individuals or households experience multiple deprivations simultaneously, which can reinforce and perpetuate poverty, (Alkire and

Kanagaratnam, 2021). This phenomena of poverty encompasses various ways in which people experience deprivation, including lack of access to education, healthcare, clean water, sanitation and social welfare assistance. The continuous perpetuation of multidimensional poverty in Hopley has led to the production and spread of diseases, low levels of education, sex work by minors, theft and robbery gangs, low standards of living and low infant mortality rate. The current situation of economic instability has further accelerated multidimensional poverty. Despite the acknowledgement of multidimensional poverty in City of Harare's policies and legal frameworks, inadequate social services delivery continues to express how theory with no action is detrimental especially to the recipients.

1.3 Aim of the Study

The study intends to analyze the role of City of Harare in the provision of social services and how these services contribute to addressing multidimensional poverty in the Hopley district.

1.4 Objectives of the Study

- 1) To explore the nature of multidimensional poverty in Hopley district.
- 2) To analyze the social services provided in Hopley District by the City of Harare.
- 3) To examine the perceived challenges that hinder social services delivery by City of Harare in Hopley district.
- 4) To proffer possible intervention strategies towards the betterment of social services delivery in Hopley district.

1.5 Research Questions

- 1) What is the nature of multidimensional poverty in Hopley district?
- 2) What are the social services provided by City of Harare in Hopley district?
- 3) What challenges hinder social services provision by City of Harare to Hopley district residents?
- 4) What intervention strategies can be devised to enhance social service delivery within the district of Hopley?

1.6 Justification of the Study

This study will be fundamental to City of Harare as it can adopt the proposed strategies that can assist the enhancement of the social services they provide in Hopley district.

Non-Governmental Organizations (NGOs) can also use the findings of the research to ascertain the nature and prevalence of multidimensional poverty in Hopley district and also identify areas of service delivery they can enhance.

The National Government through the Ministry of Local Government can use the findings of this research to identify policy and governance gaps in the Urban Councils Act 29:15 that may be negatively affecting social services delivery by the City of Harare.

The research will also add more academic literature on urban poverty, service delivery and sustainable development goals (SDGs) mainly focusing on SDG 1 (No poverty), SDG 3 (Healthcare), SDG 4 (Education), and SDG 6 (Clean water and sanitation).

1.7 Definition of Key Terms

UNDP (2022) defines multidimensional poverty as a comprehensive approach to poverty that captures overlapping deprivations in health, education, and living standards at the household level, revealing the intensity of poverty.

Social services are organized interventions by public institutions designed to enhance well-being, provide safety nets and address inequalities through programs like healthcare, housing assistance, childcare and unemployment support, (Gilbert and Terrell, 2020)

Kamete (2020) defines Hopley district as a contested informal settlement in southwest Harare, characterized by self-built housing, tenure insecurity and exclusion from formal urban planning. It emerged from forced relocations and represents state failure to address urban housing needs.

1.8 Dissertation Outline

This dissertation consists of five chapters as outlined below:

Chapter One: Introduction

This chapter's deliberations were on the introduction and background of the research. It was mainly looking at statement of the problem, aim of the study, the objectives of the study, research questions, justification of the study and definition of key terms.

Chapter Two: Literature Review and Theoretical Framework

This chapter elaborated on the theoretical framework and literature review that guided the study. It comprises of the literature and text that is linked to social service provision by local authorities. This chapter has perceptions of other researchers pertaining to the study at hand which is the mandate of local authorities in providing social services. This chapter also has the research gap which prompted the study.

Chapter Three: Research Methodology

This chapter focused on the research philosophy, research approach, research design, study setting, target population, sampling techniques, sample size, inclusion and exclusion criteria, data collection methods, data collection tools, data analysis, research procedure, trustworthiness of the study, ethical considerations and the limitations of the study. It outlines how data was collected and the technique used to analyze it.

Chapter Four: Presentation, Interpretation, Analysis and Discussion of Findings

This chapter is mainly centered upon data interpretation, analysis and discussion of findings obtained throughout the study.

Chapter 5: Summary, Conclusions and Recommendations

The final chapter contains the summary of findings, conclusions, implications for social work, recommendations and areas for future study.

1.9 Chapter Summary

The chapter introduced the background of the study, the statement of the problem, the objectives, of the study and justification of the study. The definition of key terms explained fundamental aspects of the study such as multidimensional poverty, social services and Hopley district. The outline of the dissertation is also outlined in this chapter as a mechanism of clarity and direction.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter reviews existing literature on social service provision and its role in addressing multidimensional poverty mainly focusing on urban contexts. It examines key concepts, including the comprehension and understanding of multidimensional poverty, examines theoretical and legal frameworks shepherding social service delivery by local authorities. This chapter will also review literature on urban social service delivery by local authorities, challenges associated with it and strategies for the betterment of social service delivery by local authorities.

2.1 Theoretical Framework

A theoretical framework serves as the conceptual backbone of a dissertation, anchoring the study in established theories and guiding every phase of research, from question formulation to data interpretation (Kivunja, 2018). It provides a lens to contextualize findings within broader scholarly debates, ensuring rigor and coherence (Lederman and Abell, 2020). The study used the basic needs approach framework.

2.1.1 Basic Needs Approach

The Basic Needs Approach is a development framework that elaborates on making sure that individuals and communities can access fundamental services and resources necessary to sustain a minimum standard of living. The International Labour Organization coined the BNA in the 1970s and it laid emphasis on the prioritization of fundamental human requirements such as adequate nutrition, safe drinking water, shelter, sanitation, education and health services (Streeten et al., 1981). The approach diverts attention from income based definitions of poverty to more substantial components of human well-being, aligning with modern multidimensional poverty assessments.

This approach is substantively applicable to the study which explores how the City of Harare's social services provision addresses multidimensional poverty in Hopley district. The area of Hopley is distinguished by informal settlement patterns, limited infrastructure and underdeveloped public services. The Basic Needs Approach provides an appropriate analytical lens for examining how the social services delivered by City of Harare assist the residents in addressing the tangible and observable components of deprivation (UNDP, 2010). As an illustration, inadequate access to

health services, education, water and sanitation and formal housing directly reflects a failure to meet basic human needs which are core indicators of multidimensional poverty.

By adopting the basic needs approach, this study highlights the responsibilities City of Harare has in providing essential services and elaborates that poverty alleviation requires more than increasing household income. It needs interventions that secure access to the social services that make dignified living a reality. The interventions should be regulated by the core principles of the basic needs approach which are making social services more inclusive, efficient and responsive to the needs of the residents of Hopley district as stipulated by their social rights. The basic needs approach complements multidimensional poverty frameworks such as the one proposed by Alkier and Foster (2011) by providing a practical guide for what specific services and inputs City of Harare must provide to reduce poverty meaningfully.

In summary, the Basic Needs Approach provides a fundamental practical foundation for evaluating social service provision in Hopley district. It sheds more perspective on how local governance and policy implementation influence the multidimensional poverty landscape in Hopley district clearly elaborating on the relevance of meeting essential human needs as a pathway to attaining sustainable development and social justice.

2.2 Understanding Multidimensional Poverty

Poverty is a complicated concept that supersedes or goes beyond the understanding of it through economic definitions. Historically, poverty has been fathomed in monetary terms where the classification of being poor is determined by income levels being above or below a certain threshold. However, this concept fails to do justice as it focuses only on one element and overlooking other fundamental aspects that influence a person's overall quality of life. Multidimensional poverty provides a more holistic understanding of poverty by acknowledging that deprivation goes beyond financial insufficiency. It focuses on analyzing and understanding poverty as a constellation of indicators that influence poverty and its broader understanding. These include education, access to water, sanitation and healthcare. The incorporation of those multiple indicators into the understanding of poverty provides a holistic perspective of how poverty affects daily life, at the same time addressing the weaknesses of an income-centric focus (Alkire et al., 2017). Multidimensional poverty is mostly prevalent in urban informal settlements where residents

are subjected to multiple deprivations which include inadequate housing, limited access to clean water and sanitation, poor healthcare access and impoverished education facilities, (Davies, 2015). The Oxford Poverty and Human Development Initiative (OPHI) and the United Nations Development Programme (UNDP) developed the Multidimensional Poverty Index (MPI) which is used to measure multidimensional poverty. Main emphasis is laid upon health, education and living standards. The dimensions are further broken down into specific indicators such as child mortality, school attendance and access to clean water and electricity (Alkire & Santos, 2014). A tool such as this one can help comprehend how diversely poverty is experienced and can also help policymakers create policies and strategies that ensure the allocation of resources and attention where it is most needed.

2.3 Urban social services delivery by Local Authorities

Social services delivery in most urban areas is facilitated by local authorities such as Leeds City Council and City of Cape Town only to mention a few. United Nations (2020) defines local authorities as subnational governmental bodies, such as, municipalities, cities, counties, or districts that are empowered to manage public affairs at the community level, including service delivery, urban planning and local governance. Local government defined as the level of government that mostly addresses day to day issues, represents local customs and cultures and enjoys greater proximity to the people (Marumahoko, 2023). Local authorities rely heavily on the collection of property rates and local taxes to finance essential services (Oates, 2021). The revenue collected alongside the devolution funds by national governments are supposed to subsidize the delivery of social services to the residents of particular geographical jurisdictions. The social services provided by local authorities include education, healthcare, water and sanitation and social protection.

2.3.1 Provision of basic education

Local authorities serve as valuable intermediaries between national education systems and communities, responsible for making sure that basic education (pre-primary, primary and lower secondary schooling is accessible, affordable and of standard quality. Lambrechts (2020) instigates that education access refers to the ability of individuals to obtain and participate in educational opportunities without encountering barriers or constraints. Globally, decentralization of education governance has been a prevalent reform since the 1990s, premised on the idea that local levels can

improve responsiveness and quality (Bray and Varghese, 2020). A meta-analysis by Farell and Hartwell (2022) indicates that countries with well-resourced and capacitated local authorities such as parts of Scandinavia and East Asia have seen marked improvements in enrollment rates and learning outcomes. In Finland, municipal boards have autonomy over teacher recruitment, school budgeting and curriculum adaptation, contributing to consistently high pass rates (Sahlberg, 2021). Lee and Jeong (2020) also articulate that municipal school districts in South Korea administer teacher professional development and resource allocation, aligning services precisely with demographics.

In Kenya, the deliberations of the 2010 constitution transferred responsibility for pre-primary and primary school infrastructure to county governments. However, counties with limited own source revenue often relied on national free primary education grants, resulting in delayed payment cycles and school maintenance backlogs (Mwangi, 2023). Municipal authorities in Dakar, Senegal developed the digital school management platforms in 2021 that enabled real time tracking of enrollment, teacher deployment and textbook distribution (Diop and Traore, 2023). This illustrated the significant role local authorities' play in the rolling out of basic education.

In Zimbabwe, the Urban Council's Act Chapter 29:15 and the Education Act Chapter 25:04 designated urban councils and rural district councils with the responsibility for maintaining school infrastructure, coordinating local committees and providing supplementary funding for operation costs. Nevertheless, the economic and political volatility have constrained effective local authorities' involvement in basic education (Chikafa, 2023). According to the City of Harare reports, the local authority has built thirty-five (35) primary schools pre and post-independence in mostly high density suburbs. The Ministry of Primary Education provides the educators and the leadership whilst the City of Harare only have the bursar and the caretaker as their employees stationed at their schools. These schools continue to serve a justifiable purpose of providing affordable education especially in high density areas where the levels of income are lower amongst the residents.

Majority of the schools were build more than fifteen years ago hence there has not been notable progress in expanding and building more schools. The rapid population growth in urban areas as a result of rural to urban migration has strained the already established schools. The number of learners now overwhelm the number of schools and their resources. This has led to the copying

mechanism of hot-sitting, a term which implies to the rotation of school attendance by learners, some attending school in the morning whilst others attend in the afternoon. The levels and quality of education have dropped drastically.

2.3.2 Water and sanitation provision

Water is universally recognized as a fundamental human right, essential for health, sanitation and overall well-being, (United Nations, 2010). According to World Bank (2019), local governments are pivotal in managing urban water supply systems, overseeing infrastructure maintenance, billing and ensuring service continuity. The delivery of water by local governments varies significantly due to differences in climate and environment, governance capacities, financial resources, infrastructural development and policy frameworks. Copenhagen city, a local authority in Denmark is known for its efficient, sustainable water management, utilizing innovative infrastructure and community engagement, (Kjellberg & Madsen, 2013). Another case study is of Cape Town City in South Africa. When they faced severe droughts, the city implemented water restrictions, public awareness campaigns and alternative water sourcing, (Linton and Krueger, 2020).

Moreover, informal settlements that lack access to basic services such as water place the residents at the risk of water-borne diseases such as typhoid and cholera, (Satterwaite et al., 2019). Water has to be fetched at communal taps or boreholes. The burden of collecting the water over long distances has been associated with health problems such as anxiety, stress, headaches, and back pains as women and girl children carry the water on their heads for long distances that exceed 500 meters, (Matamanda, 2020). The magnitude of the urban water shortages has been evident from the recurrent cholera outbreaks that plagued most cities in Zimbabwe in 2008/09 and 2018, with the outbreaks prevalent in poor neighborhoods, (Musema, 2010). Ensuring equitable access to water remains a core concern. Globally, marginalized populations often face higher barriers due to affordability, discrimination or lack of infrastructure. The human rights-based approach emphasizes that access to safe water must be affordable, available and non-discriminatory, (UN, 2010). Lake Chivero the sole provider of water in Harare has been overwhelmed by the rampant increase in population in Harare. The water source is no longer capable to provide water to every area within Harare. Government of Zimbabwe has been working on the construction of Kunzvi Dam located in Mashonaland East province for quite a long time. The dam is located on Nyagui

river and it has reached 56% completion. This water body is supposed to ease water shortages faced by the eastern suburbs of Harare. The water challenges in Harare are also a result of the ageing water systems and burst water pipes around Harare.

2.3.3 Offering primary healthcare

Local authorities play a pivotal role in shaping primary healthcare delivery within the different communities they serve. Their involvement in healthcare delivery supports the decentralization of healthcare systems, enhanced pandemic response and addresses health inequalities. Anell et al. (2012) articulates that Sweden's municipalities manage elderly care and public health initiatives, while regional councils oversee hospitals. They serve as the frontline of public health and well-being through municipal and health services. Germany's system combines federal regulation with local implementation, where municipalities provide public health services such as vaccinations and health education (Busse and Blumel, 2014). Mays and Smith (2022) highlight how United Kingdom (UK) local councils integrated social care with National Health Services (NHS) services to reduce hospital readmissions. The 2012 Health and Social Care Act (HSCA12) initiated a major reform in the England health and social care systems. The local efforts to uphold public health were transferred from the National Health Services (NHS) to Local Authorities. The Local Authorities have their health institutions which provide mainly primary healthcare and they work under national health policies established by the National governments and the mainline healthcare authority. Local authorities are also responsible for addressing social determinants of health. Aspects such as housing, nutrition and employment programs are monitored and enhanced by local authorities since they can cause health disparities. Galea & Vlahov (2023) illustrated how United States cities use Medicaid waivers to fund housing for high risk patients.

In Kenya, devolution under the 2010 Constitution transferred healthcare responsibilities to county governments, yet disparities in service quality persist (Olu et al., 2017). Mayosi et al. (2012) instigates that South Africa's district health system decentralizes care to improve accessibility, though challenges like underfunding and staff shortages hinder performance. Public health governance and policy implementation are amongst the duties and responsibilities local authorities have on healthcare provision. Health regulations such as sanitation and smoking bans have to be enforced for better health outcomes.

Local authorities also lead pandemic responses through contact tracing and vaccine distribution. City of Harare's department of health usually spearheads the rolling out of vaccines for measles, cholera and malaria. According to City of Harare website, City of Harare's Department of Health has got the following health facilities; 12 polyclinics, 7 primary care clinics, 15 satellite clinics, 6 family health services clinics, 4 dental clinics and 2 infectious diseases hospitals. These institutions provide primary healthcare at a very low cost. The clinics operate with the assistance from the Ministry of Health and Childcare and also NGOs such as Medicins San Frontiers and ZIM-TTECH.

2.4 Challenges that hinder social service delivery under local authorities

Local authorities across the globe face a number of challenges in delivering effective social services. The challenges range from resource constraints, politics and bureaucracy and systematic corruption.

2.4.1 Political interference and bureaucratic discrepancies

Local authorities usually struggle with political interference. Important decisions on service delivery are influenced by partisan interests rather than meeting the needs of the communities. In a number of countries, local governments are pressured by central authorities, leading to misaligned priorities (OECD, 2019). World Bank (2021) assert that bureaucratic inefficiencies such as excessive red tape, slow decision making and further hinder effective service provision.

Majekodumni (2013) is of the opinion that local government in Nigeria need to adequate autonomy that would facilitate their operations through effective service delivery. This is a clear indication of how the lack of autonomy by local governments affect the quality and adequacy of service delivery. Bureaucratic inefficiencies emanate from poor coordination between central and local governments, unclear mandates and political appointees with limited capacity.

In reference to the local context, City of Harare's inadequacy in social service delivery is a result of the political wrangling or instability at many levels of the local government service delivery structure and system. There is political squabbling between the ministry of local government and urban local authorities where the Urban Councils Act is used for draconian law enforcement. There is also infighting amongst elected political authorities (councilors) and administrative authorities (the bureaucracy) within urban local authorities, (Centre for Community Development in

Zimbabwe, (2009). Councilors from Zanu Pf and the opposition often struggle to find common ground when it comes to making collective decisions that affect the running of City of Harare and the service it is supposed to deliver to the people. Councilors influence the appointment of personnel whom they can arm twist to bend to their demands to strategic positions such as Town Clerk, Director of finance, Director of Housing and Community Services, Director of Human Capital development amongst other key positions within the local authority. This hinders the appointment of personnel based on competence hence it negatively affects how key decisions which influence service delivery are made.

2.4.2 Resources Constraints

A number of local authorities conduct their service delivery operations under tight budgets. They usually rely substantively on monetary transfers from central governments which some nations term as devolution funds hence they lack fiscal autonomy. UN Habitat (2015) argue that local governments especially in developing countries often lack access to predictable and adequate sources of financing to fulfill their mandates. A substantive amount of local governments lack sufficient financial resources due to limited taxation powers and dependency on central government transfers (IMF, 2020). The Birmingham City Council in United Kingdom once declared bankruptcy in 2023 and issued a section 114 notice signaling its inability to balance its budget (BBC, 2023). This significantly affected social service delivery by the city which saw budget cuts across child protection services, housing, waste collection and public health (Birmingham City Council Report, 2023). Lahore Metropolitan Corporation a local authority in Pakistan faces significant chronic underfunding which limits the allocation of adequate resources for social service delivery (World Bank, 2022). 80% of the substantial tax revenue collected by this local authority is diverted to federal and provincial governments leaving the local authority with insufficient funds to subsidize local service delivery (Asian Development Bank. 2021).

Local authorities in developing countries especially in Africa face obscene deficiencies in resources needed to properly implement social service provisions. Nairobi City County Government (NCCG) which is the local authority responsible for Kenya's biggest capital experiences the shortage of fundamental resources such as revenue or funding to subsidize social service delivery (World Bank, 2022). The shortage of funding has perpetuated poor revenue

collection and water shortages with 60% of Nairobi residents lacking reliable water access as a result of dilapidated infrastructure (Water Services Regulatory Board, 2023).

City of Harare's social service delivery is also negatively affected by resources constraints. City of Harare is a big entity which has got multiple revenue streams which are supposed to be used for the betterment of service delivery across the city. Despite the multiple revenue streams being on paper, the local authority struggles to maximize those revenue streams due to the sabotage it gets from the Ministry of local government. According to Coutinho (2010), urban local authorities are also hampered in their service delivery operations by inefficiencies in revenue collection. In 2001, service delivery deteriorated when National government took away some revenue generating functions from urban local authorities and gave them to Zimbabwe National Water Authority (ZINWA), a state run enterprise. The decision was later reversed back in 2009 but most of the equipment used for water supply had significantly been damaged. The vehicle licensing function was taken from City of Harare and given to Zimbabwe National Roads Authority (ZINARA). A lot of revenue is collected from vehicle licensing but ZINARA gives City of Harare little percentages of the revenue they get from vehicle licensing thus exacerbating the shortage of resources in City of Harare. The catalogue of inefficiencies include poor databases, the use of outdated valuation rolls as a basis for determining rates on property and land and poor financial accounting systems, (Coutinho, 2010). City of Harare has not Enterprise Resource Planning system (ERP) which is used for managing business processes such as finance, human resources, supply chain and procurement. They abandoned the ERP system in 2019 on account of financial challenges to subscribe and maintain the system. These actions have purported the failure to maximize revenue collection and has significantly led to shortage of resources for proper social service delivery.

2.4.3 Corruption

World Bank (2016) explains corruption as the misuse public office for personal gain. Bale (2019) emphasized that corruption is the abuse of power as a result of contemplations of personal gain which is not only monetary. According to Bannarjee (1996) corruption comes in form of fraud, bribes, inflating of government tenders, ghosting, inflating allowances, misleading tender boards, forging documents, obtaining money by false pretenses, illegal sale of land, embezzlements of trust funds, misappropriation of money, money laundering and unnecessary travel and subsistence

claims. Corruption diverts funds meant for social services to personal gain. Weak accountability mechanisms in many countries allow corruption practices to persist in procurement and service delivery (OECD, 2019). Rome City Council in Italy was rocked by the mafia capital between 2014 and 2017 where the mayor of that time and other government officials conspired to commit organized corruption through Rome's public contracts. A number of social service delivery duties such as social housing, migrant centres and waste management were deprived of finances which were supposed to subsidize their adequate provision (Reuters, 2018). Funds from the European Union recovery were misused in inflated contracts (Politico EU, 2023).

Corruption is regarded as a global phenomenon that no country is immune to and it has been a well-known fact that it is prevalent in less developed countries (Enste and Heldman, 2017). Mbandlwa et al. (2020) believes that South African municipalities are in a financial mess because of unethical behaviors such as reckless spending, interference in appointment and tender processes. These unethical behaviors limit the ability of the municipalities to provide social services for the people they serve. The County Government of Kisumu in Kenya's service delivery operations have been marred by systematic graft, procurement fraud and political interference (Ethics and Anti-Corruption Commission, 2023). Social service delivery in the context of healthcare, water access, waste collection and road network have been significantly deprived of quality due to shortage of resources as a result of massive corruption across the local government.

The Centre for Community Development in Zimbabwe (CCDZ) in 2009 studied the prospects for local government reforms. Some of the major challenges adding to the above mentioned that hinder City of Harare from effective social service delivery are corruption, lack of transparency and lack of knowledge and abuse of power. Corruption is a significant challenge that affects service delivery by City of Harare. Substantive figures of money and resources such as land are looted by the hierarchy in City of Harare. It is now bad to the extent that those in lower positions are also involved in corruption. The Zimbabwe Coalition on Debt and Development (2022) reported that over US\$60 million in municipal revenue was unaccounted for between 2019 and 2022, leading to deteriorating service delivery. Despite Zimbabwe Anti-Corruption Committee (ZACC)'s efforts to arrest high profile employees who perpetuate corruption in City of Harare, a lot of corruption is still taking place hence funds and resources which are supposed to subsidize service delivery are mismanaged. It is imperative to talk about how schools can be built, more community water points,

health facilities amongst other initiatives when institutional discrepancies such as corruption have not been addressed. The component of adequate funding for social service delivery is heavily disrupted by the existence of systematic corruption within the organization.

2.5 Intervention strategies for the betterment of social services by local authorities

Local authorities across the globe have devised various strategies and plans to enhance their social services delivery. Some of the strategic plans and mechanisms apply to different contexts or environments with the end goal of better social service delivery.

2.5.1 Enhanced multi-stakeholder partnerships

A vast number of local authorities are of the belief that adequate social service delivery strongly relies on collaborative governance. This ideology supports the banding together of local authorities, civil societies, private actors, NGOs, FBOs and the communities in the provision of social services. The United Nations Habitat (2015) and World Bank (2020) emphasize that inclusive multi-stakeholder partnerships improve transparency, responsiveness and innovation in local governance. The efforts to maximize the role of partnerships to achieve global goals are greatly encouraged at the local level (Global Taskforce of Local and Regional Governments, 2016). Having an inclusive approach to partnerships by involving diverse actors at the local level is seen as a lever to drive inclusion and impact (UN ECOSOC, 2019). The New Urban Agenda (NUA) anchors its efforts in participatory urban policies and promotes the establishment of multilevel and multi-sector partnerships to encourage the development of cities and settlements that are more inclusive, non-discriminatory and sustainable (Minister of Public Works and Housing Republic of Indonesia, 2017).

Moreover, the African Union's agenda 2063 and several national strategies promote partnerships between governments, NGOs, FBOs, community based organizations and development agencies to address social service gaps (African Union, 2015). South Africa's Integrated Development Planning (IDP) process mandates stakeholder participation in local planning. The coordination of various efforts by different interested stakeholders is a fundamental approach that instigates the pooling of resources together and making sustainable significant impact.

In addition, the collaborations between the City of Harare and interested stakeholders such as NGOs, FBOs have made strides in enhancing social service delivery in Hopley district. A number of service delivery projects such as community water points, clinics, schools and social welfare have been implemented by mostly NGOs. Chitekwe-Biti (2018) advocates for collaborations between the government, NGOS, private entities, FBOs and other interested stakeholders to mobilize resources for infrastructure development vital for the enhancement of service delivery. Multi stakeholder partnerships foster the pooling of resources and positively aligning them for inclusive development that benefits majority of the residents.

2.5.2 Decentralization of power from head departments to local district offices

Decentralization is a concept that refers to the distribution of power, authority, and decision-making across multiple individuals, organizations, or systems, rather than being concentrated in a central authority (Vibert, 2019). It is commonly associated with various domains such as governance, finance, technology, and information systems. The idea behind decentralization is to empower individuals and promote a more inclusive and transparent system. In governance, decentralization is often seen as a way to distribute political power, enhance local autonomy, and facilitate participation in decision-making processes (Michael, 2019). It can involve devolving certain powers and responsibilities from a central government to regional or local authorities, allowing them to make decisions that are more responsive to local needs and preferences (Anwar, 2018).

Literature on public administration suggests that decentralization improves service delivery outcomes when local offices are adequately resourced, staffed and given genuine decision making autonomy, (Bossert and Beauvais, 2002). District offices are basically more aware of local needs and conditions, enabling more targeted responses to service delivery challenges. Conyers (2007) asserts that decentralization may reduce bureaucratic challenges and improve the timelines of interventions. However, decentralization can become a problem if there are no legal frameworks and proper institutional capacity which can result in fragile oversight and corruption. Moreover, where local offices lack fiscal autonomy or remain heavily reliant on central approvals, the practical benefits of decentralization are often limited, (Ahmed et al., 2005).

Nations such as Ghana and Uganda have implemented fiscal and administrative decentralization to improve local governance (Ribot, 2002). The challenge is central governments often retain key decision making which downplays the authority of the local governance. In Zimbabwe, policy frameworks such as the Urban Councils Act and Rural District Councils Act advocate for the decentralization of resources and authority to make decisions as proposed by the Constitution of Zimbabwe (2013). However, the central government and head departments in various local authorities exercise control over budgets and planning which technically undermines decentralization.

2.6 Legal Frameworks

Local authorities operate mainly under national laws which are formulated by their parent nations they belong to. However, there are several international legal and policy instruments that indirectly govern or guide local authorities' responsibilities especially in aspects such as human rights, urban governance and basic service delivery. These frameworks support local accountability, decentralization and inclusive development. The Universal Declaration of Human Rights (1948) provides a human rights framework that is not legally binding but affirms the right to an adequate standard of living which includes food, housing, healthcare, education and other basic social services. It is used to inform local service delivery standards by local authorities. The New Urban Agenda (Habitat III, 2016) adopted by UN member states including Zimbabwe sets international standards for sustainable urban development. It lays strong emphasis on developing inclusive cities, participatory governance, sufficient access to housing, basic services and infrastructure. It positions local authorities as central actors in urban poverty alleviation and the adequate delivery of social services.

African local authorities' programs and policies are informed by the African Charter on the Values and principles of Decentralization, local governance and local development (2014) which was formulated by the African Union. It elaborates on promoting democratic, inclusive and accountable local governance. It also lays strong emphasis on the benefit of decentralization as a mechanism of improving service delivery and its response to the needs of the people. However, African countries are not mandated to include this legal framework in their local governance. It only informs policy and the rolling out of service delivery by local governments who recognize it.

The social services provision by the City of Harare are governed and moderated by legal policies. These policies regulate the mandates of City of Harare as directed by the national government and they are legally obligated to provide them to the citizens of Harare.

The Constitution of Zimbabwe (Amendment No. 20) Act, 2013 is the supreme law of Zimbabwe and serves as the foundational legal document supporting the right to basic services and poverty alleviation. The constitution mandates local authorities to implement social service delivery to citizens under the jurisdictions they serve. They serve the citizens with oversight and help from the Ministry of Local government. The Urban Councils Act (Chapter 29:15) establishes and governs the functions of urban local authorities. The act positions urban councils as primary service providers for service delivery which includes water and sanitation provision, maintaining housing schemes, primary education and primary healthcare. This act also empowers local authorities to make by laws and enforce them in their plight to maintain public services.

2.7 Research Gap

There is a substantively increasing body of literature that has examined urban poverty and informal settlements in Zimbabwe. Majority of the studies tend to elaborate specifically on income-based poverty indicators or generalized urban service delivery failures. This study sought to explore poverty in informal settlements from a multidimensional approach elaborating on basic needs deprivations that influence the general standard of living. The research is grounded or rooted in community level experiences that examine how residents experience multidimensional deprivations, the unconventional coping mechanisms they use to adapt and the influence local authorities have on essential social services in peri-urban informal settlements. There is also limited empirical work that integrates the Basic Needs Approach as a theoretical and analytical tool to analyze local authorities' service provision in a Zimbabwean context.

2.8 Chapter Summary

This chapter reviewed relevant literature on key components such as understanding multidimensional poverty, urban social services delivery, challenges that hinder social service delivery by City of Harare and the strategies for the enhancement of social service delivery.

Literature review was fundamental for the fulfilment of the idea of knowing the known to discover the unknown. The goal of the review was to create a well-informed background that will serve as a solid foundation for the researcher to further discover findings not mentioned by the review. A theoretical framework was also articulated and explained how it was applicable for the study.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter outlined the research methodology used to investigate City of Harare's social services provision in addressing multidimensional poverty in Hopley district. It explained detailed descriptions of the research philosophy, research approach, research design, study setting, target population, sample size and sampling techniques, inclusion and exclusion criteria, data collection methods, data collection tools, data analysis, ethical considerations, trustworthiness and limitations of the study. The above mentioned aspects were clearly explained on how they were used in the collecting of data during the study.

3.1 Research Philosophy

The research is guided by an interpretivist philosophical approach, which emphasizes understanding the meanings that individuals and groups assign to their experiences within specific social contexts. The use of an interpretivist stance was quite applicable due to how the study explored how City of Harare provided social services to address multidimensional poverty in Hopley district (Schwandt, 2014). It paved way for the exploration of different viewpoints, influenced by the lived experiences of residents and the practices of institutional actors. The interpretivist paradigm viewed reality as multi and socially constructed. In the context of the research, participants such as City of Harare employees and the residents interpreted social services and their accessibility in diverse ways. The capturing of these differences was fundamental for comprehending how multidimensional poverty was experienced and how social services are provided in urban informal settlements. The study also drew on a constructivist epistemology which was of the ideology that knowledge was created through social interaction and interpretation rather than discovered as an external truth (Creswell and Poth, 2018). The ontological position underpinning the research was relativism, which acknowledged that reality was subjective and varied depending on individual perspectives. The researcher engaged with the study and actively co-produced meaning with the participants. The adoption of this philosophy helped the study to produce rich meaningful insights that reflected the complexity of multidimensional poverty and social service delivery by City of Harare in Hopley district.

3.2 Research Approach

Qualitative research is a form of inquiry that seeks to understand the complexities of human behavior, experiences and social phenomena through in depth exploration. It relies on non-numerical data such as words, images and observations emphasizing context, meaning and interpretation (Patton, 2020). The researcher used the qualitative research approach to get a deeper analysis on the social services being provided by the City of Harare to the people of Hopley district. Qualitative research approach is a study which dives deep in real life issues uncovering rich insights and nuanced understanding of people's experiences, challenges and perspectives (Moser and Korstjens, 2017) This assisted the researcher in exploring the nature of multidimensional poverty in Hopley district. Challenges that disrupt social services provision by the City of Harare were also ascertained through exploring the experiences, perceptions and narratives of the residents and different personnel involved in the delivery of the social services in Hopley district. This was in retrospect to Teherani et al. (2015) who believes that qualitative research examines subjective realities focusing on individual perspectives. Intervention strategies were formulated on the basis of the findings mentioned above. The qualitative research approach was a fundamental framework in conducting research since it had the ability to understand complex contextual realities, its wealth in in-depth data, its ability of exploring power dynamics and local realities, its flexibility in data collection and how it identified the gaps between policy and actual practice.

3.3 Research Design

A research design is the comprehensive plan or framework for conducting research, including the research question, sampling strategy, data collection methods, data analysis techniques and interpretation results, (Sarantakos, 2013). The study used Narrative research design. Narrative design is the intentional structuring of research to collect, analyze and present stories as data. It involves crafting a methodological framework that treats narratives as both process (how stories are told) and product (what stories reveal) (Squire et al., 2024). Narrative design allowed residents and the professionals responsible for service provision to share their stories revealing how social services are provided in the area and how they help alleviate multidimensional poverty. Unlike traditional linear reporting, narrative design allows researchers to weave data, theory and lived experiences into persuasive scholarly argument (Clandinin and Caine, 2020). This helped facilitate the analysis of the social services provided by City of Harare in Hopley district. Narrative design also explored multidimensional poverty in its true form of a holistic nature. The experiences and

narrations of the City of Harare professionals responsible for social service delivery in Hopley assisted in the analyzing of the social services rendered, and the challenges hindering proper service delivery. Riesmann (2022) emphasizes that narrative design is inherently flexible, allowing researchers to adapt storytelling structures to different disciplines, methodologies and epistemological approaches. This facilitated a good ration of flexibility during conversations which allowed the room for suggestions and recommendations by residents and the professionals in regards to strategies for social service delivery enhancement. Therefore, the use of narrative research design was ideal due to how it captured lived experiences of multidimensional poverty, how it uncovered policy and institutional failures and how it served as an advocacy corridor which humanized data for the true reality of capturing of the situations on the ground.

3.4 Study Setting

Cresswell (2020) defines a study setting as the physical or social context in which the research takes place, including the participants, location and timeframe. Hopley is situated on the edge of the southern parts of Harare. This area was sanctioned a habitable area in 2005 by the government after the operation murambatsvina people who were displaced were relocated there (Kamete, 2020). Hopley is a high density suburb characterized by small clustered houses which were established without a site plan. The area habitats majority of informal sector traders and other low income earners thereby increasing the chances of multidimensional poverty. The area was never serviced hence there are no roads, sewer reticulation and other basic residential stands services. Therefore, this areas was suitable for the research.

3.5 Target population

According to Saldana (2014), a population is a whole group of people with a common set of traits in which a researcher is interested. The target population for this research study were the residents of Hopley district. The target population of the researcher comprised of residents living within Hopley district and City of Harare employees working in Hopley district. Residents between the age of 20 and 55 years were selected both men and women. Residents' participation was fundamental because their experiences and opinions gave detailed information about the social services City of Harare provide in Hopley. The consideration of the City of Harare employees in the research was important as a result of the professional knowledge and expertise they have which shed more technical information about the social services provided by City of Harare in Hopley

and the challenges of multidimensional poverty residents face, (Patton, 2022). Therefore, the inclusion of the above mentioned people in the research was important and justifiable.

3.6 Sampling Techniques

A sampling technique is a procedure by which participants are selected from the population for a study, with the aim of ensuring that the sample reflects the characteristics of the larger population and that the data generated can be generalized or transferred, (Morrison, 2017). The researcher used purposive sampling technique to select resident participants. Etikan and Bala (2019) defines purposive sampling as a non-probability sampling technique where researchers deliberately select participants based on predefined characteristics relevant to the research objectives, ensuring the sample possesses specific knowledge or experiences. The researcher focused on individuals who could provide relevant insights into the City of Harare's social services provision in Hopley district. According to Newing (2020), purposive sampling relies on the researcher's judgment in selecting participants who can offer relevant information to achieve the study objectives. The study specifically targeted residents within the age range of 20 and 55 years who had stayed in Hopley district for more one year. This information was obtained through asking residents about their age and how long they had been residents in Hopley district. This technique enabled the researcher to focus on information-rich cases that could offer in depth insights into multidimensional poverty in the area (Palinkas et al., 2015). Moreover, City of Harare employees working in Hopley district were also purposively selected due to their direct involvement with social service delivery in Hopley district. Purposive sampling was suitable for this study because it supports the selection of participants who can best contribute to understanding the research problem (Patton, 2015).

3.7 Sample size

Creswell (2014) defines sample size as the number of participants or cases selected for a study, which should be sufficient to provide reliable and valid results. In this study, the sample size was determined based on the principle of data saturation. This approach emphasized the need to collect data until no new themes or perspectives emerge indicating that further data collection may be unnecessary (Saunders et al., 2018). Selecting a sample size that facilitates data collection to reach data saturation is important as it allows the researcher to capture the full range of experiences without redundancy (Fusch and Ness, 2015). The researcher used a sample size of 13 participants comprising of 10 residents, 1 district officer, 1 health worker and 1 social worker from City of

Harare. Information from these participants was sufficient enough to achieve saturation because it revealed all core themes and added no new insights but redundantly confirmed existing patterns.

3.8 Inclusion and Exclusion Criteria

Inclusion and Exclusion criteria defines which individuals from the target population are eligible or ineligible to participate in a research study (Nikolopoulou, 2022) According to Polit and Beck (2018) inclusion criteria outlines the subjects included in the study . The inclusion criteria for the residents encompassed residents aged between 20 and 55 years and would have stayed in Hopley district for more than a year. As for the City of Harare employees, they should have been working in Hopley district for more than 2 years. Residents within the stipulated range of age were economically active and had the ability to understand and communicate using English or Shona. They were also matured enough to give true accounts of the social services City of Harare is providing and how it is helping them live above or way below the multidimensional poverty line. The selected residents were also required to have stayed in Hopley for at least a year. This ensured that participants were familiar with the dynamics of living in Hopley, the social services provided and different poverty coping mechanisms. The exclusion criteria identifies characteristics that prohibit a person from taking part in the study (Grey et al., 2017). The research prohibited residents outside of the age range from participating in the research because they were either too young or too old to give independent perceptions of the issues at study. Non-residents were also not allowed to take part in the research as they might not have experienced or understood the long-term nature of social service delivery and multidimensional poverty in the area. The research was also compelled to exclude residents who did not give their informed consent since the study was entirely voluntary.

3.9 Data Collection Methods

Data collection methods are strategies used to gather information for a research in order to get quality evidence that allows analysis and results in the creation of convincing and credible answers to the questions posed, (Kabir, 2016). The researcher used semi structured interviews for the collection of data.

3.9.1 Semi-Structured Interviews

Brinkmann and Kvale (2022) define semi-structured interviews as a qualitative research method that uses a flexible interview guide with predetermined open-ended questions, allowing the

interviewer to adapt wording, follow-up on emergent topics and probe responses while maintaining focus on the research objectives. The researcher used semi structured interviews to interview the residents of Hopley district and City of Harare employees. This method allowed for a guided yet flexible conversation, enabling participants to express their experiences and insights in their own words (Creswell and Poth, 2018). The interviews were done face to face so that the researcher would concentrate on all the responses including body language and emotional cues (Anastassiou, 2017). This approach was selected because of its flexibility and capacity to facilitate in-depth exploration of participants' experiences, perspectives and insights regarding the provision of social services and multidimensional poverty in Hopley district (Rubin and Rubin, 2012).

3.10 Data Collection Tools

Travers (2020) defines data collection tools as a range of technologies and methods used to gather and document data, including surveys, interviews, observations and documents. Different semi-structured interview guides were used for the residents and the City of Harare employees.

3.10.1 Semi-structured interview guides

Kallio et al. (2023) defines a semi structured interview guide as a flexible organized tool containing open-ended questions and prompts that ensure coverage of key research domains while allowing spontaneous exploration of participant-generated topics. Two guides with slightly different questions were used. This particular tool was used to conduct focused yet flexible data collection from both Hopley residents and City of Harare employees. These guidelines outlined key themes and questions whilst permitting room for participants to expand on their experiences and for the researcher to ask follow up questions based on responses (Bryman, 2016). For the residents, the guide explored access to and satisfaction with fundamental services such as water, housing, healthcare and education. As for the City of Harare employees stationed in Hopley, the guide elaborated on the service delivery process, institutional challenges and strategies for the betterment of service delivery.

3.11 Data Analysis

Travers (2020) argues that data analysis is the process of transforming raw data into meaningful information through various techniques, including qualitative and quantitative methods. The study used thematic data analysis. Braune and Clarke (2022) define thematic analysis as a method for pattern recognition within qualitative data, where themes are actively generated by the researcher

through a recursive process of data engagement. The research followed the clear stages of thematic data analysis which included familiarization, coding, theme development, reviewing themes and defining and naming themes (Saldana, 2021). The researcher first repeatedly and continuously read interview guide transcripts in order to thoroughly familiarize with the data. The research then manually coded the data by identifying meaningful segments in each transcript. The core ideas of the segments were captured by short and descriptive tags. The codes covered a range of issues such as service delivery and gaps and policy impacts. Codes condense data into analyzable units (Saldana, 2021). The researcher then grouped codes into preliminary themes. Nowell et al. (2017) asserts that themes capture shared meaning across data. Temporary themes such as inadequate infrastructure and policy fragmentation were developed from the codes. The validity of the preliminary themes was ensured through cross checking if there was data to support them (Guest et al., 2012). The themes were supposed to be useful in answering the research questions. The themes were then given clear and precise names such as fragmented social service delivery and community marginalization which would reflect the underlying message and tell the story of the data (Braune and Clarke, 2012). The final themes were presented in the findings chapter of the research supported by direct quotes from participants to keep the authenticity of the participants' experiences. The themes were interpreted through the lens of the basic needs approach, revealing how deficiencies in social service pillars such as healthcare, education, water and sanitation collectively perpetuate multidimensional poverty. Thematic analysis was selected by the researcher because of its flexibility. It enabled the researcher to identify, categorize and interpret recurring ideas and patterns that emerged from the semi structured interviews conducted with the participants.

3.12 Trustworthiness of the study

Trustworthiness of a study refers to the degree of confidence in data, interpretation and methods used to ensure the quality of a study (Haq et al., 2023). Trustworthiness basically implies to the credibility, transferability, dependability and confirmability of the study findings.

3.12.1 Credibility

Birt et al. (2016) define credibility as the extent to which findings reflect participants' realities rather than researcher bias. The credibility or confidence in the truth of the findings was facilitated by triangulation which was gathering data from different participants from separate households

and City of Harare employees stationed in Hopley district. The diversity of voices helped cross validate emerging themes and reduce the risk of bias.

3.12.2 Transferability

Transferability is the extent to which the findings can be applied to other contexts (Polit and Beck, 2010). The research is layered with adequate descriptions of the study setting, participants and socio-political context which can enable the readers to make informed judgments about whether the findings may be applicable to similar informal settlements.

3.12.3 Dependability

Dependability implies the stability and consistency of the research process over time (O'Connor and Joffe, 2020). The documentation of research design decisions, data collection procedures, theme development and analytical reflections provide a clear audit trail of the study. The different facets of the research were subjected to external review by an academic supervisor to ensure methodological soundness and consistency.

3.12.4 Confirmability

Haq et al. (2023) refer confirmability to the impartiality and objectivity of the findings guaranteeing that they remained unaffected by any biases or preferences of the researchers. Confirmability or objectivity ensures that the results of the study are shaped by the responses of the participants and not by the biases and perspectives of the researcher (Creswell and Poth 2018). The researcher applied peer debriefing, member checking and reflexive journaling as approaches to enhance the confirmability of the study. The themes of the findings were subjected to systematic coding and analysis, where all interpretations were grounded in the actual data and themes were also supported by direct quotations from participants.

3.13 Research Procedure

The researcher used a research letter that was provided by the Department of Social Work at Bindura University of Science Education. The letter was used seek permission from City of Harare to conduct research in Hopley district. Upon getting the permission, the researcher went to Hopley district and first communicated with the District Officer who permitted the research to proceed. The researcher interviewed the randomly selected participants using a semi-structured interview guide. The researcher later interviewed the district social worker, the district officer and a health

worker using the semi-structured interview guide which was different from the one used on the resident participants.

3.14 Ethical considerations

National Institute of Health (2016) define ethical considerations as a set of principles or morals which are used when conducting research. The study abided by globally acknowledged ethical principles in social research including informed consent, permission, confidentiality and respect (Babbie, 2021). These considerations guided every aspect of the research process.

3.14.1 Informed Consent

Acklery and True (2020) define informed consent as the aspect of giving participants comprehensive information about the study such as its objectives, what their involvement entails, potential risks and benefits, any reimbursements and how the results of the study will be published. All the participants were fully informed about the nature, purpose and potential risk of the study prior to their involvement. Participation was entirely voluntary hence any participant could withdraw from the study any given time they wanted. Informed consent was obtained through signed interview guides and verbal agreements considering how some participants had low literacy levels (Cresswell and Poth, 2018).

3.14.2 Confidentiality

Bryman (2016) defines confidentiality as the idea that a person's information will be kept private. Confidentiality and anonymity was guaranteed to the participants hence the information they provided was protected and their personal details were never mentioned. Data protection and limited access enhanced confidentiality (Wiles, 2013). Pseudonyms were used in reporting data to also ensure anonymity.

3.14.3 Permission

The researcher acknowledged and respected the notion of obtaining explicit permission from the participants. This was a move to ensure that participants understood their involvement and confirmed their willingness to participate in the study (Polit and Beck, 2024). Participation was entirely voluntary and the participants could withdraw anytime they felt uncomfortable.

3.14.4 Respect

The study upheld the principle of respect by treating all participants as autonomous individuals with the right to make informed decisions about their participation. The researcher approached all participants with cultural sensitivity, avoiding exploitative or patronizing behavior and acknowledging the lived experiences of participants as valid and valuable sources of knowledge (Babbie, 2021).

3.15 Limitations of the study

Creswell (2020) defines limitations as the inherent restrictions or weaknesses in a study design, methodology, or data collection that can impact the validity or generalizability of the findings. Despite the valuable insights provided by the research, it is important to note the limitations since they contextualize the scope and applicability of the research. The research was solely based on Hopley district. The voices or perspectives of people living with disabilities that affect their communication were omitted as a result of the difficulties in communication. This was rather resolved by talking with participants who lived with or nearby people with disabilities. Fear of political persecution led to the reluctance of the participants to get audio recorded as part of the data collection mechanism. The researcher respected the opinion of the participants towards being recorded and resorted to manually capturing data.

3.16 Chapter Summary

This chapter outlined the research methodology used for the study including the interpretivist philosophy, qualitative approach and narrative design. It also explained the sampling techniques, inclusion and exclusion criteria, target population, sample size, data collection methods and tools. Ethical considerations and mechanisms to ensure the trustworthiness of the research were also discussed. The methodology paved way for exploring how social services are delivered in Hopley district and how they address multidimensional poverty.

CHAPTER FOUR

PRESENTATION, INTERPRETATION, ANALYSIS AND DISCUSSION OF FINDINGS

4.0 Introduction

This chapter focused on the presentation, interpretation and discussion of data collected from semi structured interviews guided by research questions based on the analysis of social services provision, the nature of multidimensional poverty, challenges hindering City of Harare from providing adequate service delivery in Hopley district and recommendations for the enhancement of social service delivery. The participants were residents and City of Harare Hopley employees.

4.1 Demographic Table of Participants

Participants	Age	Gender	Household Size	Employment
Participant 1	35	Female	8	Vending
Participant 2	42	Female	6	Casual Labor
Participant 3	25	Female	10	Domestic work
Participant 4	30	Female	7	Market gardening
Participant 5	46	Female	5	Waste picking and recycling
Participant 6	24	Male	8	Vending
Participant 7	28	Female	10	Market gardening
Participant 8	50	Male	5	Waste picking and recycling

Participant 9	41	Female	7	Vending
Participant 10	26	Male	9	Casual Labor
Key Informant 1 City of Harare employee	52	Male	-	District Officer 15years experience
Key Informant 2 City of Harare Employee	30	Female	-	Social Worker 5years experience
Key Informant 3 City of Harare employee	45	Male	-	Community Health Worker 12years experience

The above table is of participants included in the research. The participants were residents within Hopley and council employees stationed in Hopley district were key informants. The participant residents who took part in the study were from the age group of 20-55 years and City of Harare employees had more than 2 years' experience. The ten participants coded (P1-P10) represented ten households. The household sizes ranged from an average of seven people per household up to an estimated number of thirteen. Majority of the participants were women representing women headed households. The participants accounted the unavailability of men to midday working hours and others to divorce or separation. Majority of the participants are self-employed. Vending, casual labor and seasonal work were the most common occupations amongst the participants. This illustrated the high unemployment rate in Zimbabwe especially amongst residents of informal settlements such as Hopley district.

4.2 Social Services Delivered in Hopley district by City of Harare

The study was compelled to get perspectives on the social services City of Harare provides in Hopley district. The study found out that City of Harare provides water and sanitation, healthcare, and education to residents within Hopley district. These findings will be presented, interpreted and discussed below.

4.2.1 Insufficient water supply and poor sanitation

Access to clean water and adequate sanitation is an important human right and a core dimension of multidimensional poverty. In Hopley, findings of the study reveal persistent and widespread challenges related to water availability and poor sanitation infrastructure. Findings of the study also ascertained that of the six zones in Hopley district, only zone 1, 2 and 3 have access to tap water which is always limited in supply. The other remaining zones were never installed tap water by City of Harare. The residents claim that they rely on community water points which are boreholes established most by non-governmental organizations (NGOs). Other water points were established by City of Harare and they sell USD\$1 for fifty (50) buckets of water. Some residents have makeshift wells at their homesteads which subsidize their water needs. As for the sewer reticulation systems and drainages for sanitation, City of Harare did not develop them hence residents use septic tanks for disposal of waste. Some of the participants had this to say;

We struggle to get water on a daily basis. City of Harare never installed tap water for us. Our children especially girls wake up as early as 4:00am to get into lines at community water points to fetch water. Sometimes it gets depressing for our children to carry a number of water containers especially those 20 litre buckets they are very heavy but we have no choice. I have a well here at my home but it dries up especially when we are not in the rain season. (Participant 1).

Water is a big challenge in Hopley Im sure if you spoke to other residents they must have told you about it. Some politicians came and promised to coordinate with City of Harare for the installation of a water system for the whole district but as usual it was election season they were just fake promises. Our toilets are pit latrines. My toilet is too close to my house and also my makeshift well. I am not that educated but I do know that we are close to getting sick here it is just a matter of time till we get sick. (Participant 4).

In zone 1 we have taps. It would have been better if water was accessible frequently. These taps can go for weeks without dropping a single drop of water. We rely on community water points. It is very stressful and laborous to carry those containers from a distance of 700m from the water point to my house. It is embarrassing to admit that in an urban area setup I have a pit latrine toilet. I had a small septic tank constructed but the challenge is it fills up frequently because it is too small and we are many here. (Participant 2).

The persistent lack of clean water and inadequate sanitation is a violation of human rights and social justice and an embodiment of structural inequality and environmental injustice. These statements show how water accessibility by Hopley district residents is quite challenging. Hopley district, a closely clustered and densely populated area depends on community water points such as boreholes which are too limited in numbers to serve the water needs of the huge populations. The mental and physical toll of waking up early to fetch water and carrying it for about 500 meters has on women and the girl child has been also purported and explained by (Matamanda, 2020) as it is heavily associated with anxiety, stress, headaches and back pains. These conditions expose residents especially women, children and people with disabilities to health risks, indignity and social exclusion thereby perpetuating multidimensional poverty. The makeshift wells at households are built too close to pit latrines that use septic tanks which poses risk for ground water contamination which perpetuates the generation and spreading of diseases such as cholera and typhoid. This aligns with (Satterwaite et al., 2019) who articulates that the deprivation of clean water exacerbates the production of water borne diseases such as cholera and typhoid. Sewer reticulation systems were never established in Hopley district. Some of the makeshift wells are left open hence they pose a great risk to children. According to Zimbabwe Republic Police (2025) a child fell into an unprotected well in Ushewekunze one of the zones in Hopley district and drowned. This illustrates the danger to humanity the unprotected makeshift wells have. The individual households have septic tanks which cater for their pit latrine toilets. Therefore without constant water access and proper sanitation, diseases will continue to be generated in areas such as Hopley district. The use of coping mechanisms such as makeshift wells and community water points reflect resilience but they also outline state failure and the need for policy overhaul.

4.2.2 Limited healthcare services

The findings of the study discovered that the City of Harare through a partnership with the United Nations Population Fund (UNFPA), International Labor Organization (ILO) and LaFarge constructed Tariro Clinic. This is the only local government clinic which provides primary healthcare in Hopley district. City Health, a department of City of Harare provides healthcare access with the collaboration with the Ministry of Health and Child welfare, Non-Governmental Organizations (NGOs) and the District for Social Development in Hopley. The participants had the following to say;

I am grateful to City of Harare for coordinating the establishment of Tariro clinic. Before 2019 when the clinic was opened, we used to travel long distances to neighboring clinics seeking primary healthcare at facilities such as Mbare polyclinic. Now we can get primary healthcare at Tariro clinic. Despite the shortage in medical supplies, City of Harare tries to provide low cost healthcare. My only suggestion is the clinic is now getting overwhelmed with the number of people seeking health services, hence if they can build another clinic for us in Hopley it would help reduce pressure at Tariro clinic. (Participant 5)

At that clinic they just give us prescriptions without any medication. I do not have money to buy medicine when one of my family members get sick. We often use traditional remedies but sometimes they do not work. They should equip that clinic with medicine. Some of us who struggle financially depend on that clinic since it is the only means of healthcare access we can afford. (Participant 6)

I really struggled when I was pregnant and about to give birth. They booked me to go to Rustanana clinic to give birth. My contractions started unexpectedly in the middle of the night. We struggled to get to Rutsanana Clinic. It was a horrible experience and I would never wish that experience on anyone else. (Participant 7).

As a community health worker without bias I can say genuine efforts are made every day to try and provide primary healthcare to the people. Some of the primary healthcare services we offer are curative services, post natal care, home based nursing and counseling. Tariro clinic is overwhelmed by patients and shortage of resources. We work closely with Ministry of Health, DSD, NGOs especially Zim-TECH. The biggest challenge we have is there is no maternity ward at Tariro Clinic. We just book the expecting mothers

and refer them to Rustanana Clinic in Glenorah where there is a maternity theater. (Key informant 3).

The limited access to healthcare services in Hopley district reflects a denial to the right to health, undermining of human dignity and social justice. The residents are grateful for the coordination between City of Harare and the donors who made the construction of Tariro Clinic a reality. However, the health facility is now incapacitated to serve the expanding populace of 200 000 plus residents. This situation outlines structural inequality where the resources and infrastructure for primary healthcare provision in informal settlement are inherently limited (Dominelli, 2012). Healthcare screening starts at \$5 which is a very reasonable charge meant to drive inclusivity in accessing basic healthcare. It has to be taken into consideration that another health facility (clinic) is needed to relief the pressure on Tariro clinic. Women emphasized the absence of a maternity theater as a big challenge. Rustanana Clinic the referral maternity theater in Glenorah which expecting mothers from Hopley district use gets overwhelmed with serving patients from Glenorah and also from Hopley. This has led to the outcry for a maternity theater at Tariro clinic by residents especially women. There is a national crisis over the state of shambles the Health sector of the entire country is in. This not only affects major health institutions such as Parirenyatwa. City of Harare's clinics such as Tariro Clinic face the same challenges as they are the last on the medical supply chain to get medical supplies from the Ministry of Health and Childcare. Shortages in medicine and medical supplies perpetuates the deprivation of good healthcare access which leads to low health outcomes amongst residents. Healthcare access is a fundamental component of the basic needs approach framework which elaborates how the deprivation of such components like healthcare access increase the likelihood of people living enticed by multidimensional poverty.

4.2.3 Insufficient education facilities

Education accessibility is recognized as a human right as articulated by the Universal Declaration of Human Rights (UDHR) Article 26. This emphasizes that every child should have access to basic education. The study discovered that City of Harare has got one school namely Tariro Primary School within Hopley district. The institution was established on the basis of providing low cost education to residents as part of the drive towards social service delivery by the local authority. There are livelihood skills trainings at Tariro Youth Centre courses such as baking, sewing,

welding and computers are taught. The participants had the following to say about education accessibility in Hopley district;

My two sons go to school at Tariro Primary School. The younger one in the lower grade goes to school in the afternoon I think it is what they call hot sitting. The SDC committee at the school informed us about this hot sitting system and they said it is all because the numbers of the students are overwhelming the school resources such as classrooms and even the teachers. (Participant 5.)

City of Harare and the government have failed us in Hopley in terms of constructing schools. My children go as far as Glenview to attend school there. It is very expensive for me to give them \$4 every day for transport when I can barely afford their school fees. I went to Tariro Primary seeking to get them enrolled there but the schools are already over capacitated. My children go to school when I have money for transport. If I do not have money that day, they stay home. (Participant 4).

Primary Education is one of the aspects we as City of Harare with the help of the National Government are commended to provide. Tariro primary school was established in partnership with Mashambanzou Care Trust. The school is insufficient to cater for the academic needs of the majority of the children of Hopley district residents who cannot afford private schools. Talking about private schools we have the likes of Christian College, Kenzim Primary and Blackford Junior School. We continuously negotiate and discuss with the private schools to peg their school fees at reasonable rates but sometimes we fail to agree as they claim they have businesses to run. (Key informant 1)

We offer skills training here at Tariro Youth centre. We offer baking, sewing, welding and computers at the youth center. These programs are meant to help skills get livelihood skills that can help them work for themselves or others and be able to take care of themselves. Sometimes we often face challenges in terms of resources but we try as much as possible to help the youths. (Key informant 2)

It can be noted that there is a significant shortage of primary schools providers of basic education which is a violation of children's rights and a barrier to social development. City of Harare before and after independence established primary schools in high density suburbs with the aim of

providing low cost basic primary education. The City has continued to soar in population but little has been done to build new schools and capacitate them with fundamental resources to cope up with the increasing enrolment numbers thus exacerbating intergenerational poverty (Midgley, 2014). Education is a fundamental component of the basic needs approach which instigates the prospect of human development through the accessibility of basic education by the vast majority. In Hopley district, the only City of Harare primary school is under resourced, over enrolled, has insufficient teachers and infrastructure. The severity of the education crisis in Hopley district has reached a stage where learners have to travel between suburbs such as Glenorah, Glenview seeking education which is expensive to most of the parents. This education deprivation perpetuates multidimensional poverty due to the fact that basic education accessibility is not comprehensively delivered by City of Harare. Low levels of education leads to social ills such as prostitution, drug abuse, theft which are all indicators of exorbitant multidimensional poverty levels in Hopley district. City of Harare at Tariro Youth Center offers livelihood skills training where the youth are taught baking, sewing, computers and welding. This initiative aligns with Stiglitz (2015) who argues that skills development enhances employability, productivity and social mobility, particularly in marginalized communities. Therefore, the livelihood skills are meant to capacitate the youths with skills to find employment or work for themselves as a means of fighting poverty.

4.3 The nature of multidimensional poverty in Hopley District

The study sought out to examine the nature and prevalence of multidimensional poverty experienced by the residents. This was a mechanism to comprehend the severity of the deprivations Hopley district which some have already been articulated by the first theme which analyzed the social services delivered in Hopley district. Inadequate housing and high unemployment are amongst the deprivations that perpetuate multidimensional poverty which are to be interpreted and analyzed under this theme. These findings will be interpreted, analyzed and discussed below.

4.3.1 Substandard Housing

The study found out that Hopley district came into existence on the basis of resettlement of people evicted by the operation Murambatsvina. Other people who had aspirations to be landlords in Harare took heed of the opportunity and illegally settled on that land. Majority of the people as a result of low levels of income built makeshift houses or structures without the sustainability of

being stable homes that people can stay in. Most of the houses are made of cheap farm bricks, wood, metal sheets and lack proper stability to keep residents safe. The residents had the following to say;

My house is not strong enough to protect me and my family when strong winds and heavy rainfall come. I still remember last year in august the metal sheets on the roof were hurled by some strong winds. As a person who makes little money I did the best I could to develop this house even though it does not look sustainable. On top of the house I have placed stones on the corners of the house to avoid the roof sheets from getting sweep away again.
(Participant 5)

I do not think I can build a proper house to stay in. Where would I have gotten the money for all that? I struggled to get this cabin set up. We are ten here and it is really difficult to stay in a two-roomed cabin when we are this many. During the winter it gets very cold in my makeshift homestead. Sometimes I even resort to burning mbaura to keep myself, my children and grandchildren warm but I heard my fellow colleagues at the market say that burning mbaura in a room with people is dangerous and can lead to suffocation.
(Participant 7)

Basing on my experience as the district officer of Hopley and having moved around quite often. I can say access to proper housing is a big challenge for majority of the people within Hopley district. We as City of Harare cannot build these people homes as a result of the shortage of resources. Most of the houses the residents stay in are not capable enough to sustain natural disasters such as floods and cyclones. One of the challenges in the same nature of this problem is that a single household can have as many as 12 members staying in a three roomed structure (Key informant 1)

The adversity of substandard housing in Hopley district is against article 25 of the Universal Declaration of Human Rights which instigates housing as a fundamental right for every human being. The inadequate housing conditions in Hopley are characterized by overcrowding, lack of durable structures and insecure tenure. Majority of the residents have low levels of income hence it is difficult for them to build proper sustainable houses. A subsequent number of homesteads are built using cheap materials such as farm brick, metal sheets and wood which can never develop a strong structure for people to live in. Most of the residents stay in houses that expose them to

environmental hazards such as floods and cyclones. This is in agreement with Matamanda (2020) in his study of living in an emerging settlement the story of Hopley settlement, who articulates that construction of the dwellings mostly with makeshift materials exposes the inhabitants to extreme weather conditions and fails to cushion them from excessive heat and cold or severe flooding and storms. The lack of formal urban planning exacerbates overcrowding and unsanitary conditions. Housing is one of the key pillars of the basic needs approach which is of the ideology that housing is an important human need that supports safety, health and psychosocial well-being. Streeten et al (1981) argues that failure to meet basic needs such as adequate shelter leads to chronic poverty and social exclusion. Therefore the deprivation of standard sustainable housing is an indication of the severity of multidimensional poverty in Hopley district.

4.3.2 High Unemployment

Findings of the study discovered that unemployment is amongst the deprivations that affect the daily lives of the people of Hopley district. The youth and the adults are heavily enticed by unemployment. This has led to drug abuse, formation of robbery gangs, prostitution and heavy informal trading. The inadequacy in employment amongst Hopley district residents have continuously plummeted the levels of income and their living conditions. The statements below illustrate these claims;

I am a vendor. I commute to town every day to sell tomatoes, vegetables and onions in Park Street near Traffic Safety Council. In terms of education I have five o levels but without mathematics. Vending is the only thing I could do that can give me little income to cater for myself and my family. I have tried looking for some employment as a shopkeeper or anything that reflects my basic education but I have failed. I struggle to make ends meet for my family and vending is difficult because of the constant altercations with municipality officers in the central business district. (Participant 1)

I am a graduate I attained my Human Resources Management degree at University of Zimbabwe. It has been 4 years since I graduated and I have not gotten a single formal job. It is very depressing not being able to get any formal employment. I usually go to that home industry called Pagono where we get piece casual work such as lifting pipes and helping some manufacturers there do their work. (Participant 10)

I move around different neighborhoods outside of hopley district looking for casual work as a maid. This is now difficult because people are afraid of getting robbed by casual workers. It is really true that some of the people in casual work steal and they have really ruined this avenue of making a living for us. Some of the casual work we do is washing clothes, cleaning houses and plowing fields. (Participant 4)

Majority of the residents within our district are informally employed. Their informal trading activities can barely sustain their financial needs hence they work daily to buy food for that day and live to fight another day. The youth are exposed to the harsh reality of unemployment which pushes them over the edge and some engage in drugs, others theft, girls into prostitution looking for finance for survival. We have a few programs we teach at the Tariro community center which are sewing, baking, welding and ICT. These programs are meant to empower the youth. (Key informant 2)

The above statements illustrate economic instability in Zimbabwe, systematic marginalization and a structural poverty. It is quite clear that unemployment is a major deprivation in Hopley district. Majority of the residents in hopley district are informally employed. The deprivation of unemployment exacerbates intergenerational poverty. Working daily to get food for the day is a clear indication of low levels of income which is a result of informal and self-employment. Employment is a critical pathway through which individuals can access food, shelter, healthcare and education (Streeten et al., 1981). The situation is dire to the extent that a substantive number of men and women move across different suburbs in search of casual labor such as washing clothes, cleaning houses, maintenance of gardens and lawns. Without stable income, residents face multidimensional poverty which undermines their social functioning and well-being (Midgley, 2014). Unemployment is a deprivation the basic needs framework acknowledges as a crucial factor that influences a person's standards of living. Lack of financial stability, a by-product of unemployment leads to more deprivations and affects the general wellbeing of residents as they get to stay confined within the lines of multidimensional poverty without any signs of positivity in the future.

4.4 Challenges that hinder adequate social service delivery by City of Harare in Hopley district.

The study unearthed that social service delivery in Hopley district by City of Harare succumbs to challenges or hindrances that reduces the quality of service. The setbacks experienced are mostly in house issues within City of Harare. Some of the challenges have been around for quite some time hence they have matured into systematic issues which will take a substantive amount of effort and resources to address. The findings under this theme will be discussed as follows.

4.4.1 Political interference and bureaucratic discrepancies

It is prudent to note that political instability contribute to the plethora of challenges that affect standard social service delivery by City of Harare. There is a lot of political sensitivity especially when critical decisions that affect how social services are delivered across the City. The political instability also exacerbates bureaucratic inefficiencies where incompetence is tolerated and accepted amongst influential employees of the local authority. The residents and council employees had the following to say;

I am very aware of the political sensitivity in Hopley. I identify as a ruling party supporter out of fear of persecution and also to get some of the small political benefits when those politicians come to campaign. I think City of Harare is also affected by the same politics. There are water points established under the Presidential borehole scheme where those responsible for the upkeep of those water points deny access to people who are not ruling party supporters. That is a clear politicization of resources. I strongly believe political differences between people with influential power in City of Harare disturbs resource allocation and prioritization of social services. (Participant 5).

I have been a City of Harare employee for more than ten years. I have seen a lot and I know a lot about the organization and how politics affect its functionality. The ministry of local government interferes in the business of City of Harare and influences decision making. The power the ministry of local government exercises over City of Harare disturbs the smooth running of the local authority therefore disrupting service delivery. The politically elected councilors heavily influence decision making within council especially when they do their full council meetings. (Key informant 1)

I think City of Harare is strangled by the political turmoil. I once heard that the ruling party has got their loyal people who influence decision making in critical departments such as housing and community services where there is a lot of corruption when it comes to land allocation. This department is said to be responsible for the districts overview but then they never hold district officers accountable for their incompetence and mismanagement. The politics is really killing service delivery and as someone who went to tertiary education I can read between the lines why City of Harare fails to provide social services in Hopley district. (Participant 10)

The above statements outline how political instability plays a substantive role in disrupting the provision of social services by City of Harare to the residents of Hopley district. The Ministry of Local government exercises direct authority over City of Harare and influences fundamental decision making. This is enabled by their draconian policies in the Urban Councils Act (Chapter 29:15). Marumahoko et al (2018) is of the same perspective as he asserts that the Minister uses certain provisions in the Act to interfere with local urban processes, including those which are the outcome of exhaustive public consultation. Political interests and affiliations are first considered before decisions which influence service delivery are made. This is in agreement with Kamete (2018) who articulates that access to urban services in Zimbabwe has become increasingly politicized, with ruling party loyalists receiving preferential treatment in housing allocations and water access. Most informal settlements are termed as loyalists to the ruling party because they are afraid that if they do not appear to side with the ruling party evictions such as the “murambatsvina” can be enacted on them. Therefore their loyalty to the ruling party protects them from getting evicted on land they would have illegally acquired. Politically elected councilors are responsible for approving budgets and policies, oversight on service delivery and represent ward interests. They are the facilitators between wards they represent (communities) and the City of Harare. The current chamber of councilors is shared in the middle between the ruling party and the opposition party. Therefore there is a lot of disagreements when it comes to budget approving and allocation of resources which technically dismantles the provision of social services by City of Harare. Political interests by these leaders tend to draw away from common sense of putting resources where they are needed to putting resources where the political fraternity says so.

4.4.2 Systematic Corruption

The study revealed that systematic corruption disrupts the provision of social services delivery to Hopley district residents by City of Harare. A substantive number of resources intended to sustain service delivery in Hopley district are getting looted by officials in high positions for their individual benefits and those around them. The corruption has festered to a systematic problem which has led to the deterioration of service delivery by City of Harare. The below statements illustrate the level corruption has reached;

I think a lot of money is stolen by those bosses at City of Harare. I heard on the news that the recent commission of inquiry exposed a lot of corruption within City of Harare. The councilors who we voted for when they are in council only think about land grabbing and fattening their pockets. Anyways the whole country is suffering from corruption maybe that is their motivation for stealing (Participant 3).

Corruption is now everywhere. When we go to town to sell our vegies and tomatoes, we bribe municipal officers to let us sell our commodities in the street without interference. I think money which is supposed to help develop Hopley district is mismanaged by those responsible. Hopley has been increasing in size for some time and it is too big a district to just ignore as they are doing. They are definitely stealing the money and resources. (Participant 1)

In my own opinion as an employee of City of Harare, I believe corruption is there and it is negatively affecting the provision of services within Hopley district. The failure by the local authority to develop real time technology that monitors revenue and expenditure continues to accelerate the rate of corruption within City of Harare. We are also victims of corruption because we can go for some months without salaries with the employer stating there have no funds to pay us. (Key informant 3)

In accordance to the statements made by participants, corruption significantly affects social service delivery by City of Harare in Hopley district. Resources such as revenue, land, machinery and employment benefits are looted by different personnel within City of Harare. Corruption levels have reached a systematic point where low level workers such as general labors, municipal officers and traffic officers extort money through bribes from civilians. People who would have come in conflict with council by-laws are supposed to pay fine which is supposed to be receipted as revenue

but they get bribes and release the perpetrators and the money does not reach the coffers of the local authority. The plundering and mismanagement of revenue is echoed by the findings of the Zimbabwe Coalition on Debt and Development (2022) who reported that over US\$60 million in municipal revenue was unaccounted for between 2019 and 2022, leading to deteriorating service delivery. The loss of revenue has also been accounted to lack of a functional Enterprise Resource Planning (ERP) which is a software system that is used to keep track of a business's revenue, expenditure, human resources, supply chain and procurement. The absence of this system perpetuates unaccountability which leads to the continuous loss of revenue through corruption. The funds allocated for water and sanitation, education, healthcare and social protection are lost through corruption thus increasing the deprivations essential for standard living as articulated by the basic needs approach. Multidimensional poverty continues to fester just as much as the corruption grows.

4.4.3 Resources Constraints

The study also found out that social services delivery in Hopley district is limited by resources constraints. The capacity of City of Harare to provide what it is expected to deliver in informal settlements such as Hopley district is reduced by the shortage of resources such as finance. The statements below support this aspect;

City of Harare especially at those district offices have limited resources to help us. I do not sympathize with them because their bosses steal the money and resources which are supposed to help us. A limited number of us pay rates to City of Harare but they fail to even provide adequate water for us. Something must be surely done to end this circus. It is of my opinion that they have to increase revenue collection in this district for development to take place. Majority of the residents do not even pay rates. How can the district develop? (Participant 2)

Resources are limited for us to implement what we would have planned for our district. We have a development plan for Hopley district which can initiate the betterment of social services provision for the residents to live standard livelihoods. The challenge is the resources to put the plans in motion. The funds which are remitted back to our district are too limited to help implement our development plans. (Key informant 1)

As a social worker I do believe so much can be done to help people in Hopley district. I do not only look at this from a service delivery perspective which is only focused on water, sanitation, housing and healthcare. A number of people especially young women come at the community center looking for welfare assistance. Most of them will be pregnant and young, others abused hence they come seeking help. The challenge is the resources for me to initiate proper social protection or assistance are too limited. Sometimes all I can offer is counselling and referring them to organizations that might actually help. (Key informant 2)

The above statements support the claim that service delivery is affected by the shortage of resources. The shortage of resources is mainly attributed to failure by City of Harare to maximize revenue collection. A majority of residents in Hopley do not pay rates because their houses were never regularized in the billing system. This aligns with Nabathchi and Sancino (2014) who further argue that inadequate resourcing often results from weak governance and lack of participatory planning which marginalizes vulnerable communities from national development agendas. Funding is a fundamental resource which can help alleviate those water challenges, medical shortages at Tariro clinic and can help even build a maternity ward, build more schools and assist those living in unsafe structures get affordable housing. The reality is funding is a limited resource at the disposal of Hopley district. The little revenue collected at their district office is remitted to the City of Harare department of finance which remits back limited amounts of that revenue. Shortage of resources is also a problem orchestrated by the direct involvement of the Ministry of Local Government in local authority affairs. Zimbabwe National Roads Authority (ZINARA) took over the motor vehicle licensing scheme which belonged to City of Harare. This was one of the major revenue sources for the local authority and it now lays in the palms of ZINARA. A little portion of the revenue is remitted back to City of Harare but it is not enough to change the fact that a big revenue source was taken from the local authority. The limited resources challenge hinders social service delivery in Hopley district because the means and capacity to provide water for the residents, build more schools and clinics, equip Tariro clinic with medicine provide social protection are substantively limited. Therefore multidimensional poverty further festers as a result of poor social service delivery accounted for by resources constraints.

4.5 Intervention Strategies for the betterment of social service delivery in Hopley District

The study also managed to get perspectives of the participants on the strategies that can be formulated in order to improve social service delivery in Hopley district. The strategies range from addressing systematic challenges such as resources constraints, corruption to institutional problems which can be addressed by reviewing policies and making strategic changes.

4.5.1 Implement the Enterprise Resource Planning System (ERP) to combat Corruption

A substantive amount of revenue which should be used for standard social service delivery is lost through corruption. Corruption is exacerbated by the absence of an enterprise resource planning system (ERP) which has seen City of Harare use SAGE a system crippled by inefficiencies. The ERP system will provide real time computerized tracking of revenue, expenditure, procurement and supply chain which are main components that determine the availability of resources within City of Harare. It will also minimize corruption and maximize accountability and transparency. The participants had the following to say;

I believe a lot of money is lost through corruption. Our mechanisms of managing revenue and expenditure are quite outdated and they lack transparency and accountability. Those at the hierarchy should reintroduce the ERP system which last worked in 2019. That mechanism will help reduce corruption since it has the ability to take account of every transaction made on behalf of City of Harare, every cent the City gets and also how some key procedures such as procurement are handled because they do affect social service delivery in districts. (Key informant 1)

I did not go to school that much so I cannot give meaningful ideas but what I think is they have to do something about corruption. The level of corruption has disrupted a lot of social service delivery efforts City of Harare are responsible for. Corruption has to be resolved honestly that's what I think is the biggest issue affecting service delivery hence if it is addressed positive changes can be made in social service delivery. (Participant 3)

I believe there has to be more accountability and transparency within City of Harare. We often fail to deliver as social workers in Hopley because of the rampant shortage in resources. From my own point of view resources are limited by corruption. Money to build more schools, clinics, provide social protection, increase water points is stretched thin because it is looted. That system called ERP they last used in 2019 has to be brought back.

I believe it can help increase transparency and accountability which will reduce the systematic corruption hindering us from doing our jobs properly. (Key informant 2)

It is important to note that corruption is one of the major factors affecting social service delivery and quality in Hopley district. The reintroduction of the enterprise resource planning system (ERP) would enhance transparency and accountability when it comes to managing finances, maintaining a billing system and other local authority activities. Social services such as building more schools, clinics, enhancing water points and enhancing social protection in Hopley district can be achieved by the availability of resources such as funding. The funding for social service betterment is bled dry by corruption. Therefore the reintroduction of the once abandoned enterprise resource planning system will reduce the rate of corruption and employees will be held accountable for their actions by the system. The reduction in corruption will increase the funds allocated to districts such as Hopley for social service delivery in terms of water provision, education, healthcare and sanitation. These are components which are fundamental for a standard living environment as articulated by the basic needs approach.

4.5.2 Decentralization of power from head departments to district offices

The study discovered that the power of allocating resources and spearheading development in districts is largely centered in City of Harare head departments. District Officers who are responsible for districts report to the Department of Housing and Community Services. There is a lot of bureaucratic red tape and procedures which hinder the standardization of social services in Hopley district. This is evidenced by statements such as the following;

Decision making powers which mainly affect social service delivery for my district are made at head departments. I report to the districts manager at the Department of Housing and Community Services. The revenue we get at our district office is collected everyday by the Finance Department. It is at those offices and departments where they decide how to allocate resources such as funding which are very important for social service enhancement and delivery in a district. (Key informant 1)

I think for better response time to needs and sensitivity of some social services here. We as the social services personnel on the ground should have some rational decision making power. We should be also responsible for a substantive portion of the revenue we collect

and we should be able to spearhead social services delivery at the forefront equipped with resources such as funding. (Key informant 2)

It can be noted that the decentralization of power from head departments to district offices will be a beneficial strategy to the enhancement of social service delivery in Hopley and other districts. District officers will be given the power to make strategic decisions when it comes to enhancing healthcare, education, water and sanitation and social protection. This can only happen if City of Harare allows the district to keep maybe 50% of the revenue they make. This aligns with Bossert and Beauvais (2002) who articulate that decentralization improves service delivery outcomes when local offices are adequately resourced, staffed and given genuine decision making autonomy. The money will be used to sustain social services provision, for example medical supplies for Tariro clinic can be procured, more water points can be established to ease water shortages, projects to build more schools can be initiated and social protection for the vulnerable will be backed with resourceful help. The head departments will monitor the use of the resources such as funding in order to promote accountability and transparency leaving no room for corruption.

4.5.3 Enhance multi-stakeholder partnerships

The findings of the study revealed a perspective among Hopley residents and community actors that multi-stakeholder partnerships are fundamental in addressing the district's multidimensional poverty challenges. The participants voiced a strong need for collaboration between government entities, non-governmental organizations (NGOs), community-based organizations (CBOs), private businesses, and residents themselves to ensure sustainable and impactful development. The participants had the following to say;

We have a few organizations that try to help here and there which are GOAL Zimbabwe, UNFPA, DunChurch Aid and ZIM-TTECH only to mention a few. The challenge is these organizations implement their programs or projects individually. If government, NGOs, and even private companies could come together, we could have programs that benefit a lot of people, large scale youth empowerment and maybe even small loans to start businesses. (Participant 8)

Collaborative partnerships have been quite helpful in our efforts to provide service delivery in Hopley district. Facilities such as Tariro Clinic and Tariro Youth Centre and Tariro Primary School were all established on the basis of collaborative partnerships between us and multi stakeholders. Continuous collaboration between us and the multi stakeholders can help in our plight to reduce multidimensional poverty in our area (Key informant 1)

Sometimes churches try to help with food or counselling, but we need a coordinated effort. Imagine if churches, government and local businesses came together and created permanent developments such as building more schools, clinics and more community water points. That would really change lives. (Participant 6)

The call for enhanced partnerships is embedded in the recognition that no single actor holds the resources or capacity to address all the deprivation issues in Hopley district comprehensively. As such, partnerships based on shared goals, resource pooling, and coordinated interventions could be key to addressing the intersecting vulnerabilities faced by Hopley residents. This is in agreement with Chitekwe-Biti (2018) who advocates for collaborations between government, NGOs and private entities to mobilize resources for infrastructure development which is vital for the enhancement of social service delivery. Currently, efforts by a few NGOs and local centers like the Tariro Community Centre offer empowerment programs, but participants emphasized that these initiatives remain isolated, under-resourced, and fragmented. In situations of collaborative partnerships, City of Harare could provide policy direction, land allocation, service oversight, NGOs can assist with technical support, funding and training and the private sector businesses can help with infrastructure development and service innovation. This is in agreement with United Nations Habitat (2015) and World Bank (2020) who emphasize that inclusive multi-stakeholder partnerships improve transparency, responsiveness and innovation in local governance. A more unified and strategic multi-stakeholder approach was recommended to provide residents with broader and more consistent access to education, employment opportunities, basic services, and sustainable livelihoods.

4.6 Chapter Summary

This chapter focused on the presentation of findings from the field, analysis and discussion of these findings. It provides detailed findings on the objectives or demands of the research that were illustrated in chapter one. The findings have been explained starting from the first objective and to the last one respectively and they have sub themes within them which contribute to the knowledge base of the research findings. The findings of the study have also been discussed in relation to other relevant literature.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter consolidates the key findings of the study. The discussion aligns the results with the study's research objectives and the existing literature. The chapter summarizes the core insights, presents conclusions and proposes actionable recommendations for policy and practice.

5.1 Summary of Findings

This section will summarize findings of the study in sequence with the objectives of the study. The summary will begin as follows;

5.1.1 Social services delivered in Hopley district by City of Harare

The study discovered that City of Harare, through various departments and in partnership with non-governmental organizations (NGOs) and international agencies provide a constrained range of social services in Hopley district. These include education, water and sanitation, primary healthcare and limited social protection. Nevertheless, the capacity and quality of these services to address the basic needs essential for survival are excessively inadequate. Hopley district's populace continues to soar as a result of the rampant rural to urban migration. Therefore there is a lot of pressure on the constrained social services available.

Tariro Clinic is the only City of Harare health facility in Hopley district. This health institution was established through collaboration between non-governmental organizations (NGOs) and other interested stakeholders such as LaFarge. Tariro Clinic was established with the intention of providing low cost primary healthcare to the residents of Hopley district. Tariro Clinic provides low cost primary healthcare which is feasible since majority of the residents have low levels of income. The medical care quality is also affected by the shortage of medical supplies. Tariro Clinic does not have a maternity theater or ward. The health workers at Tariro clinic facilitate bookings and refer expecting mothers to Rustanana Clinic in Glenorah which has a maternity theater. The quality and accessibility of healthcare provided by the City of Harare in Hopley district is inadequate in addressing the healthcare needs of the residents.

Furthermore, the findings of the study discovered that of the six zones in Hopley, Zone 1,2 and 3 have limited access to tap water. The taps were installed in those zones but the challenge is tap

water is rarely available in those areas. The study revealed that majority of the residents rely on community water points and makeshift wells. The community water points are boreholes established by various NGOs in collaboration with the City of Harare. The biggest challenge is the established community water points are not sufficient enough to provide adequate water needed by all the residents. Residents also use makeshift wells for water access. These unprotected water bodies pose danger of drowning to children. The makeshift wells' close proximity to the pit latrines and the septic tanks risk ground water contamination and the generation of diseases such as cholera and typhoid.

In addition, Hopley district only has got one City of Harare established primary school named Tariro Primary School. The school is overwhelmed by the number of learners hence they use the hotsitting system where some learners attend school in the morning and others in the afternoon. Some learners seek enrolment at neighboring schools in Glenorah, Glenview and Mbare. It is expensive for majority of the residents to send their children to schools outside of Hopley district as there are transport costs and the dangers of minors travelling by public transport alone. Therefore some children end up staying at home without going to school. City of Harare also offers livelihood skills training at the Tariro Youth center. They teach welding, baking, sewing and computers. All these programs are meant to capacitate the youths with skills they can use to earn a living working for themselves or others.

5.1.2 The Nature of multidimensional poverty in Hopley District

Multidimensional poverty in Hopley district is excruciatingly severe as the residents are affected by deprivations in terms of employment, housing, education, healthcare and water and sanitation. The study revealed that poverty is not only perpetuated by income challenges but is also characterized by deprivations of basic needs as mentioned above.

Majority of the residents live below the multidimensional poverty line and mainly depend on informal work. Vending, casual work, and small scale farming are the most common types of informal employment amongst Hopley residents. The high unemployment rates amongst residents of different generations has created intergenerational poverty.

Furthermore, most of the households in Hopley district lack sustainability. Most houses were built with cheap materials such as farm bricks, wood, plastics and metal sheets. The houses expose the residents to environments dangers such as extreme heat and cold and natural disasters such as

cyclones and floods. The small and limited structures such as a two roomed house can accommodate approximately ten people which is a sign of inadequate housing. Despite the imminent exposure to danger, residents continue to stay in those structures as they have no other options.

5.1.3 Challenges that hinder adequate social service delivery by City of Harare in Hopley district.

The delivery of social services in Hopley district is disturbed by a number of interlinked challenges. These problems include politics and bureaucracy, systematic corruption and resources constrains.

Political dynamics affect social service delivery by City of Harare. The Ministry of Local Government uses the Urban Councils Act a policy framework meant to guide local authorities to interference in council's businesses. They use draconian policies to influence decision making and processes that end up affecting service delivery and community development projects. Political instability within the chamber of elected councilors who influence council businesses and procedures also hinder the provision of sufficient social service delivery to the residents of Hopley district.

The findings also revealed that a lot of revenue and resources which are supposed to subsidize social service delivery are looted through systematic corruption. The funding and resources which are supposed to expand healthcare, build more schools, establish water and sanitation systems in Hopley district are depleted by the systematic corruption within City of Harare. Revenue is misused through bogus inflated procurement tenders and the paying of exorbitant salaries and benefits amongst high profile employees. This constrains or limits the allocation of adequate funding to cater for social service delivery in Hopley districts and other areas.

Moreover, the provision of social services is also affected by resources constraints. Funding is a vital resource for the successful integration of community development projects and basic service delivery. Despite most of the funding getting looted through corruption, City of Harare's revenue is also affected by the failure to regularize Hopley district and maximize the collection of rates. Some of the revenue sources such as vehicle licensing were taken from City of Harare by the Ministry of Local Government and awarded to ZINARA. Therefore, some of the revenue streams for City of Harare which capacitates the organization with resources for service delivery in areas

such as Hopley district are entangled in the scuffle with Ministry of Local government and end up limiting social services delivery.

5.1.4 Intervention strategies for the betterment of social service delivery in Hopley District

The participants proposed intervention strategies for the enhancement or improvement of social services. The proposed strategies were more focused on fixing the root causes of the problems that hinder proper social service delivery by City of Harare.

Implementation of the Enterprise Resource Planning System (ERP) to combat corruption was suggested during the research. The enterprise resource planning system (ERP) is a system used to monitor the revenue, expenditure, human resources, procurement and supply chain of an organization. The implementation of this system will help City of Harare combat corruption and the misuse of resources which have been limiting the funds allocated for social service delivery in Hopley district. Accountability and transparency will be compulsory. The minimization of corruption and looting of funds and resources will enable City of Harare to allocate adequate resources such as funding which will make building more schools, health facilities and more community water points a reality in providing adequate service delivery necessary for alleviating multidimensional poverty.

Furthermore, decentralization of power from head departments to district offices was also outlined as a mechanism to enhance service delivery in Hopley district. Fundamental decision making authority that affects the quality of social services delivery in districts should be transferred from head departments to district officers. The district officers should be granted the authority to keep at least 50% of the revenue they collect in their districts and use the revenue for the betterment of service delivery and community development. They should be held accountable for how they use the revenue and resources. This strategy will promote the enhancement of social service delivery in districts such as Hopley since the district officers who work closely with the communities and know what they need will be granted authority to spearhead social service delivery with resources such as funding at their disposal.

In addition, the study suggested the need for vibrant, coordinated multi-stakeholder partnerships in Hopley district to efficiently address multidimensional poverty. The participants stressed that isolated or individualistic efforts by NGOs, churches, or the municipality are insufficient to meet their basic needs. They strongly recommended for collaboration between government, local

authority, private sector, community organizations, and development partners to provide sustainable services such as skills training, employment opportunities, and basic social services. In line with the basic needs approach, such partnerships are important to ensure consistent access to essentials like water and sanitation, education and healthcare thereby improving living standards and breaking the cycle of multidimensional poverty.

5.2 Conclusions

The study concludes that City of Harare provides water mainly through community water points, provides primary education and skills training at Tariro Primary School and Tariro Youth Centre respectively and primary healthcare at Tariro Clinic as social services in Hopley district. Despite their input in those fundamental areas of social services, it can be noted that those social services are grossly insufficient to alleviate the rampant multidimensional poverty within Hopley district. The deprivations of the basic social services exacerbates multidimensional poverty as it manifests in terms of limited education due to shortage of schools, continuous generation and spread of diseases due to limited access to water, poor health outcomes as a result of insufficient primary healthcare, informal work due to high unemployment and inadequate housing.

The continuous deterioration of social services delivery in Hopley district has been accelerated by the systematic corruption within City of Harare, political interference and bureaucratic discrepancies and resources constrains. These factors have continuously limited the allocation of funding and resources needed for proper social service delivery and restrained the ability of City of Harare to help residents of Hopley district live above the lines of multidimensional poverty.

Policy and institutional changes have to be made in order to revive social services delivery in Hopley district by City of Harare. Power should be decentralized from head departments to district offices and the enterprise resource planning system (ERP) has to be reintroduced in order to combat corruption which has been perpetuating the grand looting of revenue and resources. Multi-stakeholder partnerships have to be enhanced in order to instigate collaborative and controlled efforts in enhancing social service delivery in Hopley district. Without the integration of those systematic and institutional changes, the prospects for poverty alleviation in Hopley district remain bleak.

5.3 Implications for Social Work

The findings from this study outline substantial gaps and challenges in the provision of social services in Hopley district, with significant implications for social work practice in Zimbabwe and similar contexts. These implications cut across practice methods, service delivery settings, professional training, ethical considerations, and the broader policy environment.

Emphasis on Community Work: The magnitude of multidimensional poverty in Hopley district requires substantial community work mainly based on helping the community as a whole. Practitioners must adopt participatory and empowerment-oriented models of community development that include and encourages the participation of local residents in identifying their needs, setting priorities, and designing intervention strategies.

Asset-Based Community Development (ABCD): Approaches could be particularly effective, focusing on building local capacity and leveraging community strengths rather than just addressing deficits.

Decentralized service provision: Social work interventions such as community centers fully equipped with intervention strategies should be located within or close to vulnerable communities. Community centers and outreach services may help bridge access gaps.

NGO and CBO involvement: Given the limitations of the local authority resources, partnerships with NGOs, faith-based organizations, and community-based organizations must be deepened, with social workers acting as facilitators and capacity builders within these spaces.

Curriculum reform: Training institutions must include content on urban poverty, informal settlements, rights-based practice, and social policy analysis that are linked to urban poverty in their syllabi.

Ethical Considerations in Marginalized Settings: Ethical dilemmas often arise when working in resource-constrained settings, including navigating client expectations when services are unavailable, or dealing with political interference in service delivery. Social workers should navigate through their responsibilities by practicing neutrality and upholding the social work principles.

5.4 Recommendations

The following recommendations were made based on research findings;

City of Harare: The authority to make decisions and resources allocation that affect service delivery in Hopley district should be granted to the district officer as the local authority leader in Hopley district. The district office should be allowed to keep 50% of the revenue they collect in order to enhance social service delivery and community development. This reduces the bureaucratic procedures and formalities that hinder the adequate resource allocation which should subsidize sufficient social service delivery in Hopley district.

Interested Stakeholders: There are several stakeholders who have implemented projects and programs that have made efforts to alleviate the deprivations of basic needs. A formal coordination body should be established that brings together the Ministry of Public service and social welfare, the City of Harare, local NGOs, CBOs, and faith-based organizations working in Hopley. This initiative would help align resources, avoid duplication, and strengthen accountability in the plight of enhancing social services in Hopley district.

The Ministry of Local Government: The Ministry of Local government should lead stakeholders such as the Ministry of Public Service and Social Welfare, City of Harare and other interested stakeholders in the formulation of a localized and area-specific social development strategy that reflects Hopley's unique needs and challenges. This will guide community development through the pooling of resources together to initiate projects to alleviate sectors of social service delivery such as water shortages. This strategy can be implemented for other informal settlements that are enticed by multidimensional poverty.

The Community: Multi stakeholders facilitating service delivery in Hopley district should involve community members in budgeting, service prioritization, and development planning through regular consultations, public hearings, and community meetings. There should be clearly developed, safe and anonymous community feedback mechanisms (CFM) which allows residents to report failures, positives and suggestions pertaining to social service delivery in Hopley district.

5.5 Areas for Future Study:

This research has contributed to understanding the challenges and gaps in social service provision in Hopley district. However, several areas remain underexplored and warrant further investigation

to strengthen policy formulation, improve service delivery, and deepen theoretical insights into urban poverty and social work practice in informal settlements.

Future studies should conduct comparative analyses between Hopley and other informal settlements in Harare or Zimbabwe such as Epworth, Crowborough Paddocks, Hatcliffe Extension and Retreat settlement to uncover shared patterns and unique contextual factors shaping multidimensional poverty and social service provision. This approach could help elucidate the influence of geographic location, the role of politics in service delivery, community mobilization and policy frameworks that influence service delivery outcomes.

Further research should also conduct substantive analyses on how poor social service delivery in informal settlements affect the youth and their prospects to lead community development. The low education outcomes and high unemployment rates have spiked intergenerational poverty which mostly affects the youth. Further research can elaborate on the importance of empowering the youth and keeping them occupied as it reduces social ills such as prostitution and crime and it enhances the chances of the youth leading community development since they are the future.

5.6 Chapter Summary

This chapter summarized the findings of the research. Conclusions were also made in relation to the researcher's perspectives. Implications the research has on social work practice were also outlined in this chapter. Recommendations were clearly outlined and explained to different stakeholders involved in the well-being of Hopley district. This chapter also contains areas for future study which articulate other areas of research that can be exploited which are in relation to this particular study.

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Appendix A: University introduction letter

FACULTY OF SOCIAL SCIENCES AND HUMANITIES
DEPARTMENT OF SOCIAL WORK

P. Bag 1020
BINDURA, Zimbabwe

Tel: 263 - 71 - 7531-6, 7621-4

Fax: 263 - 71 - 7534



BINDURA UNIVERSITY OF SCIENCE EDUCATION

Date: 25 APRIL 2025

TO WHOM IT MAY CONCERN

RE: REQUEST TO UNDERTAKE RESEARCH PROJECT IN YOUR ORGANISATION

This serves to introduce the bearer, TANIWA CHIKANDA, Student Registration Number B213270B, who is a BSc Social Work student at Bindura University of Science Education and is carrying out a research project in your area/institution.

May you please assist the student to access data relevant to the study, and where possible, conduct interviews as part of a data collection process.

Yours faithfully

A handwritten signature in blue ink, likely belonging to E.E. Chigondo.

E.E. CHIGONDO
CHAIRPERSON



Appendix B: Research Permission Letter



CITY OF HARARE

HUMAN CAPITAL DEPARTMENT
TOWN HOUSE, HARARE, ZIMBABWE
POST OFFICE BOX 990
TELEPHONE 752979 / 753000

EMAIL: hrd@hararecity.co.zw
ADDRESS ALL CORRESPONDENCE TO HUMAN CAPITAL DIRECTOR

Bindura University of Science Education
P.Bag 1020
Bindura

20 MAY 2025

RE: AUTHORITY TO UNDERTAKE RESEARCH: TADIWA CHIKANDA

This letter serves as authority for Tadiwa Chikanda to undertake a research survey on the topic: "CITY OF HARARE'S SOCIAL SERVICES PROVISION IN ADDRESSING MULTIDIMENSIONAL POVERTY IN HOPLEY DISTRICT."

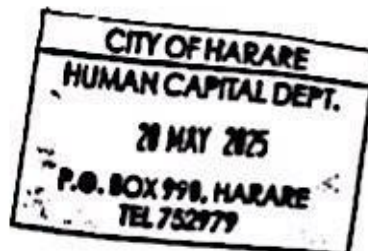
The City of Harare has no financial obligation and neither shall it render any further assistance in the conduct of the research. The researcher is however requested to avail a soft and hard copy of the research to the undersigned so that residents of Harare can benefit out of it. The research should not be used for any other purpose other than the study purpose specified.

This letter is issued upon payment of 5usd administration fee.

Receipt number: 15274189

Yours faithfully

MR J. DUVE
ACTING HUMAN CAPITAL DIRECTOR



Appendix C: Data Collection Tools

Informed Consent to the research participant

Greetings, my name is Tadiwa Chikanda, a social work student at Bindura University of Science Education. I would like to solicit information from you in regards to City of Harare's social services provision in addressing multidimensional poverty in Hopley District. Therefore I am kindly requesting you to participate in the study. Your participation will be voluntary and you are allowed to withdraw at any given time. Information obtained from the study will be treated privately and confidentially as this research is purely academic. Personal details and information will not be recorded. The interview will last approximately 10 minutes. It is hoped that the results of this study will help responsible stakeholders and policy makers to formulate initiatives and policies that are efficient in enhancing City of Harare's social services provision in addressing multidimensional poverty in Hopley district.

Please tick where applicable

Will you participate in the study?

YES

NO

☐☐

Would you allow me to record your voice through the audio recorder? (Confidentiality and anonymity is guaranteed).

YES

NO

☐☐

If yes then sign the consent form and proceed if no stop.

Is there anything you would want to know before we start?

I have read the above and I understand the nature of the study. I am willing to participate and give my consent.

Participant's Signature.....

Researcher's Signature.....

Research Tools

Semi-structured interview guide for resident participants

Research Question i; *What are the social services provided by City of Harare in Hopley district?*

Probing Questions:

1. What social services does the City of Harare provide in Hopley?

.....

2. Which of these social services can you and your family access?

.....

3. In your opinion, how can you describe City of Harare's provision of water, sanitation, healthcare and education?

.....

Research Question ii; *How severe is multidimensional poverty in Hopley district?*

Probing Questions:

1. What do you do for a living?

.....

2. How can you describe the type of housing you live in?

.....

3. Where do you get water from on a daily basis?

.....

4. What difficulties do you face in sending your children to school?

.....

5. Have you ever been assisted at the local clinic?

-
6. What copying mechanisms do you use to cater for essential social services needed on a daily basis?
-

Research Question iii; *What challenges does the City of Harare face in delivering social services to the Hopley district residents?*

Probing Questions:

1. What do you think are the main reasons why social service delivery in Hopley is the way it is?
-

2. What challenges do you think the City of Harare faces in their efforts to provide social services in Hopley?
-

Research Question iv; *What intervention strategies can be devised to enhance the social services delivery within the district of Hopley?*

Probing Questions:

1. What recommendations would you suggest for the betterment of social service delivery in Hopley?
-

2. In what area of social services do you think the City of Harare should address first with immediate effect?
-

3. How can social services better reach the most vulnerable members of the communities in Hopley?

Semi-structured interview guide for City of Harare employees

Research Question i: *What are the social services provided by City of Harare in Hopley district?*

Probing Questions:

1. What social services does the City of Harare provide in Hopley?

.....

2. How long have you worked in Hopley?

.....

3. In your view, how can you describe your role in social service delivery in Hopley?

.....

Research Question ii: *How severe is multidimensional poverty in Hopley district?*

Probing Questions:

1. How would you describe the general housing conditions in Hopley district?

.....

2. What is your assessment of access to clean water and sanitation in Hopley district?

.....

3. How can you describe the services offered at the local clinics in Hopley district?

.....

4. How many council primary schools do you have in this district?

.....

Research Question iii: *What challenges does the City of Harare face in delivering social services to the Hopley district residents?*

Probing Questions:

1. What challenges do you face when executing your duty as a professional?

.....

2. What are the main barriers you have observed that City of Harare face as they pursue social services provision?

.....

3. What policies guide your work in informal areas such as Hopley district?

.....

Research Question iv; *What intervention strategies can be devised to enhance the social services delivery within the district of Hopley?*

Probing Questions:

1. What practical steps do you think can be taken to make social service delivery better?

.....

2. In what area of social services do think needs immediate attention?

.....

3. How can social services better reach the most vulnerable members of the communities in Hopley?

.....

4. What policy or systematic changes would you recommend for the enhancement of social service delivery in Hopley?

.....

