BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF SOCIAL SCIENCES AND HUMANITIES

THE ROLE OF CIVIL SOCIETY IN ENSURING SOCIAL ACCOUNTABILITY IN L OCAL AUTHORITY.THE CASE OF AFRICA SELF-HELP ASSISTANCE (ASAP) IN MUTARE CITY COUNCIL

By

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A Dissertation Submitted to the Department of Peace and Governance in partial fulfillment for the requirements for Bachelor of Science Honors Degree in Peace and Governance

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Abstract

The purpose of the study is to examine the role of civil society in ensuring social responsibility in local governments, with a focus on the case of ASAP in Mutare district. A descriptive research design using qualitative research approaches was used because the research required a better understanding and needed to obtain a dimension of human expression and experiences. . Research finds that accountability systems within local authorities are currently not implemented for accountability purposes, but rather as a stamping process. Citizens are not given the opportunity to contribute to the prioritization of development activities within their respective districts. Considering the research findings the study conclude that civil society organizations are not effective efforts to ensure social responsibility in local government and therefore tend to become politicized due to the involvement of politics in local government affairs. The study recommends that CSO should work together with local authorities' accountability to ensure social without political agenda. Also that intervention of civil society in local service delivery and improve the living standard of the citizens. Authorities should improve

Declaration form

II B190575B hereby declare that this research project is entirely my own work and all sources used in researching it are fully acknowledged and all quotations properly identified**.**

Student's signature   Date

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Dedication

This dissertation is dedicated to the Almighty God for his unconditional love and everlasting grace that had taken me this far. My loving mum Gracious Nyahomwe, a great woman who have moulded me through support and great words of encouragement up to now .My three siblings (Leah, Leo and Fabio Chapauka) that showed me nothing but love throughout this academic life.

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My deepest appreciation goes to my family, relatives and close academic colleagues among others, who were my pillar of strength of their unwavering support, encouragement and financial aid during this research project and academic period .May the good lord bless them abundantly in all their endeavours, for this empirical research project and learned was made possible only because of support knowledge, commitment and cooperation participation

Lastly but not least, I am grateful to the Almighty God for allowing me to get thus far in my academic career.

List of abbreviations and acronyms

ASAP-African Self Assistances

CSO-Civil Societies Organisations

FTRP-Fast Track Land Resettlement Programme

MCC-Mutare City Council

MDC-Movement for Democratic Change

MLPWNH-Ministry of Local Government, Public Works and National Housing

NPM-New Public Management

ZANU-PF -Zimbambwe African Union Patriotic Front

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CHAPTER ONE

1.0 INTRODUCTION

1.1Background to the Study

Fostering social accountability is one of the pivotal ways that must be taken to improve the management of urban councils in Zimbabwe. Such a move is critical in the Zimbabwean context since the country has been plagued by rampant breakdown of service delivery and corruption within urban councils (Chatiza, 2010). Mushamba (2010).highlights that service provision in Zimbabwe by local authorities started to rapidly decline in 2001 when the socioeconomic and political fabric of the country was torn apart. This was to a larger extent triggered by the Fast Track Land Resettlement Programme (FTLRP) which the government embarked upon, which saw white owned farms being seized to give land to the majority blacks. However, the programme was marred with violence, torture, vandalism and abuse of basic fundamental human rights.

There are varying reasons that led to the development of such a situation but one of the chief reasons has been continued interference by the central government in Council matters. The influence of the central government in local government issues has been one of the major impediments to efficient service delivery and social accountability in a number of municipalities in Zimbabwe. This scenario emanated at the dawn of the 21st century when the new opposition party Movement for Democratic Change came into the scene. The popularity of the opposition party in the first decade of the millennium saw Movement for Democratic Change (MDC) sweeping virtually all the mayoral posts in major urban centers. Such a development infuriated the ruling Zimbabwe National Patriotic Front (ZANU-PF) which sought to weaken the foothold of the opposition in urban councils. One such strategy that was used was to abolish the executive mayor

title thus making the mayor only a Ceremonial Mayor with much power vested in the town Clerk who in most cases was a ruling party loyalist.

Some opposition Mayors were arrested or suspended on fabricated charges of corruption and abuse of office. In their place some controversial commissions were put in place to manage the operations of urban councils. These officials were not elected by anyone thus they usually felt that there were not accountable to anyone. Thus, this triggered widespread incidents of corruption and nepotism within most urban councils including Mutare. Therefore, against this background it became extremely difficult for social accountability and service delivery to continue flourishing as there were always power struggles in the management of the urban councils. In Mutare several councilors were suspended on perceived and sometimes real cases of abuse of office.

Low citizen engagement, corruption, nepotism and inadequate resources are also some other reasons that have led to the malfunctioning of urban Councils in Zimbabwe, (Machingauta 2010). According to the Government of Zimbabwe 2010 Medium Term Plan (MTP) the major catalyst to the deterioration and inefficient service delivery in the country are decaying service infrastructure, balancing between administrative, service delivery expenditure, outdated systems, planning, and monitoring (GoZ, 2011). In addition, urbanization in Zimbabwe has not been associated with corresponding economic growth (UNHABITAT, 2010). As a result, there is massive under provision of urban services and there has been a widening gap between local authority and its citizen.

1.2 Purpose of the study

The aim of this study is to investigate the role of Civil Societies in ensuring social accountability in local authorities, focusing on the case of ASAP in Mutare District

1.3 Statement of the Problem

Efforts to tackle the challenge of accountability have tended to concentrate on improving the 'supply-side' of governance using methods such as political checks and balances, administrative rules and procedures, auditing requirements, and formal law enforcement agencies like courts and the police. These 'top-down' accountability promoting mechanisms however, have met with only limited success in many countries, be they developed or developing. Accountability of public officials is the cornerstone of good government and a prerequisite for an effective democracy. The challenges that Zimbabwe as a country has faced over the past two decades have weakened the institutional capacity of local authorities to be accountable for their actions to the residents. Citizens in Zimbabwe express growing disillusionment with their local governments, citing a lack of responsiveness, abuse of discretion, corruption, favoritism and weak accountability on the part of public officials and bureaucrats (Mushamba, 2010). Emerging social accountability practices enhance the ability of citizens to move beyond mere protest toward engaging with bureaucrats and politicians in a more informed, organized, constructive and systematic manner, thus increasing the chances of effecting positive change.

1.4 Research Objectives

This study will be guided by the following the following objectives:

1. To assess social accountability in local authorities in Zimbabwe.

2. To identify the challenges being faced by Mutare City Council.

3. To explore the role of civil society organizations in ensuring social accountability in Zimbabwe local authorities.

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1.5 Research questions

This study will be guided by the following research questions:

1. What is the level of social accountability in local authorities in Zimbabwe?

2. What are the challenges being faced by Mutare City Council?

3. How civil society organizations are ensuring social accountability in local authorities in Zimbabwe.

1.6 Assumptions of the study

This study assumes that:

1   That there is a challenge of social accountability in local authorities in Zimbabwe,

2   That Civil Society Organizations such as African Self-Help Assistance (ASAP) making efforts in ensuring that local authorities are accountable.

1.7 Significance of the study

This study is important to the following stakeholders

1.7.1 To the Ministry of Local Government, Public Works and National Housing (MLGPWNH)

To the government and other urban councils, this research shall provide factual information and evidence about importance of Social Accountability in urban councils and how social accountability can be used achieved. It is anticipated that this research shall foster and stimulate increased civil society participation, access to information and responsiveness in local government.

1.7.2 To the corporate world

It is also hoped that the study will provide a fair and comprehensive understanding and evidence on how social accountability is a critical force in good governance to the general business sector in Zimbabwe.

1.7.3 To the Academic world

To the academic world, especially Bindura University of Science Education, this research shall provide valuable in-depth research on social accountability issues in local governments to their academically rich library. This research will provide significant contribution on the already existing body of knowledge.

1.8 Delimitations of the study

The study will be focused on Mutare District which is found in Manicaland Province. It will be carried in a period of 2 weeks. The research will focus mainly on the efforts that are being

made by ASAP in promoting social accountability within the jurisdictions of Mutare City Council. It will however not cover efforts being made to Mutare Rural District Council.

1.9 Limitations of the study

Some respondents provide incorrect information fearing to disclose some details. The researcher will overcome this by explaining the main aim of the research and assure them confidentiality. Key informant interviews used by the researcher to verify some responses given by the participants. Some of the Senior Officials from the Local government might have very busy schedules so they might keep on postponing the appointments; however the researcher will be very patient and will give the research a bit long time frame to have amble time for this.

1.10   Definition of key words

1   Civil Society Organization

A Civil Society Organization refers to a collection of individuals or non-profit organization expressing a common agenda or interests either on their behalf or on behalf of others based on certain considerations such as political, cultural, scientific, religious or ethical, just to highlight a few.

2   Development

Development in its simplest terms refers to the process of positive change to a new stage. In the context of this study, it refers to the improvement of the situation or status quo in a community.

3   Good governance

The most popular definition is the one proposed by the World Bank (2016) which emphasis the role of leadership or the manner in which political (state) leaders manage, use, or misuse power to promote social and economic development or to pursue agendas that undermine such goals.

1.11 Dissertation outline

This dissertation will be comprised of five chapters as indicated bellow

Chapter One: **Introduction**

This chapter provides a background understanding of what prompted the researcher to carry out this study through presentation of the background information. Moreover, the aim and objectives, statement of the problem, research questions, assumptions, delimitations, limitations and key definitions of the study will be presented. The significance of carrying out this study was also highlighted in this chapter.

Chapter Two: Literature Review and Theoretical Framework

This chapter looks at the theoretical underpinnings that will guide this study, taking the Accountability Theoretical Framework as the guiding concept. Hence, an overview of the Accountability Theoretical Framework will be given in this chapter. It has will also seek to provide a review of the available related literature highlighting its gaps.

Chapter Three: Research Design and Methodology

This chapter seeks to outline the methodology of this study highlighting the design that were be used for the research. It also provided the methods and instruments to be used to collect data from the field.

Chapter Four: Data Presentation, Analysis and Discussion of Findings

This chapter presented the findings, provide an analysis of them and discuss them. An attempt to link the available literature and the new data findings will also be provided. A discussion will be made outlining how the new data findings have sought to cover the gaps that were there.

Chapter Five: Summary, Conclusions, Recommendations and Areas for Further Study

This chapter seeks to summarize the whole study and provide conclusions highlighting whether the study was able to provide the answers for the problem. It will also provide some recommendations and also areas for further research.

CHAPTER TWO

2:0 LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

This chapter reviews the existing literature and other prior research studies that were conducted on the role of Civil Society Organisations in fostering social accountability within local government authorities, specifically the municipal or urban councils. It presents the theoretical framework that underpins the study.

2.2 Theoretical framework

Study was informed by the New Public Management Theory which is an approach that seeks to build an administration by implementing flexibility, transparency, minimum government, de-bureaucratization, decentralization, the market orientation of public services, and privatization.NPM makes a citizen-friendly administration from a rigid, hierarchical, disciplined bureaucratic administration that needs to make weak public administration strong and effective.

2.3 Social Accountability

Exploring the concept of social accountability, the study first found it key to take an in-depth analysis on the subject matter of accountability. As defined by Fox (2015), accountability refers to the obligation of power-holders viz-a-viz accounting for and taking responsibilities for their actions. These power holders refer to individuals who hold political, financial and other forms of power. They can include officials in government, private entities as well as in the Civil Society Organizations (CSOs). This research study explored on how CSOs influences accountability of local government authorities in its service delivery role towards its constituency using a case study of Africa Self-Help Assistance (ASAP) in Mutare city. This accountability is a consequence of the implicit "social compact" between citizens and their delegated representatives and agents in a democracy. This is based on the fundamental principle within the democratic system which enunciates that it is the citizens' prerogative to demand accountability and that actors in the public are obliged to account.

The above, social accountability can be defined as an approach towards building accountability that relies on civic engagement, in which it is the ordinary citizens and or civil society organizations who participate directly or indirectly in exacting accountability. It is important to note that, mechanisms of social accountability can be initiated and supported by the state, citizens or both, but very often they are demand-driven and operate using a bottom-up

approach. Its mechanisms are commonly referred to as external or vertical mechanisms of accountability in contrast to the more conventional internal or horizontal mechanisms of accountability. A key important vertical mechanism of accountability in democratic states is elections. However, elections are sometimes a blunt instrument with which to hold government accountable. This is because even if citizens are fully and accurately informed of the views of every political candidate (which is far from the case), elections still allow citizens to select among a limited number of individuals or political parties. As noted by Paul (2002, these elections do not offer citizens an opportunity to express their preferences on specific issues and to contribute in a meaningful way around public decision-making or to hold public actors accountable for specific decisions or behaviors. It is under this backdrop that social accountability is here used to refer to the broad range of actions and mechanisms beyond voting alone those citizens, communities, CSOs use to hold public officials accountable. In the traditional fashion, they have included a variety of citizen or CSO led actions such as public demonstrations, protests, advocacy campaigns and public lawsuits.

In the recent years has shown how the expanded use of participatory data collection and analysis tools combined with enhanced space and opportunity for CSO engagement with the state (local government authorities) have led to a new generation of social accountability practices that emphasize a solid evidence base and direct interaction with government counterparts. Typical examples include; participatory public policy-making, participatory budgeting, public expenditure tracking, citizen monitoring and evaluation of public service delivery. Additionally, they also include efforts to enhance citizen knowledge and use of conventional mechanisms of accountability such as public education about legal rights and available services or efforts to improve the effectiveness of internal accountability mechanisms such as citizen involvement in

public commissions and hearings, citizen advisory boards and oversight committees. Social accountability mechanisms are therefore aimed both to complement and enhance conventional mechanisms of accountability. For Grandvoinnet at al. (2015) social accountability refers to the interplay of both the citizen and state action, supported by key 3 levers which are: information, interface and civic mobilisation. As further postulated by Fox (2015), it is about initiating demand-driven and bottom-up citizen voice and oversight in public service delivery. As such, social accountability aims towards enhancing institutional performance by bolstering both citizen engagement and the public responsiveness.

2.4 Arguments for Social Accountability

Of public officials is the bedrock of good governance and a prerequisite for an effective democracy. According Gaventa (2002), when the notions of citizens' rights and responsibilities are evolving and expanding, relations between citizens and their governments are characterised by what some have termed "a crisis of legitimacy" or simply a "governance crisis" (Paul 2002). As posited by the Commonwealth Foundation (1999) and Narayan et al. (2000), citizens in both the North and South express gross disillusionment with their governments, citing a lack of responsiveness, abuse of discretion, corruption, favouritism and weak accountability on the part of public officials and bureaucrats. This explains that the effectiveness of conventional "horizontal" mechanisms of accountability has remained limited. As such, social accountability enables ordinary citizens to access information, articulate their needs as well as petition accountability between elections. Social accountability mechanisms enhance the ability of citizens to move beyond mere protests towards engaging with bureaucrats and politicians in a more informed, organized, constructive and systematic manner hence increasing the chances of effecting positive change.

Social accountability is also the key towards increasing development effectiveness through improved public service delivery and more informed policy design. In countries such as Zimbabwe, local government authorities fails to deliver key essential services to its citizens due to problems that include; misallocation of resources, corruption or leakages, weak incentives or a lack of articulated demand. Additionally, they often formulate policies in a discretionary and non-transparent manner that goes against the interests and actual priorities of the poor. These problems tend to be perpetual since the three key groups of actors in the public policy and service delivery that is, chain-policy makers, service providers and citizens have different sometimes conflicting goals and incentives. Furthermore, it is compounded by information asymmetries and lack of communication. Through enhancing the availability of information, strengthening citizen voice, promoting dialogue and consultation between the three groups of actors and creating incentives for improved performance, social accountability mechanisms can go a long way toward improving the effectiveness of service delivery and making public decision-making more transparent, participatory and pro-poor.

Regardless of having no single definition of empowerment, at its broadest, it can be understood as the expansion of freedom of choice and action. Prior research studies have shown that poor people's dissatisfaction with government relates largely to issues of responsiveness and accountability. The citizens report that state institutions are often neither responsive nor accountable to their needs (Narayan et al. 2000). Therefore by providing critical information on rights and entitlements and soliciting systematic feedback from the citizens, social accountability mechanisms provide a means to increase and aggregate the voice of disadvantaged and vulnerable groups. This enhanced voice empowers them and increases the chance of greater responsiveness on the part of the administrative authorities to their needs.

2.5 Reasons why local authorities are not socially accountable

1 Leadership and governance crisis

Local authorities tend to be socially unaccountable due to bureaucratic practices that are sometimes resistant to new ideas, preferring to run local affairs by its rule book. According to Naing (2012), public officials are corrupt, seldom held accountable for their performance and succumb to incentives to delay services in order to extract bribes. In many countries, the transition from local government to local governance is still in its infancy, making it difficult to introduce reforms aimed at citizen and civil society participation and broad-based governance which is transparency and accountability.

3 Inadequate human resources capacity

Additionally, local government authorities are not socially accountable based on the fact that they tend to have inadequate human resources capacity. The high staff turnover which occurs as a result of frequent changes in leadership, and particularly after each election, exacerbates the challenge of inadequate human resources within the local government sphere. This instability in the leadership has a negative impact on local government authorities' ability to be socially accountable.

4 Incompetence and lack of skills

Local government authorities are socially unaccountable due to a crisis that is rooted in incompetency, lack of skills and capacity, unethical conduct. According Robbins (2008) and Baird, Schoch & Chen (2012), employees' skill sets are a valuable asset, essential for any organization's success. They further note that it takes qualified and skilled employees to execute their individual functions efficiently and effectively in order to ensure the achievement of the organization's objectives. However, shortage of skills has

been identified as one of the highest contributors to the failure of the local government authorities to be socially accountable. As posited by (Koma; 2010); Draai & Oshoniyi (2013), both technical and administrative skills are required in order for the local government sector to improve its service delivery performance.

vi. Patronage politics and interference

Additionally, patronage politics within local government authorities is one of the major aspects that challenge accountability. Patronage involves the appointment or hiring of a person to a government post on the basis of partisan loyalty. This then results in these officials to become engulfed in circle where they give kickbacks and rewards to the appointing authority. This however affects the important roles of providing checks and balances as well as oversight monitoring between them. Political interference by the central government is also a key challenge to many local government authorities' ability to be accountable. The failure to decentralise powers within the local authority makes it difficult to make key independent decision.

5 Lack of strong and efficient oversight institutions

Local government authorities have failed to be socially accountable due to the unavailability of key institutions such as CSOs that acts as checks and balances. In instances where they are somehow present, both the central and the local government authority have treated them with skepticism, and sometimes with brutality. This has been evident in Zimbabwe as the previous restrictive and repressive laws like the Public Order and Security Act Access to Information and Protection of Privacy Act were often used and abused to curtail the work of civil society organizations (Muchadenyika;2014). This was witnessed in most ZANU PF controlled local

authorities or where there was need to thwart work in cases where they were deemed to be forwarding the interests of the opposition controlled entities hence diminishing the voices they represent towards accountability.

On the other side, CSOs lack of capacity to comprehend to the existing local governance system is a huge challenge for attaining local government accountability. The local government system is highly formal, thus one has to know how the system operates, along with the underlying legislation and constitutional powers and limits. However, most CSOs do not possess a comprehensive understanding of the local government system resulting to what is termed as "Civil Society Failure" (Mansuri & Rao, 2013; Fox, 2015). In particular, local authorities often use the formality of the system to dispel civil society initiatives. The impact and success of civil society-led social accountability initiatives, depends to a large extent on CSOs' capacity in research and evidence generation, community capacity building, information dissemination and acting on defined issues (Chatiza, Muchadenyika, &Matumbike, 2014).

2.6 Chapter summary

This chapter explored and reviewed prior research information, data and existing literature on the concept of social accountability within local government authorities. It highlighted key assumptions on social accountability practices and how Civil Society Organisations are involved in the process. It also presented the theoretical framework which is informing the study as well as citing its significance as it applies to the area under

CHAPTER THREE

3.0 RESEARCH DESIGN AND METHODOLODY

3.1. Introduction

This chapter seek to outline research processes and the methods to be used in this study highlighting the design that were used for the research. It will also present the instruments that are going to be used to collect data for this study. An outline of the population, the sample to be used and the sampling techniques that were used be applied in this study is be provided. Procedures for data collection was also be presented in this chapter taking into consideration some ethical issues, validity and reliability of the collected data. The procedures for data presentation and its analysis were also be briefly presented in the chapter.

3.2. Research philosophy

A research philosophy is a belief about the way in which data about a phenomenon should be gathered, analysed and used. The term epistemology (what is known to be true) as opposed to doxology (what is believed to be true) encompasses the various philosophies of research approach (Jilcha, 2019). This study will employ interpretivism. Interpretivists contend that only through the subjective interpretation of and intervention in reality can that reality be fully understood. As indicated by Saunders et al. (2012), in interpretivist review, earlier thinking procedures are utilized to investigate, portray, comprehend, clarify, change, and evaluate.

The choice for this approach was based on the fact that Interpretive researchers will in general have some kind of earlier information on the examination foundation however they accept that this can't do the trick in fostering a fixed exploration configuration because of the perplexing, various and eccentric nature of the apparent reality (Saunders et al., 2012). As Saunders et al.

(2012) clarified, it is significant that a researcher in an interpretivist reasoning adopts a compassionate position so the individual in question enters the social universe of the examination subjects and comprehends their reality according to their point of view. In subjective exploration, interpretivism alludes to a circumstance where the researchers partner themselves with those they gain from by meeting or noticing members throughout an extensive stretch of time for a genuine association for the examination.

3.3 Research approval

Jilcha (2019) defines research methodology as, a way to systematically solve the research problem. Kothari (2014) defines research methodology as, a way to systematically solve the research problem. For the purpose of this study, qualitative approach will be employed. Qualitative methodology is an approach which is concerned with developing explanations of social phenomena. That is to say, it assists people to understand the world in which they live and why given phenomena are the ways they are. Qualitative methodology is indispensable in the logic that it underlines the participation of interested parties, common learning and sharing of practices. The aim of this approach is defined as defining and understanding rather than explanation and prediction of human behaviour (Jilcha, 2019).

The research preferred qualitative methods because there was be typically more flexible as they allow greater spontaneity and adaptation of the interaction between the researcher and the study participants. For example, qualitative methods ask mostly open-ended questions that are not necessarily worded in exactly the same way with each participant. With open-ended questions, participants are free to respond in their own words, and these responses tend to be more complex

than simply yes or no. Qualitative methodology will therefore be employed by the investigator to design, amass and make an analysis of the data.

3.4 Research design

According to Creswell (2014) a research design refers to the overall strategy that one chooses to integrate the different components of the study in a coherent and logical way, thereby, ensuring one will effectively address the research problem; it constitutes the blueprint for the collection, measurement, and analysis of dataYin (1998) defines a case study as a research method that involves the in-depth examination of a specific phenomenon or case, often in its natural setting. He explains that a case study is a research strategy that focuses on understanding the dynamics present within a single setting or situation, including the social interactions, power relations, and contextual factors that shape the community.

The role of civil society in ensuring social accountability in local authorities can be explored using a case study research design. Explanation case study provided an in-depth analysis of the outcomes thus avoiding biased information. Explanatory case research was used to examine the role that is being played by local authorities in community development. Explanation case study was adopted to examine the outcomes of the local government efforts in promoting community development taking cognisance of their participation in these development ventures

3.5 Population and sample

The collection of participants with relevant information to the study is referred to as a population. The population is any complete group with at least one characteristic in common

(Creswell, 2013). This study collected data from the senior management and administrative personnel of the Mutare city council, the management staff of ASAP who are in charge of running the entire organization and Mutare residence association committee are also to be included as key informants to have in-depth knowledge about the effects of excessive central government intervention in local affairs.

3.6 Sampling

A sample is a segment of the population with characteristics which adequately represent the population (Babbie & Mouton, 2012).According to Tuckman (2009), sampling is not done haphazardly; rather, it is done in a systematic random way.Sampling techniques entails selecting units from the population of interest through studying the selected sample so as to generalize the results to be obtained back to the chosen sample. Sampling techniques have two types that is probability and non- probability sampling techniques. In this study the researcher adopted the non-probability type of sampling techniques, particularly the purposive or judgemental sampling technique and simple random sampling technique.

3.6.1 Simple Random Sampling

Cochran (1977) defines simple random sampling as a sampling method in which every member of the population has an equal chance of being selected for the sample. The selection of each individual is independent of the selection of any other individual, and all possible samples of the same size have an equal chance of being selected.

Taherdoost (2016) views purposive or judgemental sampling technique as choosing persons or events deliberately in order for them to provide important information that cannot be

obtained from other sources. The participants for this technique were from the Civil Society Sector and Mutare City Council. This sampling technique helped the researcher to typically choose individuals from the various target population who provide useful information as compared to the entire population.

3.7 Data collection methods

Data collection or data gathering is the process of gathering and measuring information on targeted variables in an established system, which then enables one to answer relevant questions and evaluate outcomes (2006).

3.7.1Key informant interviews

Rowley (2012) defines an interview as an oral or verbal exchange in which the interviewer strives to get information and gain knowledge from the interviewee. Interviews have the advantage of giving more valid information and it allows flexibility where the interviewer can adjust questions. Key informant interviews are interviews with people that are knowledgeable in the area under study. For the purpose of this study, the key informants were Local Authorities and Civil Society members. The purpose of key informant interviews is to collect information from a wide range of people so as to increase validity. These key informants, with their particular knowledge and understanding, can provide insight on the nature of problems and give recommendations for solutions.

3.7.2 Focus Group interviews

The research used focus group discussion as another method of data collection. Lincon (2017) is of the view that group interviewing is where the researcher works with several people

simultaneously rather than just one. Morgan (2017) arguments out that the hallmark of focus group is the clear use of group interface to yield data and perceptions that would be less accessible without the collaboration in the group. The benefits of FGDs are that they place the individual in a group setting where conversations can develop and flourish in what could be considered more mutual place for social situations than being interviewed for a questionnaire survey. This instrument will be used for residents in Mutare District. These are considered to be the ones with first-hand information regarding service delivery in the city. The flow of conversation in focus group discussions ensure that there is dialogue between people and individuals are free to challenge the assumptions or interpretations of other group members.

3.7.3 Document review

A document review is the process of checking a document to make sure it's ready to be used or published. This usually involves reading the document, checking the sources, and making sure any data points are accurate (Kothari, 2014). These secondary sources are important to the researcher they might help the researcher to acquire some information which the researcher failed to get from the participants. Secondary sources also were of greater advantage to the researcher because they provide a wide database of information which is vital to the research of the study.The research used documents from.2018 and 2019 ASAP annual report and MCC 2022 budget approval minutes and Mutare city council residence minutes and this provides information needed in the research.

3.8 Validity and Reliability

Validity is the main extent to which a concept, conclusion or measurement is well-founded and likely corresponds accurately to the real world (Lincon, 2017).The idea of validity is centered

on methodological reflexivity primarily because, "every aspect of research is both empirical and theoretical" (Ibid, 2017). To ensure validity in this research, a pilot study was conducted with three respondents representing each category of the population.

According to Leed &Ormrod (2015) reliability is the extent to which a specified procedure such as a measure yields consistent observation of the same facts from one tune to another. The research formulates questions that cover the content of each objective. The research instruments were pretested in an effort to reveal ambiguities, conflicting items that are not relevant to the purpose of the study. Straight forward questions were asked to avoid ambiguity. Related questions were following each other in sequence. The aim was to ensure coordinated responses.

3.9 Data presentation and analysis

Data presentation is defined as the process of using various graphical formats to visually represent the relationship between two or more data sets so that an informed decision can be made based on them (Akhtar, 2016).In this study, information will be categorised according to selected key thematic areas derived from the objectives of the study. In undertaking the analysis process as suggested, the study utilised the model of qualitative data analysis suggested by Steinberg (2004). The model tracks three steps which are intra-transcript analysis; that is, trying to make meaning out of each script by referring to the verbatim comments and notes captured and transcribed during data collection. This involves reading the transcripts in their entireness several times and trying to get a sense of the interviews before breaking them into parts.

Data analysis is a process of inspecting, cleansing, transforming, and modeling data with the goal of discovering useful information, informing conclusions, and supporting decision-making (Akhtar, 2016). Since qualitative field research may sometimes produce large volumes of

information in a non-standard organisation, this study analysed data by identifying categories, themes and connections of insights that come from the research. This involves a process called coding and categorisation of information. Coding information, in this sense, were involved breaking the data down into units for analysis and then categorising the units. Thus, the research transcribed the interviews and field notes information.

3.9.1 Thematic analysis

Guest, MacQueen, and Namey (2012) define thematic analysis as a method for identifying, analyzing, and reporting patterns or themes within qualitative data. They explain that thematic analysis involves a process of coding the data, developing categories or themes, reviewing and refining the themes, and reporting the findings which obtained through interviews from the 10 participants from the Civil Society sector (ASAP), 10 from Mutare City Council and 10 from the residence association committee in Mutare CBD who happens to be the beneficiaries.

3.10   Ethical considerations

Ethics are the rules of conduct in research (Coghlan & Brydon, 2014).The research seek full permission from the informants, this was done verbally from Mutare residence and ASAP, from Mutare city council l obtained written permission. The key ethical consideration for the researcher while conducting the study will be informed consent. This ensured that interviews would only take place with respondents' consent and that no harm would be done to them while also protecting their privacy and respect. Participants were given the choice of accepting or rejecting participation in the study at any point. All research participants were asked for their permission before being interviewed as part of the study, to ensure anonymity, no names were used to refer to contributions made by participants in this study.

3.11   Summary

The chapter provided the research methodology of this research. It started by highlighting the research framework whereby it reflected that qualitative approach were employed in the study. Evaluative research design was chosen for the purpose of this study. Research instruments that were used for this study were also presented. The chapter also looked at the data analysis procedures that were employed in the study.

CHAPTER FOUR

4.0. DATA PRESENTATION, ANALYSIS, AND DISCUSSION OF FINDINGS

4.1 Introduction

This chapter presents the findings on the role of civil societies in ensuring social accountability in local authorities. The presentation and analysis of the data was done based on the themes and concepts drawn from the literature and themes that emerged from the fieldwork.

Section A Demographic Data of Participation

1. Demographic data of participants

Instrument Administered	Reach	%age Reach
FGDs	18 (2 FGDs)	92%

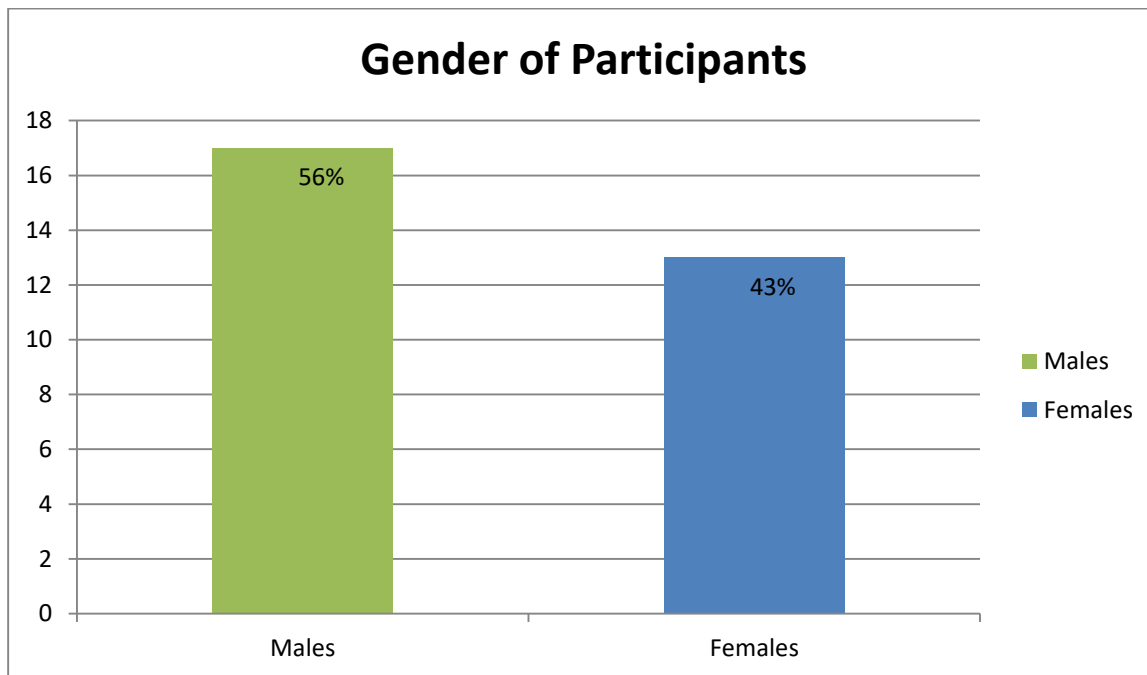|	Interviews	12	100%
Total		**30**	**95%**

Table 4.1: Demographic data of participants

100% of the participants answered the research question using FGD and 92% of the participants answered the research questions using interviews.

4.2.Gender of Participants

2. Gender

Figure 4.1. Gender

From the findings above, 54% participants were males and 43% of the participants were females.

4.3: SECTION B: **level of social accountability in Local authorities in Zimbabwe.**

3. The level of social accountability in Local authorities in Zimbabwe

Table 4.2: Level of social accountability in local authorities in Zimbabwe

Item	Not aware of such meetings
Have you ever attend a feedback meeting from the local authorities regarding the use of tax payer's money?	45%
Has the district budget been posted for your review before district budget consultation meeting?	60%
Are there any ward development priorities that were prioritized in local authorities budget and implementation.	83%

83% of the participants indicated that the budget has been posted for review before district budget has been consulted, 60% of the participants also indicated that the local authorities asks developing priorities in different wards and 45% of the participants indicated that they feedback meetings

One the participants indicated that:

From my point of view, the Mutare city council good job but they lack transparency and accountability in issues of service delivery, said one of the participants.

Accountability systems within local authorities are currently not implemented for accountability purposes, but rather as a stamping process. For example, budget consultation

processes are insufficiently mobilized and community members are given a shorter deadline to participate in the processes. This automatically discriminates against those who have to travel long distances to community centers and eliminates those who need time to raise money to pay for their fares through national and county budget consultations. In addition, the budget consultations are conducted as tax justice awareness meetings, where local authority staffs simply provide information about tax payments and lack of resources for repatriation. Citizens are not given the opportunity to contribute to the prioritization of development activities within their respective districts. Your community development plans are not considered in the so-called budget consultation processes.

There is ingrained corruption in Zimbabwe's local authorities, exacerbated by the lack of independent audits in most local authorities (Muchadenyika, 2019). For example, in 2012, the city of Harare lost US$7.2 million due to fraudulent activities by council officials (Auditor General, 2014, p. vii). In 2021, residents of the Dangamvura residential areas in Mutare called on the Mutare City Council to account for the water supply in the largest high-density suburb in Mutare. The suburb has been without water for more than 15 years. The local council reportedly started building a water project in 2005, but it fell through due to allegations of corruption. However, nothing was done to those responsible for the alleged mismanagement of the funds. The Mutare City Council reportedly lacks transparency and accountability. Another water project was launched with reports that the local authority had secured a second loan but the authority was not accountable to the citizen in this second attempt to establish a water system for the suburb. One of the participants indicated that:

4.4: **Section C: Understanding the challenges Mutare City Council is facing**

4.The challenges Mutare City Council is facing

Figure 4.2. Challenges facing Mutare council
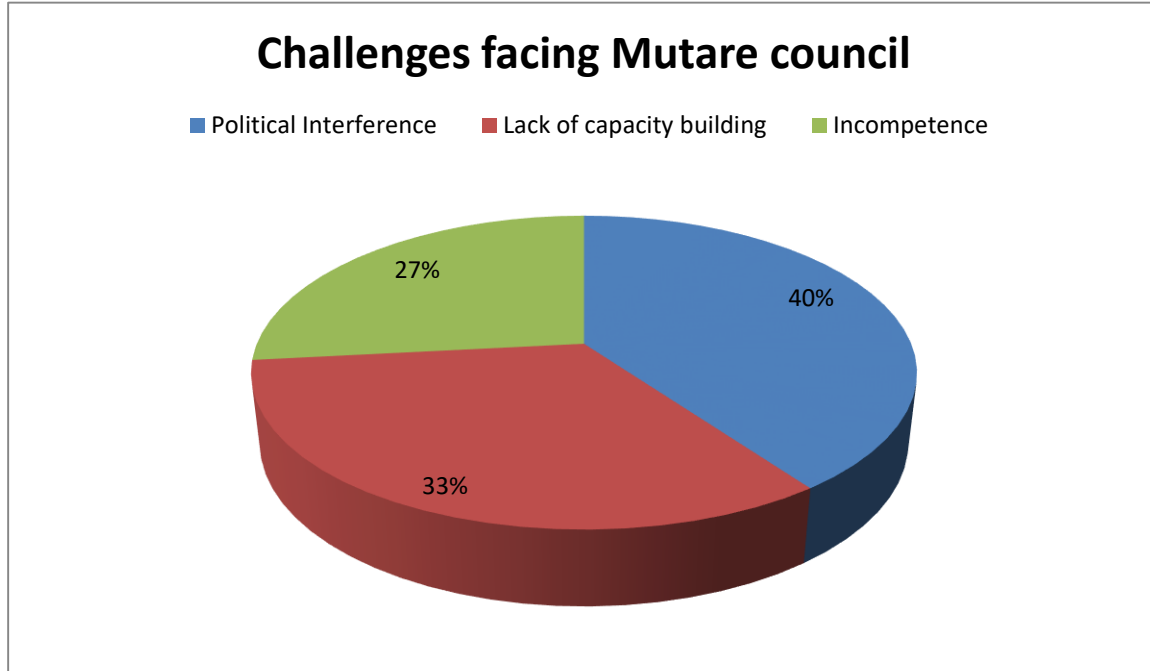
40% of the participants indicated that political interference is one of the challenges facing Mutare council, 33% of the participants indicated that lack of capacity building is one of the challenges facing Mutare council and 27% of the participants indicated that incompetence of councilors is also a challenge facing Mutare council.

One of the residence indicated that:

Dambudziko ratinaro muno ma Mutare nderekuti zvinhu zvava kuitwa paCouncil zvava nematongerwo enyika mukati isu veruzhinji tasara pamhene hatichina chokutaura.

One of the participants indicated that:

The interference of powerful political figures in the operations of the local council. Powerful individuals amass wealth for themselves at the expense of general public. For instance, huge tracks of land are acquired by a single person who sales them at a much higher price for profit.

One of the residences highlighted that:

Lack of capacity building initiatives for the newly elected councilors. Councilors have been elected who have little working knowledge of local authority functions and issues. The challenge is to set up capacity building initiatives to bring the new councilors up to scratch.

4.1 Chapter summary

The chapter has focused on the presentation and analysis of the data that were obtained from the field. It sought to provide the answers to the research questions that were highlighted in chapter one. This chapter has been structured in a way that the first part speaks to the first objective, and then the second part speaks up to the last objective in that order. The findings of the study have been also discussed in relation to other relevant literature.

CHAPTER FIVE

5.0 SUMMARY, CONCLUSIONS, RECOMMENDATIONS AND AREAS FOR FURTHER RESEARCH

5.1 Introduction

This chapter seeks to summarize chapter one to four the important findings of the study are also presented the major conclusions that were drawn together with recommendations towards the research findings.

5.2 Summary

Chapter One: Introduction provides a background understanding of what prompted the researcher to carry out this study through presentation of the background information. Moreover, the aim and objectives, statement of the problem, research questions, assumptions, delimitations, limitations and key definitions of the study that were presented. The significance of carrying out this study was also highlighted in this chapter

Chapter two explored and reviewed prior research information, data and existing literature on the concept of social accountability within local government authorities. It highlighted key assumptions on social accountability practices and how Civil Society Organisations are involved in the process. The research used the new public management theory , as well as their criticisms, received special attention. The new public management system was used because of its critical function in highlighting the relationship between the local authorities and the civil society in

ensuring social accountability.It also presented the theoretical framework which is informing the study as well as citing its significance as it applies to the area under. Literature review touched on the application of social accountability and the mechanism that govern social accountability like periodic election and community report card among others.

Chapter three provided the research methodology of this research. It started by highlighting the research framework whereby it reflected that qualitative approach were employed in the study. Simple random sampling research design was chosen for the purpose of this study. Research instruments that were used for this study were also presented. It also touched at the ethics that were considered during the research. The chapter also looked at the data analysis procedures that were employed in the study. The research design was a case study of Mutare City Council.

Chapter four focused on the presentation and analysis of the data that were obtained from the field. It sought to provide the answers to the research questions that were highlighted in chapter one. This chapter has been structured in a way that the first part speaks to the first objective, and then the second part speaks up to the last objective in that order. The findings of the study have been also discussed in relation to other relevant literature.

Chapter seeks to summarize chapter one to four the important findings of the study are also presented the major conclusions that were drawn together with recommendations towards the research finding

5.3 Conclusions

The following conclusions were drawn from research objectives

1: The role of civil society organizations in ensuring social accountability in Zimbabwe local authorities

The role of civil society to ensure accountability in local authority is limited. Despite the existence of civil society community-based structures or volunteers that are used for mobilization and information dissemination purposes; the need for social and economic safety nets weighs more than the need to ensure a more accountable system. The extent to which they can go to disseminate information is highly controlled and limited by their need to belong and be accepted in their community. If they conduct activities that may cause communities members to challenge existing structures, they may be politicized and face discrimination within their communities

.

5.4. Recommendations

Based on the research findings above, the researcher makes the following recommendations:

To the government

Governments in the developing countries (including Zimbabwe) should not feel threatened by civil society and label them stooges of the west simply because they receive funding from the West. It ought to be understood that receiving funds does not take away civil society values and ideals as it illustrated in new PVO section 501(c)(3) of title 26.

To the civil society

The CSO should work together with local authorities' accountability to ensure social without political agenda. The neo-liberal notion of civil society being anti-state should be examined with the view that they should be complementary and work closely with each other. Naomi Klein (2012.) argues that intervention of civil society in local authorities should improve service delivery and improve the living standard of the citizens.

To Mutare City Council

The local authorities should be as inclusive as possible in its dealing with the people especially on developmental and governance issues rather than to take people for granted. Residents should demand answers to the local authorities on matters that affects there development.

5.5. Areas of further research

This study is based on the role civil society in ensuring social accountability in local authorities. Some scholars must research on the the impact of political interference in delivering social accountability in local authorities.

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ANNUXURES

INTERVIEW GUIDE

Greetings, my name is Faith Chapauka, a fourth-year student from Bindura University of Science Education pursuing a degree in Peace and Governance. Currently, I am carrying out research on the role of Civil Society Organization in ensuring social accountability in local authorities in Zimbabwe. I have identified Africa Self Help Assistance (ASAP) as my case study as it will help with practical ideas and examples on the role of civil society in promoting good governance and development.I am therefore kindly asking for your assistance/ opinion on the subject matter. The information you provide will be strictly used for academic purposes and the research shall by no means be used for political expedience. Please note that you are allowed to withdraw from this if at any point you don't feel like proceeding with the interview.

INTERVIEW QUESTIONS FOR ASAP MANAGEMENT STAFF

1. What do you understand by good governance and development?
2. Do CSOs have a role in socio-economic and political issues affecting a country?
3. What has been ASAP's relationship with the government?
4. What are some of the obstacles that ASAP has faced in conducting their activities?
5. What are ASAP's expectations of the government?
6. Has the government ever taken ASAP's views into consideration?
7. What can the government do solve the challenges being faced by the ASAP?

INTERVIEW QUESTION FOR MUTARE CITY COUNCIL EXECUTIVE BOARD

1. What do you understand by good governance and development?
2. Can you in general list three roles of Civil Society Organisations (CSOs) in developing countries and Zimbabwe in particular?
3. Do CSOs have a role in socio-economic and political issues affecting a country?
4. What has been ASAP's relationship with the government?
5. In what ways has the ASAP influenced good governance and development in Zimbabwe CSOs have been viewed as vital in partnering local governments in various issues concerning good governance and development in the world?
6. What has been the role played by ASAP in promoting good governance and development in Zimbabwe?

INTERVIEW QUESTIONS FOR MUTARE RESIDENCES ASSOCIATION COMMITTEE

1. What do you understand by good governance and development?
2. What has been ASAP's relationship with the government?
3. Can you in general list three roles of Civil Society Organisations (CSOs) in developing countries and Zimbabwe in particular?
4. Is there sufficient notice of the district level budget consultation meeting. Are there any ward development priorities that were prioritized in local authority budget implementation?

Thank you very much for your valuable contributions in this research.

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BINDURA UNIVERSITY OF SCIENCE EDUCATION

Date: --------------------------

TO WHOM IT MAY CONCERN

==

RE   :   REQUEST TO UNDER TAKE RESEARCH PROJECT IN YOUR
              ORGANISATION/AREA

This serves to introduce the bearer ------- CHAPAUKA   FAY -----------, Student
Registration Number ---- B190575B ----------- who is a   HBSc Peace and
Governance student at Bindura University of Science Education and is carrying out
a research project in your area.

Your usual cooperation and assistance is therefore being sought.

Yours faithfully

10 FEB 2023

D. Makwerere (Dr)
CHAIRPERSON - PEACE AND GOVERNANCE

MUTARE CITY COUNCIL
HR AND SOCIAL SERVICES
DEPARTMENT

1 3 APR 2023

P.O. BOX 910
MUTARE