



GOOD GOVERNANCE AFRICA

MAY 2019

# Good Governance Africa

## CITIZEN ENGAGEMENT SURVEY



ZIMBABWE 2019

Good Governance Africa is a registered pan-African, non-profit organisation. Through cutting-edge research and trend analysis, regular publications and advocacy work, we aim to improve governance across our five key areas:

Local Governance | Natural Resources | National Security | Child Development and Youth Formation | Ethical Values and Spirituality

# DEFINITIONS

**Cession Deeds** - A cession deed is used to give up property rights to a government in authority.

**Urban** - Relating to, or located in a city.

**Household** - A household is not a physical structure. It is made up of either a person or group of persons who “eat from the same pot”. This means people who share their meals. A lodger in a house is therefore in a different household to the owner of the physical building.

**Remittance** - A sum of money sent in payment as a gift.

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## OVERVIEW

Citizen engagement with local authorities, as well as local authorities' provision of quality services, is an integral part of good governance. This two-way system captures two components of good governance, one of which is how authorities use public resources and the other how citizens respond to the way public resources are used or abused.

### Introduction

The work of Good Governance Africa - Zimbabwe (GGA-Z) is defined by the promotion of fact-based knowledge. To increase our understanding of performance at local levels of governance, GGA-Z conducted a Citizen Engagement Survey (CES) in Zimbabwe. This report contains a preliminary representation of the research findings of the survey.

The following indicators were used, representing three governance clusters: a) administration (a ward's capacity, financial soundness and compliance); b) economic development (poverty, individual income, work opportunities, unemployment rate) and; c) service delivery (water, sanitation, education, electricity, informal to formal housing, refuse removal, health facilities and police services).

The survey was conducted in four urban areas: Harare, Masvingo, Bulawayo and Mutare. The survey focused on ascertaining how wards in these areas are managed and the extent to which basic services such as water, electricity, refuse removal, police services, health, and education services are provided or are perceived to be provided by citizens.

## Background to Survey Sites

### Harare

Harare is the capital city of Zimbabwe. It is located in the north-east of the country. Being the heart of Zimbabwe, it has a population of 2,098,199. The capital city is characterised by a mixture of different ethnic groups. The main language spoken in Harare is Shona.

### Masvingo

The city of Masvingo is located in the south-east of Zimbabwe. According to the last census, Masvingo has a total population of 87,886. Most of the local population in Masvingo belong to the Karanga Shona ethnic group. The main spoken language in the city is Shona (Karanga).

### Mutare

Mutare is the fourth-largest city in Zimbabwe, located in the eastern highlands of Manicaland Province, close to the border between Zimbabwe and Mozambique. It has a population of 448,810, making it the largest city in Manicaland. It is a multi-cultural home to the Manyika people, the Zezuru of Mashonaland and the Ndau of Chipinge and surrounding areas, including Mozambique. The languages spoken here are mostly one from each of the mentioned ethnic groups, including different dialects of Shona.

### Bulawayo

Bulawayo is the second largest of Zimbabwe's cities. It is located in Matebeleland, south-west of Harare and has a population of 655,675. Ethnic communities living in Bulawayo include the Ndebele, the Tonga, near Lake Kariba, as well as Sotho, Venda and Hlengwe. Ndebele is the main language spoken in the city.

## Methodology

Given our desire to maximise impact with the time and resources available, we opted for a methodology that relies on quantitative methods within the broader context of a participatory action research paradigm.

### Phase 1: June-July 2018

Preparations for the Zimbabwe governance survey began in June 2018. GGA-Z prepared a concept note outlining the objectives, methodology and expected outcomes of the survey, as well as timelines.

### Phase 2: August-September 2018

GGA-Z and Ms Camilla Thorogood assisted in translating the Citizen Engagement Survey questionnaire into tools to be administered, using the data collection application CommCare on mobile phones carried by trained GGA and partner-affiliated fieldworkers from the Mass Public Opinion Institute (MPOI) and the Habakkuk Trust. The questionnaire was later translated into Shona and Ndebele on site before fieldwork was conducted in each city. The use of geographically accurate grammar and phraseology was encouraged.

### Phase 3: October-November 2018

Fieldwork was undertaken in Masvingo and Harare in October and November 2018. The survey population was taken from the 2015 Zimbabwe National Statistics Agency (ZIMSTAT) Poverty Report.

The GGA-Z 2018 survey sample targeted 1,500 respondents in Masvingo and Harare. In each location, the focus was on two of the poorest wards and two of the wealthiest wards. To identify poverty and wealth levels in the wards, the ZIMSTAT poverty index, defined as poverty prevalence percent, was used to identify four wards in each city. (Details pertaining to the calculation of the poverty prevalence are provided in the ZIMSTAT report.)

The tables below, which were extracted from the ZIMSTAT report, provide information on the poverty prevalence, population size and total number of households for each targeted area per selected ward.

In Masvingo and Harare, 30 enumerators selected by MPOI and trained by GGA-Z, undertook data collection. The enumerators live in the city in which they did their fieldwork, facilitating their understanding of the area and encouraged community members to trust them and feel comfortable in their presence.

Interviews were restricted to respondents 18 years and older, who fieldworkers found at home. Each enumerator was expected to conduct a minimum of six interviews per day, and were instructed not to rush through the interviews but to take their time to go through the questions properly.

### Phase 4: February-March 2019

Fieldwork was undertaken in Mutare and Bulawayo in February and March 2019. The survey population was taken from the 2015 Zimbabwe National Statistics Agency (ZIMSTAT) Poverty Report. The GGA-Z 2018 survey sample consisted of 800 respondents in Mutare and Bulawayo. The sample size was reduced due to budgetary issues. In each location, the focus was on two of the poorest and two of the wealthiest wards. To identify levels of poverty in the wards the ZIMSTAT poverty index, defined as Poverty Prevalence Percent, was used to identify four wards in each city. Data collection in Mutare was implemented by MPOI. In Bulawayo, the survey was conducted by the Habakkuk Trust, with Q Partnership supervision.

**Table 1: Summary of households of wards selected in Harare**

Ward	Poverty prevalence	Population size	Total number of households
Ward 03	42%	22 179	5,669
Ward 42	46.5%	44 980	11,661
Ward 02	22.4%	35 673	9188
Ward 06	15.5%	19 569	6,727

**Table 2: Summary of households of wards selected in Masvingo**

Ward	Poverty prevalence	Population size	Total number of households
Ward 01	30.8%	4,516	1,370
Ward 10	30.5%	5,206	1,337
Ward 09	19.6%	5,238	1,344
Ward 07	22.9%	18,583	5,206

### Phase 4: continued

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The tables below, which were extracted from the ZIMSTAT report, provide information on the poverty prevalence, population size and total number of households for each targeted area per selected ward.

The sampling interval was five for all urban areas. This was used to indicate the next house on the list to be interviewed. For example, a sampling interval of five meant that we counted four houses from the first house and interviewed the occupants of the fifth house.

**Table 3: Summary of households of wards selected in Bulawayo**

Ward	Poverty prevalence	Population size	Total number of households
Ward 13	43.7%	19,203	5,072
Ward 28	41.9%	44,611	11,184
Ward 01	23.4%	11,683	3,811
Ward 05	28.5%	17,738	5,225

**Table 4: Summary of households of wards selected in Mutare**

Ward	Poverty prevalence	Population size	Total number of households
Ward 02	61%	4,750	1,443
Ward 04	59.7%	6,952	1,887
Ward 11	31.1%	9,928	2,574
Ward 14	32.4%	18,716	4,783

This interval also applied to flats. For example, a sampling interval of seven in a block of flats meant that we started on the top floor and worked down towards the bottom floor. On a floor, we counted six flats from the first flat on that floor and interviewed the occupants of the seventh.

There were 48 enumerators in each location. The starting point for the fieldwork in each ward was randomly selected. From that point, groups of enumerators went in one of four directions - north, south, east and west. One adult per household was interviewed.

This meant there could not be multiple respondents in a household. Each respondent to be interviewed was selected using a Kish grid. If a house/physical dwelling had more than one household in it only two households at most were interviewed in that house. Each interview took about 20-30 minutes.

On the ground, fieldworkers were able to capture a reasonable representation of citizen responses in the wards within their transect area. A WhatsApp group was established for the fieldworkers, enabling them to communicate with each other and the project leaders. For each interview, fieldworkers were requested to drop a location pin identifying the interview coordinates. Each day, the fieldwork team set out on foot with smartphones with CommCare software installed.

A number of steps were taken to ensure the ethical integrity of the research. Respondent confidentiality was assured by making responses anonymous. Respondents were informed of the objectives of the research and interviews were conducted after securing their consent. The great majority of the identified research participants agreed to take part in the study, although a small minority refused to be interviewed.

The survey took approximately 20-30 minutes to complete and included both closed and open-ended items. Overall, the questions covered socio-economic and demographic characteristics, home and land ownership, service provision, and local municipality/ governance issues.

GGA's SADC quantitative data team conducted a statistical analysis, merging and cleaning all survey material, while quality checks were carried out by Q Partnership to identify outliers and logical inconsistencies. Quantitative data was analysed according to demographics, income levels, education and employment, as well as ward and municipal service provision and satisfaction with the services provided.

## Field Challenges

Budgetary difficulties were encountered during the preparation for the Bulawayo and Mutare fieldwork. This affected GGA-Z's implementation schedule. These complications were the result of internal and external factors. The internal factors are in the process of being remedied and lessons have been drawn for the organisation as a whole.

Zimbabwe experienced political instability in January 2019 due to a violent stayaway, which began in Bulawayo and quickly spread to the rest of the country. When fieldwork resumed in February, the political context and fieldwork environment remained affected by the violence that occurred in January. Due to this insecurity, safety and security considerations had to be made for the work conducted in Mutare and Bulawayo.

## LIMITATIONS TO THE STUDY

1. In Masvingo and Harare enumerators were not instructed to do call backs or use a Kish grid to select respondents at random in a household. They spoke to whoever was on site due to a misunderstanding in the briefing and a problem with supervision – hence the statistic later showing a high percentage of women and of 19-29-year-old participants (the main unemployed sector).
2. A flawed sampling method was used in the early phases of the study. The methodology flaw was noted in the application of the M&E protocol by TRACE, and GGA provided a mitigation plan with the corrected instruction. Mutare and Bulawayo were undertaken applying the corrected methodology. The use of different sampling methods and the transition in sampling methods applied in the study contributed as a limiting factor to the comparisons and variables in the test and analysis of different cities under study.
3. Military intervention affected data collection in Mutare on day two, which also affected the sample as enumerators gave no indication of the households per house.
4. The respondents were asked how much they earned in US dollars / bond / ecocash (double-barrelled question). The limitation of this question was in combining different monetary values together in one question, thereby overvaluing household incomes in US dollars.
5. There was a standard data-capturing error in the software tool used to collect data whereby there was a level of education option included named 'choice 41 education'. This education does not exist in the Zimbabwe education curricula. The errors are identified in the education and gender sections.
6. The study was conducted at different times (2018 to 2019) in different cities, making it subject to a different social, economic and political climate, particularly with the notable change in the political environment.
7. There were also limitations with regard to access to the elite suburbs. Some of Harare's wealthiest suburbs include Borrowdale Brooke, greater Borrowdale, Vainona, Glen Lorne and Chishawasha Hills, among others. However, accessibility in most of these areas is a challenge. In the rare cases when researchers gained access, they faced high refusal rates. Sometimes the researchers only got to engage house helps and/or gardeners. Thus, the existence of obvious limitations in terms of perceptions on service delivery as the experiences and views of the citizens differ significantly depending on whether the respondent is the property owner or an employee and also vary according to differences in locality.

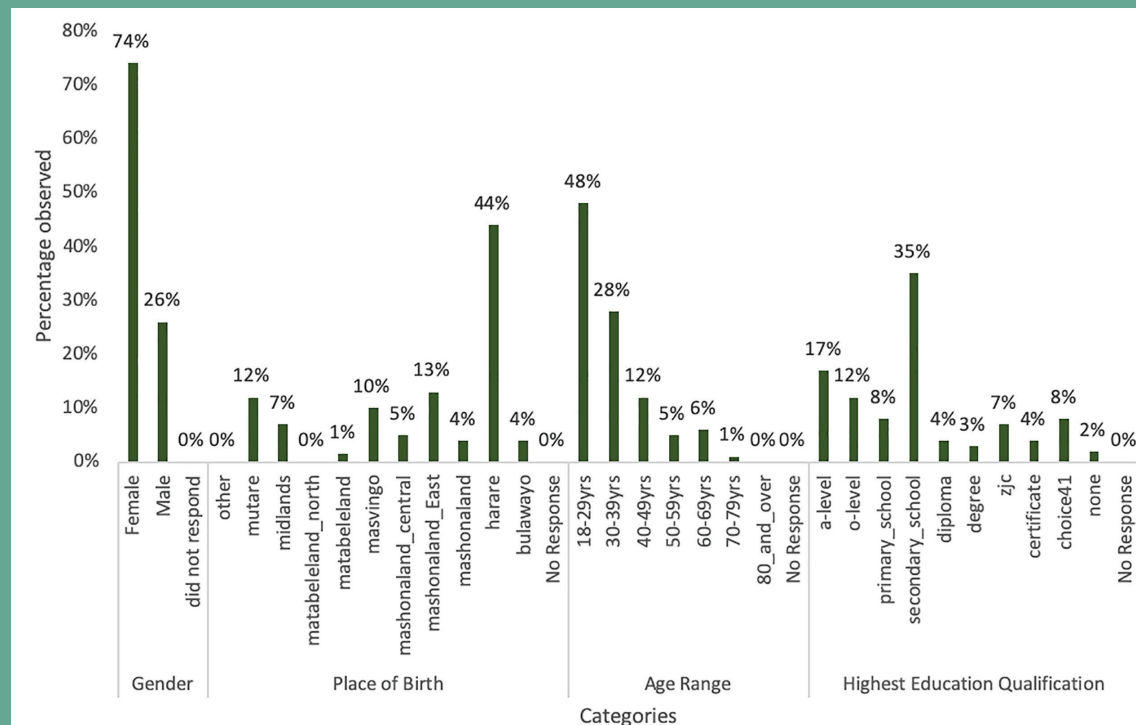
## HARARE

### Demographic snapshot

In the Harare citizen survey 1,500 interviews were conducted. Multiple participants were selected randomly per household after collection of the data. This reduced significantly the size of the sample to 216 participants.

The gender of the Harare sample was female dominated; of 216 participants, 74% were female and 26% were male. According to the 2012 Zimbabwe census, 52% of the population was female

Chart 1: Demographics



while 48% was male. While the 2012 census shows a more balanced male to female ratio, the Harare sample was more skewed to females due to a sampling procedure as outlined in the methodology.

With regards to age, the sample was dominated by younger participants aged 18-29 years, who represented 47% of the sample. There was a constant declining pattern observed with the increase in age of participants in that the number of older participants decreased with age. Hence, the downward slope in the chart reflecting the age dynamics of the sample. The range 30-39 years had 28%, while 40-49 years had 12% and 50-59 years had 5%. The range 60-69 years and 70-79 years had 6% and 1% sample participants respectively. There were 1% non-responses/blanks to the age question in the Harare sample.

Being the capital city, Harare has a variety of people living there who were not necessarily born in that province. From the Harare sample, 44% were born in Harare while 56% were born in other provinces.

With regards to education, 12% of the participants in Harare had completed O-levels. Secondary education was attained by 35%, followed by A-levels (17%). Participants who held a degree comprised 3% of the respondents, 4% held a diploma, 8% had completed primary school, 7% had a ZJC certificate and 4% held a certificate. Eight percent was allocated as a standard capturing error.

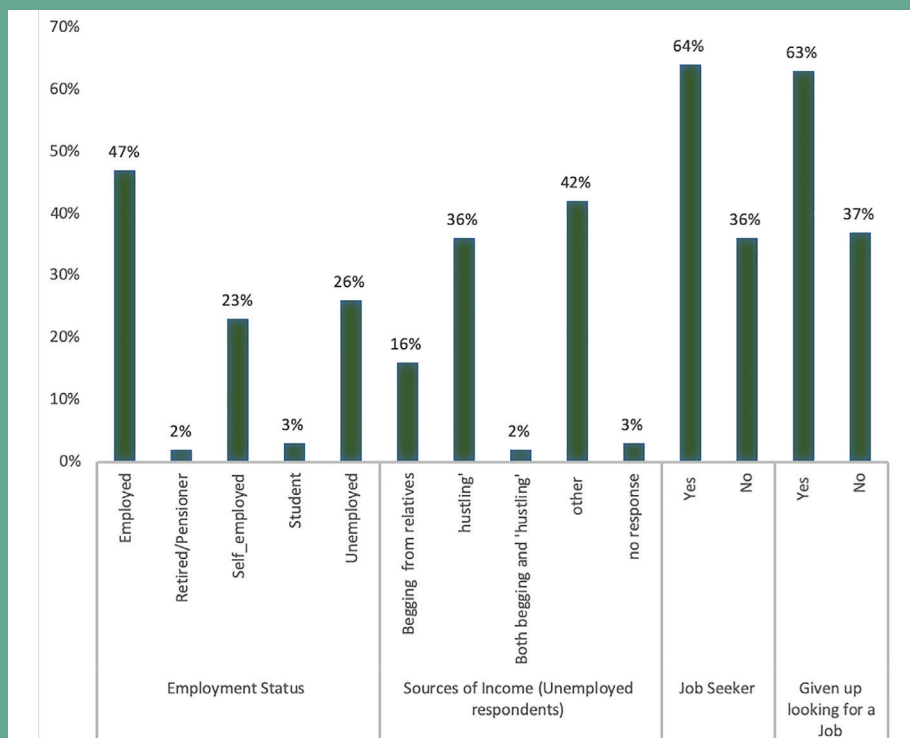
### Sources of income

In the Harare sample population 47% of respondents were employed, 23% were self-employed, 26% were unemployed, 3% were students and 3% were retired. From the respondents with O-levels, 50% were unemployed while 26,3% were self-employed and only 21% were employed. A low 1.2% of the respondents whose highest education attainment was O-levels were still pursuing their studies. Of the respondents with secondary education, similarly to O-levels, 50% were unemployed, 28.8% were self-employed and 34,2% were employed. While other respondents were either retired pensioners or students.

Of the respondents with a diploma, 28,6% were unemployed, 27,1% were self-employed, while 50% were employed. Of the respondents with a degree, 26,3% were unemployed, 21,3% were self-employed and 47,4% were employed. Of the respondents with primary education 45,5% were unemployed, 9% were self-employed and 18,2% were employed.

In Harare, it was observed that there was more employment with higher levels of education than in the lower levels of education. Half of the respondents with O-levels and secondary education respectively were unemployed. Across all education levels, the minority occupations were self-employed, students and retired pensioners respectively.

Chart 2: Employment and incomes



The respondents who were unemployed were asked how they generate their livelihood, 42% stated “other”, 36% stated “hustling”, 16% stated “begging from relatives”, 2% stated that they generate an income from both begging from relatives and “hustling”, while 3% did not respond to the question.

The sample that responded “other” were asked to further specify. The responses mainly comprised “remittances”, “reliance on working spouse” and “vending”.

The overall unemployed respondents represented 53% of the Harare sample. Of this figure, 64% were still actively searching for employment while 36% were not looking for employment. Of the respondents who were not looking for employment, it was found that 63% had given up looking for employment.

The household income of the respondents was assessed in dollars. The limitation of this was that it did not give the true reflection of the monetary value on the ground, which comprised Zimbabwe Bond notes, Eco Cash and “street rates” respectively.

It was observed that 30% of households had an income of up to \$200, 23% \$201 to \$499, 26% \$500 to \$999, 13% \$1000 to \$1999, while 5% of households had an income of more than \$2000.

Respondents were asked whether they resided with other families and 31% of respondents shared their dwelling with up to five more families. Another 31% shared their home

with one more family. Fourteen percent of the respondents shared their home with two or more families and 7% with three other families.

A low 14% of respondents lived on their own in a single dwelling. It was observed that respondents who lived alone as a single family in their households were from the less densely populated suburbs as opposed to the high-density dwelling places.

It was also observed that there were higher levels of household income (\$1000 and above) more predominantly in the Avenues, Hatcliffe, Sunningdale and St Martins.

## Economic reality

Real estate ownership was relatively low in the Harare-sampled population with only 11% of the respondents owning property, 27% was family owned, while the majority (61%) of respondents were living in rented houses.

There was a similar trend observed with land ownership, with only 29% of the sample owning land while 71% of the sample did not own land.

The respondents who did not own land were asked how they would use land if they owned it. Sixty two percent stated that they would build a house to live in, 18% stated that they would use the land for both building a residence and for business purposes to generate additional income.

Fourteen percent of the respondents stated that they would use the land for agriculture and other businesses while 6% did not respond.

Chart 3: Real estate

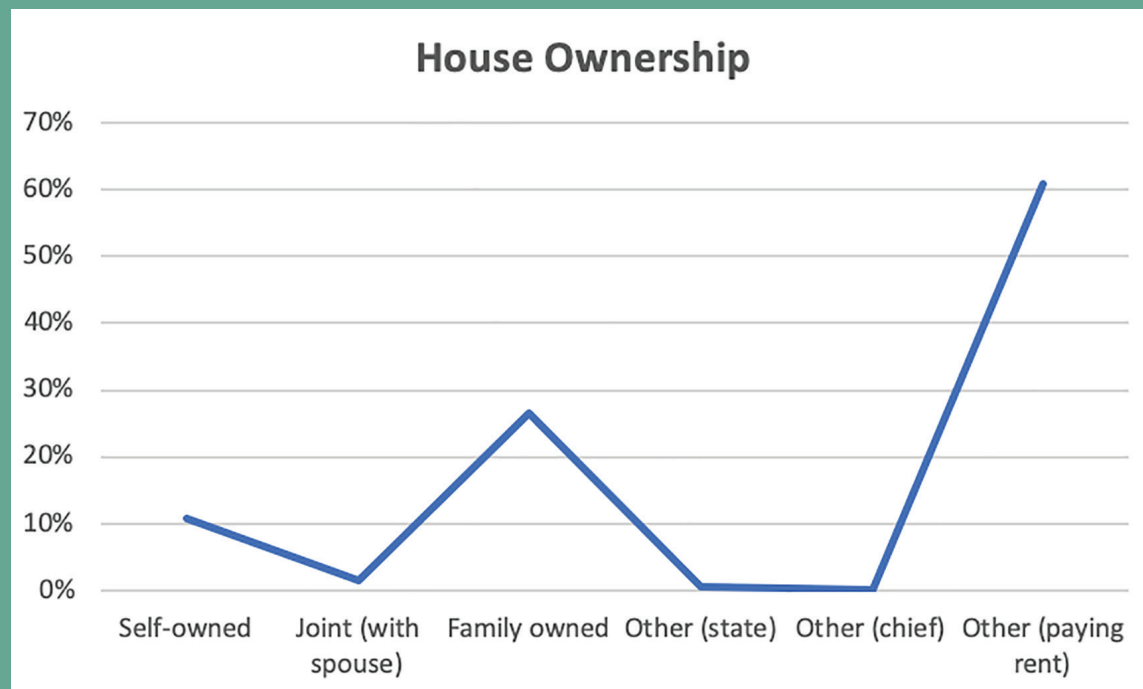


Chart 4: Tenure



## Socio-economic factors

The majority of the participants in Harare (85%) did not know the mission statement of their municipality and ward and 76.4% of the participants did not know who their ward councillors were. Sixty nine percent of participants were dissatisfied with the ward's service delivery. Another 21% of participants were neutral on service delivery, 9% stated that they were satisfied with the ward's service delivery and 22% were neutral.

Of the respondents who were dissatisfied with service delivery, 16% never had access to refuse collection and 20% had access to a working toilet outside the house. When the respondents whose refuse was never collected were asked how they handled their refuse, the main responses included burying it and dumping it on open ground. Of the respondents who had access to a working toilet outside the house, 23% were dissatisfied with the quality of sanitation.

Seventy percent of the Harare sample believed that their wards were not promoting investment, 11% believed their wards were promoting investment and 19% were neutral. Eighty five percent of the sample respondents stated that they did not have access to their respective ward councillors, 14% stated that they did have access to their ward councillors and 1% abstained from answering the question. There were low meeting attendance levels in Harare, with 87% stating that they did not attend ward meetings, while the remaining 13% confirmed attendance. Ninety seven percent of the sample was without knowledge of the ward budget. Similarly, 91% had no awareness of the funding of ward development projects. It could be inferred that the lack of knowledge of ward budgets and projects might be due to low attendance levels of ward meetings.

## Access to services

The basic impact of services such as water, sanitation, refuse collection, electricity, health and policing on communities was significantly dependent on the extent to which communities could access them.

The impact on how citizens were accessing services was at times used as a measure or a criterion for government's performance, which reflects government capacity to recognise the diverse

needs of citizens by delivering quality services within the community.

Sixty-seven percent of the participants had piped water inside their houses, 26% had access to piped water inside the yard, 1% had access to piped water outside the yard and 2% of the participants get water more than five minutes' walk from the house and only 4% did not have access to piped water.

Another 10.65% of the participants were satisfied all the time with the quality of water they were receiving, 63% were not really happy with the quality of water and 26% of the participants were undecided.

Sanitation gives wellbeing to a community, while protecting human health for a better life.

Twenty percent of the participants did have access to a working toilet outside the house, 79% of the participants had access to a working toilet inside the house and 1% of the participants did not have access to working toilets.

Fifty-two percent of the participants were satisfied all the time with sanitation access, 16% were not satisfied and 31% were neutral about this service.

Chart 5: Water

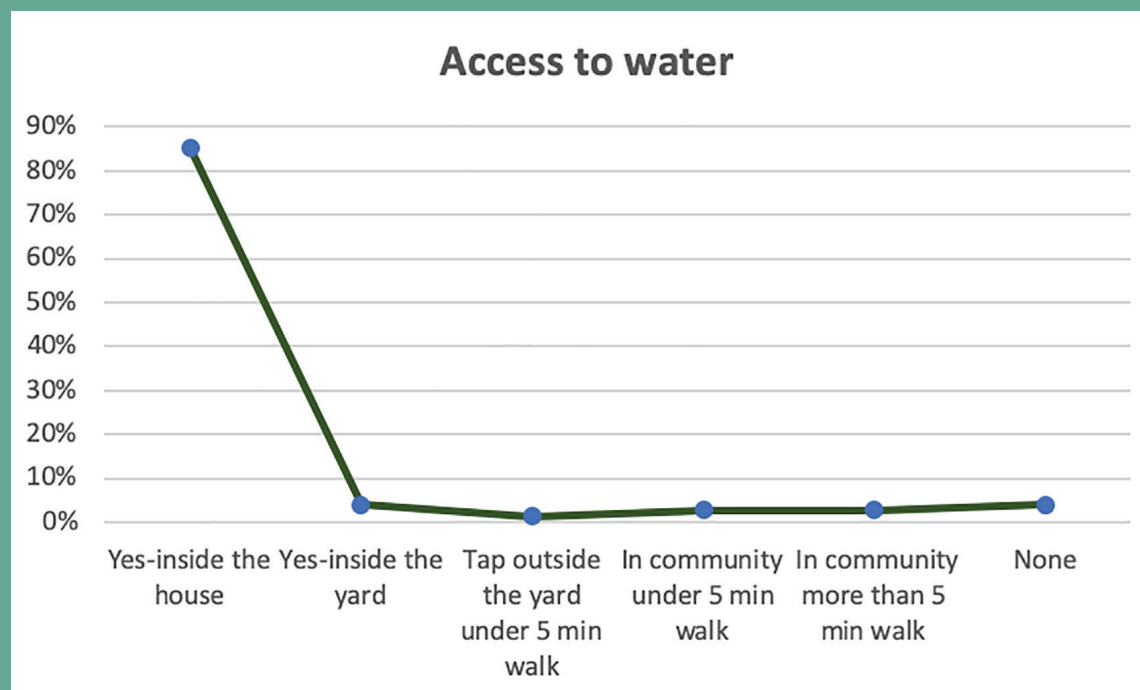
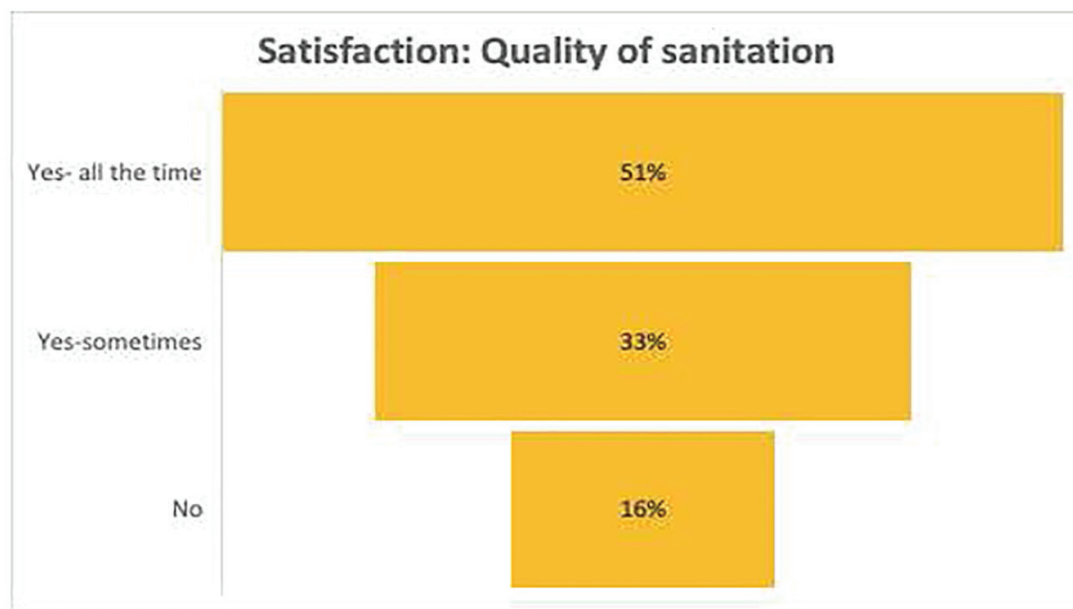




Chart 6: Sanitation



Eighty-four percent of participants had access to electricity and could afford it, while 9% had access to electricity but could not afford it. Seven percent did not have access to electricity.

Seventy-nine percent of the respondents were satisfied with the reliability of electricity, 9% were not satisfied and 12% were in-between.

Eighty-five percent of people had access to health facilities inside their community, including public clinics, private hospitals and hospitals. Fourteen percent had access to health facilities outside their community ward and one percent did not have any access to a health facility.

Seventy-one percent of the participants had used these health facilities while 29% had not utilised these health facilities; 32% were satisfied with health facilities, 14% were not satisfied, 25% were neutral and 29% did not answer this question.

Thirty-two percent were happy with their health providers and 15% were not happy with these service providers; 24% were neutral and 29% did not answer this question.

Forty-two percent of the participants were not satisfied with the availability of medication and only 13% were happy with the availability of medication. Sixteen percent were neutral

Chart 7: Health care

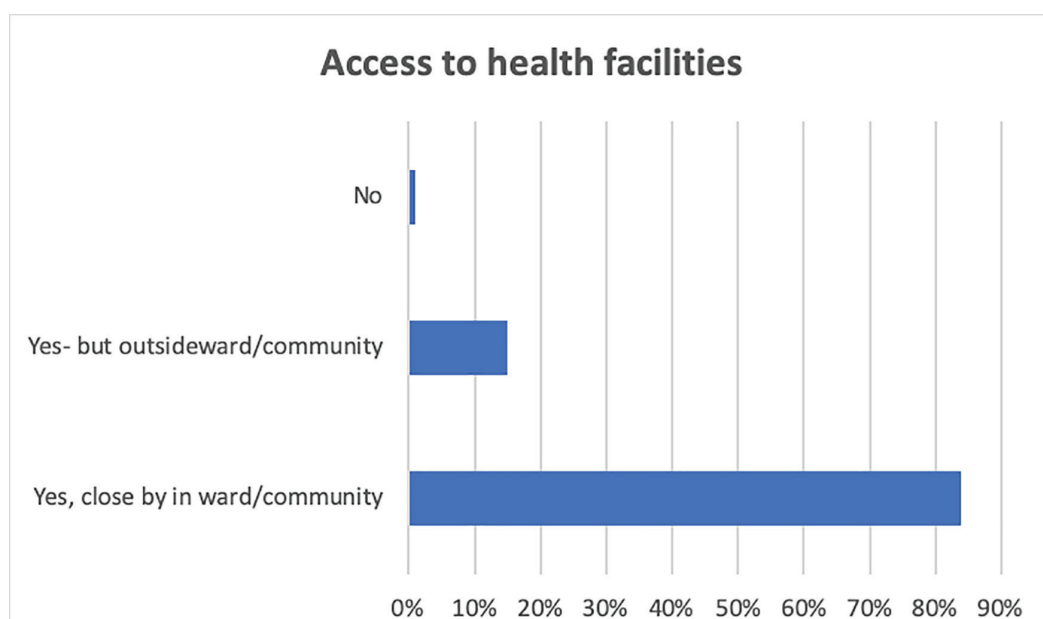
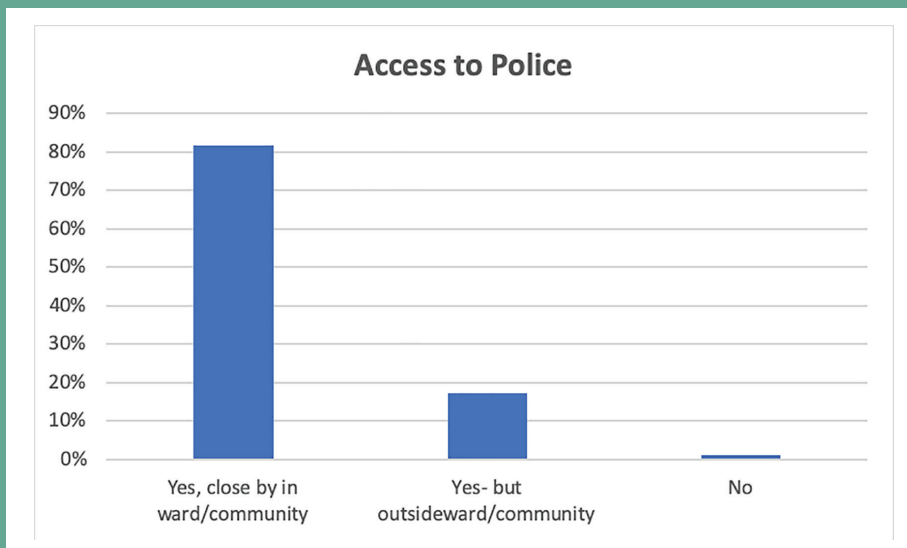


Chart 8: Policing



and 29% did not respond to this question. Looking at the waiting period to receive satisfactory care or treatment, 25% were not happy with the waiting period to receive treatment, 25% were happy with the waiting period to receive treatment, 22% were neutral and 29% did not respond to this question.

For people who had access to a police station, 82% had access to a police station close by in their community ward, 16% had access to a police station outside the community ward and 2% did not have any kind of access. Forty-seven percent were satisfied with the service provided, 34% were not satisfied and 19% did not know if they were satisfied or not. In communities with access to early childhood development services, 82% had access to early childhood development within their ward community and 2% also had access but outside the community ward. Eight percent said they could not access them and 8% did not know about early childhood development.

Of those that had access to refuse collection close by in the community, 23% did have access to refuse collection all the time. Sixty four percent did have access to refuse collection sometimes but not all the time and 13% never received any kind refuse collection. Forty-seven percent were satisfied with the service provided, 34% were not satisfied and 19% did not know whether they were satisfied or not. Of the community with access to early childhood development and services, 82% had access to early childhood development within their ward community, 2% also had access, but outside the ward community, 8% could not access them and 8% did not know about these early childhood development services.

Providing recreational services for young people is critical. Sixty-two percent of participants said there

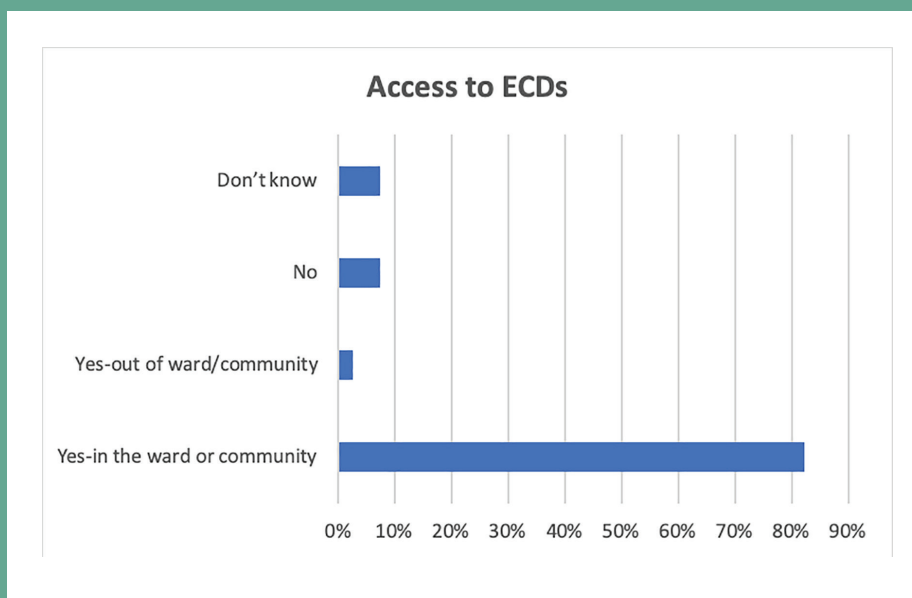
were no recreational services provided for young people while 32% agreed that there were recreational services provided within the community ward. Six percent said they were outside the community ward. Forty-nine percent of the participants said there were no services provided for old or senior citizens. Three percent agreed that they had some services for old and senior citizens outside the ward community, 18% did receives services for old and senior citizens within the community ward and 31% did not know anything about services that concern old people and senior citizens.

## Top three priorities

In Harare the top three priorities are:

1. Water and sanitation
2. Transport and infrastructure
3. Health and nutrition

Chart 9: Early Childhood Development



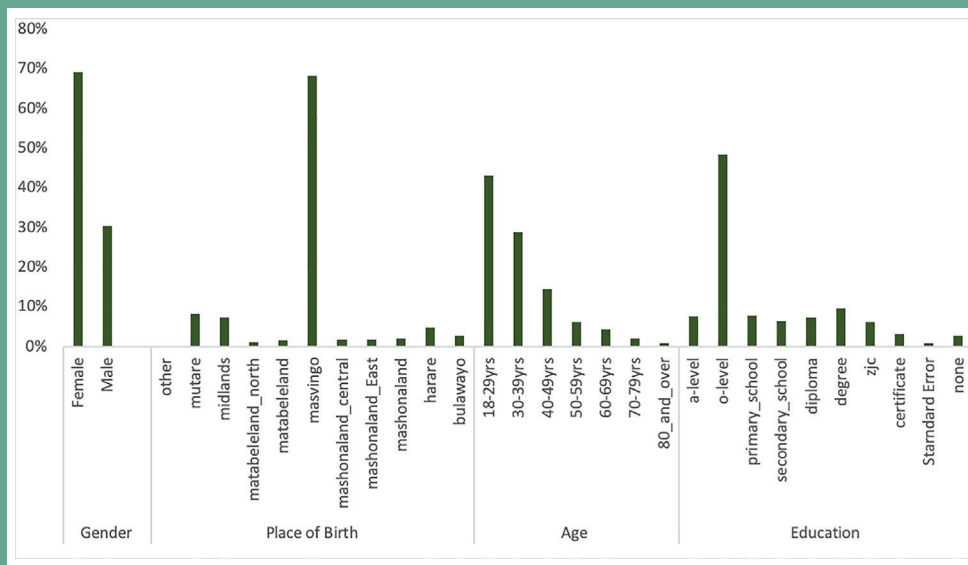


## MASVINGO

### Demographic snapshot

The overall sample comprised of 814 respondents. Most (68%) of the respondents were born in Masvingo, located in Rujeko, which is the second-largest high-density suburb and the other 32% migrated from the surrounding areas. Thirty nine percent of those who responded were from ward seven and more than half (61%) were from other wards.

Chart 10: Demographics



There was a link between age, education and unemployment. The majority (23%) of the respondents who had an O-level education were between the ages of 12-29 years old and unemployed.

Twenty-six percent of the respondents were employed and their individual income per month was up to \$200, 16% earned \$201-\$499. Comparing gender earnings, males (19%) earned from \$201-\$499 and above, whereas almost 50% of females earned up to \$200. Males earned more than females. Among

Masvingo is populated by the youth; most respondents were between the ages of 12-29 (43%), 30-39 (29%) years old and the majority (69%) were female. Almost half (or 48%) of the respondents had an O-level education and more than half (52%) had other levels of education.

### Sources of income

The findings show that there is a high percentage (45%) of unemployment and only 26% were employed. Out the 45% unemployed, the majority (50%) generate their livelihood from other sources and 37% stated that they were "hustling."

Half (50%) of the respondents who were unemployed generated their livelihood from other sources, most of them (52%) were supported by their spouse. Therefore, we can conclude that most of the respondents are married.

However, despite the high percentage of unemployment, 26% of the respondents were generating their income through work, while others (21%) relied on other sources of income and only 16% generated an income through sales or businesses.

the unemployed, 45% were dependent on the 26% who were generating their income from working and 19% were "hustling", generating a monthly income of \$200 individually.

The respondents were asked about their total household income per month. The majority (32%) of the households earned up to \$200 per month. Thirty-seven percent of those households have five or more people and only 26% of those who were unemployed were solely dependent on that income.

Chart 11: Employment and incomes

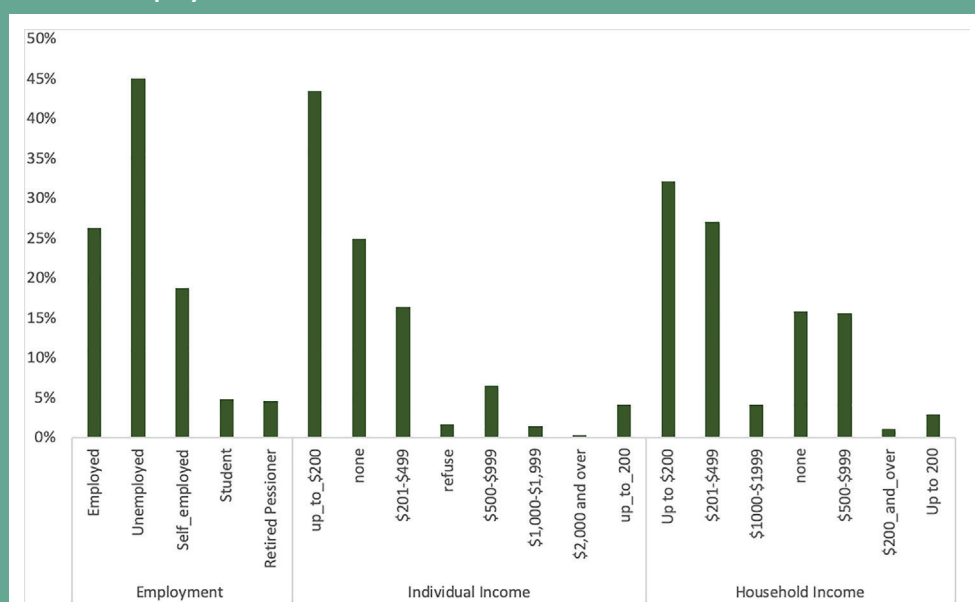


Chart 12: Households

## Other families residing with respondent

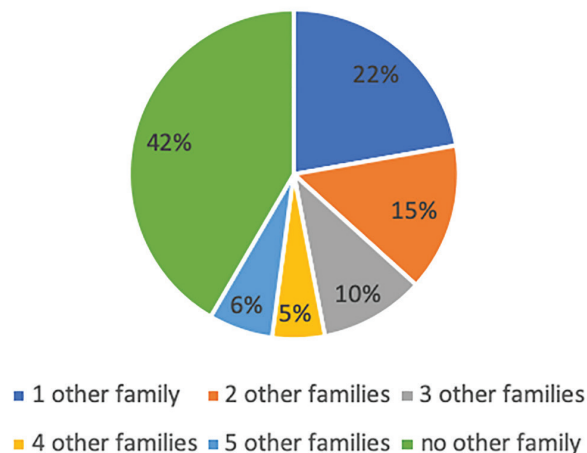
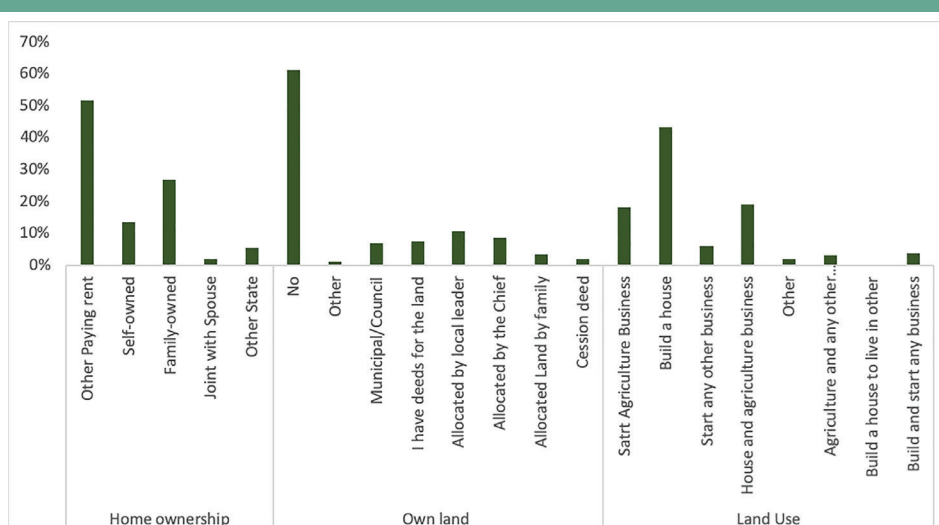


Chart 13: Real estate and tenure



## Economic reality

Measuring household size, 37% had five or more people living in their homes and 22% had four occupants. Fifty-two percent of the respondents occupying those households were renting, at least 27% were family owned and the other 21% were self-owned, 2% were jointly owned with a spouse and 5% were “other state”. The reason for renting is because Masvingo is mostly used for tourism. The respondents in the Masvingo sample largely had no other families residing with them in their households (42%), 22% had one other family member living with them, 15% had two, 10% had three, 6% had five and 5% had four other families living with them.

The respondents were asked if they owned land. The majority (61%) did not own land and only 11% had title deeds. However,

44% stated that if they were landowners they would build houses to live in, while others (18%) were interested in starting agricultural businesses.

Agriculture and tourism were the most important contributors to the economy of Masvingo. Based on the data analysis, there were 43% nuclear families, which was related to the 50% unemployed respondents supported by their spouses. Of the 37% households with five or more occupants, 30% females and 22% males occupied households where there was one other family living in the home. More males belonged to nuclear families than females; the reason for this might be that most of the respondents were females.

## Socio-economic factors

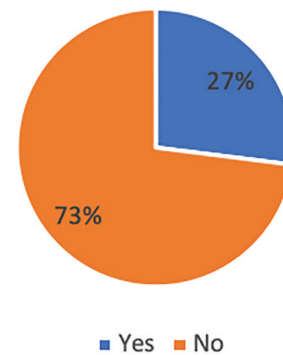
The respondents were asked if they attended ward meetings. Seventy-three percent said they did not attend, while 27% said they did. Of the 27% who attended meetings, 22% said they attended sometimes, while 5% said they attended all the time. Most of the respondents were uninformed about their ward and 91% did not know what their ward's mission statement was. Only 8% claimed to know it.

Most (82%) of the respondents did not attend ward budget meetings and only 9% did. Despite the higher percentage of people who did not attend ward meetings, 34% knew their ward councillor's name and 59% stated that they did not have access to the ward councillor. We can therefore conclude that there was no access to information for the citizens on how to contact their ward councillor.

The majority of the respondents (64%) claimed that the ward did not provide opportunities to develop the community, contributing to the high rate of unemployment, which could also be influenced by the fact that the ward did not provide recreational activities and adult education for their citizens.

Chart 14: Ward Meetings

### Ward Meeting Attendance



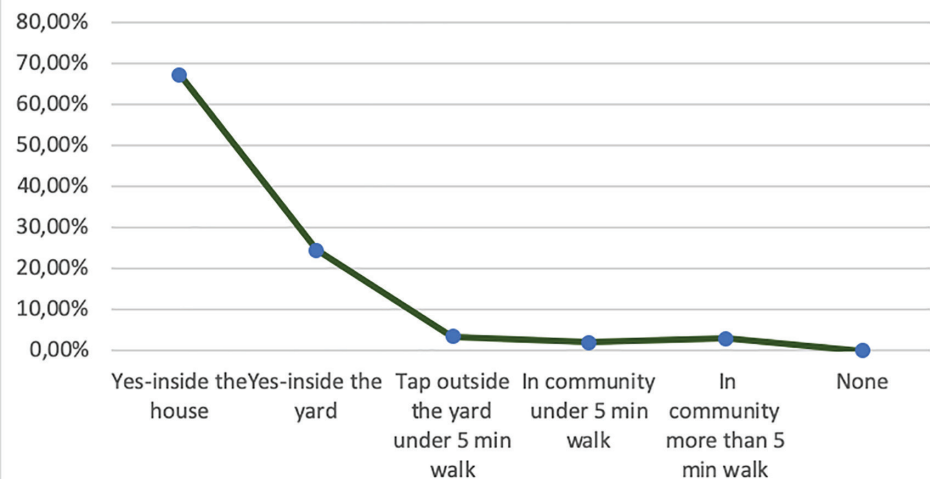
## Access to Services

Accessible and safe drinking water is a necessity. Sixty-seven percent of the respondents in Masvingo had access to piped water inside their house, 24% had access inside their yard and at least 3% claimed they had taps outside the yard under five minutes' walk away.

With regards to service satisfaction, 68% of the respondents were satisfied with the water quality, 24% were sometimes satisfied and at least 8% were not satisfied. Furthermore, of the 24% that indicated they had access to water inside their yard, 88% of those households had five or more people living in the house, and of the 28% who were sometimes satisfied with the quality of water, the majority were households with five or more occupants.

Chart 15: Water

### Access to water



We can then assume that the respondents who had five or more people living in one household and were renting, might be receiving low-quality water as most of them were sometimes not satisfied. When the density is higher the quality decreases.

In terms of access to sanitation facilities, 82% had access to toilets inside their houses, 13% said they had access outside their houses, at least 1% did not have access to working toilets.

The majority (70%) of participants were satisfied with their access to sanitation, while 20% were sometimes satisfied. Sixty percent stated that they had access to refuse collection and 12% did not have access. Refuse collection only occurred weekly and others (8%) said it was collected bi-weekly. Most (70%) had access to electricity and they stated that they could afford it, while 18% had access but could not afford it. Only 8% did not have access and they could not afford it, while 77% were satisfied with the reliability of electricity and only 12% were sometimes not satisfied. The 8% of the respondents with no access to electricity used other sources of energy such as wood, organic materials and candles. Seventy-six percent of the participants had access to public and private hospitals and

Chart 16: Quality of water

### Satisfaction: Quality of water

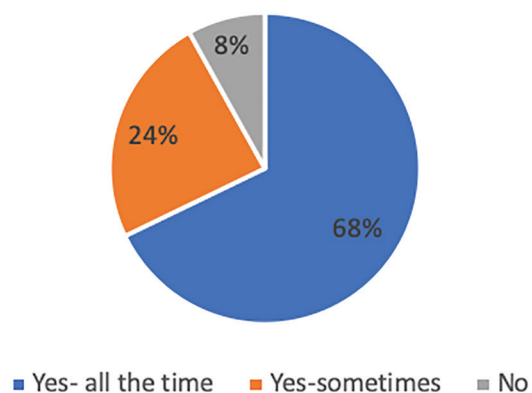
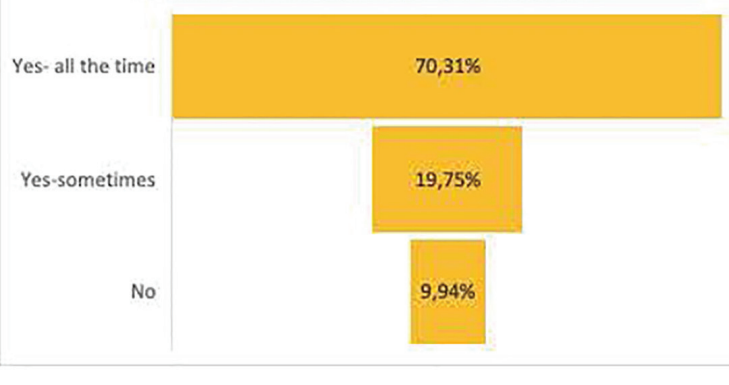


Chart 17: Quality of sanitation

### Satisfaction: Quality of sanitation



clinics close to their ward community. Only 7% had no access to health facilities. Seventy-seven percent of respondents utilised these facilities. Almost half (49%) were satisfied with these health facilities and only 18% were not satisfied. Half (50%) of the participants were satisfied with the health care providers. There was a higher percentage of dissatisfaction with the availability of medication at the health facilities, but 45% were satisfied with the time taken to receive satisfactory care. Participants were asked if they have an accessible police station in their wards and 77% stated they did have access to a police station in their ward community. Others had 15% access but the police station was outside their ward community and only 8% did not have access at all. More than half (54%) were satisfied with the services provided by the police. Early childhood development is one of the services that communities offer to citizens, and 78% of the respondents had access to those service in their communities. Ten percent said that they did not know about these services, while 4% claimed that these

services were being offered out of their ward communities. The 10% of the respondents who said that they did not know about early childhood development facilities was related to the high percentage (73%) of those who did not attend ward meetings. These results emphasise a lack of community participation and access to information. Forty-eight percent said there were no services offered for older people or senior citizens, and 38% did not know if any services were offered or not. There were no recreational services for young people.

## Top three priorities

In Masvingo the top three priorities are:

1. Employment
2. Health and nutrition
3. Water and sanitation

## BULAWAYO

### Demographic snapshot

A sample of 933 residents was selected from the greater Bulawayo area, Zimbabwe's second- largest city. This was an acceptable sample size for the study and this area represents a heterogeneous population.

The gender composition of the respondents was 63% female and 37% male. The respondents included only residents in the target area and the age distribution of the respondents who participated in the study was 18 years and older. Thirty-nine percent of the respondents were born in Bulawayo, 15% were from Matabeleland, 13% were from Matabeleland north, 8% were from Midlands, 6% were from Harare, 6% were from Masvingo, 5% from Mutare, 2% were from Mashonaland, 2% from Mashonaland central, 2% were from Mashonaland east and only 2% stated they were from other places not included above. This means that the study highlighted the various perceptions among the represented population within Mutare.

Regarding the educational background of the respondents, 34% had completed O-levels, 15% had completed primary school, 13% had some secondary education, 24% had some form of higher education, 8% had completed A-levels, only very low percentages of the respondents had some ZJC (6%), and only 2% had no schooling. Of the 34% of the respondents who had completed O-levels, 21% were female and 13% male.

Chart 18: Demographics

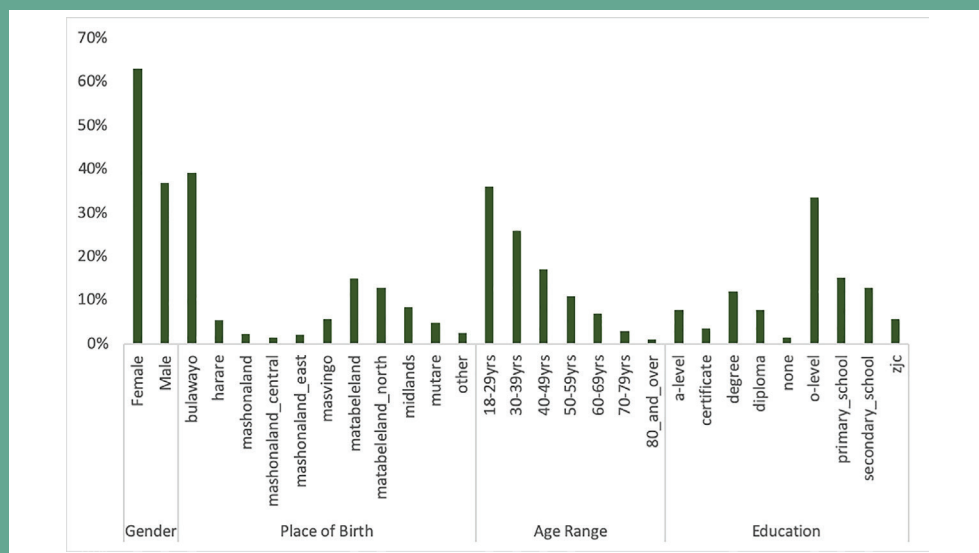
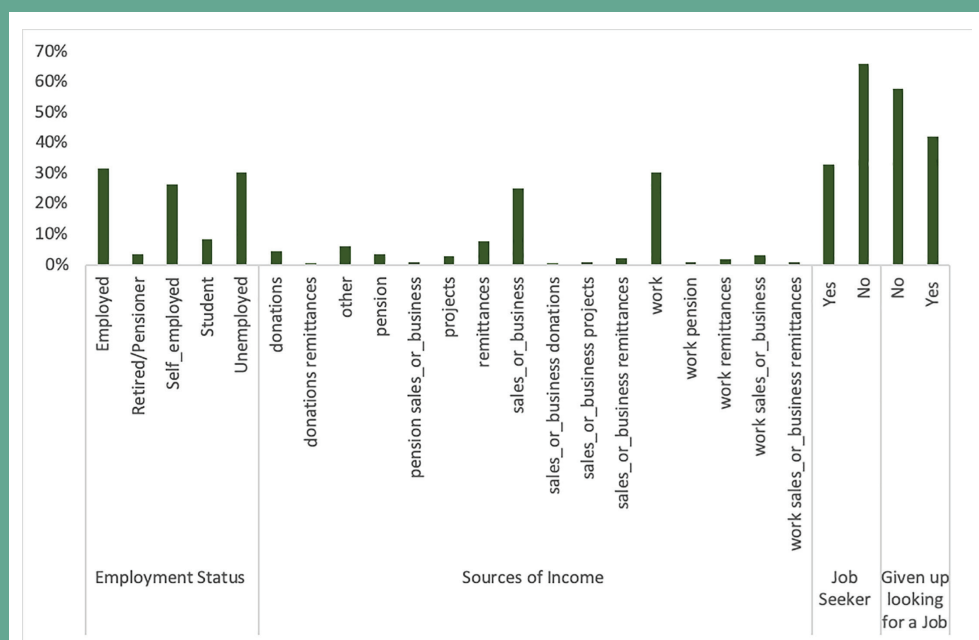


Chart 19: Employment and incomes



## Sources of income

Considering the employment status of the respondents, 32% were employed, 30% were unemployed, 27% were self-employed, 8% were students and 3% retired/pensioners. Taking the above into account, it became evident that the sample included respondents with a higher level of employment considering the number of individuals who were self-employed. Bulawayo is the second largest city in Zimbabwe, so ideally it should offer more, and better, employment opportunities compared to other provinces in Zimbabwe.

However, the unemployment rate was high and even those who did not have an income earned a second income or had an additional income (for example, from a trade). The monthly income among the employed and self-employed

started from \$200 and went as high as \$2000 and more for some respondents.

However, there was a larger proportion of respondents in the sample that fell into the lower-income brackets. With regards to the unemployed individuals, when asked how they generated a livelihood, 52% stated that they were "hustling", 28% stated they were begging from relatives, 16% said they depended on their spouse, children, parents, pension, and some stated that they were dependent on part-time jobs.

The unemployed individuals were also asked if they were looking for a job and 66% stated that they were looking for a job while 33% answered no. Some respondents stated that they had given up looking for a job.



## Economic reality

Respondents were asked to indicate the number of families and people living in their household and about land/house ownership. The majority of the respondents stated there were five or more people living in a household (38%), 22% stated that there were four people living in the house, 19% stated that there were three people living within one house, 12% stated that there were two people, and 8% stated that they lived alone. This was also proven by the number of families that resided within the same compound.

The data suggests that 63% of the participants do not share their compounds with other families, 23% said they do live with one other family in their house, 8% stated that they lived with two other families, 2% stated that they lived with three other families, 2% stated that they lived with five or more other families and only 1% stated that they lived with four other families. Findings showed that a somewhat higher percentage of the respondents had between three, four or five people living within their household. Only a few respondents indicated that they had fewer than two people residing within their household. Even though these were low percentages, the data shows that few of the respondents own homes/land. When asked about the current owner of the house, 47% stated that they were paying rent, 28% stated that the house was family owned, 4% stated that they owned the house with their spouse and only 3% stated that the house was state-owned. Twenty-nine percent of those who were paying rent were female and 18% male. Regarding land ownership, 78% of the respondents stated that they did not own land, 10% stated that they had the deeds for the land (6% females and 4% males), 4% stated that the land was owned by the council, 3% stated that they were allocated the land by their local leader, 2% by their chief and only 1% stated that they were allocated the land by their family.

## Socio-economic factors

From the Bulawayo sample, 95% of the respondents did not know their ward's mission statements and only 4% knew the mission statement. This was also reflected in the data presented below, which shows that the respondents did not have comprehensive knowledge of their ward, as 74% stated that they did not know the name of their ward councillor and only 24% knew the ward councillor. Seventy-five percent stated that they did not attend ward meetings, and only 24% attended the meetings. Of those who attended ward meetings, 81% attend sometimes and 19% stated that they went all the time.

When asked whether they had attended any consultative ward budget meetings, 83% of the Bulawayo respondents said no, 11% said yes, while 5% abstained from answering. It can be

Chart 20: Real Estate and tenure

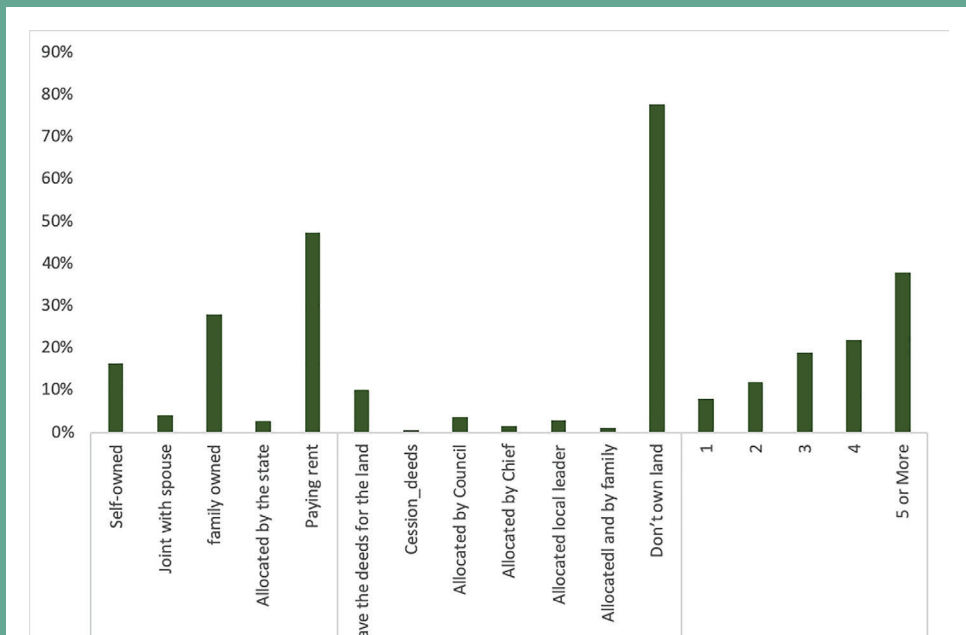
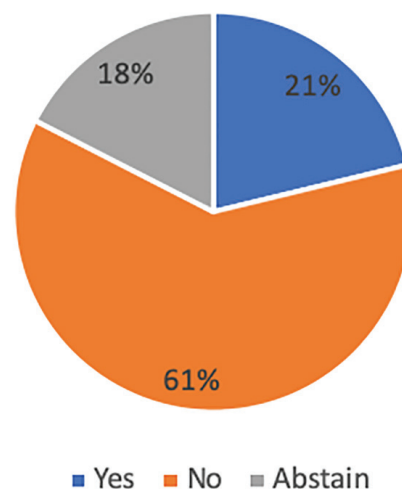


Chart 21: Ward Councillor

### Access to Ward Councillor



assumed that this was also the cause of the lack of knowledge among respondents about ward development projects funded by the ward budget. Eighty-four percent stated that they were not aware of any projects, with only 7% stating that they were aware of projects and 7% refraining from answering the question.

With regards to direct access to the ward councillor, 61% stated that they did not have access to their ward councillor, 21% stated that they did and 18% abstained from answering the question.

## Access to services

Forty-two percent of the respondents stated that they were not satisfied with service delivery, 33% stated that they were neutral and only 25% stated that they were satisfied.

Regarding access to piped water, 74% stated that they had water inside the house, 15% stated that they had water inside the yard, 8% stated that they had access to a tap outside the yard under five minutes' walk away and only 1% stated that they had access to water within the community more than five minutes' walk away.

Seventy-two percent of the participants stated that they were satisfied with the quality of the water, 18% stated that they were somewhat satisfied and only 9% stated that they were not satisfied.

When asked whether they had access to a working toilet, 77% stated that they had a toilet inside the house, 11% stated that they had a toilet outside the house, 9% stated that they were using a community toilet and only 2% stated that they did not have access to a toilet. Sixty-eight percent of the respondents stated that they were satisfied with the access to sanitation, 16% stated that they were somewhat satisfied and only 15% stated they were not satisfied.

When asked whether they had access to refuse collection, 85% said yes, all the time, 13% yes sometimes, and only 1% stated that they did not have access to refuse collection.

Ninety-two percent stated that the refuse was removed weekly, 5% stated that refuse was removed twice a month and only 1% stated that refuse was removed monthly. Those that stated that they did not have access to refuse collection burned or dumped their refuse.

With regards to access to electricity, 96% of the respondents stated that they had access to electricity and 2% stated that they did not have access.

Respondents did not declare whether they were satisfied with the reliability of electricity, but some did note that they used wood, solar and other organic materials such as candles as a source of energy.

When asked whether they had access to health facilities (public clinic, private clinic or hospitals), 84% stated that they had access within their ward community, 11% stated that the health care facilities were outside of the ward community and 4% stated that they did not have access to health facilities.

Twenty-eight percent stated that they were satisfied with the health facilities, 13% stated that they were somewhat satisfied and 10% stated that they were not satisfied, while 48% did not respond.

Chart 22: Service delivery

### Satisfaction with overall Ward Service Delivery

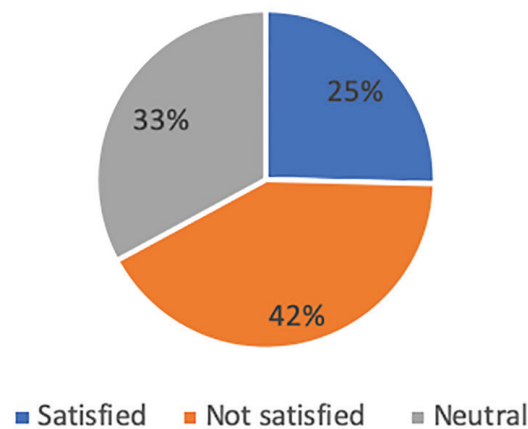
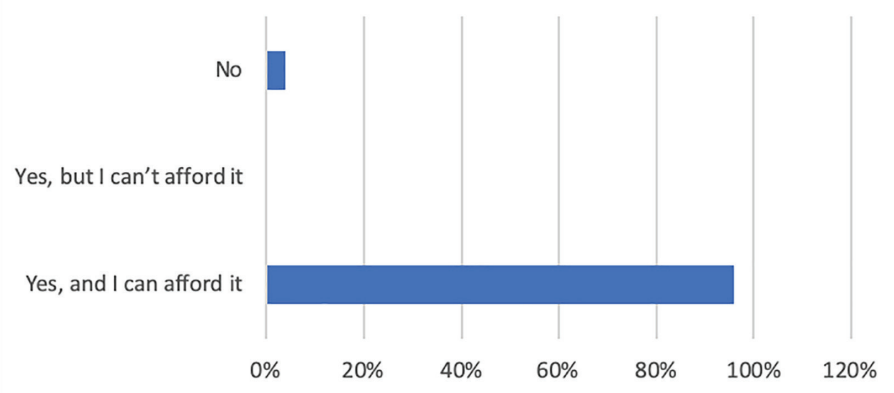


Chart 23: Electricity

### Access to Electricity



To fully understand if respondents were satisfied with their health facilities, they were asked whether they were satisfied with:

- Health care providers
- Availability of medication
- Time taken to receive health care

Twenty-seven percent stated that they are satisfied with health care providers, 13% stated that they were somewhat satisfied and 11% stated that they were not satisfied. With regards to the availability of medication, 32% stated that they were not satisfied and 10% stated that they were satisfied.

Twenty-two percent stated that they did not receive satisfactory care, while another 22% stated that they did receive satisfactory care and 8% stated that they were somewhat satisfied.

With regards to policing, 84% of the respondents had access to a police station in their ward community, 10% had access to a police station outside of their ward community and 4% did not have access to a police station.

Chart 24: Policing

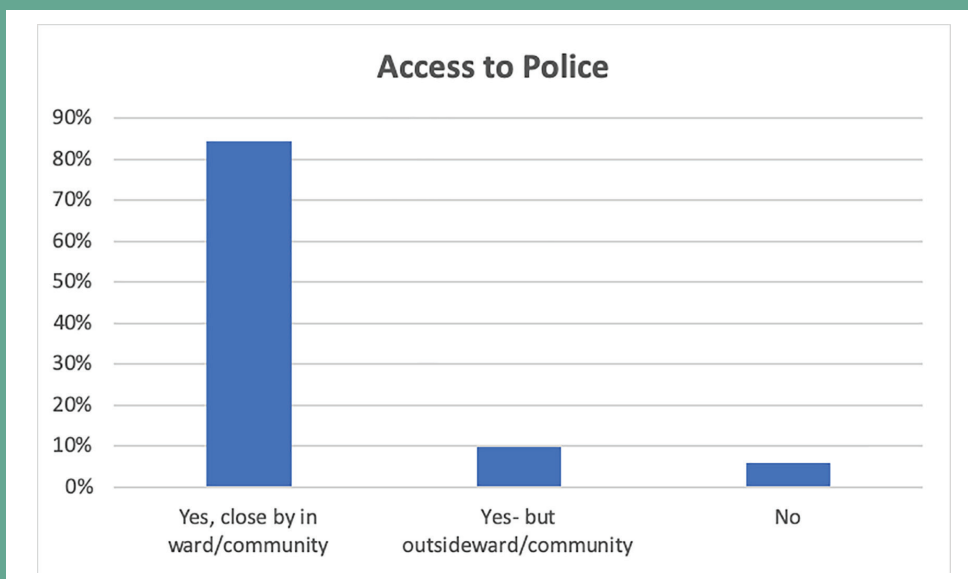
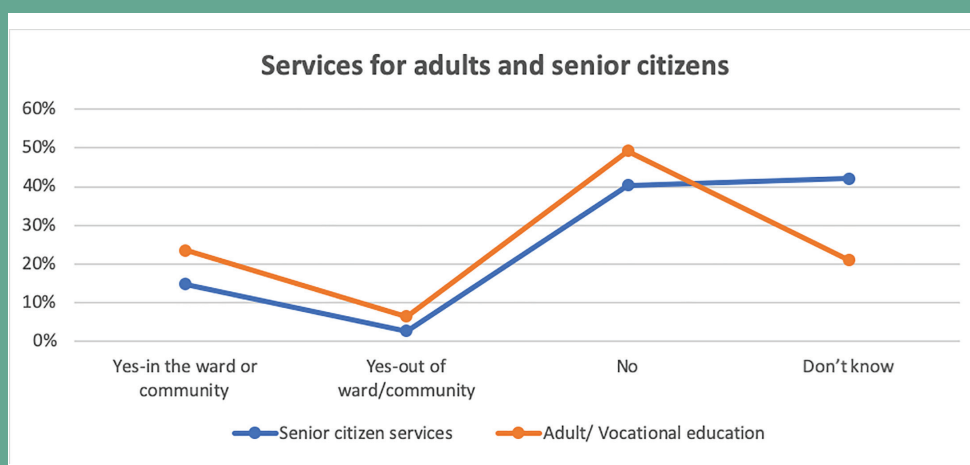


Chart 25: Adult and Senior citizens



Overall, 35% of the respondents were satisfied with the services provided by the police, 24% stated that they had not used police services, 19% stated that they were not satisfied, 15% stated that they were somewhat satisfied and 2% stated that they did not know.

When asked whether they had access to Early Childhood Development services, 84% stated that they did have access in their ward, 6% stated that they did not know, 5% stated that they did not have ECD services and 3% stated that they had ECD services outside their ward.

Thirty-seven percent of the respondents stated that they did not know if these ECDs were government-registered, 34% stated that they were registered and 16% stated that some were registered.

With regards to services for older people and senior citizens, 41% of the respondents stated that there were no services, 40% stated that they did not know, 15% stated that there were services for older people and senior citizens in the ward, while

3% stated that the services were located outside the ward. Fifty percent of the respondents stated that there was no access to adult vocational training, 19% stated that they did not know, 23% stated that there was adult vocational training located in their ward, while 6% stated that adult vocational training was located outside of their ward.

When asked whether there were any recreational services provided for young people 63% said no, 31% said there were recreational services in the ward, while 5% stated that recreational services were located outside of the ward.

## Top three priorities

In Bulawayo the top three priorities are:

1. Employment
2. Health and nutrition
3. Safety and security.



## MUTARE

### Demographic snapshot

In Mutare, 571 respondents participated in the survey, of which 63% were female, 37% were male and 0.6% did not reveal their gender. This raises the possibility that most households in the area are female headed. Even though there were many factors contributing to these results, there was a possibility that these households had single parents or grandparents, or some households' male figures were deceased.

The highest level of education was O-levels (38.5%), followed by secondary school at 18.56%. Another 6.3% of people had a conferred diploma and only 13.1% had degrees. The majority of participants were born in Mutare (72%) and the rest were from Bulawayo, Harare, Mashonaland, Matabeleland and Midlands.

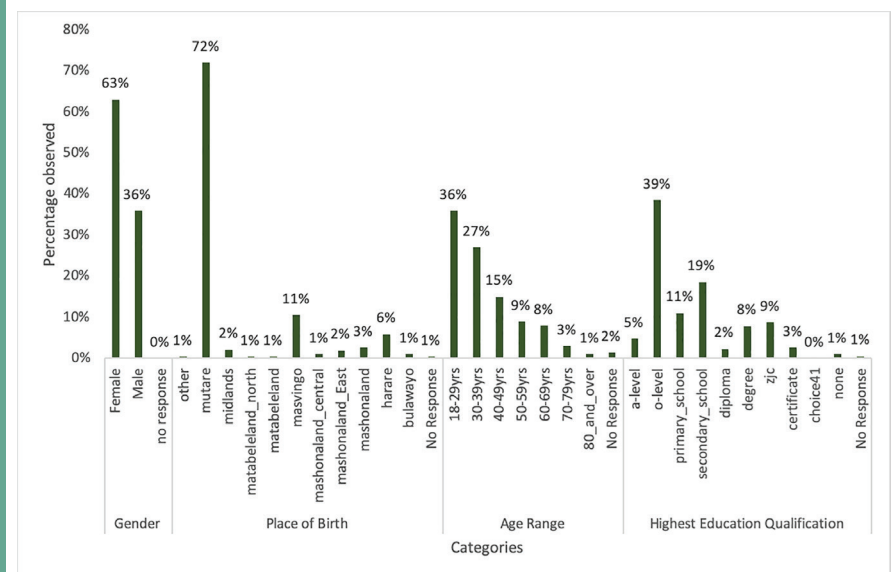
There were 203 participants between the ages of 18-29 years, where 63% were female and 37% were males; 40% of the participants out of 203 were employed and involved in self-employment. Forty-four percent of the 203 participants had O-levels. There were 153 participants between the ages of 30-39 (67% female and 37% male). Of those between the ages of 40-49, 53% were female and 47% male. Of those who were 50-59 years old, 71% were female and 29% male, while of those between the ages of 60-69, 62% were female and 38% were male. Women between 18 and 69 dominated the study.

### Sources of income

Fully-employed respondents accounted for 18.39% of the 571 respondents (7.3% female and 10.8% male), raising an assumption of gender equity challenges within the working environment of the Mutare area. Nearly 40% of the participants were unemployed, the highest percentage rate in this survey.

Clearly, the problem of high unemployment was among one of the major challenges in Mutare. Fifteen percent of unemployed participants were not looking for a job even though most of them were of working age. However, these participants had alternative sources of income. Twenty-four percent of the unemployed were looking for work opportunities, with most trying to make ends meet through finding day jobs. Out of the sample of 571 participants, almost 40% of the people were unemployed, which does reveal that unemployment is a major issue in Mutare and Zimbabwe.

Chart 26: Demographics



### Economic reality

Only 9% of respondents owned their own homes. Most people did not own land (71.10%) and 26% of these lived in a family-owned house, 34% were paying rent, 1.4% of the houses were state-owned and 1.4% were jointly-owned with a spouse. Of the participants, 4.2% of the sample were in cession deed homes, 7.1% were in council homes, 8% were in possession of a title deed for the land, 6% were allocated land by the Sabhaku local leader and local chief, and 3% were allocated land by family. Sixty-three percent of the participants said if they were to own land, they would build a house to live in and most of them would start an agricultural or other business. On the other hand, 29% of the people said that if they had the opportunity to own land they would start a structural business or any other business and 8.4% of the people did not respond to this question. Between women and men, 25% of women lived in a family-owned house and 14% of men lived in a family-owned house. Among the people who paid rent, 28% were women and 14% were male. Eleven percent of women lived in self-owned houses, while 6% of men did so.

Chart 27: Employment

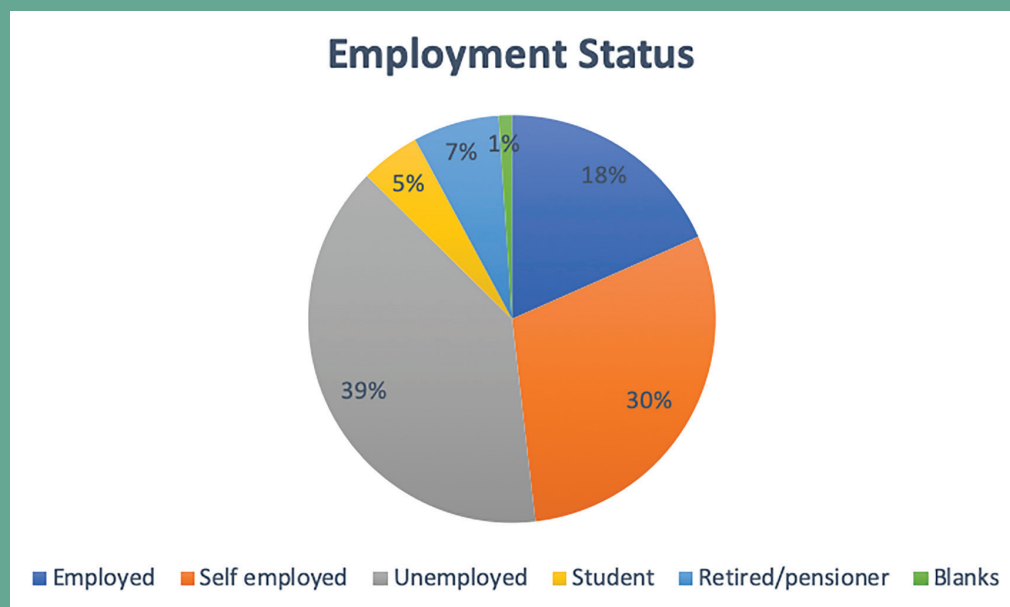
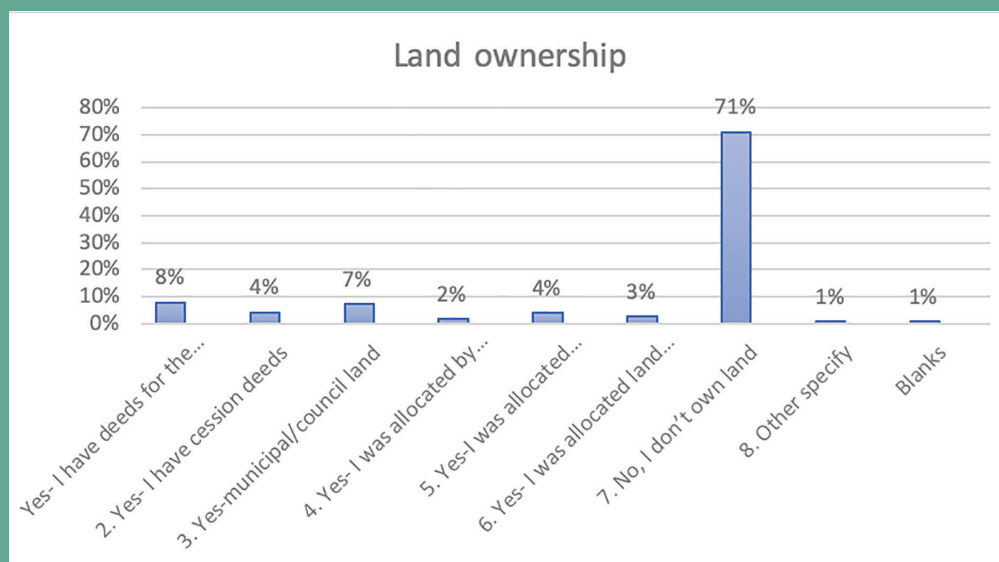


Chart 28: Tenure



## Socio-economic factors

When testing for a relationship between citizens and councillor, we found that 49% of the people surveyed did not know who their ward councillor was, which raises a question about the relationship between councillors and the citizens of Mutare.

Fifty percent of the participants did know who their ward councillor was, 1% did not respond and 65.32% of the participants did not attend ward meetings. This raised the question of whether the citizens were aware of ward meetings or chose not to attend.

Sixty-six percent believed that the ward was not promoting any investment opportunities for its citizens, 28% of the participants did not know if there were any investment opportunities within the ward and only 5% agreed that the ward councillor was providing investment opportunities. Seventy-seven percent of the participants had not attended any consultative ward budgeting meeting and only 18% had attended consultative budget meetings. Five percent abstained from answering.

Chart 29: Ward Councillors

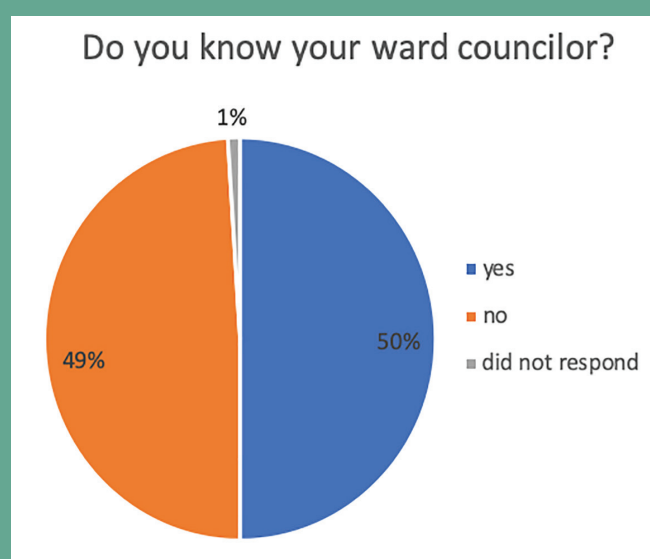


Chart 30: Ward Investment

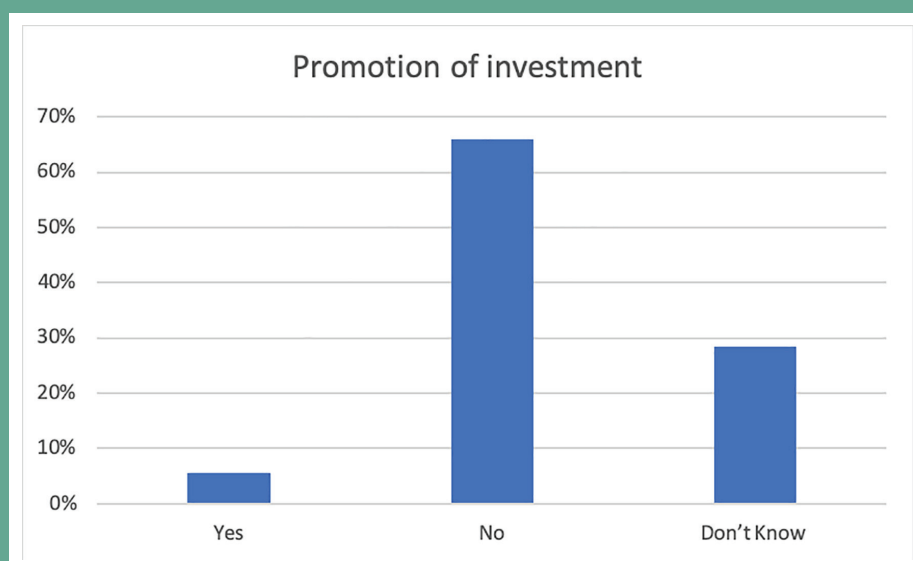
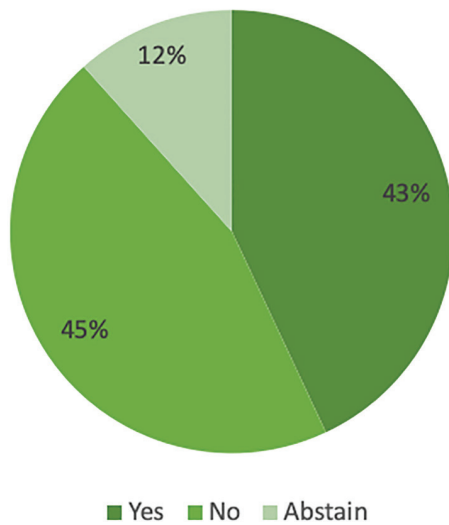


Chart 31: Ward Councillor

## Access to ward councillor



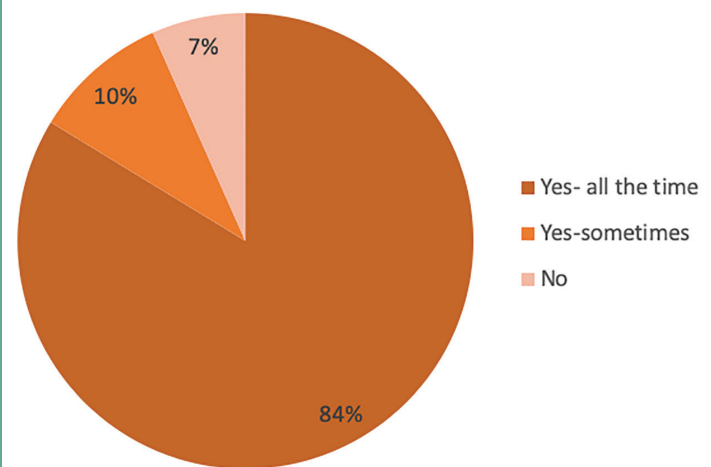
Ninety percent of the participants were not aware of any ward development projects that had been funded from ward budgeting. Only 5% were aware and 5% abstained from answering. Forty-five percent of the participants did not have access to the ward councillor and 42% did have access to the ward councillor.

## Access to services

Thirty-five percent of the participants had piped water inside their houses, 30% had access to piped water inside the yard, 25% had access to piped water outside the yard and 8% of the participants got water more than five minutes' walk from the house. Only 1% did not have access to piped water.

Chart 33: Water

## Satisfaction - Quality of water



Eighty-four percent of the participants were satisfied all the time with the quality of water and 7% were not really happy with the quality of water. Nine percent were undecided. Fifty-seven percent of the participants did have access to a working toilet outside the house, 42% had access to a working toilet inside the house and 1% did not have access to working toilets. Fifty-one percent of the participants were satisfied all the time with sanitation access and 34% were not satisfied with sanitation access. Sixteen percent were neutral about this service.

Seventy-five percent of participants had access to electricity and could afford it, while 20% had access to electricity but could not afford it. Five percent did not have access to electricity. Eighty one percent of the respondents were satisfied with the reliability of electricity, 7% were not satisfied and 12% were in-between.

Chart 32: Services

## Access to water

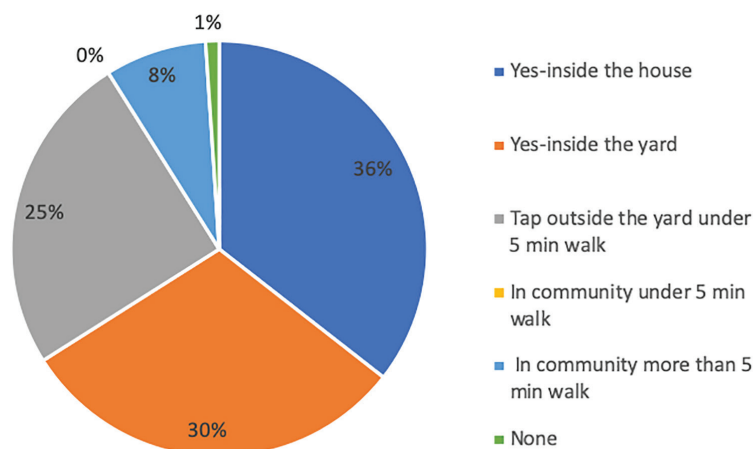
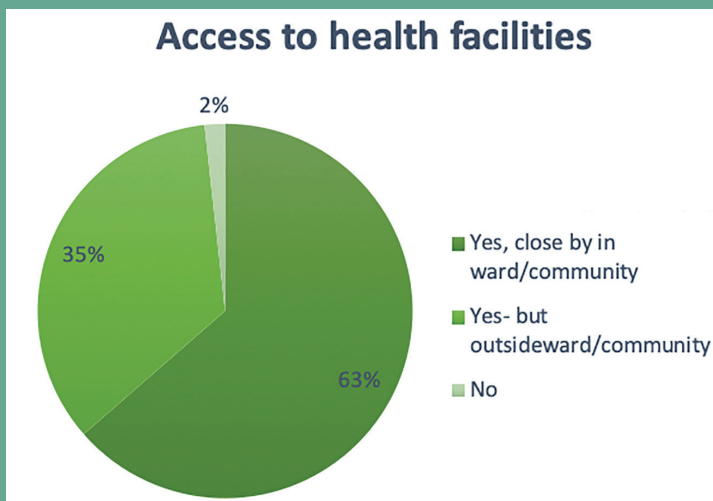


Chart 34: Health care



About 64% of people had access to health facilities - public clinics, and public and private hospitals - inside the community. Thirty-five percent had access to health facilities outside the ward community and 2% did not have any access to a health facility.

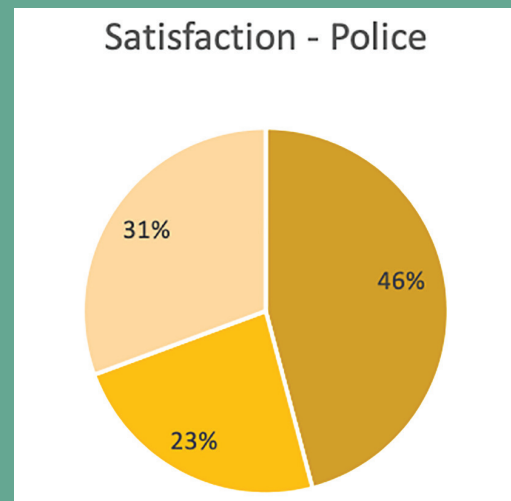
Seventy-nine percent of the participants had used these health facilities and 21% had not utilised these health facilities. Thirty-six percent were satisfied with health facilities, 37% were not satisfied and 17% were neutral. Forty-two percent were happy with the service providers and 33% were unhappy, while 25% were neutral.

Seventy-eight percent of the participants were not satisfied with the availability of medication, with only 9% happy with the availability of medication and 13% were neutral. Looking at the waiting period to receive satisfactory care or treatment, 41% were not happy with the level of treatment, 33% were happy and 26% were neutral.

For people with access to a police station, 46% had access to a police station close by in the ward community, 51% had access outside the ward and 3% did not have any kind of access. Forty-seven percent were satisfied with the service provided, 23% were not satisfied and 30% did not know if they were satisfied or not.

The community has early childhood development services and 83% said they had access to these within the ward community.

Chart 35: Policing



Eight percent also had access but outside the community ward, 4% could not access them and 5% did not know about these early childhood development facilities.

## Social development

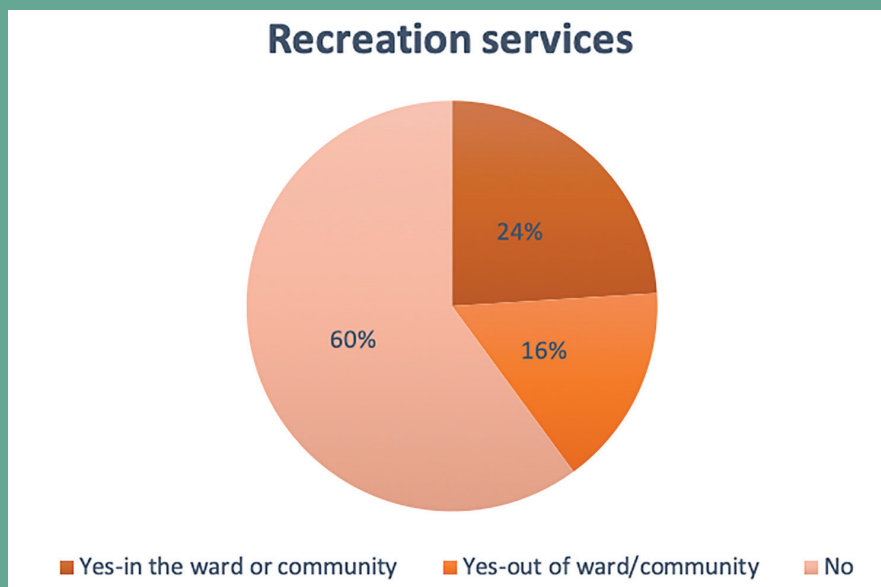
Youth development is very important among communities and providing recreational services for young people is critical. Sixty percent of participants said there were no recreational services provided for young people, while 24% agreed that there were recreational services provided within the community ward and 16% outside the community ward. Forty-four percent of the participants said there were no services provided for old or senior citizens and 11% agreed there were some services for old and senior citizens outside the ward community. Six percent said they did not receive services for old and senior citizens within the community ward and 38% did not know anything about services for old people and senior citizens.

### Top three priorities

In Mutare the top three priorities are:

1. Employment
2. Transport and infrastructure
3. Social and community development

Chart 36: Recreational activities



## INTERESTING FINDINGS AND CONCLUDING REMARKS

1. Chi-squared test. The Chi-square test in this study is intended to test or show if there is enough evidence to compare if the cities are different in terms of the used indicators and if people are likely to respond differently or respond alike. Mutare will be compared with Masvingo and Harare with Bulawayo. When comparing Masvingo and Mutare a Chi-square test is used to test how different these two cities are and if they are comparable in terms of the sample and response, a Chi-square test is 1.15. This reveals that there is no significant level or enough evidence to prove that these cities are different or not and if they are likely to respond the same in employment when we use a p-value of 0.05. Looking at Harare and Bulawayo, a Chi-square test is used to test how different these two cities are and if they are comparable in terms of the sample and response, a Chi-square test is 0.008. This reveals that there is a significant level, or there is enough evidence to prove, that these two cities are different or expected to respond differently on employment when we use a p-value of 0.05.
2. In all four cities there is a high percentage of unemployment. Most of the respondents who were unemployed were between the ages of 18-29 years and they have an O-level qualification.
3. In all the cities, the predominant individual income is up to \$200, comprising employed and unemployed. Income analysis indicates that the population faces a financially precarious reality, with the vast majority earning low wages of \$200 a month, except in Harare where the wage rate was slightly higher. The majority of respondents expressed their concerns regarding employment and highlighted that their ward was not promoting employment opportunities, as well as investment in the community.
4. Land ownership was relatively low in all cities. For those who owned homes, a large majority were owned by families rather than the participant themselves. It was also observed that the majority of the respondents were living in rented houses.
5. In Bulawayo, Harare, Masvingo and Mutare, the majority of respondents were not satisfied with service delivery, but the

majority also had access to all the services under study. Access to a range of services was assessed. Access to services such as piped water, refuse collection, and electricity services in all cities was relatively satisfactory. This was connected to the level of ease of access to these respective services. Sanitation services were the most criticised.

A few locations in high-density areas raised concerns over their access to clean and functioning individual toilets rather than communal ones.

When asked about health facilities and services, a large number of those interviewed expressed their satisfaction towards access to health care facilities and providers and the health care and treatment received. However, respondents were dissatisfied by the access to medication. Resoundingly, people communicated their dissatisfaction at the ward's inability to deliver services adequately and efficiently. These services included those for senior citizens and adult/vocational education. Early Childhood Development (ECD) centres were the services that were most widely available in the perception of the participants. However, most of the respondents did not know if they were government-registered centres. Similarly, most of them were unaware of ward development projects, ward budgets and if there were recreational services in their communities. A pattern to note is that participants did not attend ward meetings and did not know their councillors.

6. There was a huge gap between the ward councillors and citizens in all the cities under study. However, the respondents were satisfied with service delivery, although wards did not offer ways to curb the high percentage of unemployment.
7. Citizens had very little knowledge of ward management and there were high levels of non-participation in ward-related activities (meetings, budgetary and projects).
8. The priorities that citizens recognised needed urgent addressing were health care and nutrition, water and sanitation, employment and safety and security. These are all somewhat linked to material deprivation.

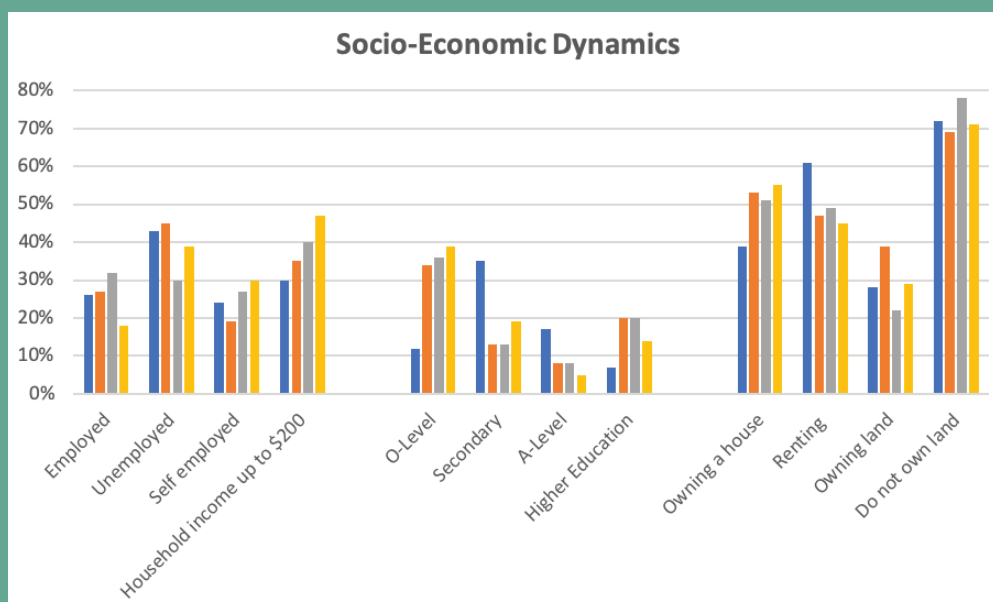
## Cross analysis

The four cities were cross analysed and examined. Acknowledging the limitations outlined in the methodology section, the comparison results between the four cities were as follows:

## Employment

Employment was low in all four cities, with Mutare having the lowest levels of employment at 18%, followed by Harare (26%), Masvingo (27%) and Bulawayo (32%) respectively. While Mutare had the lowest employment, contrary to expectation, it did not have the highest unemployment. However, Mutare did have the highest self-employment (30%). Bulawayo followed with 27%, Harare with 24% and in Masvingo only 19% of the sample was self-employed. Although Masvingo had the lowest number of self-employed in the sample, the town topped the table with the highest unemployment level of 45% among all four cities, closely followed by Harare with 43%, Mutare with 39% and Bulawayo with 30%.

Chart 37: Socio-Economic Dynamics



## Education

O-level education was the highest level attained in Mutare (39%), Bulawayo (36%) and Masvingo (34%); while secondary education was the highest level attained in Harare. Harare was the city with the highest number of respondents who attained A-level education as their highest level of education, while Mutare only had 5% of the sample attaining A-level education. All the cities generally had low levels of higher education comprising certificate, diploma and degree.

## Real Estate and Tenure

Rentals were highest in Harare with 61% of the sample renting and only 39% owning houses. Mutare was the city with the highest, with over half of the sample respondents owning houses (55%) and 45% renting. Masvingo closely followed, with 53% owning houses and 47% renting. Bulawayo was close on balancing with 51% owing houses and 49% renting.



## Service delivery

Harare was the city with the highest number of respondents with access to piped water inside the house, and 65% of the respondents stated that they were always satisfied with the quality of the water. In Bulawayo, 75% of the sample stated that they had access to piped water inside their houses, while 72% were always satisfied with the quality of the water.

Masvingo had 67% of respondents with access to piped water, and 68% were always satisfied with the quality of water. Mutare had 36% of the sample respondents with access to piped water inside their houses, 30% with access to water inside their yards, 25% with access to water outside their yards within five minutes' walking distance and 8% had access to water within their communities more than five minutes' walking distance.

Lastly, less than half of the Mutare sample had access to working toilets (42%) with 51% stating that they were always satisfied with the quality of sanitation.

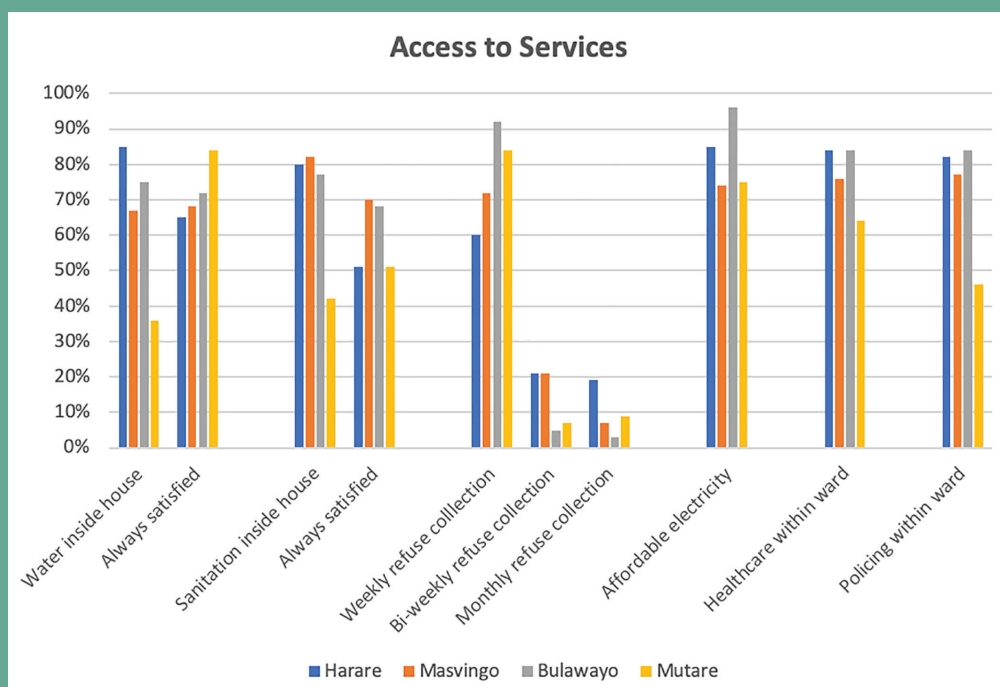
Bulawayo had the best refuse collection service with 92% of the sample having access to weekly refuse removal. Mutare

followed with 84%, Masvingo with 72% and in Harare 60% had weekly refuse collection. Bulawayo also topped with access to electricity, with 96% of the sample stating that they had access to electricity and they could afford to pay for the electricity. Harare followed with 85%, and Masvingo and Mutare closely tailed one another with 74% and 75% respectively.

With regards to health care, Bulawayo and Harare both had 84% of their samples having access to health care within the respective wards. Masvingo followed with 76% and Mutare with 64%. Bulawayo was the city with the highest sample of respondents who stated that they had access to police services (84%) within their ward. Harare followed with 82%, Masvingo with 77% and Mutare tailed with 46%.

Overall, it was observed that Bulawayo was the best-performing out of the four sampled cities, followed by Harare, Mutare and Masvingo. Although Masvingo lagged behind across the board, the city performed well with regards to self-employed respondents.

Chart 38: Access to Services



## RECOMMENDATIONS

1. Encourage citizens to engage with local leaders at the ward level on issues affecting the community.
2. Awareness campaigns on ward development and management.
3. Develop ward programmes that promote self-employment opportunities, encourage local safety and security initiatives, address water and sanitation problems.
4. Provide ward councillors with the top three priorities for respective wards and encourage them to initiate improvements based on these priorities.



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