

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**  
**FACULTY OF COMMERCE**  
**DEPARTMENT OF SECURITY AND INTELLIGENCE STUDIES**



**EVALUATING CITIZEN'S PERSPECTIVE ON CORRUPTION WITHIN LOCAL  
AUTHORITIES: A CASE STUDY OF MUNICIPALITY OF KARIBA.**

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**DISSERTATION SUBMITTED IN PARTIAL FULLFILMENT OF THE  
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## **DEDICATION**

I dedicate this research study to my parents, Mr S and Mrs W. Patsikadowa together with my young brothers, Panashe and Anotidaishe, Patsikadowa. I also dedicate it to my best friend Noah Nyamupfukudza.

## **ABSTRACT**

The research was concerned with evaluating the citizen's perspective on corruption within local authorities using the Municipality of Kariba as a case study. The purpose of the research was to identify various forms of corruption within local authorities, determine the root causes, outline the effects of corruption and suggest possible ways to combat corruption within local authorities. A descriptive research survey was used making use of both quantitative and qualitative methods of collecting data. Questionnaires and interviews were distributed and conducted to a sample of 128 individuals out of the citizens of Kariba Town, using stratified random and purposive sampling techniques. Data was analyzed using SPSS and summative content analysis. The study found that fraud, bribery, embezzlement, extortion and patronage were the most prevalent forms of corruption within local authorities. Inadequate remuneration and salary backlogs as well as greediness and financial and economic pressures were found to be the causes of corruption within local authorities. The study also highlighted that corruption negatively affect local authorities as a result local authorities suffer from loss of resources, damages organizational reputation, reduced productivity and loss of revenues. The research study recommended that local authorities should increase salaries, make use of surprise audits and drafting codes of conducts to fight against corruption.

## **ACKNOWLEDGEMENT**

“As the mountains surround Jerusalem, so the Lord surrounds His people from hence forth and forever.” **Psalms 125 vs 2.**

I would like to express my appreciation to the Almighty for making this research study a success, for He has made it possible for me to make through. My second gratitude then goes to my supervisor chairman I Mugari for guiding me throughout the research survey. I also express my gratitude to my friends Noah Nyamupfukudza, Tanyaradzwa, Arnold and Nyamanjerere.

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background of the study**

Corruption has always been the enemy of public service delivery in public entities, economic development and social well-being. While everyone is encouraged to fight against corruption, the enemy is never at rest, instead corruption is also fighting back. As a nation, Zimbabwe has not been spared by the scourge of corruption. Underground economic activities exist in all countries and there are two types of underground economic activities which include: those that are illegal such as engaging in the drug trade or the smuggling business and those activities that are legal but are not officially recorded to evade taxes or for some other reason. Corruption gives rise to both these types of activities and contributes directly to the rise of the underground economy. Therefore, underground economic activities become pervasive where corru

ption is widespread. When a large portion of an economy goes underground, official macroeconomic data which mostly cover only the formal sector, become unreliable to assess economic performance or to provide a basis for policy making and analysis.

According to the independent broad-based anti-corruption commission (2022), socially corruption erodes the trust the public have in the public sector to act in the best interests. It also wastes the taxes or rates that have been earmarked for important community projects meaning that the public will have to put up with poor quality services or infrastructure. In any society, there are laws and regulations to serve social objectives and to protect the public interest, such as building codes, environmental controls, traffic laws and prudential banking regulations. Violating these laws for economic gain through corrupt means can cause serious social harm. There are many instances of this throughout the Asia and Pacific region (Myint, 2000).

Corruption has also impacted the service delivery in public entities by undermining the quality and quantity of public services as well as reducing the quantity of public resources available for redistribution purpose, corruption undermines the quality of services. Suppliers can use fraudulent or lower grade inputs in infrastructure projects or essential supplies to increase their profit margin at the expense of intended beneficiaries. Bribery and extortion at the point of delivery can render public services unaffordable for a large segment of the population, effectively depriving the poor of access to key basic services they are entitled (Chene, 2017).

In order to deal with corruption, Zimbabwe has ratified international as well as promulgating relevant statutory instruments to deal with the scourge. On 20 February 2004 Zimbabwe signed the United Nations Convention Against Corruption (UNCAC) and ratified it on the 8<sup>th</sup> of March

2007. Zimbabwe established a framework of legislation for preventing corruption which includes: The Constitution of Zimbabwe Amendment Act No 20, 2013; The Procurement and Disposal of Public Assets Act [Chapter 22:23]; The Money Laundering and Proceeds of Crime Act [Chapter 9:24], as amended; The Public Entities Corporate Governance Act [ Chapter 10:31]; The Anti-corruption Act Commission Act [Chapter9:22]; The Public Finance Management Act [Chapter 22:19]; The Audit Office Act [Chapter22:18]; The Public Service Act [Chapter16:4]; The Civil Matters (Mutual Assistance) Act and Criminal Matters (Mutual Assistance) Act [Chapter 9:6]. Zimbabwe also made institutional arrangements including Zimbabwe Anti-Corruption Commission (ZACC), the Office of the President and Cabinet, the Public Service Commission, the Office of the Auditor General, Corporate Governance Unit, the Procurement Regulatory Authority of Zimbabwe, the Financial Intelligence Unit and the Zimbabwe Republic Police (ZRP).

Despite the seemingly sound regulatory framework for dealing with corruption and the presence of institutions which deal with corruption, the nation of Zimbabwe continues to be characterized by high levels of corruption. Several high profile individuals who include ministers, heads of parastatals and senior managers in local authorities have been brought before the courts on allegations of corruption. For instance, the Minister of Public Service, Labor and Social Services was charged in July 2019 due to the missing pension funds of US\$94 million. It did not end there; former Minister of Health was charged of a US\$60 million contract for covid-19 medical supplies without the knowledge of the Procurement Regulatory Authority of Zimbabwe. To add on, law enforcement agents themselves are committing corruption, especially when they receive bribe to scuttle investigations of corruption cases. The ZACC confirmed the conviction of a provincial public prosecutor and officials working under the Police Commercial Crime Division (PCCD). While corruption has permeated all spheres of the society, local authorities in Zimbabwe have been hard hit by corruption. Almost on a daily basis, media is awash with news on corruption in local authorities. Thus, the study evaluates the extent and impacts of corruption on local authorities, with a particular focus on Kariba Municipality.

## **1.2 Statement of the problem**



Several corruption cases have been reported in various print and online media for instance. The Chronicle (27/03/14) reported that Lupane local board clerk was faced with fraud, theft and forgery charges. Mutare City Council reportedly lost \$30 000 in 2021 due to massive housing fraud which was exposed by internal auditors (Manyati, 2021). Also, the Harare City Council comptroller and auditors general report of 2012 revealed cashiers allegedly stole money after joining hands with IT specialist to generate fake receipts using anonymous computers Sunday Mail (2015).

The Chronicles (11/02/2010) reported that Victoria Falls town treasurer embezzled cash with the assistance of the clerk, the same chronicles also highlighted of a Shurugwi town council chief executive officer who was reported to be on suspension for fraud, as if it was not enough the Chronicle reported that the Shurugwi town councilors were parceling out land to each other. Therefore, in views of the foregoing (facts above) the current researcher aims to identify forms of corruption within local authorities, determine the root cause of corruption, outline the effects of corruption and suggest possible ways to combat corruption in the Municipality of Kariba.

### **1.3 Research objectives**

This study was guided by the following objectives;

- i.** To identify forms of corruption at the Municipality of Kariba (MoK) within local authorities.
- ii.** To determine the root causes of corruption at Municipality of Kariba (MoK) in local Authorities
- .iii.** To outline effects of corruption at the Municipality of Kariba (MoK).
- iv.** To identify ways of combating corruption within government local authorities in country wide.

### **1.4 Research questions**

The study was guided by the research questions.

- i.** Which type of corruption is affecting Municipality of Kariba (Mok)?

- ii. What are the causes of corruption at Municipality of Kariba and other local authorities?
- iii. How has corruption affected the Municipality of Kariba (MoK)?
- iv. What can be done to combat corruption at the Municipality of Kariba and other local authorities worldwide?

### **1.5 Significance of the study**

The research will be of benefit to various stakeholders including the University, Municipality of Kariba and student.

#### **To the Municipality of Kariba**

The study will be beneficial to the Municipality of Kariba by bringing about the precautionary and preventive measures to avoid inconveniences caused by corruption.

#### **To the University**

The study will be carried out in partial fulfillment of the Bachelor of Commerce Honors Degree in Financial Intelligence. It is also the hope of the researcher that this study brings out information that can be valuable to other students.

#### **To the researcher**

The research will give the researcher the sense of achievement, will also acquire deeper understanding on corruption within local government authorities in Zimbabwe.

### **1.6 Assumptions**

- Corruption is negatively impacting on service delivery in local authorities.
- Local authorities are easily targeted by corruption.
- Few or no local authorities' employees are free from corruption.

### **1.7 Scope of the study**

Although the research had the potential to be carried across the whole district. The researcher carried the study in the town of Kariba excluding the rural area. This is so because the researcher was not able to travel to the rural area due to transport scarcity and costs. The researcher worked with residents from Nyamhunga, Mahombekombe and Heights locations for these being the only location in Kariba town. The review period was 2021 – 2022. The focus was on evaluating the citizen’s perspectives on corruption within local authorities.

### **1.8 Limitations**

As every research is bound to face challenges, this study had a share of limitations. The reluctance and resistance of some participants to provide data resulted as the main challenge in the research study. This was due to respondents frightening that the information they had provided might lead to negative impacts if published. In order to tackle the challenge, the researcher guaranteed confidentiality to respondents and that the information could be provided anonymously. Respondents had different perspectives from that of the researcher, however the researcher informed that the research was basically for academic purposes only such that the responses given were accurate and reliable. Also some respondents wanted to be shown the recommendation letter from the research institution before providing the responses to the researcher. Therefore, the researcher requested for an application form to seek permission to carry out the research from the research institution.

### **1.9 Organization of the study**

The chapter provided general introduction of the entire study which was built up of the background of the study, statement of the problem, research objectives, research questions, significance of the study, assumptions, delimitations and limitations. The following chapter which is known as chapter two provided literature review, the chapter gave relative literature on corruption within local authorities. Chapter three, research methodology focused on research design, population and sample under study together with sampling procedures, instruments and methods used by the by the researcher to collect data. The forth chapter dwelled on the presentation, analysis process of

the data as well as the discussion. Lastly, chapter five summarizes the research objectives and outlined conclusions and recommendations.

### **1.11 Summary**

The main thrust of this research is to assess the degree of combating corruption within local authorities. The chapter outlined the background of the study, statement of the problem, research objectives. The research questions, assumptions, significance of the study, delimitations, limitations, organization of the study as well as the definition of terms were also part of this chapter. This will lead us to chapter two which is the literature review.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

As defined by (Arlene, 2014) a literature review is a survey of books, scholarly articles and other sources that are relevant to the area of study. The purpose of this chapter includes describing the relationship of this work to other studies carried out so far on similar topics. Therefore, this chapter will outline the relationship between scholars and this research on corruption within local authorities. The very important purpose being to locate the current study within existing literature context (Ridley 2012). Another purpose of the chapter is to acknowledge studies done by others on the topic of corruption in Urban Councils. This shall enable the current researcher to establish a gap of information that needs to be filled as well as to point out opportunities for further studies.

## **2.1 Conceptual Framework**

### **2.1.1 Definition of Corruption**

Corruption is the misuse of entrusted power for private gain (TI, 2010). The World Bank (1997) defined corruption as the abuse of public office for private gains when officials accept, solicits or extort bribes. To centralize the definition, corruption is the abuse of public authority for private profit. However, due to the widened scope of corruption, there has been an enlarged definition to cover abuse of all offices of trust for individual profits (Doig and Theobald 1993) and (Rose-Ackerman 1997).

The United Nations Development Programs (2000) defines corruption as accepting money for doing something that one is entitled to do or unentitled to do. Akcay (2016) argues that there can be abuse of officias' positions for personal gains even if bribe did not take part but through patronage and nepotism. *Zambian Anti- Corruption Act (1996:22-26)* states that corruption is “The soliciting, accepting, obtaining, giving, promising or offering of a gratification by ways of bribe or other personal temptations or inducement or the misuse or abuse of a public office for private advantages or benefits”.

The *Zimbabwe Anti-Corruption Act (2004)* does not give a clear definition of corruption instead states offences related to corruption as per the provision of the Criminal Law (Codification and

Reform) Act 2004. The offenses include accepting bribes, false documents use, concealment, deceitful, abuse of power, fraud and forgery.

The Act also presents ten other offences which the Commission can investigate on. The offences are money laundering, the sale or disposal of outside Zimbabwe, of any controlled product, unlawful possession of precious metals and stones, drug dealing, offences in line with bank notes and Exchange Control Act, motor vehicle theft, stock theft and government documents forgery or theft. However, the Zimbabwean Anti-Corruption Act does not include much other variations of corrupt acts to be prosecuted in the court of law, for instance nepotism, favoritism, graft, insider-trading, embezzlement, ghosting and bid-rigging.

## **2.1.2 Forms of Corruption**

### **2.1.2.1 Nepotism**

According to Business Corruption Vocabulary (2014), nepotism refers to the preferential treatment given to a member of an official's family. Nepotism is not illegal, but due to its unethical and irregular nature it is regarded as an act of corruption. The result of nepotism is the exodus of good, qualified public servants, because their chances of promotion are hampered as they are not connected to officials nor are they relatives. Nepotism creates a lot of linkages among people and ensures success in corrupt activities. Nepotism is also the according of preferential treatment that discriminates against those who may qualify to gain from a transaction or decision by an official. It is undoubtedly a virus that corrodes public enterprises structures today. Nepotism, however, decreases the quality of service rendered by public enterprises (Bauer & Van Wyk 1999).

### **2.1.2.2 Ghosting**

Ghosting refers to the payment for services never rendered and goods never supplied, but for which receipts and invoices issued, Business Corruption Vocabulary (2014). The case also includes to ghost employees where the person either does not exist or has left the job but still receiving salary. This is common in government institutions, and salary offering departments. Hawley (2015),

supported the definition given by the Business Corruption Vocabulary by explaining that, a government worker dies and remains on the payroll, payments keeps coming and someone finds a way to access the cash. The payment agent simply takes the money perhaps by forging the signature.

### **2.1.2.3 Patronage**

Patronage refers to a system whereby government positions are given to individuals as a reward for party political support (Grobber,2002). This entails the employment of relatives and friends on non-merit basis or on political affiliation that obviously impacts negatively on the performance of public enterprises (Bauer & Van Wyk 1999:56). Patronage results in the appointment of non-qualified administrators which leads to poor quality of service being rendered. Political players benefit in terms of power and job security, while non-political players receive lucrative contracts or salaries in return for their continued support for a particular political party.

### **2.1.2.4 Embezzlement**

Business corruption vocabulary (2014) defines embezzlement as the fraudulent appropriation of money or property by a person entrusted to steward the assets. According to legal dictionary (2014) embezzlement involves the fraudulent taking of property by someone to whom it is entrusted. more often, embezzlement is associated with the misappropriations of funds. Embezzlement can occur regardless of whether the offender keeps the personal property or passes it on to the third party. Kovacic (2013), went on to state that employees can transfer funds between customer accounts registered under false names. Kuvirimirwa (2013), reviewed a good case of embezzlement where former Chitungwiza town clerk swindled the council of over US\$80 000 which he used to buy a house in Chisipiti in 2012. Also this type of corruption is common in law firms which run unit trust. Housing cooperatives are not spared of embezzlement and bogus micro finance institutions have ceased to operate due to abuse of public funds.

### **2.1.2.5 Extortion**

According to BCV (2014) extortion refers to the illegitimate use of position or office to acquire money through coercion or threats. This form of corruption is also present in law enforcing organizations and customs officials; one might request undue 'customs duties' from importers as a

condition to clear their goods. Legal Dictionary (2014), refers extortion to the obtaining of property from another induced by wrongful use of actual or threatened force, fear or violence, or under colour of official right. This kind of corruption is almost the same with blackmailing which is extortion by a private person and is closely related to robbery and false pretenses. However, robbery is a bit different from extortion in that the property is taken against the will and without the consent of the victim, unlike extortion, where the victim consents, although unwillingly, to surrender money or property, LD (2014). In the case of false pretenses, the property is obtained by a lie rather than a threat.

#### **2.1.2.6 Kickback**

BCV (2014), describes kickback as a bribe to obtain an undue advantage, where a portion of the undue advantage is 'kicked back' to the person who gave or is supposed to give the undue advantage. Kickback is a pure corrupt practice and can occur in connection with a public procurement process when an organization pays a procurement officer to illegitimately award the contract in return for a fee. A kickback is an official's share of misappropriated funds allocated from his or her organization involved in corrupt bidding (Tizor 2009). Another example of a kick back corruption includes a judge receiving a portion of the profits that a business makes in exchange for his judicial decisions.

#### **2.1.2.7 Graft**

Graft, as one variation of corruption in public enterprises, is the misappropriation of public resources, properties and opportunities for personal enrichment (Bauer & Van Wyk 1999:56). Graft is a specific type of corruption whereby an official uses his public stature to gain illegal benefit. For instance, a senator who sits on the Zimbabwe senate cannot use his knowledge of military contracts to buy stock in a defense contractor's company. His position gives him unfair advantages over other investors. It is similar to the notion of insider trading in business. A strong example is that of the former Illinois governor in the U.S, who was accused of soliciting cash from suitors in exchange for appointment to an empty senate seat that he controlled (Angevine,2018)

#### **2.1.2.8 Favoritism**



Favoritism is a mechanism of power abuse implying “privatization” and a highly biased distribution of state resources, no matter how these resources have been accumulated in the first place. Favoritism is the natural human proclivity to favor friends, family and anybody close and trusted. Favoritism is related to corruption insofar as it implies a corrupted (undemocratic, “privatized”) distribution of resources, whereas corruption strictly defined is about the accumulation of resources. In the political sphere, favoritism is the penchant of state officials and politicians, who have access to state resources and the power to decide upon the distribution of these, to give preferential treatment to certain people (Amundsen, 2000).

#### **2.1.2.9 Bribery**

As illustrated by Masri (2006) bribery is a monetary payment that is given or taken in a relationship to influence, speed up or change matters through bureaucratic systems. As supported by Cornwell University law school (2011), bribery is a corrupt solicitation, acceptance or transfer of value in exchange for official action. Bribes can be paid before or after the deed and are usually paid to the public officials. The strength of government and political institutions determine the bribery levels. Bribery exist in active and passive forms. Active bribery is the offense committed by person giving or promising it and passive bribery refers to the offense committed by the one receiving the bribery. According to Sithole (2013), some Gweru city council employees were being bribed for illegal water reconnections. Also there exist a mentioned case by Mukanza (2013), where the former mayor of Chitungwiza was charged for receiving US\$ 1000 from a party supporter.

#### **2.1.2.10 Bid-rigging**

Bid rigging is an illegal practice in which competing parties collude to determine the winner of a bidding process. Bid is also a form of anticompetitive collusion and is an act of market manipulation when bidders coordinate. It also undermines the bidding process and can result in a rigged price that is higher than what have resulted from free market competitive bidding. Bid rigging is harmful to consumers as well as taxpayers due to them being forced to bear the cost of higher prices and procurement costs (Kenton, 2021). As supported by Vogel, Slade and Goldstein (2022), contractors can also defraud the government by secretly colluding with other contractors to fix prices among the various bidders on contracts or by dividing territories or limiting

competition among contractors thereby preventing the government from obtaining competitive prices.

#### **2.1.2.11 Black mailing**

Blackmailing is the process of threatening to reveal potentially damaging or crucial information about a person to the public, a family member, or associates unless a demand made upon the victim is met (BCV, 2014). That information will usually be of a socially damaging nature, embarrassing and/or criminally incriminating nature. Blackmail is only different with extortion in that extortion involves an underlying, independent criminal act, while blackmail does not. This corruption form is common in law enforcement agencies which include; the police, intelligence department and anticorruption bodies. The media is also involved in this type of corruption; they demand money or other benefits at the expense of publishing private issues pertaining individuals.

#### **2.1.2.12 Collusion**

Collusion refers to a secretive agreement taking place between two or more individuals in an effort to limit open competition through misleading, deceiving or defrauding others of their legal rights. Collusion also refers to the act of obtaining an objective forbidden by law typically by defrauding or gaining an unfair advantage, BCV (2014). As explained by OECD (2010), collusion involves a horizontal relationship between bidders in a public procurement who conspire to remove the element of competition from the process. Bid rigging is the typical mechanism of collusion in public contracts: the bidders determine between themselves who should “win” the tender, and then arrange their bids for example, by bid rotation, complementary bidding or cover pricing in such a way as to ensure that the designated bidder is selected by the purportedly competitive process. In most legal systems bid rigging is a hard core cartel offence and is accordingly prohibited by the competition law, in many countries bid rigging is also a criminal offence.

## **2.2 Theoretical Perspectives on Corruption**

### **2.2.1 The fraud theory**

The fraud theory was propounded by Donald Cressey, (1919-1987). According to Cressey cited in Tibetts (2012), most people who commit corruption against their employers are not career criminals. They are trusted employees with no criminal records and they do not consider themselves as law breakers. There are three essential elements present in the fraud theory which are pressure, opportunity and rationalization. Corruption is committed by a trusted employee who has a non-sharable financial need which the employee failed to solve by legitimate methods, so the employee engages in illegitimate ways of solving the financial problem. The public official might have financial pressure, due to insufficient salaries to cover their needs and wants. This can be resulting from liquidity crisis and inflation associated with the increasing exchange rates of United States Dollar to the Zimbabwean bond dollar, the Eco cash which saw high percentages being charged upon cash withdrawals as well as the daily price increases. Inability to pay bills, drug addiction, gambling as well as desire for societal status assets such as bigger house and latest cars can also be sources of pressure which leads to corruption.

To add on, another necessary factor in the fraudulent activity as illustrated by the fraud theory is an opportunity. Cressey as cited in Lilly (2015) states that opportunities are the circumstances which allow an employee to carry out the fraudulent activities. The public official abuses the position of trust as a way of solving his [or her] own financial needs. This is easy to retail sector employees since public entities are known to be slow on processing things so one can pay an official for faster processing. Poor internal control systems give rise to the opportunity of committing corruption for instance, there is little supervision in public entities as well as lack of segregation of duties which is a single task being carried out from its beginning to its conclusion by only one person. Rationalization as the third factor of the fraud theory, is a state of mind that allows employees to intentionally commit corruption and justify their dishonest actions (Gwanyanya, 2017). For instance, they can say “the employer owes me an increase so I have to take the money or I was unpaid for some time that is why I have to take the money for personal use and pay it back when I get paid.”

### **2.2.2 The rational choice theory**

Rational choice theory refers to a framework for properly molding and understanding both economic and social aspects of human behavior (Allingham, 2006). Rational choice theory

involves using cost-effective methods to attain a goal without analyzing the value of the goal (Blickle, 2006). In relation to crime this theory assumes that criminals make rational decisions to commit a crime by reviewing all possibilities and outcomes and the choice taken will be based on the benefits these crime offenders seek to find from committing crime (Blickle, 2006).

However, crime offenders consider the chances of imprisonment and consciously decide to commit the intended crime (Chipuriro, 2017). People who commit corruption consider all the chances and choose to siphon from their areas of occupation at intervals. Rational choice theory has some links to the actions, assumptions and preferences of an individual. The basic idea behind the theory was that behavioral patterns in a society indicates the decision made by people as they attempt to optimize benefits and reduces costs. In other words, corruption offenders make choices on how they should commit corruption by measuring benefits against the cost of their action (Archer and Tritter, 2000).

### **2.2.3 Social Learning Theory**

Social learning theory outlines that the peer associations, attitudes, reinforcement and modelling are in general forecasters of delinquency and crime. The theory was an extension of Sutherland's Differential Association theory to explain acts that violate social norms (Akers,1998). Social learning theory assumes that the same learning process can yield both conforming and deviant behaviors. The four variables functions to instigate and strengthen attitudes towards social behavior are differential association, reinforcement, definitions and modelling. In this theory the influence of those which one associates with frequently was the central variable. According to Akers (2000), people develop desirable and non-desirable definitions to deviance in accordance with their associates. If the working environment was dominated by corrupted seniors and employees, it was possible for the uncorrupted subordinates to engage in corruption since the peers offer models of behavior to follow.

### **2.4 Empirical Literature**

Binions (2018), conducted a study of corruption using the institutional analysis and development framework with an application to the bidding phase of infrastructure procurement. Binions

analyzed corruption at organizational level. The Institutional Analysis and Development framework was used to identify the main components of corruption. The analysis makes a distinction between the corrupt acts and the underlying activities that are affected by corruption. In his findings Binions (2018) observed that multiple officials from various organizations may be bribed in exchange for a favorable decision and corruption reduction requires a review of the processes in multiple organizations, including political institutions, and should not be limited to the organization directly responsible for overseeing the bidding for projects.

Andvig and Fjeldstad (2000), conducted a study through Norwegian Agency for Development Cooperation (NORAD). The main objective was to present a research that is relevant for foreign aid policies to developing countries. The report concluded that even though the distinction between the public and private domains may exist in formal and legal terms, it may not function in daily politics because of certain contradictory cultural norms. Andvig and Fjeldstad (2000), also observed that corruption is an ambiguous phenomenon often causing diverse, ambivalent and contradictory understanding among scholars, policymakers, and practitioners. Therefore, given such ambiguousness, what is corrupt and what is not can only be understood when seen as part of wider social and cultural contexts.

Menocal et al (2015) in their evidence paper addressed the questions: “What are the conditions that facilitate corruption, what are its costs and what are the most effective ways to combat it.? On methodology the researchers made use of research parameters which were inclusion and exclusion criteria including type of study, for example, academic case studies, both small and large impact evaluations, conceptual frameworks, policy documents; study design; variations in effect on governance dynamics, costs borne by different groups and organizations and anticorruption initiatives. Also search strings were consistently tested and refined. Specific search strings focused on gender were created separately by the Evidence Paper 2015 researchers and they identified relevant websites and publications. The evidence base reports a consistent, negative, relationship between corruption and confidence in public institution and the state. The Evidence Paper also noted that corruption mainly bribery, provide reliable estimates of leakage of public funds (graft) and credibly assess some of the costs of corruption. Also patronage and grand corruption continue to elude precise measurement.

Hall (2012), in his research ‘corruption and public services’, noted that fragmenting, minimizing and under-funding the public sector was part of the problem of corruption in service delivery. Hall (2012) also observed that exposing corruption requires extra powers and autonomy for public audit bodies, strong freedom of information legislation to empower civil society organizations, and concerted campaigns for democratic financial decision-making, transparency and accountability. Another finding of David Hall was that it was privatization, and the uncritical support for it by donors and development banks, which systematically creates unnecessary opportunities and incentives for corruption and policy capture.

Dube (2011), on his study ‘Systemic Corruption in Public Enterprises’, he used two approaches which are descriptive and explanatory approach. The descriptive approach was used to aim at giving an accurate profile of the research subjects, describing a process, mechanism or relationship that influence the operation of public enterprises including their behavior as far as their conduct was concerned, giving a narrative picture of the effect of systemic corruption in public enterprise. The explanatory approach was used in explaining why systemic corruption was common in public enterprises. poor salaries of public officials, patronage appointments on senior level management positions, doubtful governance (poor corporate governance) systems and a declining economy. Dube’s study shows that poor leadership, weak corporate governance, greed and the lack of political will were also highlighted to have contributed immensely to the increase in corrupt activities in public entities. The study also revealed that the high level of secrecy with which public activities were being conducted resulted in corrupt activities. They also indicated that questionable principles of governance prevailing in public enterprises, for example, the lack of transparency, discipline, accountability, fairness, responsibility, equity and excessive power by public officials and weak legal system were also indicated to be corruption drivers (Dube, 2011). The study further revealed that the lack of competence skills in combating corruption and corporate governance helped in destroying the once vibrant and strong government owned enterprises to the detriment of the general public. It was also indicated that systemic corruption had negatively impacted on state public enterprise development which in turn slowed down investment and service delivery. The findings of this study also included that corruption creates problems such as administrative

in-efficiency and parasitism, a social atmosphere of tension, dishonesty in public enterprises Dube (2011).

Another study was conducted by Raanan et al (2021), on “Public-Sector Honesty and Corruption” presented a theoretical model of honest behavior in the public sector and its relationship with corruption. The model was empirically tested by utilizing and extending a unique data set of honest behavior of public- and private-sector workers across 40 countries, gathered in a field experiment conducted by Cohn et al. ( $N = 17,303$ ). The authors observed that public-sector honesty was determined by country-level societal culture and public-sector culture and public-sector honesty predicts corruption levels.

Ratmono et el (2021), conducted a study on “the problem of corruption in government organizations: Empirical evidence from Indonesia”. The population of the study was all local governments (districts/municipalities) on the island of Java, with a sum of 113 organizations. The authors of the study used the census method so that members of the population were used as samples. For statistical testing the authors used Partial Least Squares-Structural Equation Modeling (PLS-SEM). The results of PLS-SEM showed that fiscal decentralization has a positive effect on the level of corruption. The higher the fiscal decentralization, the higher the level of corruption and the lower the fiscal decentralization, the lower the level of corruption that occurs. The study also indicated that the weak internal control system has a positive effect on the level of corruption and internal control weaknesses indicate weak monitoring and provide a greater opportunity for fraud to take place.

Fjeldstad (2003), The author analyzed the impact of Revenue Authority (RA) establishment on corruption. He states that tax revenues collected by the new Revenue Authority increased significantly within the first three years after the organizational restructuring. Subsequently, however, tax revenues faced a decline and corruption rose. Fjeldstad concluded that salary was one of several factors affecting the behavior of revenue officers. However, he noted that in an environment associated with demand for corrupt services and a low accountability, a wage increase might be regarded as an extra bonus on top of bribes. Thus, higher salaries might be a short-term

solution it should be only one component of a reform program in order to reduce incentives for corruption.

Hors (2001), conducted a study, entitled “Fighting Corruption in Customs Administration: What Can We Learn From Recent Experience?”. The paper researched the nature of corruption in customs, suggests practical steps to reduce it and provides an analysis of program failures and successes. His findings are based on three case studies of countries which have conducted reforms. The author’s view on the drivers of corruption were similar to Klitgaard (1998): lack of efficient control, discretionary power and the possibility to work within a network. Thus a new strategy should target all three elements. She argues that depending on the type and level of corruption, a different set of measures was needed to achieve positive results and any anti-corruption strategy should fit the economic and political profile of the corruption problem.

Anderson and Gray (2007), “Policies and Corruption Outcomes”, the authors analyzed corruption in several Eastern European countries in 2002-2005. The authors asserted that during this period custom related bribery decreased in many countries due to systematic efforts to combat corruption that included the revision of legislation, implementing risk analysis, random audit, and stronger enforcement and sanctions mechanisms. Drawing from a project on trade and transport facilitation in Southeast Europe led by the US, the World Bank, the EU and eight participating governments, the authors also note a positive impact of international cooperation for streamlining procedures in these countries which they assert led to improve efficiency and lower corruption.

‘An Empirical Investigation of the Nature of Corruption in Zimbabwe by Bonga (2014). Bonga (2014) seeks to empirically investigate the nature of corruption in Zimbabwe. The researcher used a questionnaire approach to explore various dimensions of existing corruption and its impact on the society. In his findings corruption networks have been confirmed to exist in society and commonly emanates from school and work; this was in line with the Social Learning theory. The study found the Anti-Corruption body to be ineffective to address corruption issues, and it was not autonomous from politics, and therefore concentrate on petty corruption rather than grand corruption. Determinants of corruption include poor remuneration, income inequality, job



insecurity, greediness and economic instability. The best ways to harness corruption is to improve the political will, individual solutions and law enforcement (Bonga, 2014).

## **2.5 Summary of Previous Studies and Research Gaps**

Dube (2015), conducted a study sought to investigate the impact of systemic corruption in public enterprises in the Harare metropolitan area in Zimbabwe. The research study used a case and explanatory research designs as its major research approaches. Dube conducted his study within the organizations which he had selected. However, corruption does not only affect organization but the community as well. In his study Dube (2015), mainly investigated the impacts of systemic corruption, however, public entities are also affected by the petty corruption hence, the current researcher made an observation on the impacts of corruption (in general) within local entities. Binions (2018), conducted a study of corruption using the institutional analysis and development framework with an application to the bidding phase of infrastructure procurement, yet corruption does not only affect the bidding phase of procurement.

Ratmono et al (2021), conducted a study on “the problem of corruption in government organizations: Empirical evidence from Indonesia”. The population of the study was all local governments (districts/municipalities) on the island of Java, with a sum of 113 organizations. The current researcher studied corruption within Kariba, Zimbabwe, the population of the study were the citizens of Kariba Town. Anderson and Gray (2007), also conducted a study on “Policies and Corruption Outcomes”, the authors analyzed corruption in several Eastern European countries in 2002-2005. The researcher of the current study intended to conduct this research in Zimbabwe to cover the gap of the previous study since it was conducted in Eastern European countries and giving recent corruption outcomes within public organizations. The current research was conducted after the implementation of several policies against corruption but from the findings of the research corruption was still the same within local authorities.

Bonga (2014) seeks to empirically investigate the nature of corruption in Zimbabwe. The researcher used a questionnaire approach to explore various dimensions of existing corruption and its impact on the society. However, the current researcher used a case study of Municipality of

Kariba, an interview and questionnaire approach was used to explore the various views of the citizens on corruption within local authorities.

## **2.6 Summary**

The chapter was on the several different definitions of corruption, different forms of corruption as well as the theoretical perspectives on corruption. The literature review chapter also outlined the empirical review of the study and the research gaps which were left out by other authors and researchers but covered in this research study.

# **CHAPTER THREE**

## **REASERCH METHODOLOGY**

### **3.0 Introduction**

This chapter seeks to review the procedures and methods that were adopted by the researcher to gather, analyze and present data on how the research was carried out. It is the procedure used to collect information and data for the purpose of making decisions. Target population description from which data was collected was done and highlighted the characteristics of the population. This chapter will further describe various methods that the researcher used to present gathered data in order to make findings clear and the analysis of the presented data and its interpretation.

### **3.1 Research design**

Research design refers to the arrangements to solve a research problem. It is the master plan to specify methods and procedures for the collection and analysis of the information needed (Zikmund 2000). There are 2 main purposes of a research design which includes answer provision to research questions and variance control. The researcher will use descriptive survey research design in order to conduct the study.

### **3.1.1 Description survey research design**

As defined by Thakur (2009) descriptive research is a research design aiming to gain accurate description of institutional, events as well as the community involving less bias information and maximum reliability. Descriptive research also involves data gathering that gave description of events and data collection. It was preferable because it uses optical aids such as graphs and charts to support the researcher in understanding data distribution. However, this research type required good analysis skills and well detailed data collection report. Descriptive research was used in the study using quantitative and qualitative research methods.

Qualitative research is the description of phenomena in words by observing behavior interactions and other environmental factors. It gave the researcher an ability to engage in the field of respondents giving permission to hidden values. As stated by Lacke et al (2010) qualitative research work with words rather than figures thus producing more data on a study through interviews and questionnaires use. Quantitative research gave description of phenomena by quantifying and involving the use of any method that resulted in quantifying information as well as questionnaires and interview. Locke et al (2010) gives a supporting statement, stating that quantitative research is defined by figures.

### **3.2 Study population**

Kariba is a resort town in Mashonaland West province, located close to the Kariba Dam at the north eastern end of lake Kariba near the Zambian border. According to 2012 census, the town had a population of 26 451 with a growth rate of 2.5% per annum. Kariba is in natural region 5 and located in the Zambezi Valley and it has four residential areas which are Nyamhunga, Mahombekombe, Heights and Baobab ridge with nine administrative wards.

### **3.3 Sample size**

Thakur (2009) articulates that sample size is a sub-part portion of the total population and Kariba town consist of four residential areas but, it may not be possible for the researcher to study the whole population because of time, costs and also considering the fact that the population was large. The population at study was 170 residents and the researcher targeted 40 personnel per each

residential area in order to cut costs in required basics. The target population was considered the best representation of the whole Kariba town residents and reflect a true and fair view of Kariba town residents' perspective. Therefore, a total sample of 170 was selected in which 160 respondents were for questionnaires and 10 respondents were for interviews.

### **3.4 Sampling procedures and techniques**

The researcher made use of both stratified random and purposive/ judgmental sampling techniques for rationalizing the collection of information.

#### **3.4.1 Stratified random sampling**

The population was divided into strata and random samples which were divided according to the area of residence. This was the arrangements of conditions in the way that every unit of the whole population will have equal chances of being selected (Reddy, 1994). This sampling method was mainly used when there were similar population members. The researcher divided the study population into segments according to the area of residence. As Kariba Town has four residential areas which include: Nyamhunga; Mahombekombe; Baobab Ridge and Heights, 40 questionnaires were distributed to each of the four residential areas to come up with 160 respondents.

#### **3.4.2 Judgmental or purposive sampling**

Purposive sampling technique involves the intentional selection of certain items from the universe to constitute a sample that represents the entire universe (Kothari 2002). Purposive sampling allows for the researcher to use own judgement in selecting cases that best enables her to answer the research questions and to meeting objectives. One can base his or her strategy for selecting cases for a purposive sample depending on research questions and objectives (Patton 2002). Since the researcher wanted to secure data from Kariba Town residents, she selected 10 key respondents from a total sample of 170 respondents. Personal in-depth interviews were conducted by the researcher on four community leaders, three pressure groups representatives and three representatives from Non-Governmental Organizations. Purposive sampling was used on this researcher so as to complement the stratified random sampling method. Since the researcher

wanted to come up with a conclusion of the best information needed to achieve objectives of the survey she used purposive sampling.

### **3.5 Research instruments**

A research instrument is the name given to tools that can be used to collect information from participants, observations and documents under study (Smith, 1975). The researcher used instruments including document analysis, interviews and questionnaires.

**3.5.1 Interview guide** Interview research instrument is a method involving the interviewer to do a face to face questioning with the interviewee. The questions asked by the researcher were both structured and semi structured questions. They were perfected through a pilot study to prune them from ambiguity.

#### **Advantages of interview guide**

Interviews provided detailed information needed to explore the nature of the problem under study as they allowed respondents to mention their opinions and other information pertaining corruption within local authorities. Interviewing respondents was a useful way of collecting qualitative data because the technique reflected and allowed respondents to report on themselves, their views, their beliefs, practices, interactions, and concerns. This also allowed room for supplementary information to be given to the researcher by respondents and questions were restructured depending on the responses that were being provided.

Interviews facilitated open discussions in situations where the need to clarify some terms that were arising, so as to enhance further understanding of concepts that were brought during the process. It was a flexible and adaptable method of data collection since the interviewer was able to twist questions in order to get more information from the interviewees at the council. No question was omitted during the interview process since every question was written down.

#### **Disadvantages of interview guide**

Interviews consumed time and some interviewees were not participating accordingly. However, to overcome the disadvantages of interviews, the researcher minimized the time schedule of the interview. Also due to in depth interview, some respondents felt a little bit uneasy and intimidated thus, leading to a prejudiced collection of data. To overcome this, the researcher assumed a friendly posture and expression thus helping the respondents to feel at ease. Some interviews had limited time therefore, the researcher had the disadvantages of waiting for appointments

### **3.5.2 Questionnaires**

Questionnaires are the common tools widely adopted method of collecting primary data (Leedy and Ormrod, 2005). Questionnaires were distributed to the Kariba Town residents. The researcher distributed questionnaires to participants and the questionnaires guided respondents in giving responses regarding effects and causes of corruption in local authorities. The questions in the questionnaires were closed questions in order to avoid unnecessary and meaningless responses.

#### **Advantages of a questionnaire**

Respondents gave their own answers without the influence of the researcher thus eliminating interviewer bias. The questionnaire provided standardized responses which were simple to quantify and due to cost effective, questionnaires were made available to large number of participants. They also allowed anonymity thus the respondents responded genuinely without fear as their names remained unmentioned and confidential because the questionnaire does not provide anyone's name. another advantage provide by questionnaire was that closed ended questions facilitated easy data analysis and presentation of information.

It also gave respondents time to deliberate on their responses carefully without any interference since the researcher just left the respondents to fill in the questionnaire and collect them when they were done.

#### **Disadvantages of a questionnaires**

The questionnaires did not allow the researcher to ask follow-up questions or probe on a particular answer that was partially stated or vague, as the respondents were anonymous. There was no way to tell how much truthful a responded was being because any respondent could have written

anything which might distort the information that the research aimed at gaining. Another disadvantage faced by the researcher was that some respondents could not understand the terms on the questionnaire. To overcome the limitations of using a questionnaire, the researcher assisted the respondents in understanding specific terms on the questionnaire. The researcher also used interviews to gather data which was not provided by the questionnaire.

### **3.6 Reliability and validity**

Reliability refers to the degree of consistency and accuracy with which an instrument measures a variable (Kothari, 2004). A reliable instrument should be precise and stable in presenting results. The questionnaires gave the respondent time to interpret the questions thereby resulting in valid and thoroughly thought answers. Reliability means the degree of consistency and accuracy with which an instrument measures a variable (Kothari, 2004). Validity was a degree to which results obtained from the analysis of the data actually represent the phenomenon under study (Mugenda and Mugenda, 2003). To ensure validity questionnaires were subjected to scrutiny by the researcher's supervisor and also the researcher discussed the questionnaires with fellow researchers. A pilot test was also conducted by the researcher where she distributed 15 questionnaires. After the pilot test the researcher made an effort to amend some of the questions which proved difficult to understand or were ambiguous.

### **3.7 Data collection procedures**

According to Wegner (2001), data collection methods for statistical analysis include direct observation, interview method, questionnaire method and experimentation. The researcher distributed the questionnaires in person, during the distribution the researcher made clarifications on the importance of the research project results and explained how respondents were expected to complete the questionnaires.

The questionnaires were collected on the same day after the researcher has waited for reasonable time to collect the completed questionnaires. Prior to interview the researcher made appointments with community leaders and representatives from pressure groups and NGOs via telephone and e-mails. Data from personal interviews was recorded in the phone and main points were written down.

### **3.8 Data presentation and analysis**

Data collected was analyzed using both qualitative and quantitative methods in order to come up with an informative project. SPSS and summative analysis were used to analyze the data collected. The data collected was presented in form of graphs, pie charts and tables. The researcher thoroughly checked the interview and questionnaires responses for completeness. Conclusions were taken from the presented information and recommendations were generated from the findings.

Qualitative data was interpreted and analyzed via summative content analysis. The data obtained was used to deduce conclusion through those answers from open ended questions from which data which was not standardized was collected, which required a conceptualization approach to be used in classifying and analyzing data.

### **3.9 Ethical considerations**

Hussey and Hussey (2007) listed out the ethics of research which include informed consent, confidentiality, protection of privacy, protection against harm and protection against identity. Therefore, the researcher also considered the ethical aspect during the research study to ensure confidentiality of the data that was collected, the names and details of the respondents were not required at any point of the study. Also during the survey respondents were encouraged to participate according to their own free will. The researcher designed a consent form that outlined survey purpose and attached it at the back of questionnaire to ensure that the respondents do not think otherwise. However, corruption was a sensitive topic and during interviews, interviewees were at some point afraid of selling out information. The researcher, therefore, made it clear to the respondents that, the research at study was only for academic purposes.

### **3.10 Chapter summary**

Chapter three focused on the research design, research instruments and data collection procedures that were used by the researcher. The data presentation and analysis procedures were also highlighted in this chapter. The following chapter will then look at data presentation, analysis and interpretation.



## **CHAPTER FOUR**

### **DATA PRESENTATION, ANALYSIS AND INTERPRETATION**

#### **4.0 Introduction**

This chapter seeks to present, analyze data and also discussion of the findings. The data gathered was interpreted to give meaning. The reason behind the collection of data was to evaluate the citizen's perspectives on corruption in local authorities, the case at study being the Municipality of Kariba. The researcher made use of the descriptive explanations as well tables and graphs in the presentation and analysis of the data gathered, the observations presented were based on information gathered from the society of Kariba town through the use of questionnaires and interviews.

#### **4.1 Response rate on questionnaire distributed**

**Table 4.1 Response rate**

<b>Residential area of respondents</b>	<b>Distributed</b>	<b>Returned</b>	<b>Response rate %</b>
--	--------------------	-----------------	------------------------

Nyamhunga	40	37	93
Heights	40	26	65
Mahombekombe	40	34	85
Baobab ridge	40	31	78
Total	160	128	80

**Source: Primary**

Table 4.1 represents the response rate of the questionnaires which were distributed to the residential area in Kariba Town. A total of 160 questionnaires were distributed and 128 of the questionnaires were returned by the respondents. This translates to 80% response rate. All the returned questionnaires were completely filled by the respondents. The high response rate was a result of very close follow ups by the researcher.

**4.2 Demographic Characteristics**

**Table 4.2 Respondents’ profile distribution**

**N = 128**

<b>Variable</b>	<b>Variable description</b>	<b>Frequency</b>	<b>Percentage</b>
Gender of respondents	Male	50	39%
	Female	78	61%
	<b>Total</b>	<b>128</b>	<b>100%</b>
Respondent’s age ranges	Below 25yrs	19	15%
	25 – 35yrs	32	25%
	36 – 45yrs	56	44%
	Above 45	21	16%
	<b>Total</b>	<b>128</b>	<b>100%</b>
Respondents’ educational profile	Post graduate degree	11	9%
	Degree	38	30%
	Diploma	21	16%
	Other	58	45%

	<b>Total</b>	<b>128</b>	<b>100</b>
Respondents' employment status	Not employed	27	21%
	Self employed	29	23%
	Formally employed	72	56%
	<b>Total</b>	<b>128</b>	<b>100%</b>
Respondents' area of residence	High density	50	39%
	Medium density	39	30%
	Low density	19	15%
	CBD	20	16%
	<b>Total</b>	<b>128</b>	<b>100%</b>

**Source: Primary**

Table 4.2 above table present that the gender with high response rate were female (61%) than male (39%) this was because women were the most group of people who came encounter with the Municipality of Kariba while paying bills and also the researcher distributed the questionnaires during week days where most men were at work. The table also shows that the majority of the respondents were aged between 36 and 45 with a percentage of 44, followed by the respondents aged between 25 and 35 which had 25%. 16% of respondents were aged above 45 and lastly 15% of the respondents were below 25 years. On respondents' educational profile the majority of the respondents (58%) had A and O level certificates and could read and write. Respondents with degrees occupied a percentage rate of 30, followed by 16% of respondents with diplomas and 9% of the respondents had post graduate degrees.

The majority of respondents (56%) were formally employed, while 23% were self-employed and 21% of the respondents were unemployed. The residential area with high respondent rate (39%) was the high density this was because that's where most citizens lives. 30% of the respondents were from medium density, 16% of the respondents resided in the CBD and 15% lived in the low density.

### 4.3 Forms of corruption

Responses were required to indicate the commonness of different corruption forms within local authorities. Three categories of no common, common and very common were used to document the findings in the table below.

**Table 4.3 commonness of corruption forms within local authorities. N=128**

<b>Crime type</b>	<b>Not common %</b>	<b>Common %</b>	<b>Very common %</b>	<b>Mean</b>	<b>Standard deviation</b>
Bribery	7	42	51	2.44	0.624
Fraud	4	41	55	2.52	0.575
Extortion	24	44	32	2.09	0.753
Embezzlement	36	40	24	1.88	0.770
Patronage	28	41	31	2.03	0.773
Ghosting	27	52	21	1.94	0.696

**Source: Primary**

Fraud was considered a very common form of corruption within local authorities with a percentage of 51%, considered common by 41% and it was considered to be not common by 4% of the respondents. This was due to a reported case where Kariba Municipality officials were arrested on allegations of fraud and abuse of office as public officials (Nyamukondiwa,2021). Also six of the interviewees highlighted that other stands were sold two times to different people by the municipality. Also the Municipality of Kariba sold three old house which the owners had died yet the beneficiaries were still alive, living and looking after those houses.

Bribery was ranked the second common form of corruption within local authorities, this resulted as 51% of the respondents considered bribery to be very common and 42% considered it to be common whilst 7% of the respondents considered it to be not common within local authorities. As supported by the interviewees, the citizens must pay the housing inspector for the inspection to be

successful. As supported by Makumbe (2009), bribery was indicated as form of corruption occurring at a higher ratio in Zimbabwe.

Extortion was suggested to be very common within local authorities by 32%, common by 40% and not common by 24% of the respondents. During interviews, the respondents highlighted that Mok employees can ask for a certain payment fee for the purpose of performing illegal water connections and can also charge for illegal water supplies. This result was supported by Dude (2015), when extortion was ranked to be in the top five of the forms of corruptions prevailing within local authorities.

As shown by the table 31% of the respondents suggested patronage to be common within local authorities and 41% considered it to be common, while 28% highlighted it to be not common. Embezzlement was considered to be very common by 24% of the respondents, common by 40% of the respondents and not common by 36% of the respondents. However, half of the interview respondents showed that there was embezzlement occurrence at MoK, as the municipality over charge their invoices “they can charge you for a credit that was not yours”. The table above indicated that ghosting was suggested very common by 21% of the respondents, common by 52% of the respondents and 27% Of the respondents indicated that ghosting was not common.

The also agreed with Bauer and van Wyk (1999:56) in their studies on manifestation of corruption which indicated that corruption can manifest through different forms which includes; fraud, embezzlement, graft, ghosting, abuse of office, favoritism among others. The basis of this conceptual agreement of how corruption manifests itself by the research respondents and previous researchers in this study was a reflection of the similarities shared in the culture systems of most local authorities.

#### **4.4 Possible Causes of Corruption Within Local Authorities**

Respondents were asked to indicate the possible causes of corruption within local authorities and their responses were filled into five categories as illustrated in the table below

**Table 4.4 Causes of Corruption**

**N=128**

<b>Possible causes</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>
Weak control system	35%	39%	26%	–	–
Greed	66%	34%	–	–	–
Everybody is doing it	39%	11%	20%	23%	7%
Salary backlogs or inadequate remuneration	76%	24%	–	–	–
Lack of supervision	38%	46%	14%	–	2%
Corporate culture	22%	38%	17%	15%	8%
Peer support	16%	28%	38%	9%	9%
Opportunities	45%	26%	19%	–	10%
Economic and financial pressures	52%	20%	10%	9%	9%

**Source: Primary**

#### **4.4.1 Salary backlog and inadequate remuneration**

A total of 76% respondents strongly agreed, whilst 24% agreed that inadequate remunerations and salary backlogs was a possible cause of corruption within MoK. The result was supported by dube (2011), in his research when he found that poor salaries of public officials was another factor cause of corruption within local authorities. Also 80% of the respondents also agreed on that factor cause. However, 20% of the interview respondents stated that no amount can really be enough as most corruption cases were prompted by greediness thus making it difficult to eradicate it totally. This was also supported by Fjeldstad (2003), when he concluded that salary was one of several factors affecting the behavior of revenue officers.

#### **4.4.2 Greed**

The majority of the respondents, (66%) strongly agreed that corruption in local authorities was a result of greed whilst 34% agreed. None of the respondents were undecided nor disagreed nor strongly disagreed. Perpetrators of corruption can also do it for greed especially when they want to obtain a higher standing in the society. A public officer may commit corruption for the desire to acquire a car or obtain a property. Such perpetrators argue in themselves that they will pay back later only to be discovered before squaring up (Mabika, 2015). The results were also supported by Dube (2011) when he stated that greed and the disintegration of work morality were key causes of systemic corruption. Bonga (2014), also found that greediness was one of the determinates of corruption within local authorities. The total percentage of the respondents from the interviews also highlighted that corruption was a result of greed.

#### **4.4.3 Economic and financial pressures**

More than half of the respondents, (52%), strongly agreed that economic and financial pressure was a causing factor of corruption within local authorities, whereas, 20% agreed and 10% were at neutral level while the same percentage of 9% was obtained at both strongly disagree and disagree. Financial problems that occur from time to time in a family which include financial needs such as college fees, medical bills, divorce settlement etc may lead a human to financial crises. The crises may be due to pressure on existing high standards, due to alcoholism and gambling addiction. Help may be difficult to come by, so a person will resort to illicit means under those circumstances. People will bow to greater pressure or more pressing need and they commit fraud (Smith, 1973) as cited by Chipuriro (2017). The respondents from the interviews also highlighted that MoK was characterized by low salaries which will then result to economic and financial pressures thus, pushing an employee into committing corruption.

#### **4.4.4 Opportunities**

The respondents were also asked to indicate to what extent do they agree that opportunities were a cause of corruption within local authorities, 45% and 26% strongly agreed and agreed while 19% were not sure, none of the respondent disagreed and 10% strongly disagreed. This finding can be related to the fraud triangle theory, Cressey as cited in Lilly (2015) states that opportunities were

the circumstances which allow an employee to carry out the fraudulent activities. Also, as supported by 60% of the respondents, employees were human beings and human beings take opportunities when they appear. A study conducted by Ratnom et al (2021), also indicated that the weak internal control system has a positive effect on the level of corruption and internal control weaknesses indicate weak monitoring and provide a greater opportunity for fraud to take place.

#### **4.4.5 Everybody is doing it**

A significant part of the sample, (39%), of the respondents strongly agreed and 11% agreed that 'everybody was doing it' is one of the factor causes of corruption. 20% was not sure whilst 23% and only 7% of the respondents disagreed and strongly disagreed respectively. This finding concurs with Mohammed et al, (2014) where the notion that everybody was doing it topped the list on rationalization. The interview respondents also stated that as long everyone was doing it, no one wants to be left out. This was also supported by the game theory, where officials face a "prisoner's dilemma", which "illustrates a conflict between individual and group rationality" (Kuhn, 2019). The individual fears a disadvantage of refusing to engage in corrupt practices while other officials do not refuse to do so in the same situation.

#### **4.4.6 Lack of supervision.**

The respondents were asked to indicate to what degree does one agrees that lack of supervision was a causing factor of corruption. Thirty-eight percent (38%) of the respondents strongly agreed and 46% agreed, where as 14% of the respondents were not sure if lack of supervision was the cause of corruption within local authorities or not. None of the respondents disagreed and 2% of the respondents strongly disagreed. Looking at the interview respondents, they all stated that corruption was partly as a result of lack of supervision since most local entities lack sufficient supervision. However, if supervision get associated with factors leading to corruption, one can still commit corruption.

#### **4.4.7 Weak control systems**

The majority of the respondents, (35%) strongly agreed that corruption in local authorities was as a result to weak control systems within the organizations whilst 39% agreed. A total of 26% respondents were undecided on whether or not to agree that weak control system was a cause for



white collar crime within the organization. None of the respondents strongly disagreed or disagreed on the view that corruption was due to weak control systems in the local authorities. This was supported by the routine activity theory where absences of effective guardian do cause crime (Cohen and Felson, 1979). Huefner (2010) also found out that absence of internal controls resulted in fraud extending over several years. A study conducted by Ratomon et al (2021), also indicated that the weak internal control system has a positive effect on the level of corruption and internal control weaknesses indicate weak monitoring and provide a greater opportunity for fraud to take place.

#### **4.4.8 Corporate culture**

Twenty-two Percent (22%) of the respondents strongly agreed and 38% agreed that corporate culture was a causing factor of corruption within local authorities. Seventeen percent (17%) of the respondents were found to be at neutrality while 15% and 8% disagreed and strongly disagreed that corporate culture was one of the factor causes of corruption. The criminal behavior of the workforce can be due to the influence of organizational culture (Baucus and Near, 1991). This also takes us to a related group of theories of corruption (e.g. Klitgaard 1988; Caiden and Dwivedi 2001; Hulten 2002), which stated that once an organizational culture was corrupt, every person who comes in contact with it also runs a big risk of becoming corrupt.

#### **4.4.9 Peer support**

Sixteen percent (16%) and 28% of the respondents strongly agreed and agreed respectively, that peer support was a cause of corruption, while 38% were not sure about peer support being a cause of corruption and the same percentage of 9% strongly disagreed and disagreed that peer support was a cause of corruption within local authorities.

### **4.5 Impacts of Corruption**

**Table 4.5 The impacts of corruption**

The table below indicates the impacts of corruption within local authorities.

<b>Variables</b>	<b>Frequency</b>	<b>Percentage</b>
------------------	------------------	-------------------

Loss of revenue	60	47
Reputational damage	26	20
Loss of resources	24	19
Reduced production	18	14
<b>Total</b>	<b>128</b>	<b>100</b>

**Sources: Primary**

The majority of the respondents (47%) indicated that loss of revenue was a significant effect of corruption within local authorities. The interviewees further explained that this was through extortion that the funds that were supposed to be in the system were diverted and given to an individual. Loss of revenue was also a result of fraud and embezzlement since, the funds and property were being misappropriated for individual gain. Sithole (2013), stated that ratepayers distrust the councils due to corruption cases that have been exposed over time and this has pulled back councils efforts as funding was reduced.

Reputational damage was ranked the second significant effect of corruption within local authorities by 20% of the respondents. This was due to that, corruption damages the reputation of organizations as it exposes bad events that have occurred in the organization which result in loss of confidence and integrity of the institution, as this was illustrated by the respondents from the interviews. This was due to reputational damage that the foundation of civil society got shaken and the trust within public entities got weakened. Mabika (2015), pointed out that fraud causes damage to the image of the defrauded organization. Due to this adverse publicity of corruption within the MoK, the ratepayers were always arguing and resisting to pay their rates in full because they were only expecting invoices to be overcharged.

The table above indicated that loss of resources was considered to be a significant effect of corruption by 19% of the respondents. Loss of resources was ranked the third significant effect of corruption by respondents, as the interview respondents made it clear that corruption have negative impact on the firm’s profits as resources were lost due to its occurrence in the firm and it places additional expenses on upgrade on internal systems and procedures. Reduced production was ranked the last significant as it was indicated to be the significant effect of corruption by 14% of the respondents only. The result like this because the citizens of Kariba argued that MoK is still

maintaining its productivities although there were still places where water was being supplied irregularly but the situation was not bad

#### **4.6 Other impacts**

Poor service delivery was another impact of corruption within the local authorities appointed by the open ended questions. In his study, Dube (2015), also found out that corruption had negatively affected the service delivery of local authorities. As illustrated by the interviews, public entities ended up delivering poor services, for instance, the MoK was failing to collect and empty rubbish bins and attend reported burst sewages in time. Corruption has destroyed faith in democratic leadership to act in the best interest of the public as citizens were convinced that the leadership only prioritized money more than the people. The research showed that corruption disadvantage the poor since they had to spend some of their funds to bribe which was an additional cost to them. This showed that the bridge between social classes was never crossed since the rich were always the ones to feed on the poor.

Another effect raised by the respondents was on price increases. This was stated that due to lack or loss of revenue, the public entities end up increasing the rates prices because a lot of funds were lost through corruption. So for the entity to be able to meet its expenditures it had to charge more for its goods and services. This was indicated when MoK increased the rates prices. However, some respondents argued that the increase of prices was due to an inflation characterized economy. The respondents also stated that corruption wastes rates or taxes which were embarked for community projects, resulting in poor quality services and infrastructure.

#### **4.8 Ways of combating corruption**

The respondents were asked to give own opinions on what should be done to reduce corruption in local authorities. The results came as follows: there must be fixed pay dates and the salaries must be sufficient to the workers thus, preventing salary backlogs and increase salaries. Looking at MoK, workers went for two months without pay, yet that same employee was faced with financial needs. Although money can never be enough, it does have the power to influence a worker into practicing illicit means of getting it. Hence, local authorities should avoid tempering around with people's wages so that corruption can be minimized. However, Fjeldstad (2003), noted that in an

environment associated with demand for corrupt services and a low accountability, a wage increase might be regarded as an extra bonus on top of bribes.

There should be strong law enforcement and legislations that criminalize corruption to a serious offence that requires severe punishments thus, instilling fear of committing corruption within employees. Hors (2001), in her study, she argues that depending on the type and level of corruption, a different set of measures was needed to achieve positive results and any anti-corruption strategy should fit the economic and political profile of the corruption problem.

The respondents also suggested that there should be engagement of private auditors more frequently. Private auditors have more auditor's independence than already known auditors as the saying goes "the devil you don't know is worse than the devil you know", so that employees get afraid of being exposed. The respondents also suggested that every wrong doing must be exposed and brought to justice and supervision must be done regularly. As suggested by respondents exposing one's wrong doing can result in damaging one's reputation thus, instilling fear of reputation damage within the workers and discouraging other potential corruption offenders. The respondents also suggested that the anti-corruption team must visit local entities frequently so that there will be no room for corruption offences. Rotation of jobs and tasks can also avoid corruption cases since some employees commit corruption because were more familiar with the task. Also being familiar with the task or system can open up and highlight loopholes for corruption to take place.

#### **4.8 Chapter Summary**

The respondents' suggestions and views were discussed in the previous chapter. The chapter outlined the demographic structure of respondents. It also indicates the level of corruption as well as the prevalence rate of different forms of corruption within local authorities. The chapter also highlighted the causes, the significant effects of corruption together with ways of combating corruption within local authorities. The following chapter looked at the summary of the research project, conclusions and recommendations.

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.0 Introduction**

The chapter seeks to summarize the research project as well as giving conclusions and recommendations to the research relating to the citizen's perspectives on corruption in local authorities. Findings of each research objectives will be discussed within this chapter.

#### **5.1 Summary of the study**

The research was about evaluating citizen's perspectives on corruption within local authorities. The researcher conducted her study in the Town of Kariba where she distributed a total of 160 questionnaires to the citizens of Kariba targeting 40 respondents per each residential area. As a way of gathering data from the citizens, the researcher also conducted interviews with 10 representatives of the community, which included community leaders, pressure group representatives as well as non-governmental organizations representatives. The objective of the study was mainly to evaluate the citizens' perspective on corruption within local authorities. The study also explored forms, causes, effects and ways of combating corruption within local authorities. To facilitate the study four research questions were used to gather, discuss and analyze data.

The research listed the conceptual framework and theoretical framework of corruption. The conceptual framework included the definitions and forms of corruption. The forms of corruption listed were nepotism, ghosting, patronage, embezzlement, extortion, kickback, graft, favoritism, bribery, bid rigging, blackmailing and collusion. The theoretical framework included; the fraud theory, the rational choice theory and social learning theory. The sampling techniques used were stratified random sampling and judgmental or purposive sampling. Data collected was analyzed using both qualitative and quantitative methods.

## **5.2 summary of findings**

The study showed that fraud and bribery were the most occurring forms of corruption within the Municipality of Kariba as citizens paid officials for easy processing of papers for instance housing inspection processes, also fraudulent reports were made which stated that a certain amount of had bought bin collection vehicle yet it was channeled to personal vehicles. Extortion was ranked the third form of corruption prevalent within MoK as indicated by the respondents. The citizens stated that MoK employees asked for bribes in order to effect illegal water connections. Embezzlement was reported by the citizens to have been occurring at a low level. Embezzlement, patronage, ghosting as well as nepotism were found to be common but not very common within local authorities.

The research study found that salary backlogs, greed and financial as well as economic pressures were the main causes of corruption within local authorities. More than half of the respondents agreed and strongly agreed that economic pressure and opportunities were also causes of corruption within local authorities. However, other respondents were neutral whereas, others disagreed and strongly disagreed. A moderate percent of the respondents strongly agreed and a few agreed that corruption was as a result that everybody in the organization was doing it and few were neutral and they strongly disagreed and disagreed that it was a cause of corruption in local authorities. Lack of supervision was strongly agreed by a moderate percentage and agreed by many respondents to be the cause of corruption. However, few respondents strongly disagreed and were neutral whereas none of the respondents disagreed. Many of the respondents strongly agreed, agreed and were neutral that corruption was a result of weak control systems and none of the respondents strongly disagreed and disagreed. A number of respondents strongly agreed and agreed that corporate culture was a causing factor of corruption and few of the respondents strongly disagreed, disagreed and were neutral. A moderate number of respondents strongly agreed, agreed and were neutral, yet a few agreed and strongly agreed that peer pressure was the cause of corruption within local authorities.

Loss of revenue was reported to be the main effect of corruption within local authorities by the research findings. Reputational damage was ranked the second effect of corruption, followed by

loss of resources within local authorities and last but not least a few respondents indicated that corruption reduce production of the local authorities. Other impacts of corruption indicated by study included service delivery and price increases. It was also stated that corruption destroys faith in democratic leadership as well as advantaging the poor.

The study reviewed that there must be fixed pay dates and the salaries must be sufficient to the workers thus, preventing salary backlogs and increase salaries. Also that there should be strong law enforcement and legislation as well as engagement of private auditors more frequently. The research findings also suggested that every wrong doing must be exposed and brought to justice and supervision must be done regularly. As suggested by respondents the anti-corruption team must visit local entities frequently. There should be rotation of jobs and tasks so as to avoid being familiar with the system so as to avoid embezzlement. The managing of professional ethics, the improvement of management policies and practices were some of the best strategies that were identified to be useful in the reduction of systemic corruption.

### **5.3 Conclusions**

The study was mainly premised on the understanding that corruption has affected every life, the way that public organizations operates and were exposed to corruption. Public organizations have the mandate to operate in a manner that the citizens applaud but corruption has not made that easy. In the study it was discovered that fraud and bribery as well as extortion were the most prevailing forms of corruption in local authorities and this had resulted mainly in loss of revenue and reputational damage as well as poor service delivery. The existence of salary backlogs and adequate salaries, greed employees, economic and financial pressure and opportunities were the main causes of corruption within local authorities.

To prevent corruption within local authorities a variety of strategies needs to be put in place which includes fixed pay dates, salary increases as well as avoiding salary backlogs. Respondents also suggested that there should be strong law enforcement and legislation and engagement of private auditors. The study also finds out that every wrong doing must be exposed and brought to justice and perform regular supervision. The research also suggested that the anti-corruption team must visit local authorities frequently and job rotation must be practiced.

### **5.3 Recommendations**

#### Surprise audits

Surprise audits and internal control systems should be put in place to facilitate effective controls. The local authorities should also engage the private auditors also internal and external audits as recommended by the respondents should be carried so as to monitor the activities of the organization from inside out.

#### Training

Information campaigns and educative measures should be done on the negative effects of corruption on the well-being of the public. Workshops will help the local corruption to bring an awareness on the impacts of corruption to an individual worker, organization and the public.

#### Codes of conduct

The study suggested that there should be codes of conduct which every employee must adhere to and there should be strict monitoring of that code of conduct, failing to adhere to the codes of conduct should be regarded as a serious offence to the organization and should attract a punishment. This can reduce the prevalence of corruption within local authorities since everyone will be forced to comply with the codes.

#### Rewards

The research also recommended rewarding the most behaved employee at the work place. Having the most behaved employee rewards and bonuses will motivate and encourage workers to behave well at the workplace as well as thus, mitigating corruption within the organization.

#### Strong and deterrent judgements

It was the recommendation of the study that courts have strong and deterrent judgements meted on all public officials who commit corruption. If stiff punishments were given to offenders, then potential offenders and serial perpetrators of corruption will be discouraged and stop immediately.

#### Increase salaries



Consistent with the above conclusions, the level of remunerations must be increased and be paid in time at the same time avoiding salary backlogs thus, reducing grounds for corruption motives. If the remunerations were too low public officers will be forced to engage in deviant behavior like corruption which will turn to directly or indirectly affect the public.

#### Dynamic corporate culture

The corporate culture and governance of public enterprises be transformed to meet the changing needs of the public.

#### Encouraging whistle blowing

Whistle blowing was another strategy of combating corruption within public authorities. In order to curb corruption whistleblowing must be promoted and the whistleblowers must be protected from victimization.

#### Considering adequate qualifications

Another recommendation was that the appointments of executive officers, managers and operatives must be based on relevant educational qualifications and experience. Local authorities should stop patronage and nepotism because some of them want to occupy the highest offices for the wrong reasons.

#### Adequate criminalization of corruption

The last suggested recommendation of this study was that all cases of corruption, regardless of form, must be treated as high level criminal cases thus attracting longer and deterrent court sentences. Special courts that deal with corruption must be established. Currently, most corrupt activities attract very low charges in the courts of law in Zimbabwe. Some corrupt activities were not even legislated against, thus those who commit such offences were left free as they cannot be prosecuted. Also Zimbabwe Anti- Corruption Commission (ZACC) must be an independent board.

### **5.4 Further research study**

This study was not exhaustive it requires further studies on how far the country has gone on combating corruption.

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Appendix 1:

**BINDURA UNIVERSITY OF SCIENCE EDUCATION FACULTY OF COMMERCE  
THE INTELLIGENCE AND SECURITY DEPARTMENT RESEARCH  
INTRODUCTORY LETTER**

To whom it may concern

Dear sir /madam



Re: an invitation to participate in my study by answering the attached questionnaire.

My name is Primrose G Patsikadowa a fourth year student at Bindura University of Science Education studying Bachelor of Commerce in Financial Intelligence. It is a requirement of the degree programme for one to carry out a research project. You are invited to participate in a research project entitled: “Evaluating the citizen’s perspectives on corruption in local authorities: a case study of Kariba Municipality”. The research seeks to identify forms of corruption at the Municipality of Kariba (MoK) within local authorities, determine the root causes of corruption in local authorities, outline the effects of corruption in local authorities and identify ways of combating corruption within local authorities countrywide.

You are informed that your participation in this study is voluntary and you can decide to withdraw your participation at any moment without any prejudice. You are also informed that no monetary or any other benefits will accrue to you for participating in this study. In going about the research, the confidentiality of the respondents will be respected and the completed questionnaires will only be kept and processed by the researcher. The information is for academic purposes only.

Your assistance is greatly appreciated.

Yours faithfully

Patsikadowa G Primrose

## Appendix 2

Please tick in the appropriate box that matches your answer and where available you can fill in brief.

### SECTION A:

#### 1. Gender

Female [  ]

Male [  ]

2. Age

Below 25yrs [ ]

25 – 35yrs [ ]

36 – 45yrs [ ]

Above 45 [ ]

3. Educational profile

Post graduate degree [ ]

Degree [ ]

Diploma Other [ ]

(Specify).....

4. Employment status

Not employed [ ]

Self-employed [ ]

Formally employed [ ]

5. Area of residence

High density [ ]

Medium density [ ]

Low density [ ]

CBD [ ]

SECTION B

6. Can you indicate the level of corruption within local authorities.

Low [ ]

Medium [ ]

High [ ]

7. Indicate the prevalence rate of the following corruption forms in local authorities

Crime type	Not common	common	Very common
Bribery			
Fraud			
Kickbacks			
Extortion			
Embezzlement			
Patronage			
Ghosting			
Other.....			

8. Given below are the factors thought to be the possible causes of corruption within local authorities. In your opinion, to what extent do you agree?

Possible cause	Strongly agree	Agree	neutral	Disagree	Strongly disagree
Weak control systems					
Greed					

Everybody is doing it					
Inadequate remuneration or salary backlogs					
Lack of supervision					
Corporate culture					
Peer support					
Opportunities					
Economic and financial pressures					

9. Among the following which one would you consider to be the most significant effect of corruption in local authorities?

Loss of resources [ ]

Reputational damage [ ]

Reduced production [ ]

Loss of revenue [ ]

Reduced production [ ]

10. In your opinion, what should be done to reduce corruption in local authorities?

.....

.....

.....

.....

.....

.....

.....

**THANK YOU FOR YOUR TIME AND EFFORT, YOUR PARTICIPATION GREATLY APPRECIATED.**

### Appendix 3

Interview guide for Kariba town community leaders, pressure groups and NGO representatives.

- 1) Which types of corruption activities have you encountered in the local authority and how frequent have they occurred?
- 2) How has the Municipality of Kariba dealt with previous events of corruption and where the measures taken effective?
- 3) Which office has the high risk of committing corruption and why?
- 4) What are some of the causes of corruption occurrence in local authorities?
- 5) What are the effects of corruption in local authorities?

- 6) Which strategies exist to deal with corruption at Municipality of Kariba?
- 7) How effective are these aforesaid strategies in preventing white collar crime?
- 8) In your opinion what should be done to deal with corruption in Zimbabwean local authorities?

Thank You So Much Your Participation Is Highly Appreciated.