

Evaluating the effectiveness of Decentralization in Local councils in Empowering Community Participation in Decision making and Service Provision: A Case study of Akapelwa Ward in Livingstone.

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ABSTRACT

Decentralization means the transfer of power, responsibilities and all necessary processes and procedures to subordinate sections of governance. Decentralization is often used to refer not only to political devolution but also as a blanket term to cover both political devolution and deconcentrating of administrative authority (Naraanya and Rettesch, 2002). The purpose of the study was to evaluate the effectiveness of Decentralization in Local councils in empowering Community Participation in Decision making and Service Provision a case study of Akapelwa ward in Livingstone. Further, the study was guided by the specific objectives namely: to examine the institutional framework put in place to promote community participation in decision making and service provision, to investigate challenges faced by Livingstone City Council, partner organizations and the Akapelwa community in participation, decision making and service provision, to assess the extent to which Local authority and Akapelwa community participate in decision making and service provision as well as to examine the benefits of decentralization for Livingstone city council and Akapelwa community in

participation, decision making and service provision.

The conceptual framework that guided this study was Devolution which creates a fairer political ground, protects groups and individual human rights, establishes check and balances to central power and prevents political violence among rival groups. Most importantly, the Devolution approach acknowledges that local agents often have their own preferences for the mix of activities and expenditures to be undertaken, and respond to a local set of stakeholders and constituents that may have different priorities than the national-level principal.

Thus, the researcher's standpoint is that successful decentralization requires strong central government institutions for revenue raising, (through water bills, refuse collection, property rates) and many other monitoring and control, and so on. In the context of Livingstone City Council some fundamental state functions such as car and drivers license are handled by Road Transport and Traffic Agency (RATSA) thus reducing the local authority source of income and not delivering the required services to the citizenry and rendering the local authority weak. Therefore, effective decentralization can

require the previous re-centralization of some functions such is the case with Livingstone City Council. Additionally, Decentralization will work well only if decentralized entities have access to adequate revenues. The mix between own revenues will vary between countries. This study adopted a mixed method of collecting and analysing data.

The study revealed that despite the implementation of the National Decentralization Policy, Local Authorities are still not empowered to involve the local community in decision-

making in the course of service delivery. There is only a small fraction of males and females who have had an opportunity to take part in decision-making, In addition, not only did the local council had challenges in ensuring that the community participate in decision-making in the process of service provision, but also that council sidelined the contribution put forward by the local people in preference to the contribution made by those in authority and that the lack of transparency in the process of decision making, thus rendering the citizenry voiceless.

natural resources, unemployment, and, for much of the city, underdevelopment (UN-HABITAT, 2009)

1.0 INTRODUCTION

1.1 BACKGROUND

Livingstone, the capital of Northern Rhodesia before independence and before Lusaka became the capital, is the largest town in Zambia's Southern Province. The city is the tourist capital of Zambia and has the potential to be the number one tourist destination in southern Africa. Among the tourist attractions, Livingstone city boasts Victoria Falls, the seventh wonder of the world. The Livingstone District area is 672 km², with an estimated population of 114, 000 inhabitants. Livingstone is the main administrative center for the southern region of Zambia and it is the main entry point into the country by road from southern African countries such as Zimbabwe, Botswana, and South Africa. However, Livingstone as a district has a number of development gaps: unequal distribution of infrastructure development, inadequate provision of social services, high poverty levels, degradation of the environment and

The National Decentralization Policy is a policy that was initiated by the government of the republic of Zambia to create an enabling environment for the general public to participate in decision making in order to enhance service provision by the local council. The research targeted at evaluating the effectiveness of the National Decentralization Policy in empowering the local communities' participation in decision making in the process of service provision by the local council focusing specifically on Livingstone district.

Many development specialists and scholars contend that the centralization of authority and dispensation of public resources in centralized governments has several disadvantages which include the inadequate and or exclusion of the local people especially among the urban and rural poor to participate in public decision making processes that affect them greatly not only as individuals but as a social group. As a result and following from the operations of developed nations, African nations including Zambia have been for long advised to consider decentralization of governance in Zambia. Decentralization means

the transfer of power, responsibilities and all necessary processes and procedures to subordinate sections of governance. Decentralization is often used to refer not only to political devolution but also as a blanket term to cover both political devolution and the deconcentrating of administrative authority (Naraanya and Rettesch, 2002).

Zambia's decentralization process started as far back as 1964 when it had just gained its political independence. Zambia's effort to decentralize its structures can be traced as far back as independence. The effort in decentralizing can be divided into five phases." These are 1964 to 70 being the first phase. The second phase was from 1971 to 79, the third one was from 1980 to 90. With the coming of the Second Republican President, the efforts to decentralize continued. Thus, the fourth phase was from 1991 to 2000. The fifth one is from 2000 to the present 2002(revised 2013), (Cabinet Office, 2002).

The policy intends to achieve the following objectives: Empower local communities by devolving decision making authority, functions and resources from the Centre to the lowest level with matching resources in order to improve efficiency and effectiveness in the delivery of services; design and implement mechanism to ensure a bottom up flow of integrated development planning and budgeting from the district to the central government; enhance local political and administrative authority in order to effectively and efficiently deliver services; promote accountability and transparency in the management and utilization of resources; develop the capacity of councils and communities in development planning, financing, coordinating, and managing the delivery of services in their areas; build capacity for development and maintenance of infrastructure at local level; introduce an

integrated budget for district development and management and province a legal and institutional framework to promote autonomy in decision- making at local level.

1.2 STATEMENT OF THE PROBLEM

Zambia conceived and adopted a decentralization policy in 2002 (revised 2013). The policy is aimed at decentralizing governance to the level of devolution, thereby, promoting good governance, empowerment of the local people and social economic development. It is a framework within which decentralization is to be conducted in the country for national development, NDP (2002).

However, despite the introduction and implementation of decentralization policy in place, its effects are not clearly known. The decentralization policy according to the 1996 constitution of the Republic of Zambia was meant to take into consideration the need for gender equality with respect to their rights to take part in public affairs and decision-making processes so that as a country, it could collectively achieve socio-economic and political growth based on people's aspirations and desires. There had been

1.3 Significance of the Study

The study aimed at giving information on the effectiveness of decentralization in local Councils in empowering community participate in decision making and service provision. The participation of the community in the provision of various services to the community in any country is fundamental, and therefore there is need to pay thorough attention to empowering local communities as they participate in decision making to enhance the provision of

services that are an answer to social, economic and political progress and growth.

1.4 General Objective

To evaluate the effectiveness of decentralization in local councils in promoting community participation, decision making and service provision.

1.5 Specific Objectives

- i. To examine the institutional framework put in place to promote community participation in decision making and service provision
- ii. To investigate challenges faced by Livingstone City Council, partner organizations and the Akapelwa community in participation, decision making and service provision
- iii. To assess the extent to which Local authority and Akapelwa community participate in decision making and service provision.
- iv. To examine the benefits of decentralization for Livingstone city council and Akapelwa community in participation, decision making and service provision

1.6 Specific Research Questions

- i. What institutional framework has been put in place to promote community participation in decision making and service provision?
- ii. Which challenges are faced by Livingstone city Council, partner organizations and Akapelwa community in participation, decision making and service provision?
- iii. To what extent is Livingstone City Council and Akapelwa community participate in decision making and service provision?
- iv. How is decentralization benefiting Livingstone city council and Akapelwa community in participation, decision making and service provision?

1.7 Conceptual Framework

The concept of decentralization, devolution appears to be central in the debate for the establishment of effective and efficient local government. This is because these concepts provided adequate directional focus for development of local council, define its duties, responsibilities, patterns and relations with other tiers of governments. The quest to expand government in such a way that it touches all provides greatest happiness to greatest number of citizens necessitated the evolution of modern local government system. It thus, could be asserted that decentralization brought new challenges, responsibilities to local councils, especially within the context of training and provision of good governance. In spite of form or method decentralization takes place, the essence is to ensure transfer of authority to satiate needs at different sectors or levels of administration.

Policy: is typically described as a principle or rule to guide decision and achieve rational outcome(s).

Effectiveness: this means the capability of producing an effect, and is most frequently used in connection with the degree to which something is capable of producing a specific, desired effect.

Decentralization: the transfer of power from the central government to popularly elected local governments.

Empowering: to give or someone authority or power to do something.

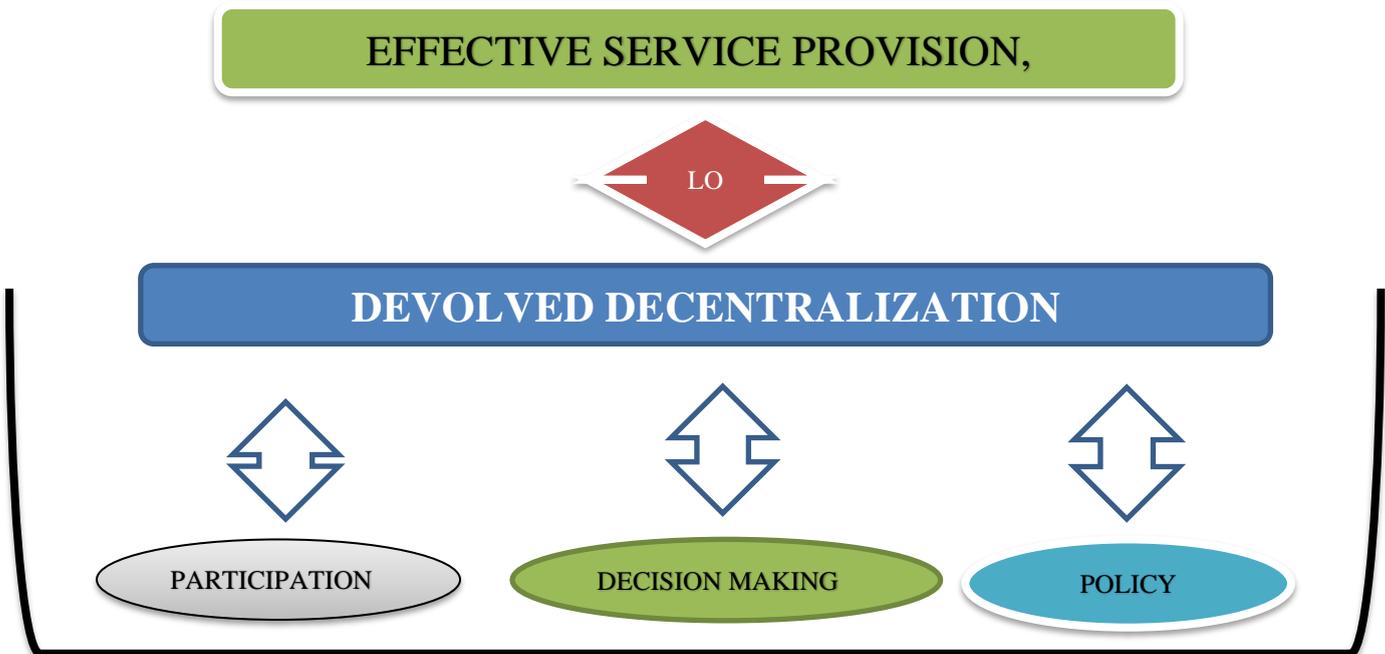
Participation: the act of sharing in the activities of a group.

Community: a group of people living together in one place, especially one practicing common ownership.

Decision Making: can be regarded as the mental processes resulting in the selection of a course of action among several alternative scenarios.

Local Government: This is a system of Government at local level through which local

people manage their affairs, for example Councils, and may include traditional establishments recognized by the Government



COMMUNITY

Theoretical framework

The theoretical framework that has been used in the analysis is the decision space model (Bossert, 1998). The decision space represents the functional areas including finance, human resource, access rules, service organization and delivery and governance. For each of these functional areas, the decision space available is defined in terms of it being narrow, moderate or wide. The determination of the functional areas in terms of this classification is indicative of the degree of autonomy that is represented

within the decentralized system. It is a representation of the autonomy that exists within the decentralized system.

Devolution refers to transfer of decision-making power and much policy making powers (especially development and social service policy) to elected local representative authorities or units or to autonomous public enterprise. This model of decentralization is sometimes referred to as political decentralization. Devolved local authorities have the power to make laws of local nature and raise revenue needed to meet development

with very minimum interference from the center (Warioba, 1999).

Devolution of power is also designed to create a political environment in which power to access political, economic and social resources is distributed between the central government and lower levels of government. State authority is divided among a wide range of actors, making politics less threatening and therefore encouraging joint problem solving. Devolution creates a fairer political ground, protects groups and individual human rights, establishes check and balances to central power and prevents political violence among rival groups.

This approach acknowledges that local agents often have their own preferences for the mix of activities and expenditures to be undertaken, and respond to a local set of stakeholders and constituents that may have different priorities than the national-level principal. Local institutions, therefore, may have incentives to evade the mandates established by the central government.

Moreover, because local agents have better information about their own activities than does the principal, they have some margin within which to “shirk” centrally defined responsibilities and pursue their own agendas.

The cost to the principal of overcoming this information “asymmetry” is often prohibitively high. Within this context, the central government seeks to achieve its objectives through the establishment of incentives and sanctions that effectively guide agent behavior without imposing unacceptable losses in efficiency and innovation. Diverse mechanisms are employed to this end, including communicating program rationale and benefits, involving local parties in

planning, oversight bodies, monitoring, reporting, soliciting feedback and making improvements, inspections, performance reviews, contracts, grants. One of the major mechanisms that the principal may use to influence the agents is to selectively broaden the formal “decision-space” or range of choice of local agents, within the various functions of finances service organization, human resources, targeting and governance (Bossert, 1998).

Local government refers to locally elected councils whose main purposes is to provide or administer services with great degree of independence as modern circumstances allow (Wraith, 1964:15-16). For the United Nations Office for Public Administration, local government is a political subdivision of a nation or (in a federal system) state, which is constituted by law and has substantial control of local affairs, including the powers to impose taxes or to exact labour for prescribed purposes.

The governing body of such as entity is elected or otherwise locally selected (cited in Ola and Tonwe 2009:4). In the same vein, Oyediran (1979:171) sees local government as the diffusion of political process on area basis, i.e. local self-administration and inclusion of noble ideals of impartiality, protection of minority rights and integrity, all of which are considered essential to the evolution of a liberal democratic society. Olisa (1990:93) describes it as “a unit of government below the central, regional or state governments established by law to exercise political authority through a representative council within a defined area”. And as well, it prepares people for constructive engagement of the state in general. It helps individuals to acquire deeper knowledge of the society and practices, conventions that are inherently imbedded in the system.

Decentralization is usually referred to as the transfer of powers from central government to lower levels in a political-administrative and territorial hierarchy (Crook and Manor 1998, Agrawal and Ribot 1999). This official power transfer can take two main forms. Administrative decentralization, also known as deconcentration, refers to a transfer to lower-level central government authorities, or to other local authorities who are upwardly accountable to the central government (Ribot 2002). In

contrast, political, or democratic, decentralization refers to the transfer of authority to representative and downwardly accountable actors, such as elected local governments” (Larson).•“The term decentralization is used to cover a broad range of transfers of the "locus of decision making" from central governments to regional, municipal or local governments” (Sayer et al.).

CHAPTER TWO: LITERATURE REVIEW

2.0 Overview

. The effectiveness of the NDP in empowering of the local communities to effectively and efficiently take part in decision making in the delivery of services has been a matter of concern among a number of people as indicated below with varying understanding or perspectives.

2.1 Institutional framework to promote community participation in decision making and service provision

From the researcher’s perspective there is an institutional framework in place to promote community participation in decision making and service provision in Livingstone district, in that the (GRZ Decentralization Implementation Plan (DIP) 2014 – 2017:46) stipulates in part that: “The district shall be the focus of development and service delivery. The implementation of the Decentralization Policy at the district level will involve the following institutions” Therefore, Livingstone operates within the institutional framework of the Ministry of Local Government in Zambia. Moreover, the document also states that the Council is the highest political and policy making body in the district. It is mandated to provide services and promote citizen driven participatory development in the district, as well as to make bylaws for the district. Through District Development Coordinating Committee (DDCC) and other instruments such as the District Development Plan, the Council spearheads the implementation of the DIP at the district level. The district is involved in undertaking developmental activities in such areas as health, water and sanitation, education, housing, roads, environment, agricultural extension work for food security, etc. as provided for in the National Development Plan (NDP).

The DDCC is further mandated to continue to provide a coordinating forum for the district. It also facilitates the practical implementation of decentralisation and make recommendations to Councils for necessary action. Through the devolution process however, most developmental functions such as Primary Health Care and Primary Education are assumed into the management structure of the Council and is therefore immediately adjudicated under the management process of the Council. With time, the DDCC therefore remains to coordinate development programmes with external stakeholders such as the functions of central

government executed in the districts and NGOs (GRZ Decentralization Implementation Plan (DIP) 2014 – 2017:46)

In the light of the above, it is clear that community participation in decision making and service provision by various stakeholders in Livingstone is guaranteed by law of the land. However, it remains to be seen on the ground in terms of implementation.

2.2 Challenges experienced by Livingstone City Council, partner organizations and Akapelwa community in participation, decision making and service provision?

From the outset, the researchers view regarding the challenges experienced by Livingstone City Council is that there is a background that cannot be ignored. The Government of the Republic of Zambia (GRZ) Decentralisation Implementation Plan 2009-2013 (2009) acknowledges the challenges that:

“It is worth observing when addressing the challenges of decentralisation today, that there are several hierarchical layers in the government system in Zambia, namely, Central Government; Provincial and District Administrations and Councils. The Central Government at the top primarily consists of government ministries and their agencies. The Provincial and District Administrations are technically, administrative wings of the Towards the end of the 1990s however, Government recognised that in spite of the foregoing measures, little positive change was being registered particularly with respect to improvements in service provision while the Provincial Development Coordinating Committee (PDCCs) and District Development Coordinating Committee (DDCCs) had generally remained ineffective”.

In the light of the above it is crystal clear that the local authority in Livingstone District could be not be spared from lack of delivery due to change of government in 1990, under the government of Movement for Multiparty Democracy which Local Government Act of 1991 as amended. Councils are charged through this Act with the responsibility of delivering a broad range of services including Housing, Urban Land Development services, Water and Sanitation as well as Urban and Feeder Road development and maintenance.

In overall terms, it was recognised that efforts made by Government which amounted largely to a deconcentration of central government responsibilities, authority and some resources to local levels did not go far enough to address the problems of service delivery.

On one hand, Government administrative units in the Districts remained poorly accountable and responsive to the needs of local populations while on the other hand, Councils’ fiscal difficulties worsened. This was the result of among other reasons, declining Government support and on their part, poor record management and inadequate revenue collection systems by Councils as evidenced by the build-up of aggregate non-collected revenue Central Government ((GRZ, Decentralisation Implementation Plan 2009-2013 (2009).

2.3 Extent to which Local authority and Akapelwa community participate in decision making and service provision

According to (GRZ, Decentralisation Implementation Plan 2014 – 2017), the communities are the ultimate beneficiaries of decentralised local governance. Community participation is important at the local level in terms of decision making, identification,

planning, implementing, monitoring and evaluation of local projects.

The extent to which to which communities will be facilitated to effectively demand accountable governance will be the extent to which the implementation of the Decentralisation Policy succeeds. Participatory mechanisms that have been defined will be implemented primarily under the auspices of the Ward Development Communities to allow for enhanced community participation in the Decentralisation process.

The document continues to state that:

“WDCs will be established in all districts. Their key role will be depend the local democratic process by serving as platforms to provide for enhanced citizen participation in local governance through election of leaders at this level, community sensitization, and prioritization of local development concerns for inclusion into the district strategic development plans. They may also be involved in resource mobilization, revenue collection as may be provided for in applicable legislation, they will also play an important role in the monitoring and evaluation of implementation activities within the ward” (Ibid)

In a study of the evolution of decentralization in Uganda and its impact on rural community Cassels (1997) notes a number of admirable outcomes. He argues that in ethnically divided countries like Uganda, peace and development crucially depend on the presence of effective local authority structures. Since Ugandan authorities have been persistent in their devolution efforts, this has resulted in number of people taking part in decision-making in the process of service delivery by the local council. About 86% of the community members are mostly involved in decision-making. Brett further argued that there was a possibility of

getting the diverse groups in the country to start feeling that ‘they are getting a fair deal’ in terms of access to resources.

Furthermore, the study reviews that the new decentralization system, by involving hundreds of thousands of people, hitherto totally ignored, into the political process at the local level has stimulated a rapid growth in social responsibility and political creativity. The local council system has also increased the involvement of women in local politics. Women are reserved a certain number of seats on the councils, while a gender committee focus on their special interests.

2.4 Decentralization benefiting Livingstone city council and Akapelwa community in participation, decision making and service provision?

In response to the above theme, the researcher is of the view that the Capacity Ladder Approach was applicable to Livingstone City Council, the reason being that under this approach, the physical implementation of devolution is applied on the basis of each districts’ assessed attainment of the required capacity to perform devolved functions according to its graded status (city, municipality or district council). Having reached such a capacity, districts would practically assume devolved functions. Districts with demonstrable capacity will assume responsibility for devolved functions and resources. This approach acts as an incentive to the stronger districts and also as a motivating factor to the weaker ones to build their capacities and assume more responsibilities. Overall, it contributes to mitigate the potential risk of weakening the delivery of services especially in the initial years of devolution. However, the poor availability of reliable data on the capacity of districts might pose a challenge and limit the application of this approach.

Decentralization, it reviews has a great deal of benefits but as is the case with most developing nations most local governments and community-based services being provided by the government are not effective in helping the local people. Local people do not take part in the decision-making processes because of a number of reasons. One of the reasons was political interference from the political elite such as the members of parliament who think that they know it all.

Naraayan and Pettesch (2002) in their study of public participation and development, a research work done in India argue that the decentralization of authority, functions and resources is vital. The study used the decision space model and used qualitative and quantitative approaches in its inquiry and data analysis. Drawing from a sample of 400 people in isolated communities, the study reviewed that when every citizen is given an opportunity or chance to the nation's financial statements of that nation and an explanation is rendered to him or her on certain concerns, for example through the office of the public liaisons, it will create in them a sense of trust in the government financial operation but more so if they participated in coming up with areas in their communities that need to be addressed and be availed chance to participate in financial planning in their communities which they contend is absent in most developing nations even in local governments.

CHAPTER THREE: RESEARCH METHODOLOGY

3.0 Overview

This chapter necessitates research design, study population, sampling procedure, data collection method and tool, quality of research tool, research procedure

and data processing and analysis. This chapter generally contains the approach used to achieve the objectives of the study. From the outset, Smith (2008:158) describes methodology as a set of tools and devices to be used at each time; why and how such tools and devices ought to be used. Further, Creswell (2014:26) also describes research design is a course of action that guides a researcher in collecting, analysing and interpreting data and observations to find answers to research questions.

3.1 Research Design

Kothari (2004, 3) states that Descriptive research includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present. The methods of research utilized in descriptive research are survey methods of all kinds, including comparative and correlational methods. In analytical research, on the other hand, the researcher has to use facts or information already available, and analyze these to make a critical evaluation of the material. Considering the nature of the study and its limitations, the descriptive analysis of the available documentation on the decentralization policy implementation in Zambian and beyond was found appropriate

This study adopted descriptive research design, in order to describe the effects of decentralization in local councils in empowering community participation in decision making and services provision. In order to fully understand the study, this qualitative and quantitative involved specific approaches in order to acquire the needed information for the study. As such, open and closed ended questions were used through a questionnaire that was used to be administered to various respondents and participants. Using such a design ensured that the weaknesses of qualitative data were minimized as it supplemented by quantitative data.

The research also used interviews with carefully selected participants who have knowledge about the phenomenon being studied and the general public will also describe their perceptions of the subject matter. This research also adopted a Case study design of inquiry found in many fields, especially evaluation, in which the researcher develops an in-depth analysis of a case, often a program, event, activity, process, or one or more individuals (Creswell, 2005:39). This concept is further articulated by Yin (2009, 2012) who defines and suggests processes the case study design as an empirical inquiry that investigates a contemporary phenomenon within its real-life context; when the boundaries between phenomenon and context are not clearly evident; and in which multiple sources of evidence are used. In this regard, a case study design was used to help the researcher explain the strengths and weakness of decentralisation application to the citizenry of Akapelwa ward that participate in the running of the Livingstone City Council to express themselves freely so that assessment of the respondent's experiences in decision making is put in the work that was articulated by the residents.

3.3 Target Population

The study population involved a selected number of Akapelwa residents ward. It comprised of the senior citizens, local civil servants, and general public of Akapelwa residents. These groups of people are targeted for the purpose of having a diversity of information on the district decentralization.

3.4 Sample Size

The sample size was 50 residents of Akapelwa ward. The sample size comprised both males and females. It also included one key informant from the council who is the director of

planning. Hence, this sample size allowed the researcher to apply generalization far much above the sample of the justification forth is sample size is that it is less costly, manageable, less time consuming and effective. The degree of accuracy was high and reliable since it was adequately large (above 30 according to the central limit theorem) to be generalized. This provided an opportunity for the data to be analyzed more quickly than it would have been possible with the whole population.

3.5 Sampling Design, Technique and Process

This study used a mixed approach i.e. quantitative and qualitative method Creswell (2005). On the other hand, Trochim (2006) states that quantitative research often translates into the use of statistical analysis to make the connection between what is known and what can be learned through research, nevertheless qualitative is defined as a study which is conducted in a natural setting (Creswell, 2005:39). In this respect, the research used non-probability sampling due to the nature of the study. According to (McMillan and Schumacher, 2000:433) non-probability sampling is used to facilitate participants cooperation because the information gathered is from selected groups of people. Purposive sampling will be used to select the groups of people that have the characteristics of what is being studied and also those that are going to be available and willing to answer the interviews and to participate in the focus group discussions. Under purposive sampling heterogeneous sampling will be used because the research involves the participation of different samples like the senior citizens, local civil servants, and general public of Akapelwa ward. Given that the study adopted a mixed methods approach, the research also used a probability sampling method known as Simple random sampling: This type of sampling is also known as

chance sampling or probability sampling where each and every item in the population has an equal chance of inclusion in the sample and each one of the possible samples, in case of finite universe, has the same probability of being selected (Kothari, 2004:15).

3.6 Methods of Data Collection

The study used a semi-structured interview and a focus group discussion to collect primary data because it makes it possible for the researchers to have access to follow-up questions so as to arrive at the heart of the matter. A semi-structured interview will also enable the researchers to investigate and describe the state of affairs as they exist by allowing direct interaction with the research participants (Leedy and Ormrod, 2001). Further, Kumar (2011:2) citing Taylor and Bogdan (1998:77) asset that in-depth interviewing is “repeated face-to-face encounters between the researcher and informants directed towards understanding informant’s perspective on their lives, experiences, situations as expressed in their own words. This definition underlines two essential characteristics of in-depth interviewing:

It involves face-to-face, repeated interaction between the researcher and his/her informant(s); and length of time spent with an informant It seeks to understand the latter’s perspectives.

Because this method involves repeated contacts and hence an extended assumed that the repeated rapport between researcher and informant will be enhanced, and that the corresponding understanding and confidence between the two will lead to in -depth and accurate. This will serve to create trust between the researcher and the participants, enabling the ground

handling employees to open up and their stories. Additionally, a Focus group discussion method was effective for gathering stories and narratives from different participants covered in this research. Furthermore, these methods were helpful because of the nature of their flexibility and for data validation purposes.

3.6.1 Types of Data Collection

Both primary and secondary data was collected. These included the primary and secondary data and give reasons for using primary and secondary data.

Primary data is simply the data observed or collected directly from first-hand experience. It is data obtained through face-to-face interviews and observations. The reason for using primary data in research is to get first-hand information from the respondents about the research and later use it in analyzing the problem (Gephart, 1999). In this research, the data that was collected through interviews and focus group discussions which will serve as primary data. The latter will be used to get credible information that will lead to the conclusion of the research findings.

Secondary data was collected using a desk study method. This will involve collection of all available literature, journals, data and information from relevant documents on the role of indigenous knowledge in adapting to climate change as well as the internet in order to support the primary data.

3.7 Methods of Data Analysis

Thematic analysis was used in this research since the study is qualitative in nature. Thematic analysis involves reviewing data from respondents, making notes and then beginning to

sort it into categories (Boyatzis, 1998). As a data analytic strategy, it helps researchers move their analysis from a broad reading of the data towards discovering patterns and developing themes. Based on the intentions of the research thematic analysis will be used to uncover different themes covered in this research.

In addition, thematic analysis was also used as a way of getting close to the data collected from Akapelwa ward in order to develop some deeper appreciation of the content through the categorizing of information into themes. The data collected was analyzed according to different themes of knowledge that were provided by the respondents.

Critical Discourse Analysis is another analytical framework that was used in this study to fully understand the role of decentralization in Akapelwa ward. Critical Discourse Analysis is a framework that focusses on dominance relations by the elite groups and institutions as they are being enacted, legitimated or otherwise reproduced by text and talk. Theoretically, it is shown that in order to be able to relate power and discourse in an explicit way, we need a cognitive interface of models, knowledge, attitudes and ideologies and other social representations of a social mind, which also relate the individual and the social, and the micro and the macro levels of social structure. Usually use tapes so they can be played and replayed. Several people discussing, not individual person specifically. Find patterns of questions, who dominates time and how, other patterns of interaction (Patton, 2001).

This framework was vital to the study in that, there were focused group discussions which will be used for data collection. Therefore, this framework allowed the researcher to successfully get a detailed account of information that was needed. The framework helped getting a detailed

account of behavior, perceptions, attitudes and ideologies through language which will be the core tool in collection of information.

3.8 Methods of Data Validation

Validity

Kumar (2011:216) citing (Smith 1991:106 and Kerlinger 1973:457) defines validity as the degree to which the researcher has measured what he/she has set out to measure. The commonest definition of validity is epitomized by the question:

Are we measuring what we think we are measuring?

Therefore, data validity determines the degree to which the research is measuring what it claims to be measuring. The data that will be obtained will be analysed and revised for the main study so that the internal validity and reliability is maximised; if there will be any ambiguity it will be uncovered (Kumar 2011:215).

Moreover, there are two perspectives on validity: Is the research investigation providing answers to the research questions for which it was undertaken?

If so, is it providing these answers using appropriate methods and procedures?

The results from the tools used in the study shall be cross checked to see whether the questions which motivated the study are being answered. Data validity of the results from the tools employed in the study shall be measured by content validity through the extent to which the test items represent research questions (research being measured).

1. Reliability

The data reliability is the extent when the research findings would be the same, if the research was repeated. However, it is very rare that the results would be exactly the same in social sciences because human beings change and differ in social situations (Veal 2006:41). Results from the tools which were chosen to examine the effectiveness of decentralization in Local councils shall be cross checked with reality. It will be done by repeating the same questions on the questionnaire and written interview to see the degree of explicability and repeatability.

3.9 Ethical consideration

To maintain the well-being of the respondents and to increase their confidence, ethical issues will be considered. The researchers will comply with the following principles of research which aim at protecting the dignity and privacy of every individual (Resnik, 2010). Consent letter which is an introductory letter that will reflect the researcher's identity, where they are coming from, the research being carried out and how it will benefit the population.

Before an individual becomes a subject of the research, he or she shall be notified of the aims, methods, and benefits if any of their participation in the research. The participants will be informed of their right to abstain from participation in the research.

Informed consent; participants will be told the nature of the study to be conducted and be given the choice of either participate or not. If they agree to participate, they have the right to withdraw from the study at any time they feel like. And also be assured of confidentiality of the data they will provide.

The identity of individuals from whom information is obtained in the course of the research shall be kept strictly confidential. At the conclusion of the research, in writing to its inclusion beforehand, any information that reveals the identity of individuals who will be subjects of research shall be destroyed, unless the individual concerned has consented

In order to abide by research ethics, Leedy and Ormrod (2001) talks about the right to privacy. The research will respect participant's rights to privacy. Under no circumstance will the report be presented in such a way that others will be aware of how a particular participant responded or behaved unless the participant specifically granted permission.

DATA PRESENTATION

4.0 Introduction

This chapter presents the background characteristics of respondents. This chapter analyzed the institutional framework that has been put in place to promote community participation in decision making and service provision in Livingstone district. The Chapter also examines the challenges faced by the Livingstone City Council. Firstly, the Chapter presented the background characteristics of the respondents. It also will look at the Institutional Framework put in place as well as the services provided by the Livingstone City Council. Lastly, the Chapter looked at the challenges faced by the Livingstone City Council in enabling the local community participation in the process of service delivery to their local community.

1 Gender of Respondents

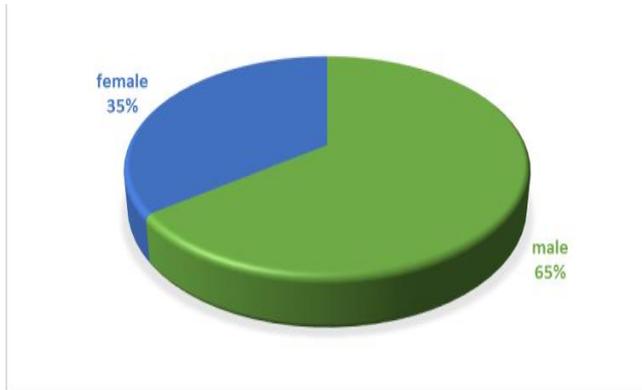


Figure 1: percentage of gender of respondents

Source: Field data, 2017

Figure 1 present the percentage of sex of respondents. According to the research 65% of the respondents were male and 35% were female. This is because most female members of the Households did not participate.

2. 4.2 Age Distribution

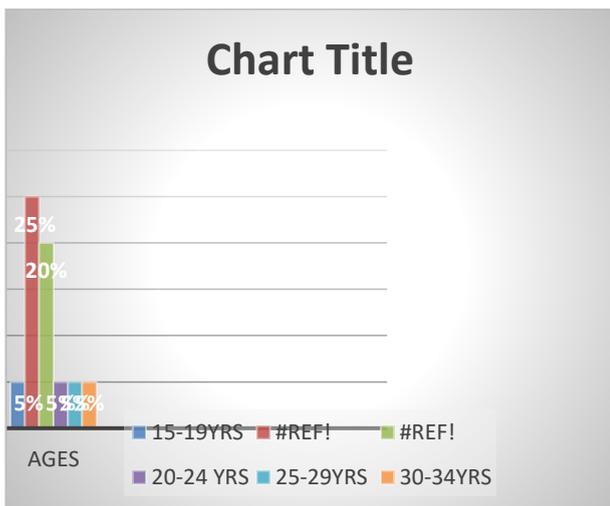


Figure 2:

According to the study the age of respondents is as follows, 25% of the respondents were between the ages of 20-24, followed by those

who were 25-29 (20%). Those who were 30-34 were represented by 15%. Ages 45-49 and 55+ were represented by 10% respectively. Ages 15-19, 30-34, 40-44 and 50-55 were represented by 5% respectively.

4.3 Level of Education of Respondents

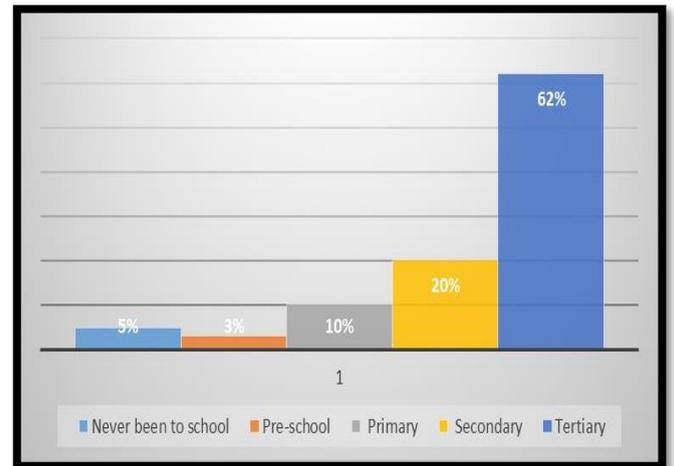


Figure 3: Level of education of respondents

Source: field data, 2017

According to the findings, 62% of the respondents were the majorities and had attended school up to tertiary, followed by those who went up to secondary and were represented by 20%. 10% represented those whose highest level of education was primary level. 3% had reached pre-school and 5 % had never being to school.

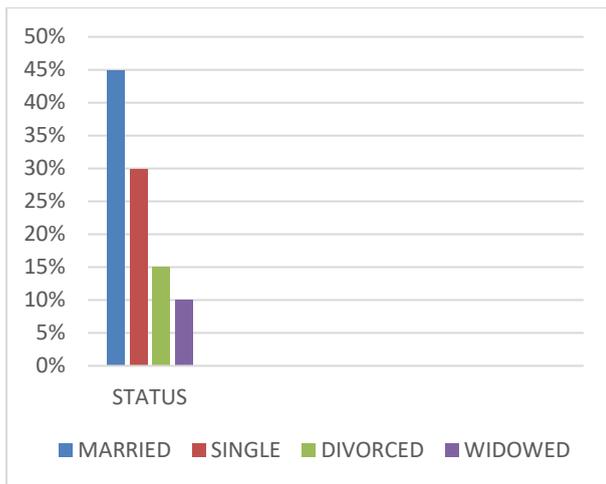


Figure 4: marital status

According to table 1, Majority of the respondents were married and were represented by 45%. Followed by those who were single and were represented by 30%, 15% presented those who were divorced those who were widowed were represented by 10%.

4.6 Institutional Framework Put in Place to promote participation of local community in the process of service delivery by the local council.

According to an interview held on 9TH May with Livingstone City council socio-economic planner, the Council provides a lot of services to the Local Community which among others include Garbage Collection, issuing of business permits, maintenance of refuse dump sites, cemetery and sport and recreation facilities, burial of destitute and issuing of burial permits, registration of societies, provision of fire services, street lighting, infrastructure development such a roads, drainages and market shelter, and land surveying and allocation. In order to enable local community participation in the process of providing these services Livingstone City Council had put in place various mechanisms. Among them are Ward Development Committee (WDC) located

in each and every ward, local councils and other formal mechanisms. There are other helping institutions through which the community participates in decision-making: such as faith based organizations, network of Zambian people living with HIV/AIDS, Debs and Agriculture. This involves various stakeholders taking part based on the mechanism in order to enhance community participation in decision-making. At ward level, the ward development committees are the ones involved in ensuring that the communities participate in decision-making, whilst at community level the Community Based Organization are the ones involved in ensuring community participation in the provision of the needed services through partaking in decision-making.

4.7 Challenges Faced by the Livingstone City Council and Partner Organizations in the Process of Promoting Local Community Participation in Decision-Making.

In order to ensure adequate and active participation in decision-making by the community in the Process of service provision by the local council there is need change the negative perception of the general public about the roles and generally the operations of the council. These include negative perception that the local council officials are corrupt and are not competent enough to adequately address the needs of the community. The attitude of vandalism amongst people in the community and not maintaining order in their communities are other areas which needs change. The attitude of being busy for council meeting in preference for other social gathering such as drinking beer, kitchen parties and watching soccer should also be changed amongst the community members. A participant also said that community members

do not know their boundaries in terms of their ward.

4.8 The Extent to Which Local Communities participate in decision making in the process of Services Provision by the Livingstone City council.

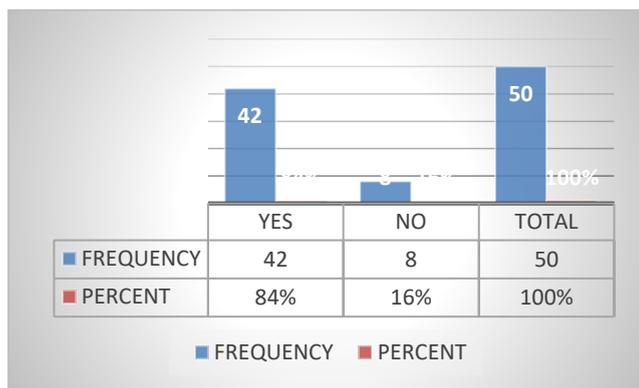


Figure 5: Garbage collection services

Source: Field Data 2017

Figure. 5 above shows respondents’ perception as to whether or not the local councils do provide Garbage collection services in their community. The table shows that out of the total 50 respondents 42 representing 84% said that the council provided the garbage collection as opposed to 8 represented by 16% said that the council did not provide the garbage collection service in their community. This means that a significantly high proportion of the local people knew that the council did provide garbage collection service.

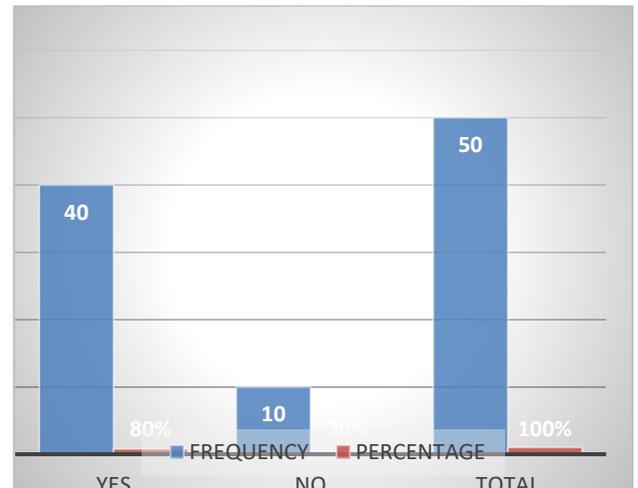


Figure 6: Provision of Water and Sanitation

Source: Field Data 2017

Figure 6 above shows respondents’ views as to whether or not the local councils do provide the water and sanitation services in their community. The table shows that of the total 50 respondents, 40 representing 80% said that the council provided the water and sanitation services as opposed to 10 representing 20% said that the council did not provide the water and sanitation services in their community. This means that a significantly high proportion of the local people knew that the council do provide water and sanitation service.

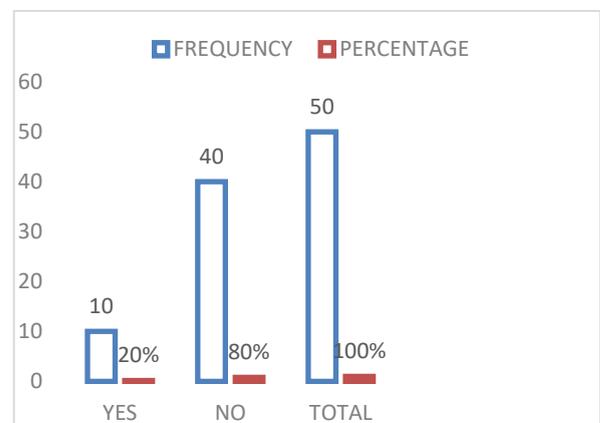


Figure7: Maintenance Services

Source: Field Data, 2017

Figure ...above shows respondents' views as to whether the local councils do provide the road maintenance services in their community. The table shows that of the total 50 respondents 40 representing 80% said that the council provided the road maintenance services as opposed to 10 representing 20% said that the council did not provide the road maintenance services in their community. This means that a significantly high proportion of the local people knew that the council did not provide road maintenance service

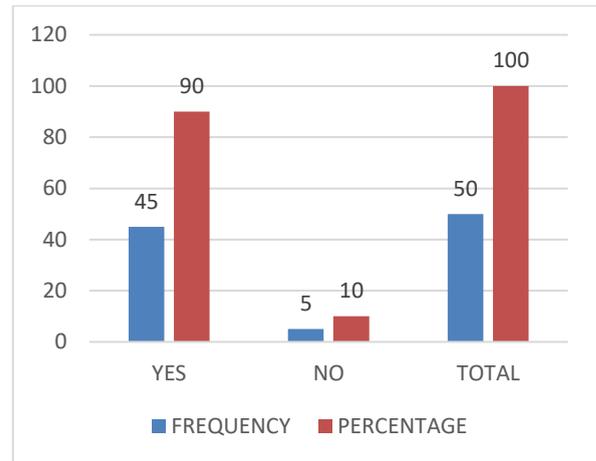


Figure 9: Allocation of plots/land

Source: Field data 2017

Figure above indicates respondents' views as to whether the local councils do provide the land allocation services in their community. The table shows that of the total 50 respondents 45 representing 90.0% said that the council provided the land allocation services as opposed to 5 representing 10.0% who said that the council did not provide the land allocation services in their community. This means that a significantly high proportion of the local people knew that the council did provide land allocation service.

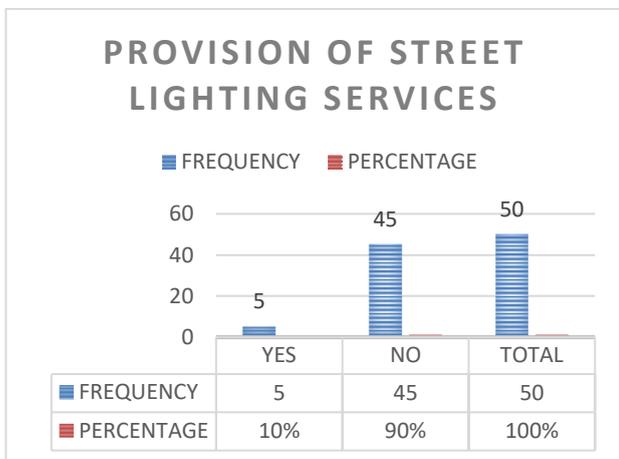


Figure 8: Provision of Street Lighting Services

Source: Field Data, 2017

Figure above shows respondents' views as to whether the local councils do provide the street lighting services in their community or not. The table shows that of the total 50 respondents 5 representing 10% said that the council provided the street lighting services as opposed to 45 representing 90% who said that the council did not provide the street lighting services in their community. This means that a high proportion of the local people knew that the council did not provide road maintenance service.

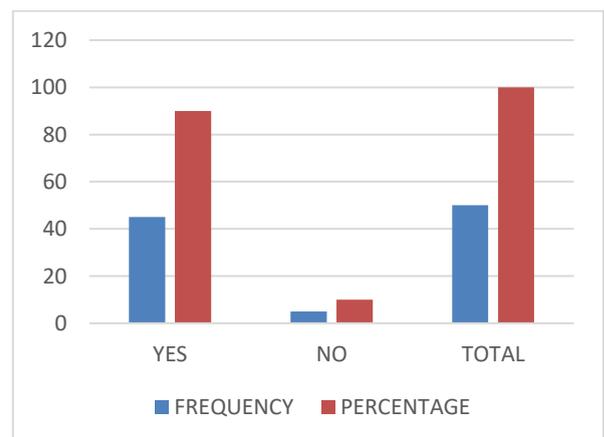


Figure 10: Provision of Drainage and Sewerage System Services

Source: Field data, 2017

Figure above illustrates the statistics on the respondents' experiences as far as the councils is concerned in provision of the drainage and sewerage system services in their community. The table shows that of the total 50 respondents 40 representing 90% said that the council provided the drainage and sewerage system services as opposed to 10 representing 10% who said that the council did not provide the drainage and sewerage services in their community. This means that a significantly high proportion of the local people knew that the council did provide drainage and sewerage service.

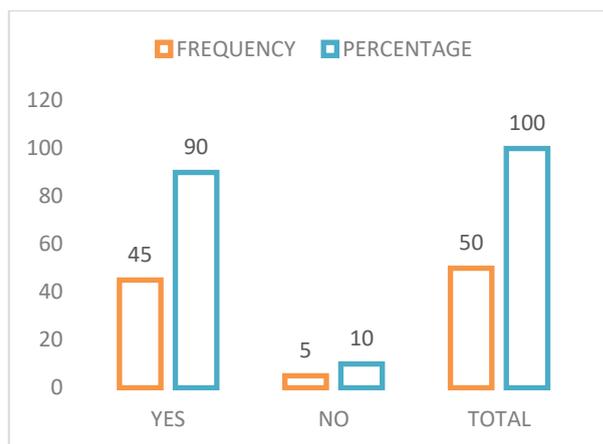


Figure 12: Provision of Trading and Business Licensing Services. Source: Field Data, 2017

Figure ...above displays the participants' experiences on the local councils' provision of the trade and business licensing services in their community. The table shows that of the total 50 respondents representing 90% said that the council provided the trade and business licensing services as opposed to 5 representing 10% said that the council did not provide the trade and business licensing services in their community. This means that a very high proportion of the local people did know that the council did provide trade and business licensing service. This is largely because it involves the collection of income hence the council paying special attention to this service.

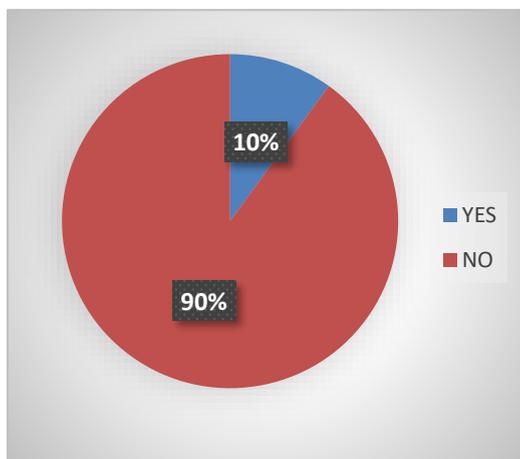


Figure 11: Showing recreational facilities

Source: Field Data, 2017

Figure iv above presents respondents' understanding as to whether the local councils do provide the recreational facilities in their community. The table displays that of the total 50 respondents 5 representing 10% said that the council provided recreation facilities as opposed to 45 representing

90% said that the council did not provide the recreation facilities services in their community. This means that a high proportion of the local people did not know that the council provides recreational services.

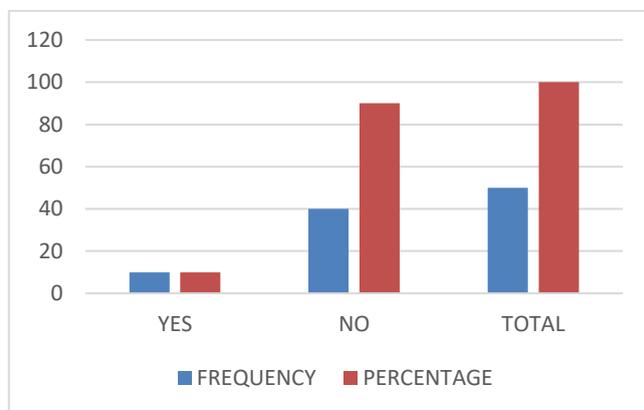
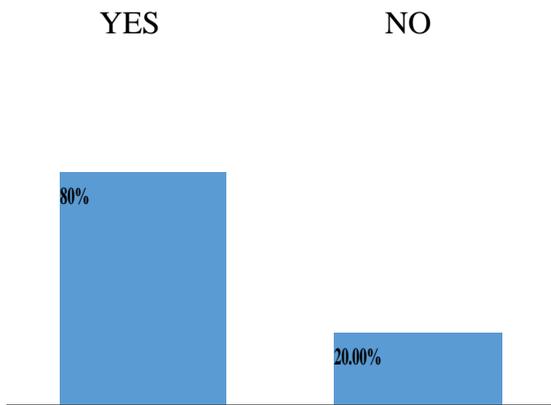


Figure 13: Provision of Agriculture and Other Services. Source: Field Data, 2017

Figure above shows respondents' views as to whether the local councils do provide the Agriculture and other services in their community. The table indicates that of the total 50 respondents 5 representing 10% said that the council provided the agriculture and other services as opposed to 45 representing 90% said that the council did not provide the agriculture and other services in their community. This means that a high proportion of the local people knew that the council did not provide agriculture and other service.

4.9 Challenges Faced by Local People in participating in decision making in the course of service provision by the council



The results show that 80% of the respondents do not participate in decision making in any of the services provided by the council while 20% of the respondents said that they do participate in decision making. This goes to show that a significantly large proportion of the respondents have not taken part in decision making in the course of service provision by the local council.

Table 10 challenges faced in the process of participation in decision making

Challenges	Percentage
Absence of streamlined and well-coordinated program when to meet	60%
Lack of transparency	20%
Decision made by those not in authority are not being taken into consideration	20%

According to table 10, 60% Of Respondents faced the challenge of Absence of streamlined and Well-coordinated program when to meet, 20% experienced lack of transparency, and 20% faced the challenge of Decision made by that not in authority are not being taken into consideration.

CONCLUSION AND RECOMMENDATIONS

5.0 Overview

The need for the community to participate in decision making in the process of the service delivery cannot be over-emphasized. This is because the services provided by the local council affect the community more than any other member of society. The numerous services, which are supposed to be provided by the local council, indicate how important the services are and the need to engage the community. The local council had put up a number of mechanisms to ensure that the community is engaged in decision-making in the process of the service delivery. This discussion will maximally utilize the research

objectives to establish the discrepancy and similarities between research findings and the literature revealed.

There were a number of institutional frameworks put in place to promote community participation in decision making for services provided in Dambwa ward. The mechanisms were WDC local councils including non-governmental organizations, churches and community based organization. These mechanisms play a vital role in ensuring community participation in decision-making. These were in tandem with the research conducted by Madimutsa (2006) on the nature and level of popular participation in poverty alleviation activities and strategies in a decentralized system of Government targeting Livingstone district. It was observed that the literature revealed that a number of institutions were established such as community based organization and ward development committees to promote community participation. This was largely because the researches were conducted in the same country (Zambia).

On the challenges faced by the local council that hinder community participation in decision making in the process of service delivery. The research findings indicate that the attitude of the local people hampered their participation in decision-making. The local community perceives the local council officials as corrupt, irresponsible and not responsive to the needs of the community. However, this was not the case from the study conducted by Hoffman (2006) in Tanzania.

In his research, he pointed out that one of the reasons for non-participation of the community in decision-making in the process of service delivery is political interference from the

political elite such as the members of parliament who think that they know it all.

These interfere with the councilors and the general operations of the local council. It can be concluded that this is due to by and large over centralization and the desire for the politicians to have control over the council. The discrepancy could be attributed to the angle at which the different researches were focusing. The other contributing factor could be the milieu Zambia and Tanzania respectively.

The extent to which local people participate in decision making can be reflected by the research findings which revealed that 20% participated in decision-making in the process of service delivery by the local council. This is contrary to 80% who had not participated in decision-making in the course of service delivery. Conversely, there is a sharp contrast according to the study conducted by Cassels (1997) in Uganda on the evolution of decentralization in Uganda. The findings revealed that 86% of the community engaged themselves in decision making in the process of service delivery by the local council. This is largely due to the Ugandan authorities who have been persistent in their devolution efforts. This has resulted in number of people taking part in decision-making in the process of service delivery by the local council. This indicates that devolution has taken route in Uganda unlike in Zambia due to the commitment of the local authorities and the government at large.

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The research observed that a number of people had problems in participating in decision making in the course of service provision, 80% had problems against 20% who did not have challenges in participating in decision-making. The major challenge encountered by the community was absence of streamlined and well-coordinated program when to meet this representing (60%). The lack of transparency (20%) was also cited as one of the challenge to the community in taking part in decision making. The other challenge faced by the community was decision made by those not authority are not taken into consideration.

However, the study conducted by Macwan'gi and Ngwengwe (2004) in Zimbabwe (Bulawayo) revealed that 84% had problems in participating in decision making. Although health governance structures were established the community was not aware of their existence and roles, the community's unwillingness to participate in health issues is due to lack of knowledge and this limits their

participation. Further, the research indicated that the decentralized

structures at district, community and neighborhood levels were not effective in carrying there functions mainly due to a weak link between the community and the governance structures resulting in 94% having problems in participating in decision-making. The discussion reveals some similarities as far as challenges are concerned. However, there were varying challenges that these communities face to hamper their participation in decision-making in the process of service delivery. This could be because these countries are among the developing countries.

This Chapter looks at the conclusions made and the recommendations of both the key informant and respondents on how to improve service delivery by the Livingstone City Council. The general of this evaluation research was to evaluate the effectiveness of the national decentralization policy in empowering local communities to participate in decision making for services provided in their communities. In a bid to effectively involve the local community in decision making in the process of services delivery by the local council the following mechanisms were put place: to the local community, ward development committees. These committees are located in each and every ward to ensure that people ate grass root level are involved in the process of decision making. The churches, Non-government organizations and churches are mechanisms through which people could be involved in decision making.

Regardless of the implementation of the National Decentralization Policy, Local Authorities are still not empowered to involve the local community in decision-making in the

course of service delivery. There is only a small fraction of males and females have had an opportunity to take part in decision-making. There is need to entice the local to get involved in decision-making on the matters that affect them. The local has not brought on board the community in decision-making in the process of service delivery due to a number of challenges they are facing. These include the negative attitude of the community, which has been necessitated by the corrupt practice by the local authority officials. This has negatively affected the need for the community to participate in decision-making.

Not only did the local council had challenges in ensuring that the community do take part in decision-making in the process of service provision, the community also had a number of problems they faced in the process of taking part in decision-making such as the Council took long to implement decisions resulting from the meeting, that council sidelined the contribution put forward by the local people in preference to the contribution made by those in authority and that the lack of transparency in the process of decision making. These negatively affected the process of decision making in-service provision. It is important to ensure that people are incorporated in decision-making in the process of service delivery as a way of promoting consensus.

5.1 Recommendations

Central government should implement the decentralization policy effectively by transferring certain functions and powers to local government and to the local people, where and by whom the problem concerning the well-being of the people is deeply felt.

The council should increase sensitization programs and incorporate the local people in developmental programs for instance through radio and television programs in both local and foreign languages such as Nyanja, Bemba, English and French.

Council members should be transparent in the process of decision making to ensure- effective service delivery and this can be made possible by incorporating the local people in decision making though the improved flow of information between people and council coupled with a bottom-up approach.

Councils should employ more competent employees who will understand and employ the principle of inclusiveness in decision-making.

The local council should establish designated places for meeting.

The local council should establish well-defined programs for the local people to know and have an opportunity to meet the local officials for instance once every after three months (quarterly meeting).

The local council should set up clear and distinct channels of communication to improve predictability. These channels of communication will enhance community participation because the people will know when and where to go to have their need attended to. To empower youths, men and women to participate in decision-making on an equal basis.

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