

**AN ESTABLISHMENT OF THE LEVELS OF AWARENESS OF MARKETEERS  
ON COUNCIL SERVICES IN SELECTED MARKETS IN KAFUE DISTRICT,  
ZAMBIA.**

**BY**

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## **DECLARATION**

I AGNESS MWACHIYABA, do hereby solemnly declare that this dissertation represents my own work, except where otherwise acknowledged, and that it has never been previously submitted for a degree at the University of Zambia or any other university.

Signature of author .....

Date.....

## APPROVAL

This dissertation of **Agness Mwachiyaba** is hereby approved as fulfilling the requirements for the award of Master of Education in Civic Education by the University of Zambia.

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## ABSTRACT

The focus of this study was to establish marketeers' levels of awareness of the local governance issues in selected markets under Kafue town council. Specifically, the study sought to ascertain whether or not marketeers in Kafue town participate in the management of the markets. The study was also establishing whether or not marketeers in Kafue town are aware that they can hold Kafue Town council accountable in the management of markets. Apart from the aforementioned objectives, the research also sought to determine the responsiveness of Kafue town council to the needs of the marketeers and finally to identify what penalties Kafue Town council give to marketeers who default in the payments of market levies. In this study, three markets under Kafue town council were selected and some council workers, from which 32 research respondents were conveniently and snowbally sampled. As a matter of data collection methods, semi-structured interviews and Focus Group Discussion were used. Document analysis and checklist were also part of the data collection methods employed in this investigation. Data analysis was based on themes that emerged in the study. The data was coded, transcribed and manually analysed.

The research results showed that marketeers know little about the roles of the council. It was also indicated in the study that the participation of marketeers in local governance is very low. The young marketeers do not hold the council accountable and few elderly marketeers hold the council accountable only in few cases. Further, the council responsiveness to marketeers' needs is not satisfactory. Also, the council does not do anything to defaulting marketeers. This study concluded that the marketeers' awareness of council roles is very low which results in the low participation by marketeers hence poor service delivery by the council.

Based on the research findings, it is recommended that there is need for the council to come up with strategies that will help marketeers know the roles of the council in market management if their participation has to be aroused such as having workshops where both young and older marketeers are oriented on council roles as well as their rights as citizens. Another recommendation is that council should come up with ways of responding to the needs of marketeers which will satisfy their needs. Lastly but not the least the council should effect some charges to give to marketeers who default in the payment of market levies as this will help them understand the importance of the market levies in the management of markets.

**Key words:** *marketeer, council, awareness, participation, accountability, responsiveness.*

## **DEDICATION**

I dedicate this dissertation to my beloved mother Rosa Sibalwa for her strong support and encouragements she always gives me.

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## **LIST OF ACRONYMS**

CBD .....	Central Business District
CBOs .....	Community Based Organizations
LCC.....	Lusaka City Council
MAC .....	Market Advisory Committee
MLG.....	Ministry of Local Government
MMD.....	Movement for Multiparty Democracy
NGOs .....	Non-Governmental Organizations
UNIP .....	United National Independence Party
ZANAMA.....	Zambia National Market Association

## **CHAPTER ONE: INTRODUCTION TO THE STUDY**

### **1.1 Overview**

This chapter introduces the study by bringing out its background, statement of the problem, purpose of the study, objectives and research questions. It also gives the significance of the study, the theoretical and conceptual framework, delimitation of the study and ends with the definition of terms.

### **1.2 Introduction and Background Information**

For any development to take place, citizens' awareness of the roles of their governors must be emphasized. Governments around the world have been coming up with many ways of encouraging citizens' participation in order to uphold principles of good governance (Beigelbauer and Loeber, 2010). For example, decentralisation is one way in which democracies around the world have employed to encourage active participation at door steps of the citizens. Political systems around the world especially in developed countries react to the demands of the citizens and have institutionalised changes in political processes by building councils, panels and advisory boards, constructing deliberation and planning instruments of different sorts and in general have become more responsive towards the public (Beigelbauer and Loeber 2010). Much as all this has been done, it is not known whether people who are meant to enjoy the interactions with the government at local level are aware of the roles of their local leaders (the council) especially in developing countries like Zambia. Taking Kafue town council and three selected markets in Kafue town as the study area, this research intended to establish whether marketeers are aware of the roles of the council which concern the running of the markets. This is because markets in Kafue town are generally dirty (Phiri, 2014). Marketeers' awareness of the council roles in markets would make them be active participants and in their participation they would take the council accountable where necessary and this would result into council effectiveness hence improved markets and developed communities at large.

Citizen participation at local government level can only take place if citizens are aware of the roles of their local councils. This is the first step if citizen participation has to be achieved. If citizens do not know the roles of their local councils, they would not know the meaning of participation and they may not even see the need to participate. Citizen consent is important before municipal services are provided in the local community as this result in meeting the needs and wants of the people in that particular area (Bello, 2017). It is in this regard that this study intended to establish whether marketeers in selected markets in Kafue town were aware of the roles of their local council in the management of markets.

Local councils are considered as the foundation for overall community advancement. This is so because it is closer to people than the central government. For the local councils to achieve this advancement, there must be promotion of citizen's awareness of local affairs in order to foster citizen's participation, transparency, accountability and responsiveness on the part of the local authorities (Bello,2017). When citizens are aware of the council roles, they will look forward to seeing whether or not the council is working according to its roles. If citizens are not satisfied, they would be able to hold the local authority accountable (Ahmad and Alwee 2016). An effective interaction between local government and local community represents a guarantee for the success of any local development work (Ndreu 2016). In this regard, a municipality is an important foundation in the local atmosphere through the various services it provides for its local community and through direct communication with citizens such as marketeers (Almarshad, 2015). It is for this reason that this research aims at establishing whether or not marketeers in Kafue town are aware of the roles of their municipal council in the management of markets because citizen awareness of the council roles can lead to citizen participation and this participation will lead to good working and healthy environment in markets as well as community development.

### **1.3 Statement of the problem**

Councils are places that work close to local authorities and marketeers are familiar with payment of levies to local authorities so as to work under good environment. However, most markets in Zambia, particularly in Kafue town have poor sanitation and are generally dirty. The Markets and Bus Stations Act No. 7 of 2011 on the other hand outlines that it is the responsibility of the local authorities to provide these social services to marketeers. Most studies have researched on the information that explain why the councils fail to deliver the services adequately in the markets, for example Phiri (2014) conducted a study on Effective Management of Markets and service provision by Local Authorities while Mutungwa carried out a research on fiscal decentralisation and service delivery by Lusaka City Council. Less has been researched on marketeers' awareness and views concerning how the councils govern them. It is against this background that this study seeks to establish whether marketeers at the three selected markets in Kafue Township are aware of the roles of the council in the management of markets

### **1.4 General Research Objective**

To establish the marketeers' awareness of the roles of Kafue town council in the management of the markets.

### **1.5 Specific Research Objectives**

The study sought to address the following research objectives:

- i. To ascertain whether or not marketeers in Kafue District participate in the management of their markets.
- ii. To establish whether marketeers in Kafue District were aware that they could hold the council accountable in the management of markets.
- iii. To investigate the responsiveness of Kafue town council to the needs of the marketeers.
- iv. To identify the penalties Kafue Town council gives to marketeers who default in the payments of market levies.
- v. To investigate what marketeers think can be done to address the challenges they face with the council.

## **1.6 Main Research Question**

What council roles did marketeers know about?

## **1.7 Specific research questions**

- ii. In which ways did marketeers in Kafue District participate in issues that concern the management of their markets?
- iii. How did marketeers hold Kafue Town Council accountable in the management of markets?
- iv. How responsive was the Kafue Town Council to the needs of the marketeers?
- v. What penalties did Kafue Town Council give to marketeers who defaulted in paying the market levies?

## **1.8 Significance of the study**

The study may have generated useful information concerning the importance of citizen awareness of the roles of the council in the management of the markets in order for them to participate correctly at local level. It may further add on the existing knowledge on measures that can be put in place in order to make marketeers become aware of the roles of the councils in markets. It is also hoped that the information that was gathered from this study may help the local and central government to come up with initiatives that may awaken the citizens to participate actively in governance issues.

It is also expected that results of this study would be beneficial to policy makers and workers in local government administration. Thus, the results obtained may enable Kafue Town Council to come up with strategies to improve service delivery to markets. Furthermore, workers at Kafue town council will be equipped with the right knowledge to enable them provide quality services to markets. The information obtained may provide insights to those wishing to research more on the same topic.

## **1.9 Theoretical Framework**

According to Nkhata et al (2019:97) “Theories are generally defined as statements about how things are connected. They help researchers to recast their thinking”. These views were further expanded by Glanz, Rimer, and Viswanath (2008) as quoted in Nkhata et al (2019) where they reported that “a theory is a set of claims about interrelatedness of concepts, definitions, and propositions that explain or predict events”. This study was predicated on civic republicanism theory devised by contemporary proponent of the theory (Peterson, 2011). Civic republican theory represents several interpretations and ideas.

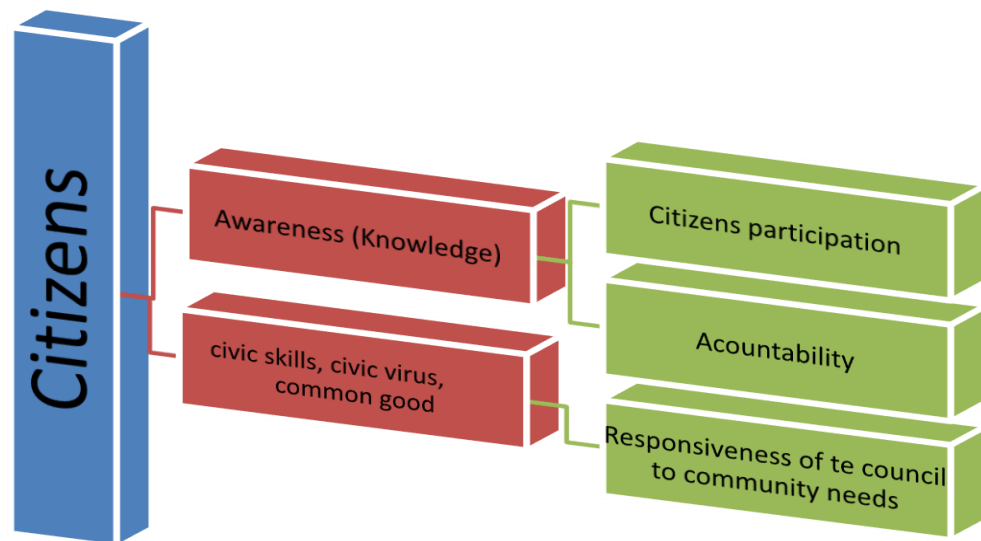
This implies that the theory brings to the fore different arguments from which advocates of civic education can benefit. It should be noted that the theory is largely a response to end the debate between the liberal theorists and the communitarian theorists who advance antagonistic views about a citizen and his or her rights and responsibilities as a member of the community. Civic republicanism embodies an active conception of what it means to be a citizen, with citizenship defined as a practice (Peterson, 2011). The theorists argue that to be a citizen is to act in a particular way and within a particular political community. The concept of citizenship acts as the organising principle of contemporary republican ideas. The active understanding of ‘citizenship as practice’ advocated by contemporary proponents of civic republicanism theory incorporates a commitment to four inter-related principles.

- i. Citizens should possess and recognize certain civic obligations
- ii. Citizens must develop an awareness of the common good, which exists over and above their private self- interests
- iii. Citizens must possess and act in accordance with civic virtue
- iv. Civic engagement in democracy should incorporate a deliberative aspect

Basically, the theory is premised on civic skills, civic obligations, civic virtues and the common good. The proponents of the theory posit that civic engagement relates to a form of the good life which is the involvement in public affairs. Further, the Republicans also promote freedom in terms of participation in self-government. They look at freedom as active engagement of a citizen in civic affairs. These arguments resonate well with this study which focuses on establishing the extent to which the marketeers are involved in the management of the markets. In the context of the study, good life constitutes marketeers' possession of the knowledge about the roles of the council and ability to hold the council accountable on their mandate in the management of the markets.

Guttmann (2014) argues that young people must be educated to fit in society and adults must be re-educated to fit in society. Therefore, with the possession of knowledge, individuals in the community are expected to be active participants in the local governance. Civic Republican theory offers a substantive account of the importance of community, in which duty and civic virtues play a strong and formative role. As such, it is a tradition of thinking which rejects unfettered individualism and criticizes the elevation of individual entitlements above the common values needed to sustain worthwhile and purposeful lives. The theory informs the study as it brings in the limelight the issues of duties, which in the context of the study are the responsibilities of the council in the management of the markets. The council should be seen to champion the notion common good which in this case is the interest of the marketeers at the expense of their private interests. The propositions of the theory as it relates and extends to this study is summarised in the diagram below:

**Figure 1. Theoretical Framework**

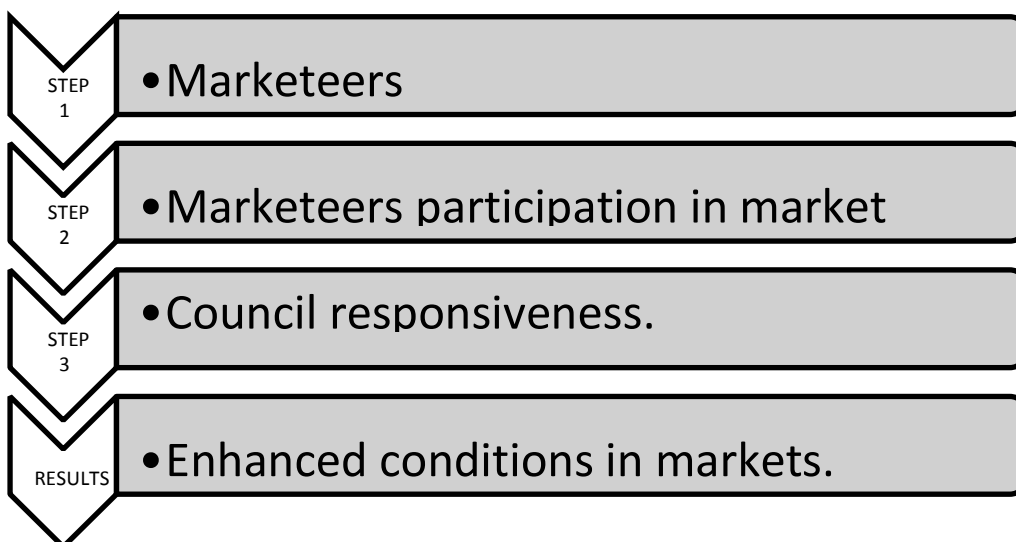


Source: field data 2019

### 1.10 Conceptual framework

The conceptual framework used in this study is based on factors which if taken into consideration would result in enhanced conditions in markets managed by Kafue Town Council.

**Figure 2: Conceptual Framework**



Source: Field data 2019

As can be seen in figure 2 enhanced conditions in markets is dependent on a number of factors such as management of local governance issues which among them can be; better management of garbage; fire outbreaks; drainages; supply of water and provision of toilet facilities to markets. It is expected that if these factors are taken into consideration by relevant policy makers and marketeers actively participate in these activities, conditions in markets will improve whilst at the same time diseases outbreaks will be reduced. 3.8.

### **1.11 Delimitation of the Study**

This study was conducted in three markets of Kafue Town of Zambia as well as at Kafue Town Council. This is because the researcher observed that markets in Kafue Town have remained under developed for over ten years, hence the desire to carry out a study would bring out the reasons why this slowness in development.

### **1.12 Operational Definition of Terms**

***Roles:*** actions associated with democratic governance that the council does for the People in its community.

***Awareness:*** the foundation that makes people active participants in the fabric of their community and beyond.

***Citizen Participation:*** a process which provides private individuals an opportunity to influence Public decisions and it is a component of the democratic decision making process.

***Municipal Council:*** local government of a municipality. It can also refer to city councils or town council.

**Marketeer:** One that works at a market selling market products.

### **1.13 Chapter summary**

This chapter presented the background of the research, statement of the problem, research objectives, research questions, significance of the study, theoretical and conceptual frameworks, delimitation of the study and operational definition of terms.

## **CHAPTER TWO: LITERATURE REVIEW**

### **2.1 Overview**

In this chapter, the researcher reviews literature related to the study. The literature review is presented in various themes under which studies from the global and Zambian academic environment are reviewed. Some themes are generated by the researcher in accordance with the issue under investigation, whereas others are in line with the objectives which guides this study.

The chapter ends with the summary in which key gaps in literature are highlighted.

### **2.2 Understanding Local Governance and Governance**

The concept of local governance can be broadly understood in the realm of politics. According to Lolojih (2014) local government is that level of government which is commonly defined as a decentralised, representative institution with general and specific powers devolved to it by a higher tier of government (central or provincial) within a geographically defined area. Local government is also defined as ‘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 powers to impose taxes or to exact labour for prescribed purposes. Tamayo (2014) used the field of politics as a point of departure to argue that just as politics talk about governments, institutions, power, order, and the ideals of justice, governance also deals with the public sector, power structures, equity, and ideals of public administration. Since the essence of governance can be seen from what it deals with, Vigoda (2000) stretches the later aspect of public administration and seems to explain that in relation to civic roles, public administration is preoccupied with questions of efficiency and effectiveness which are aimed at improving public sector performance. Vigoda (2000) adds that to address this challenge it is important to rely upon a comprehensive understanding of citizens’/clients’ perceptions of public sector operation and the extent to which public organizations are aware

of public needs. This shows that the essence of local governance is therefore best captured in the intricacies of what governance as a concept pursued by democratic societies entails.

The Cambridge Oxford Dictionary (2018) defines governance simply as the way that organizations or countries are managed at the highest level, and the systems for doing this. From this definition, it can be argued that the essence of governance and by extension, the notion of civic roles is administration on one hand and management on the other. Tamayo (2014) further contributes to the conceptualization of governance as he notes that it is generally understood as the exercise of power or authority by political leaders for the well-being of their country's citizens or subjects. He further argues that it is the complex process whereby some sectors of the society wield power, and enact and promulgate public policies which directly affect human and institutional interactions, and economic and social development. Tamayo (2014) states that the power exercised by the participating sectors of the society is always for the common good, as it is essential for demanding respect and cooperation from the citizens and the state. As such, a great deal about governance is the proper and effective utilization of resources. Stolker (1994) is of the view that local governance serves a two-fold purpose. The first purpose is the administrative purpose of supplying goods and services; the other purpose is to represent and involve citizens in determining specific local public needs and how these local needs can be met. Without a critical analysis, this clearly shows the essence of local governance as being two-fold.

In fact, the United Nations (2008) reveals the parameters under which good governance can be measured. Of these, the aspect of the roles, and indeed the civic roles of those in governments are spelt out as the 8 parameters are all on the part of government. United Nations (2008) advances that good Governance is measured by the eight factors of Participation, Rule of Law, Transparency, Responsiveness, Consensus Oriented, Equity and Inclusiveness, Effectiveness and Efficiency, and Accountability. When these are broken

down into what they offer to a community rather than the state as a whole, the essence of local governance is seen. The essence of local government has well been discussed and the current study wishes to establish the levels of awareness of the marketeers of the council roles in the management of the markets.

### **2.3 Market Management and Local Governance**

Many studies have been conducted to investigate generally the responsibilities of the local authorities and specifically with regard to market management. One such study is one done by

Nkombo (2007) titled “Time for a New Deal: Social dialogue and the informal economy in Zambia.” In this study, Nkombo reveals that poor maintenance and management of markets, insufficient trading space, poor market infrastructure and poor security are the main problems faced in the markets. Most respondents indicated that the markets they trade in are poorly serviced and managed despite marketeers regularly paying market levies to the local authorities. Most traders interviewed noted that facilities such as provision of water, shelter, toilets, cleaning, and security remain critical problems in the markets. It should however be noted that poor maintenance is not a feature of all markets. According to Nkombo (2007), in Chisokone B market in Kitwe, the Council and traders established a task force to audit the total revenue that local authorities collect in levies. Collections were compared and it appeared that the traders were collecting significantly larger amounts of levies than the Council. For example, in 2005, it was agreed upon that they would set up a joint committee of Zambia National Marketeers Association (ZANAMA) and local authorities that would undertake a thorough assessment of the revenue collected in the markets under the old levy.

Nkombo (2007) has shown the main problems identified by marketeers in his research and these are poor maintenance and management of markets, insufficient trading space, poor

market infrastructure and poor security. The study by Nkombo is significant to this research because it brings on the spotlight the problems marketeers face and exposes the inefficiencies of local authorities in the management of markets. However, Nkombo has not highlighted the role of the local authorities neither has he addressed the extent to which marketeers participate in the management of the markets. He has not tackled the level of awareness among the marketeers about the responsibilities of the local authorities. Therefore, the issue under investigation in this study is different from the issue Nkombo researched on. It is imperative that this study is carried out so that the issues of accountability, participation and responsiveness of the council to the needs of the marketeers are addressed.

Another study done by Lolojih (2008) entitled, “*Local Government Administration and Service Delivery in the Third Republic.*” In this study, Lolojih noted that the extension and construction of new markets in Lusaka had resulted in increased generation of waste to levels that had clearly out-stripped the local authority’s capacity to manage efficiently and effectively. He further noted that markets had been politicized and this had affected revenue collection by the local authorities. Lolojih (2008) made special reference to the Movement for Multiparty Democracy (MMD) as having been in the forefront in collecting revenue from markets. He also asserted that business enterprises that are located in close proximity to markets and other trading areas, where the generation of solid waste is relatively high, had a tendency to exercise corporate social responsibility through helping the local authority to collect and dispose garbage. Lolojih cited Saro Agro-Equipment, located along Los Angeles road opposite Soweto market (a very high generator of solid waste), as one company which collected and disposed its own garbage from the market.

Lolojih’s study is an eye-opener in the understanding of the role of the local council in markets. From his findings it is clear that the council has the responsibility to collect wastes from the markets and ensure that they are disposed-off. Besides, the research sheds light on

the politics involved in the management of markets. However, the plight of marketeers is not dealt with in

Lolajih's study. The participation of marketeers in decision-making with regard to the management of the markets. It has not addressed the responsiveness of the council to the needs of the community. Hence the need to undertake this study in order to bridge the gaps Lolajih has not addressed in his study.

A study conducted by Nyamori (2009) titled "*Construction and effects of markets in a local authority in New Zealand*" which focussed on making intelligible rationalities and mechanisms through which markets had been proffered as alternatives or complements to traditional welfare based provision and the effect of this development on the subjectivity of workers. The research involved collection of archival data, personal encounters and in-depth interviews with managers, staff and elected representatives at a local authority in New Zealand. The findings of the study were that, the mandatory changes required by legislation were associated with efforts to constitute local authority workers as business-like subjects through disciplinary mechanisms and technologies of the self. While markets had permeated this local authority, with some managers and staff claiming to work in a business-like manner and transact with each other as customers, these discourses had not vanquished the traditional concern of working for one organization to serve the community.

Nyamori's study is of great importance to this study in that it helps the researcher understand that local authorities needed to work as entrepreneurs if they were to be effective in providing services to communities. On the other hand, Nyamori's study did not focus on the factors accounting for poor service delivery by local authorities in markets and this was the main objective of this research. Furthermore, Nyamori did not collect data from marketeers to determine the extent to which marketeers were satisfied with services provided by local

authorities in New Zealand. This researcher on the other hand, collected data from marketeers to determine the extent to which they were satisfied with services provided by local authorities to markets. It should be pointed out that despite these knowledge gaps in Nyamori's study, this researcher used his study to establish the extent to which entrepreneurial spirit was being promoted among workers at Lusaka City Council.

Another study worthy reviewing is the one conducted by Sinha and Enayetullah (2010) themed as "Waste Concern and World Wide Recycling: Financing Dhaka Market Composting with Public– Private Partnerships and Carbon Credits on waste management systems in Dhaka, Bangladesh." The study revealed that Household and market refuse were taken to a community based composting plant where it was turned into organic fertilizer. To ensure utilization of the fertilizer and sustainability of the system, the study revealed that waste management companies assisted communities to market the product by contacting and negotiating with fertilizer companies to purchase and nationally market the compost by product or bio-fertilizers. Sinha and Enayetullah's study provided useful insights on how market waste was being managed in Bangladesh. It showed the important role played by the private sector in the management of market waste and how this could benefit local communities. Despite the study being informative and related to the current study to, some extent, it did not address the issue of participation of marketeers in the waste management in markets. Besides that, Sinha and Enayetullah's study has not discussed the extent to which the local authorities are held accountable.

Phiri (2014) conducted a study titled "*Effective Management of Markets and Service Provision by Local Authorities: A Case Study of Lusaka City Council (1991-2013).*" The overarching objective of the study was to determine the extent of effective management of markets and service provision by Lusaka City Council. Phiri (2014) specifically investigated the extent to which Lusaka city council manage the garbage, provision of toilet facilities and

water supply. It was noted in the study that Lusaka City Council (LCC) lacked capacity to manage market garbage, drainages and fire outbreaks. The Council did not adequately provide toilet facilities to markets. Some markets run by the Council do not even have toilet facilities. The study also found out that the Lusaka City Council has not done enough to ensure that markets are supplied with sufficient quantities of water. This study is important to the current study as it brings out information to understand what is obtaining on the ground with regard to management of markets and service provision. However, the study has not stated whether or not marketeers who operate in the markets are involved in the decision-making processes. It has not also shed light on the level of awareness amongst marketeers of the responsibilities of the local council. Hence, the need to undertake this study.

#### **2.4 Citizen Awareness and Participation in Local Governance**

Markets are inherently political, both because of their ties to the regulatory functions of the state and because markets are contested by actors who are dissatisfied with market outcomes and who use the market as a platform for social change. However, the fact that markets tend to centralize resources and power, they frequently become locations of contestation and disruption. One needs only turn on the evening news to see the contentiousness of markets. Markets are at the centre of controversial issues such as exploitation of child labour, discrimination, and health care inequalities. According to King and Pearce (2010), Markets are dominated by powerful incumbents that benefit greatly from current market arrangements and are constituted by categories and institutional logics that legitimate the status quo. Incumbents resist efforts to change market conditions in as much as they benefit from current arrangements. This work by King and Pearce (2010) gave insight on the existence of politics in markets. It helped us understand that markets are dominated by powerful incumbents who greatly benefit from market arrangements.

Mukwena (2014) wrote an article titled “Decentralization, democracy and development: conceptual clarifications in the book called *“50 Years of Local Government in Zambia: Treasuring The Past, Reflecting The Present, Shaping The Future”* In this article Mukwena states that decentralization entails creating of bodies separated by law from the national centre, in which local representatives are given formal power to decide on a range of public matters. This suggests that the local people under decentralization have the privilege to participate in decision-making processes at local levels for instance in local councils. Mukwena’s articles shows that participation is an important aspect of decentralization which clearly indicate how vital it is for people to be part of the development activities at local levels. However, mukwena has not specifically highlighted the extent to which people can get involved in decision-making, especially marketeers who are closely linked to activities of the local authorities. He has not disclosed whether the ordinary citizens are aware of the responsibilities of the local authorities. For these reasons, it is vital to investigate the level of awareness and participation of the local people such as marketeers in the local governance.

## **2.5 Discharge of Civic Roles and Responsiveness of Local Government in Zambia**

Bratton et al (2010) wrote a paper on the theme “Citizen Perceptions of Local Government Responsiveness in Sub-Saharan Africa” the paper examined local government performance from the perspective of users, with special attention to questions of responsiveness, representation and accountability. It was established in the study that popular assessments of political accountability at the local level are driven by instrumental attitudes about government performance. In short, people in Africa judge the quality of local government primarily in terms of whether they think elected leaders “deliver the goods.” On the other hand, it was discovered that, while citizen activism boosts the popular perception that local leaders are responsive, the researchers discovered that tax compliance is only weakly connected to responsiveness, and thus to representation and accountability. Bratton et al

(2010) have tackled some of the issues this study seeks to address, there is a difference in the approach and context. Their paper has broadly approached these issue and specifically looking at the participation of marketeers in the local governance. They have also not discussed citizen's knowledge about the roles of the local government. After all, Bratton et al paper looks at sub-Saharan Africa whereas this study looks at Zambia specifically Kafue municipal council. It is therefore, imperative to undertake this study in the Zambian context.

The article written by Lolojih (2014) titled "*Local government and service delivery*" looked at the concept of local government. The article focuses on articulating the roles of the local government. Lolojih in his article postulates that democratic considerations emphasise civic responsibilities that focus on values of participation, representation, local autonomy, responsiveness and fairness. He further expands that this means that a well-functioning local government system is one that has substantial decision-making powers; one that is sensitive to the needs of the community to ensure effective responses; and one that involves the community in its activities. Lolojih highlights key ingredients of governance which are expected to be embedded in the structures of the local governance such as local councils. In this regard, the article is informative as it emphasizes on some key aspects the current study is focussing on. However, Lolojih has taken a broad approach to issues of participation, responsiveness and other etiquettes of good governance. He has not addressed with specificity to understand how local authorities interact with the marketeers. Hence, the need to undertake the current study.

According to the United Cities and Local Governments (2018), governance is most effective when the processes which it is made of are participatory, accountable, transparent, efficient, inclusive, and embraces the respect for the rule of law. These defining traits of governance go to show the coexistence of governance with democracy as all these tenets of accountability efficiency cannot exist if democracy is not given room to thrive. Consequently, this entails

that it is only a democratic country that the discharge of civic roles at a local level can be monitored and the leaders made accountable. Good governance is particularly important at local level, where governments interact with citizens and communities on a daily basis. Tindal (1977) reminds that we should not forget that the local institutions are there not only to provide various public services to citizens, but also to represent in the best way possible the will of the people. For the above reason, the government of the Republic of Zambia has since its birth sustained the existence of the ministry of local government whose primary role is to discharge such duties which we deem as civic roles. On the ministry's official website, the following summary greets visitors and best describes what the ministry is for:

*The Ministry of Local Government falls under the Local Government and Decentralization Sector of the national economy. The Ministry is charged with the administration of the local government system and ensuring that the people of Zambia are provided with the necessary municipal services. The Ministry of Local Government, in short MLG is multi-functional in nature and oversees the implementation of delegated functions and responsibilities by the local authorities by managing the social, economic and political spheres of governance.*

The creation of the ministry serves to attend to the needs of the general citizenry at a local level. Writing on the Zambian local government system, Chasaya (2018) confirms the validity of this statement adds that the local government systems play a crucial role in the transformation of living standards of people because it tends to be physically closer to the people in need of development than the central Government. Also, he further argues, the importance of the local government systems is that it helps to develop the agenda of the country in explaining the implication of Government programmes to the people. This is expected given the proximity of the local government to the people which puts itself in a better position to ensure that Government policies are translated into services that will automatically meet the needs of the people. The adequate meeting of the people's needs can

be seen in what they expect their government through the municipal council to do. In other words, there are expectations on the part of citizens that the government of the day through the local authority has specific civic roles which they should discharge. Connected to the notions of local governance and the discharge of civic duties is the notion of decentralization discussed below.

This study therefore, intends to establish the marketeers' levels of awareness of the council roles in market management Ndhlovu (2011) did a study titled, "*Street vending in Zambia*" stated that, local authorities were responsible for the management of all markets except for private markets which were usually run in partnership with the local authority. Regarding the issue of licenses and permits, the Market and Bus Stations Act of 2007 states that, a local authority may issue licenses or permits to pedlars, hawkers and marketeers or any other category of license as may be prescribed for the purpose of operating in a market or market street (Government of Zambia, 2007). Ndhlovu further noted that, the local authority charged K100, 000.00 per year for a hawker and peddler license and K50, 000.00 per year for renewal of tenancy agreement for all traders in the Council markets and those found without licenses were charged an amount of k100, 000.00 per individual. They also charged health and safety licenses for traders engaged in businesses such as saloons, restaurants and butcheries. Furthermore, local government provided market infrastructure so that traders in the informal economy could trade in a good and secure environment to achieve order in the city. The local government also sets rules and regulations to guide traders and also collected revenue from traders. As noted above, Ndhlovu's work was of great importance to understanding the role played by the informal sector in the development of any nation. However, it was very clear from the study carried out by Ndhlovu (2011) that he took a general view of the management of markets by local authorities. Even though Ndlovu's study is relevant to the current study, it did not specifically look at issues of accountability on the part of the local councils, citizen

participation in the management of markets. It has not addressed the responsiveness of the councils to the needs of the marketeers. For these reason, it is imperative to conduct this study so that these is issues can be addressed.

Hansen (2010) also conducted a study entitled, “*Changing Youth Dynamics in Lusaka’s Informal Economy in the Context of Economic Liberalization.*” The findings in Hansen’s study shows that markets are strategic places for party recruitment; hence their management has been a target of political maneuvers. For example, during the Kaunda regime the ruling party United National Independence Party (UNIP) usurped power under the Markets Act, often through the Co-operative Societies, in this way controlled or took control through its Youth Wing, of the allocation of stands in many markets. UNIP membership became a prerequisite for access to a stand, while standholders paid fees or levies to the party. In the open economy era, local authorities have begun to contract private firms to manage designated markets. As noted by Hansen (2010) in his study when President Mwanawasa introduced Market Boards in 2005, he suggested that this would hasten development in Local Authorities and help them control street vending. In line with the externally mandated government policy on decentralization, such boards were expected to represent marketeers, consumer organizations, local government, commuters’ associations, and the Chamber of Commerce and Industry. Hansen (2010) further argued that the establishment of boards might serve to depoliticize the management of markets, and perhaps lessen the persistent wrangles between Councils, Co-operatives and marketeers’ Associations, the Ministry, and Parties. But this was not the outcome. Hansen’s (2010) study shows that the management of markets has a political hand which influences the way markets are managed. However, this is a different dimension of the issues of local governance. It also seems like Hansen (2010) concentrated much on uprooting the political interference which characterises the markets

without addressing issues of accountability and citizen participation in the management of markets. It is, therefore worthwhile to undertake this research.

Tordoff (1980) conducted a study on the administration in Zambia in which it was stressed that councils exist mainly for the provision of services and this excludes the most important services of health, education and policing. Furthermore, Councils are expected to collect refuse, light up streets and manage markets. During the late 1970s, Councils were heavily involved in the brewing and selling of traditional beer. Therefore, liquor undertakings were an important source of revenue for most Councils in Zambia. However, since around 1970, there has been a rapid decline in profits and in Lusaka, for example, there was persistent losses on the liquor undertakings. Probably, this has an adverse impact on service delivery within the city.

Tordoff's study highlighted the various types of services provided by local authorities in Zambia especially in the Second Republic. However, considering the fact that time has passed since Second Republic, one would expect that the demand for better services has increased. It was for this reason that; this study was undertaken to consider the types of services offered by the Council to markets. Furthermore, Tordoff's work did not focus on services provided by local authorities to markets and this is the gap which this author intended to fill. On the other hand, Tordoff's revelations were of great help to this study as it has shown how revenue collected by Councils affected the Council's capacity to adequately provide services. In his Masters' dissertation G.M. Pelekamoyo (Local autonomy and central control in Zambian urban authorities, 1977), observed that trading undertakings formed sources of revenue for urban local authorities. These undertakings include water, markets, licensing, swimming baths, liquor, shops for rentals and others. Revenue is accrued to local authorities on the basis of levying charges on the user or consumer of these services.

## **2.6 Market Levies, Penalties and Accountability**

The Netherlands Development Organization held a high profile meeting in December 2010 in Dar es salaam under the theme “*Accountability at Local Level: Experiences from the partnership with the Netherlands Ministry of Development Cooperation on Domestic Accountability*” one of key objectives of this meeting to determine whether or not accountability can contribute to development outcomes, if there are formal means for citizens to hold state representatives to account. In addition, the meeting also focused on deliberating on the assertion that accountability is mainly a national debate, involving audits, parliamentary oversight, national elections and (possibly) media. Once the national accountability process is working, this will then percolate to the local level. The paper argues that at local level, accountability is often seen in terms of service delivery. The main concern of citizens is whether services are available, relevant and appropriate. The paper highlights the significance of accountability at local level and how it can benefit the community. But is not clear in the study how the local authorities are held accountable for the actions. It is also important to spell out extent to which citizens are able to take part in decision-making at local levels. This paper has not explained these pertinent issues in local governance. Therefore, it prudent for this study to be conducted in order to address issues of accountability from the perspective of citizens or rather marketeers take to task the local authorities in carrying out their duties.

Chibiliti (2010) also conducted a study on the topic “*Assessment of the sources of revenue for local authorities in Zambia.*” the study focussed on investigating whether local authorities had initiated strategies to broaden their sources of revenues and whether there are any fiscal and financial constraint relating to the central government support. It was established in the study that local councils are faced with challenges because they don’t have enough resources to effectively execute their responsibilities, this has trickle-down effect to management of

markets. Chibiliti's study is insightful as it addresses some challenges faced by local governments which hamper on their delivery of service, but the question of whether or not people such as marketeers are incorporated in the management of markets. The extent to which they participate in local governance and whether they are aware of the civic roles of the local authorities are not explored in Chibiliti's study, hence the need for the current investigation to interrogate these issues.

Mutungwa (2011) also conducted a study which looked at the *fiscal decentralisation and service delivery*. In this study, it was noted that one of the responsibilities of the Lusaka City Council is the management of waste which was done through the Councils Waste Management Unit. The Council collected garbage from bins around the City where they get filled up with refuse dumped by local residents. Local residents were in turn expected to contribute towards a subsidised charge of K200, 000.00 per bin. On a monthly basis, communities paid K15, 000.00 per household for dumping refuse in a Council bin. There were also Community Based Enterprises (CBEs) that moved from one house to another collecting garbage and dumping it in Council bins. These organizations demanded K20, 000.00 per household on a monthly basis (Ibid) and those who didn't manage to pay on time were being charged an extra amount of K100, 000.00. Mutungwa (2011) also cited the Munali Ward Community Based Enterprise and the Market Advisory Committee

(MAC) such as the Chigwirizano Marketeers Cooperative, as some of the private organizations engaged in the management of waste in Lusaka. It should however, be noted that, even after making payments to the Council, collection of garbage by the Council tended to be delayed. This had resulted in residents throwing their refuse on the ground, a situation which poses serious health hazards. Furthermore, the Council had no predetermined schedule for collecting refuse in townships though it had a regular formal collection service for some shopping centres', hotels, hospitals, government buildings and markets. Mutungwa has

lucidly pointed out the responsibilities of the council in markets. The study gives an insight on the collection of the garbage around the city of Lusaka. It is cardinal to note that the study is closely linked to the current issue under investigation because both studies focuses on understanding the role of the council. But the current study is slightly different as it looks at the marketeers awareness of the roles of the council and the extent to which they participate in the management of the markets in general and not the fiscal disbursement. Therefore, it is of essence to conduct this study

## **2.7 Chapter Summary**

In this chapter, the researcher has extensively reviewed literature related to this study. Most of the studies have explored the issues of financing the local authorities, waste management by local government and service delivery in general. However, it should be indicated that the literature reviewed ha not explored the issues of participation, accountability and responsiveness of the local authorities to community needs as they relate and extend to marketeers. Also, the studies have not highlighted anything to do with Marketeers awareness of the civic roles of local authorities. Therefore, there is a gap which this study seeks to explore and fill up.

## **CHAPTER THREE: RESEARCH METHODS AND METHODOLOGY**

### **3.1 Overview**

This chapter explored the methodology of the research. It addressed the research design, target population, sampling design, sample size and sampling procedures, data collection and analysis, delimitation, ethical considerations, and the chapter summary.

### **3.2 Research Design**

Research designs are a set of instructions to the researcher to collect and analyse data in such a way as to determine whom and what to study (Creswell, 2007). A research design is also conceptualized as a framework in the whole process of research aimed at pointing the researcher in the direction of the study. Therefore, this research being a qualitative study employed a qualitative descriptive design which focused on establishing marketeers' awareness of civic roles of Kafue Town Council and their participation in local governance. Vickie and Clinton (2012) expound qualitative descriptive as one which involves a comprehensive summarization, in everyday terms, of specific events experienced by individuals or groups of individuals. Further, they argue that qualitative descriptive studies tend to draw from naturalistic inquiry, which purports a commitment to studying something in its natural state to the extent that is possible within the context of the research arena. Therefore, this study took a qualitative descriptive approach to the issue under investigation. The design helped the researcher to collect data through interviews, focus group discussions, observation and document analysis. This research also used thematic analysis as a tool for data analysis.

### **3.3 Target Population**

A target population, according to Singh (2006) is an aggregate or totality of objects or individuals to which inferences during the study are made. It is simply a group of individuals with at least one common characteristic which distinguishes that group from other individuals

Bryman (2012) looks at target population as an entire group of persons or elements that have at least one thing in common. For the purpose of this study, the population included marketeers at three different markets in Kafue and the key informers from Kafue Town Council.

### **3. 4 Sampling Design and Sampling Procedure**

#### **3.4.1 Sample Size**

The study sample of this research consisted of thirty-two (32) participants which comprised of thirty (30) marketeers. Ten (10) marketeers from each of the three selected markets and two (02) key informants from Kafue Town Council.

#### **3.4.2 Sampling Procedure**

This study entirely depended on non-probability sampling technique to select research participants. As postulated by Kothari (2004) non-probability sampling/purposive sampling is considered more appropriate when the universe happens to be small and a known characteristic of it is to be studied intensively. There are many non-probability samplings used in academic research namely snowball sampling, quota sampling and convenient sampling. However, for the purpose of this investigation, convenient sampling as well as snowball sampling were used. According to Bryman (2012), convenient sampling is one that is simply available to the researcher by virtue of its accessibility. Snowball sampling on the other hand is a technique in which initial members of a population help the researcher identify and locate others. Therefore, the researcher used convenient sampling to sample key informants at Kafue Town council and snowball sampling to sample marketeers from three different markets in Kafue town.

### **3.5 Data Collection Methods**

According to Mkandawire (2019:145), “Qualitative data collection methods are those strategies used to collect information based on subjective assessment of opinions behaviour attitude and social interactions”. Furthermore, “Among the qualitative data collection methods are interviews, focus group discussions, observation and document analysis” (p. 145). This study was qualitative. For this reason, it employed semi-structured interviews, focus group discussion, document analysis and observation. The interviews provided an opportunity for respondents to express and clarify particular opinions or views thereby leading to the discovery of findings that are a reality surrounding marketeers’ levels of awareness of the roles of Kafue Town Council and their participation in local governance. This also enabled the researcher to probe participants where there was a need to provide more information. This as well granted the researcher a deeper understanding and meaning attached to the existence of the problem. In this study, the semi-structured interviews were used to generate information from the key informants at Kafue Town Council. According to Kombo and Tromp (2006) semi-structured interviews are interviews based on the use of an interview guide. Therefore, the researcher employed an interview guide as an instrument for collecting data.

Focus Group Discussion was chosen to get detailed information from the research participants. This is because the research seeks to generate views from the marketeers at three different markets in Kafue district on their levels of awareness of civic roles of Kafue Town council and their participation in local governance. The interviews provided an opportunity for respondents to express and clarify particular opinions or views thereby leading to the discovery of findings that are a reality surrounding marketeers’ levels of awareness of roles of Kafue Town Council and their participation in the management of markets. This also enabled the researcher to probe participants where there was need to provide more

information. It further granted the researcher a deeper understanding and meaning attached to the existence of the problem.

Document analysis was used to collect data from Kafue Town council. It helped the researcher to analyse the documents that guide the council in the way they operate. Finally, Observation was also used to collect information from the selected markets through the use of the check list to ensure that the evidence of the relationship between the council and the marketeers is established.

### **3.6. Data Collection Instruments**

#### **3.6.1 Interview Schedules**

Interviews are commonly used as a method of data collection. Kombo and Tromp (2006), state that interviews refer to the questions which are asked to the respondents orally. Interview schedule highlights the questions the respondents are supposed to be asked by the interviewer. There are different types of interviews namely: oral interview, semi-structured interview and structured interviews. This study employed semi-structured interviews to solicit information from the key Informants at Kafue Municipal Council. According to Kombo and Tromp (2006) semi-structured interviews are based on the use of an interview guide which comprises written list of questions meant to ask the research participants. The interview schedule helped the researcher to probe the informants where necessary hence quality information was generated through the use of the schedules. The challenge encountered while using the interview guide was that respondents were in hurry hence there was limited time to carry out the interview. However, the researcher did interviews on different dates until the information was collected.

### **3.6.2 Focus Group Discussion Schedule**

The focus group discussion schedule was used in this study to collect qualitative data from the marketeers in three selected markets. A focus group discussion is a type of group interview in which a researcher leads the discussion with a small group of individuals to examine in detail how the group members think and feel about the topic under investigation (Singh, 2006). The advantage of this instrument is that marketeers were free to express their views in groups and the researcher was able to arouse their participation by probing on some aspects. The challenge experienced in the use of this instrument was that some participants in groups dominated the discussion while others remained silent. However, the researcher overcame this challenge by asking reserved participants to air their views.

### **3.6.3 Document Analysis Schedule**

Document analysis is a form of qualitative research in which documents are interpreted by the researcher to give voice and meaning around an assessment topic (Bowen, 2009). In this particular research document analysis was used to collect information at Kafue Town Council and the documents that were analysed were the by-laws of the council as well as the Bus stations and Markets Act of 2011. The good part of using this instrument was that it didn't need any person to answer questions but rather documents helped the researcher to work at any time they were comfortable. Analysing the documents was time consuming since the documents are big and cover a range of aspects, hence the researcher found it too involving to select issues that concerned this study. However, the documents were analysed individually despite being time consuming.

### **3.6.4 Checklist**

A check list was used to make an observation at the selected markets in Kafue district. This instrument easily helped the researcher to collect data as it was simply observing and ticking or crossing the existence of the needed service in the market.

### **3.7 Data Analysis**

Data analysis as postulated by Lecompton and Schensul (1999) is the process a researcher uses to reduce data to a story and its interpretation. Since the study used qualitative methodology for data collection, the researcher used thematic analysis to analyse the data. The findings were discussed according to themes that emerged from the findings of the research.

### **3.8 Limitations of the Study**

The study results were limited to Kafue Town council and may not represent all the councils in Zambia since the research was done only in Kafue.

### **3.9 Ethical Considerations**

Ethical issues in research have become more imperative and a source of concern of many researchers. Throughout the process of data collection, the problem of persuading participants to cooperate with the researcher is ever present. Since this study involved human beings as subjects of inquiry, consent of subjects was sought. Prospective respondents were told the purpose and benefits of the study especially to the researcher. Emphasis was made on making it clear that the research was purely an academic one in order to increase the levels of participation and to reduce non response cases. Participants were availed with information as to how they were selected in order to reduce uncertainties and generally accepted ethical rights of respondents like confidentiality, anonymity and voluntary participation was respected. The researcher got an introductory letter from the University of Zambia before embarking on collecting data.

### **3.10 Chapter summary**

This chapter explored the methodological procedures that was used in the study. The chapter discussed the case study design. Also, the chapter gave detailed steps taken from the research design through target population, sampling and sample size, data collection, analysis and the ethical considerations.

## **CHAPTER FOUR: PRESENTATION OF FINDINGS**

### **4.1 Overview**

This chapter presents a detailed outlook of the findings of the study which established marketeers' awareness of local governance issues: A case of marketeers under Kafue town council. The findings were presented using a thematic approach based on the objectives outlined in chapter one of the dissertation:

- i. To ascertain whether or not marketeers in Kafue District participate in the management of their markets.
- ii. To establish whether marketeers in Kafue District were aware that they can hold Kafue Town council accountable in the management of markets.
- vi. To investigate the responsiveness of Kafue town council to the needs of the marketeers.
- vii. To identify the penalties Kafue Town council gives to marketeers who default in the payments of market levies.

### **4.2 Characteristics of Participants**

The sample had a higher percentage of female participants than the males. The participants consisted of 5 (15.6%) males and 27 (84.4%) females. A total of 8 (25%) participants had attained secondary education. 22 (68.8%) had primary education and 2(6.3%) had were twelve and above years of education. The mean education was 10.02 and SD was 2.23. The ages of participants ranged from 21 to 65 years old. The majority of the participants were in their twenties at 53.1% (17). 21.9% (7) were in their thirties, 12.5% (4) were in their forties, 9.4% (3) in their fifties and only 3.1% (1) was in the sixties. The mean age was 26.78 and SD was 8.9 as shown in the table below.

**Table 1.0: Participants' Characteristics**

Variable	Frequency	Percentage (%)
Gender (N=32) (Mean=10.02, SD=2.233)		
<b>Males</b>	5	15.5
<b>Females</b>	27	84.4
Education Levels (N=32)		
<b>Primary</b>	22	68.8
<b>Secondary</b>	8	25.0
<b>Tertiary</b>	2	6.3
Age Group (N=32) (Mean=26.78, SD=8.9)		
<b>20-29</b>	17	53.1
<b>30-39</b>	7	21.9
<b>40-49</b>	4	12.5
<b>50-59</b>	3	9.4
<b>60 and above</b>	1	3.1

### **4.3 Findings on the Council roles that marketeers are aware of in the management of the markets.**

The first research objective sought to establish marketeers' awareness of council roles in the management of markets. Study revealed that marketeers only know of the council roles that they see council workers do in the markets and not all the roles that the council is supposed to play. These are the basic council roles in the management of markets. The following were the roles that emerged:

#### **4.3.1. The council cleans the markets.**

It came to light that council workers clean the markets mostly on a daily basis. From all the three markets marketeers mentioned that council workers clean the markets. In some instances, it was mentioned that marketeers do not do a thorough cleaning but they always show up. One respondent from market one (1) stated that:

*Council people clean the markets although they do not clean thoroughly but we see them on a daily basis. When they clean they just basically pass the broom along path ways only and not on the stands where we sale from then each marketeer does a thorough clean up on their stands and dump the dirty in plastic bins within the market after which the same council cleaner comes to collect the bins and dump them outside the market on the ground where it is later collected by a truck I suppose organised by council which takes a long period of time and the place tend to be messy especially in the rain season. They do this cleaning in the mornings and after lunch they again pass through to pick any litter from the market especially along the path ways only.*

Another marketeer from market two (2) has this to say concerning the council cleaning the markets:

*I can say they clean the markets every day. My complaint would just be that their cleaning is not good because we have to clean after they clean, I mean they don't do a thorough cleaning bantu bakayena kukamba chabe zoona but bamabwela daily even today a man came to clean. Can you say someone has cleaned here ai?*

A male marketeer from market three (3) had this to say concerning the council cleaning the market:

*There is always a council cleaner every day in this market. She cleans in the morning of course not in our shops but outside where people pass. After people eat lunch, the same council worker passes through to empty the bins. He takes the dirty outside where he dumps it on the ground because we no longer have the big bins outside where he could dump awaiting tor the truck to collect the garbage.*

#### **4.3.2. Maintenance of peace and order in the market**

Another council role that was mentioned by different marketeers from different markets was that the council maintains peace and order in the market. An elderly female marketeer who sells vegetables from market one (1) had this to say:

*The council is also in charge of maintaining order in the market but they don't play this role adequately. For example, us elderly women who sell fresh vegetables in the shelters are disadvantaged because there are other people who sell the same vegetables outside the market hence as customers come to the market they don't reach in the shelters inside the markets*

*where we are and rather buy from those that are outside. Our vegetables stay longer without being bought hence end up going bad.*

Another marketeer cut her friend short by saying,

*as if that is not enough, there are also other people who sell in streets, they move from one street to another making the situation even worse for us the elderly marketeers who can't afford to walk long distances due to aging. The council is supposed to see to it that all vegetable sellers come and sell with us in the market for fairness 'sake but we have complained to the council several times but they have not done anything to address our concern. In short the council does not play this role of maintaining order adequately.*

A restaurant owner from market two (2) had this to say concerning how council keeps peace and order in the market:

*The council sees to it that us marketeers work in peace and harmony in different ways even if they tend to be not effective in most cases. when marketeers have disagreements, the council comes in to help sort out the problem. For example, if one marketeer comes to sell while drunk and use bad language on the friends the council will warn that person and if they don't stop they may be asked to leave the market on the basis of causing confusion among marketeers. This makes every marketeer be careful with how they behave towards one another.*

#### **4.3.3 Collection of market levies**

The study further revealed that marketeers are aware that Kafue town council collects market levies amounting to two kwacha (K2.00) daily from each marketeer selling on the stands and three hundred kwacha (300.00) yearly from marketeers who own shops.

*Council also collects money from every marketeer who trades in the market. They collect money amounting to K 2.00 every day for those of us who sell on the tables and a different amount for those who sell in the shops. For the shop owners the council sees to it that they pay the levies amounting to three*

*hundred kwacha(k300) and they have the trade certificate stuck on the walls of their shops.*

#### **4.3.4 Maintenance of toilets**

The study further revealed that the council also cleans and maintains the toilets in the markets. A female grocery owner had this to say;

*Apart from that the council people also clean the toilets and also collects money from people who use the toilets. Every time we use the toilets we pay K1.00 to the council worker who cleans the toilets and sits by the entrance of the toilet. These toilets are terribly dirty that when you enter there you can hardly eat due to the messy which is disgusting. I stopped entering those toilets a long time ago since my home is just nearby, I go home to answer the call of nature. Most other traders who live nearby do the same. The council just needs to build new toilets.*

Traders from market two had this to say:

*Ba council also clean and maintain the toilets. Well, the council worker at the toilets does a good job and toilets are ever clean but then for using the toilets we are charged K2.00. The only problem with the toilets is that we need more toilets since we only have three pots in one block, we feel we need the council to build more toilets to cater for a big number of marketeers. Otherwise the toilets are in a health condition.*

#### **4.3.5. Provision of security**

Another role of the council that marketeers from all the three marketeers thought the council must play in the markets though they do not do it is that the council is supposed to provide security in the markets. All the three markets confirmed that the council does not provide security despite marketeers having asked from them whether they could provide security in the markets but the council put it clear that they will not do so, therefore, each marketeer has to see to it that their goods are well secured as council will not be responsible for any loss or damage of any property for any marketeer. This was confirmed by the council key informant in the interview as she had this to say concerning security in the market;

*We have informed the traders in the markets to take care of their own goods as council will not do so because we do not have resources to provide any form of security. We have told the marketeers to secure their goods. Of course, they have approached us several times demanding that we provide security but we have put it clear that we can't due to limited resources.*

A council informant on the contrast said that marketeers know all the roles of the council in markets as council reminds marketeers of what is expected of them by the council and what they should expect from the council as marketeers. Some of the roles of the council the key informant had to say were:

*We maintain peace and order in the markets by settling disputes among marketeers, we also clean the markets I mean general cleaning and do maintenance works, collection of levies, clean and maintain the toilets, collect garbage, attend to the needs of the marketeers, provide water and maintain the drainages inside and outside the markets.*

The study revealed that Kafue town council thinks that marketeers know all the roles it is supposed to play in the markets when the fact of the matter is that marketeers only know few of those roles.

#### **4.4. Findings on Ways Marketeers Participate in The Management of Their Markets?**

##### **4.4.1 Cleaning the markets every first Saturday of the month**

The research revealed that marketeers' participation in the management of the markets is basically in cleaning the markets every first Saturday of the month as every other institution is following this policy which was made by parliament. A male marketeer who sales chickens from market one (1) had this to say:

*We participate in the management of our market by coming to do a general cleaning of the market every first Saturday of the month. We clean both inside and outside of the market. Our friends who go to church on Saturdays also come to clean on the first Sunday of the month. The turnout is usually good as most marketeers turn out to clean their markets. For those of our friends who go to church on Saturdays the cleaning of markets is done on Sundays, their turn out is usually good as well.*

A market chairperson had this to say concerning the general cleaning from one of markets.

*Most traders respond positively to the call of cleaning the market every first Saturday of the month since they trade in the same place. What we do is that before they start selling on that particular Saturday, they share portions of cleaning and do the cleaning then afterwards they sale their products. Then for our friends who go to church on Saturday they do the general cleaning on Sunday following the first Saturday of the month. We also have no problems with them as they come, if any of them fails to come they communicate to their friends for apologies. In our general cleaning we sometimes cleaning the drainages, clean around the taps and many other parts of the market that we feel it needs cleaning rather than waiting for council people to do the needful*

#### **4.4.2 Payment of market levies.**

Marketeers also reviewed that they participate in the paying of market levies. One marketeer who sales vegetables had this to say;

*We pay money every day to council so that they allow us to use the market. We cooperate with them and we don't give them problems unless in a case where that day you don't sale, we explain to them and they understand us.*

Another marketeer said the following;

*Everyday a council worker comes to collect money amounting to two kwachas (K2.00) from those of us who sale on stands and we give him as long as we have sold but when we have not sold we tell him we have not sold and he may pass later.*

Another vegetable seller from market one (1) said the following;

*We know that paying market levies amounting to K2.00 is a way we are supposed to participate in the running of the market but we stopped and we will only start again if the council attends to our cry. In this shelter as you can see my daughter, we are all elderly women selling vegetables. Our issue is that people don't come to buy our vegetables because of street venders who are outside the market and those who go round compounds selling the same vegetables we sale here. Customers see no sense to walk from their homes to come and buy from us because of the street venders sell the same things we are selling. We have several times advised the council to force all the people on the streets to come here in the shelters as you can see the shelter is*

*almost empty but the council seem not to work on our request. Therefore, every time the young man who collects the market levies comes we tell him we are not going to pay because we have not sold.*

The rest of the people in the focus group discussion agree with their friend explaining above and said the following in unison;

*Yes! As long as the situation remains the same, we will not pay market levies!*

#### **4.5 Findings on How Often Marketeers Take Kafue Town Council Accountable in The Management of Markets?**

The study revealed that marketeers have different views concerning have different views towards taking council accountable owing to different reasons. One marketeer had this to say:

##### **4.5.1. No questioning due to fear of causing confusion and having no knowledge that they have a right to know how their levies are used.**

*I personally don't question the council concerning how they use the money we pay as levy because I fear to cause confusion. I don't want to be labelled as a trouble maker especially that the council has shown me enough kindness to trade on its land, why then should I start questioning on how they use the money?*

One elderly female marketeer said:

*I have never questioned the council on how they use the money they collect from us since I have no idea it's okay for an ordinary person like me to question. All I do is to just pay the levies then sell in their premises, the rest about how money is spent is not my business. I don't want to cause confusion in the market.* Another marketeer had this to say;

*I think I have heard that the council use the market levies to maintain the market but what makes me wonder is that the market lacks a lot of things and its toilets have remained undeveloped and very dirty ever since I started selling in this market but I have no idea how I can ask so that the council can clarify.*

##### **4.5.2. No satisfactory answers from the council**

A different marketeer from market three (3) had this to say;

*I have been to the council offices to ask questions on accountability but I don't receive satisfactory answers. I therefore stopped going there because it makes no difference because sometimes they will promise to do certain things but they don't even show up.*

#### **4.6 Findings on Marketeers views on Kafue Town Council Responsiveness to The Needs of Marketeers?**

The study revealed that Kafue town council does not respond to the satisfaction of the marketeers especially on big projects. One marketeer had this to say:

##### **4.6.1. Good response from council over minor concerns.**

*When there are issues on let's say cleaning the market in a case where the council workers don't come to clean or even when there is a delay in the collection of garbage, the council does not hesitate to come through and attend to such needs.*

##### **4.6.2. No responses on major issues.**

*For issues such as maintaining the market in terms of making the shelters or new toilets for marketeers aawe sure, they make promises that they don't even fulfil. For example, here there is this shelter which has been un roofed for years, we have complained we are now tired because it has been years. We really suffer during the rainy season because it becomes muddy and we just stand along the corridors of the small shops to seek shelter. Council people only come with builders to do measurements on the building and promise to roof it but to no avail. when it's almost elections time as they come to campaign, once we vote they hold office we don't see them at all until the next election. I therefore feel that we don't work well with the council because they are not responsive to some of our needs.*

Another marketeer from market 3 had this to say:

*Here the problem that we have with council is that they are failing to put up better and clean toilets. We have reported to them several times about how undesirable our toilets are, but they keep promising that they will sort the problem but to no avail. Soo I can just conclude that council isn't that responsive to some of our needs.*

A marketeer from market one (1) had this to say;

*For me our council does not respond to our needs. For example, our toilets are terribly dirt that if a sensitive person goes there,*

*he/she may fail to eat. I t is disgusting really. The council is aware of this problem because we have approached them several times so that they can see to it that the toilets are renovated but they have not done this for a long time. For me I use the toilet at home since my home is just near the market. I really feel for my fellow traders who enter these toilets. We are not working well with the council to be specific.*

#### **4.7. Findings on Charges the Council Give to Marketeers Who Default in The Payment of Market Levies?**

##### **4.7.1. No charges are given to defaulting marketeers.**

One marketeer had this to say:

*When we fail to pay for a particular day, we just explain to them and they understand us but we make sure that we pay the following day but we don't back date what we didn't pay for the previous day.*

Another marketeer had this to say:

*For me they have even stopped coming to ask me to pay money because I have been to their offices several times to ask them to remove people who sale vegetables from outside the market as this blocks customers from entering inside the market to come and buy from us. The shelter is big it can accommodate about one hundred people but we are only about 10 inside hence stands lie idle, the rest of the people just vend outside. I therefore asked council first to bring the street venders in the market that is when I will start paying the market levies because I keep making losses and have nothing to pay them.*

#### **4.8 Summary of Findings**

This chapter has presented findings on the Establishment of Marketeers awareness of local government issues. Furthermore, the ways in which marketeers participate in the management of markets, ways in which marketeers take Kafue Town Council accountable, how responsive Kafue Town Council is to the needs of marketeers as well as penalties that marketeers are charged with when they default in the payment of market levies have been presented in the chapter.

## **CHAPTER FIVE: DISCUSSION OF THE FINDINGS**

### **5.1 Overview**

In this chapter, the researcher discussed the findings of the study. The discussion was based on the research objectives that guided the study. The researcher endeavours to relate the findings of the study to the existing findings established in the similar studies. Besides that, the theory is referred to in order to show how it confirms and disconfirms the findings. The following were the research objectives that guided the study:

1. To ascertain whether or not marketeers in Kafue markets participate in the management of their markets.
2. To establish ways in which marketeers in Kafue markets hold Kafue Town council accountable in the management of markets.
3. To investigate the responsiveness of Kafue town council to the needs of the marketeers.
4. To identify the penalties Kafue Town council gives to marketeers who default in the payments of market levies.

### **5.2 Discussions on Marketeers awareness of the council roles in the management of markets.**

The focus of the objective number one was to establish marketeers' awareness of Kafue Town roles in the management of markets.

#### **5.2.1 Cleaning the markets and maintenance of toilets.**

It was brought to light that marketeers have the knowledge that it is the council 's duty to clean the markets. Marketeers confirmed that they see the council workers clean the markets on a daily basis. They however complained that the council workers do not do a thorough job.

This finding is in agreement with Ndhlovu (2011) who argued that the local Authorities are responsible for the management of all markets. That is to see to it that public markets are cleaned both inside and outside.

The bus Stations and Markets Act (2011) is in agreement with this finding as it argues that it is the duty of the councils to clean drainages around the markets as well as to provide water and sanitation.

### **5.2.2. Maintenance of peace and order**

The study revealed that it is the duty of the council to maintain peace and order in the markets though marketeers concluded that council does not play this role adequately because they see that there are some differences among marketeers the council has not sorted for years. Such examples include street vending which disadvantaged the marketeers in the markets.

The study makes some important contributions to the current understanding of the incidents of markets management and marketeers' involvement. Recent studies by IBM (2011) and Fournaise (Lukovitz 2012) suggest that markets management are challenged by increasing levels of complexity in the marketplace, and as a result have not been able to deliver value to customers and their own needs (i.e., by building customer connections, capturing value and showing accountability). The better management have the capability to dynamically sense and cope with environmental changes, and make a better awareness of its roles and duties to the marketeers and the whole business places, and retain responsibility over all four Ps (promotion, product, place, and price). As a result, they gain higher influence within their areas of operations in the markets (Day, 2011). Consistent with this assessment, the findings show that a markets management department's influence is primarily associated with its responsibilities and resources available in the running of the markets.

### **5.2.3. Collection of market levies**

The study revealed that the council is also in charge of collecting market levies from marketeers which is done on a daily basis from marketeers who sell goods on the stands and yearly for traders who sell in shops. This finding is related to the Markets and Bus Stations Act of 2011 which stipulate that it is the duty of the councils to collect levies from all traders in markets and this money is meant to be used to maintain the markets. However, most councils have proved not to deliver the services adequately.

In the same vein, the study by Tordoff (1980) who in his study discovered that councils exist only to give service to people among which traders are inclusive. Turdoff highlighted a number of services that councils are to provide in markets and collection of market levies was one of them.

The study is also in line with Nkombo (2007) 's study which revealed that that poor security is one of the problems that the traders in markets face despite regular payment of market levies to the council. In the current study it was revealed that the council has made it clear that they will not provide security in the markets because they have no resources to do so. This means that traders in the markets have to find ways and means of securing their goods. This brings us to the realisation that councils are not playing all the roles that they need to play as stipulated in the Markets and bus stations Act of 2011.

## **5.3. Discussions on the participation of marketeers in the management of markets.**

### **5.3.1. Cleaning the markets in the first Saturday of the month.**

The study revealed that marketeers participate in the management of the markets by getting g involved in the thorough cleaning that takes place every first Sabbath of the month. This study is in line with Lolojil (2008) whose study revealed that traders in some markets are forced to clean their trading areas owing to the fact that the markets are not well managed by

the councils due to the fact that sometimes the markets are politicised. For example, he gives an example of the MMD cadres who would collect market levies to the marketeers, hence council remains without resources to clean the market. It must be noted however that council management does not only include Lolojil's findings but generally the council does not fulfil its role of providing the services in the markets owing to many other reasons. This in turn forces traders in markets to clean the markets for the sake of their own health and well-being.

### **5.3.2. Payment of market levies.**

It was brought to light that one of the things that the marketeers participate is through payment of market levies. This finding is in line with the theoretical framework (Peterson 2011). The theory argues that citizens in a given community must participate actively in public affairs in order to bring about the common good. It rejects tradition thinking which encourages individualism and criticizes the elevation of individual entitlements above the common values needed to sustain worthwhile and purposeful lives. Therefore, the governors and the governed have a responsibility to work hand in hand in order to bring about good conditions in the markets. For the council to be able to raise funds to provide a conducive environment, it is appropriate that marketeers pay levies.

### **5.4 Discussion on Marketeers Accountability on the Management of the Markets**

Accountability is an important subject in the management of resources because it enables the governors and the governed move satisfactorily in the way resources are being used. Accountability further enhances transparency and if followed well it can enhance the sense of honesty in the people who are being accounted for and resources would be spent to benefit the intended purposes. It was important therefore to establish the extent to which marketeers take Kafue town council accountable in the management of the markets.

#### **5.4.1. No questioning due to fear of causing confusion and lack of knowledge that they have the right to question the council on how the levies they pay is used.**

Marketeers accountability can be considered as the one of the main ways of showing how competent the market is, many studies (Atuahene-Gima & Evangelista, 2000; Baker & Holt, 2004; Workman, 1993) clearly demonstrate that there is a misunderstanding about the importance of accountability between the marketeers and the management in the marketing places which probably damages the relationship within the areas. Obviously, if a market's management department demonstrates the effectiveness of its activities and contribution to the market success (i.e. marketing accountability), the perceived importance of its services will be comprehended better by other actors within the market.

Moreover, using hard evidence to support the fact that market activities effect and facilitate the acceptance of products in target markets will be most convincing, particularly to the people who are used to work with hard evidence and scientific explanations (Griffin & Hauser, 1996; Shaw et al., 2004). However, demonstrating the effectiveness of its activities and contribution to market successful running, marketeers accountability on the management of the markets does not increase the competences of marketing department. However, it increases the perception about the competences pertaining to marketing department. Fard and Rostamy (2007) suggest that one of the most important factors creating distrust is lack of accountability. Marketeer accountability can affect trust positively by providing more transparency for marketing department, as they demonstrate how effective and beneficial the market activities are.

#### **5.4.2. Marketeers don't receive satisfactory responses from the council**

This finding differs from the United Cities and Local Governments (2018) which argues that governance is most effective when the processes which it is made of are participatory, accountable, transparent, efficient, inclusive, and embraces the respect for the rule of law.

These defining traits of governance go to show the coexistence of governance with democracy as all these tenets of accountability efficiency cannot exist if democracy is not given room to thrive. Consequently, this entails that it is only a democratic country that discharge civic roles.

This is evident that the council does not account for the way it spends the money to the marketeers because marketeers have not been oriented on this subject as they do not know if at all they can take council accountable. Hence poor conditions in the markets.

## **5.5. Discussion on Council Responsiveness to Marketeers' needs.**

### **5.5.1. The council responds to minor issues quite effectively.**

It was brought to right that the council responds quickly when it concerns issues such as cleaning of the markets. For example, if the council worker does not show up to clean the market the council quickly sends someone to do the work. This finding is in line with Tindal (1977) who reminds that we should not forget that the local institutions are there to provide various services to the public and when citizens are not satisfied and question the local authority must be able to respond effectively.

### **5.5.2. The Council take too long to respond to the needs of marketeers on big projects.**

In this study, it was revealed that council does not respond to the needs of the marketeers on time or rather in most cases does not respond at all. The council takes long to respond to the needs of the people and there are actually some many other cases that have not been answered by the council for many years.

This finding disagrees with the (Bus stations and Markets Act 2011 Many markets in Zambia are a state property. The Markets Act empowers the minister of Local Government and Housing to delegate development and management of markets to local authorities (District, Municipal, and City Councils). In the past, markets were managed either by Councils or

authorized Co-operative societies. Stand-holders paid levy to the Council, rent to the Co-operative society, and daily market fees. Many also paid fees to funeral societies, football associations, and security guards. According to the Markets and Bus Stations Act 2011, the Minister or a Local Authority, with the approval of the minister may establish markets and bus stations this means that the council has to be responsible to the needs of the people in the markets.

### **5.6. Discussions on Charges and Penalties to defaulting marketeers**

It was revealed that marketeers were not charged anything even if they default in the payments of market levies. This was different from what was found out by Enos Ginton Phiri (2014) in his study on the effective management of markets and service provision by local authorities in Lusaka city market. He said that the markets authorities collected about, 200.00 per month in form of market levy and charge about k100, 000.00 to every individual who doesn't pay the levies on time. The Market Master further said that, 40% of the collected market levy was deposited into a central account managed by Lusaka City Council while 60% was retained by the Market Advisory Committee. The Assistant Markets Manager in charge of Finance at Lusaka City Council also confirmed that 60% of the market levy was retained by Market Advisory Committees for management purposes of the markets this was in his Interview with the Assistant Markets Manager-Finance at Lusaka City Council on 15/01/2014.

Further this study revealed that the management even stopped coming to ask from some of the marketeers to pay money because they have been to their offices several times to ask them to remove people who sale vegetables from outside the market as this blocks customers from entering inside the market to go and buy from them. The shelter was big and it could accommodate about one hundred people but they were only about 10 inside hence stands lie idle, the rest of the people just vend outside. They therefore challenged the council first to

bring the street vendors in the market that is when they would start paying the market levies because they felt they keep making losses and have nothing to pay them, in contrast N. Nkombo (Time for a New Deal: Social dialogue and the informal economy in Zambia: 2007) argues that poor levies collection and management of markets, insufficient trading space, poor market infrastructure and poor security are the main problems identified by the majority of marketeers interviewed in his research project. Most respondents indicated that the markets they trade in are poorly serviced and managed despite marketeers regularly paying market levies to the local authorities. Most traders interviewed noted that facilities such as provision of water, shelter, toilets, cleaning, and security remain critical problems in the markets.

It should however be noted that poor charges and penalties to marketeers is not a feature of all markets. According to Nkombo (2007), in Chisokone B market in Kitwe, the Council and traders established a task force to audit the total revenue that local authorities collect in levies. Collections were compared and it appeared that the traders were collecting significantly larger amounts of levies than the Council. For example, in 2005, it was agreed to set up a joint committee of Zambia National Marketeers Association (ZANAMA) and local authorities that would undertake a thorough assessment of the revenue collected in the markets under the old levy. This was then used to help determine the new levy. Both ZANAMA and the local authorities subsequently collected levies and ZANAMA's working hypothesis was that the total revenue collected by the marketeers would be higher than what would be remitted to the Council authorities by the officers normally collecting levies in the markets. Whereas ZANAMA was able to collect ZMK 11,000,000 per month in 2 markets, Council officers only declared ZMK 4,600,000 to the local authorities per month in 26 markets. This confirmed ZANAMA's hypothesis that a lot of revenue collected from marketeers was being pocketed by Council officials. As a result of this exercise, a number of

local government officers lost their jobs. They thus found that officers from the local authorities had engaged in a practice of under declaring their collections from the markets. This practice has undisputedly robbed traders of service provision.

In this study Marketeers and the council respondent also revealed that the council also collects levies from all marketeers who sell in the markets. One marketeer confirmed that council collects

K2.00 from each marketeer who has a stand in the market on a daily basis and those who sell in shops sell pay K350 per year. One council informant also revealed that the council collects market levies from the marketeers on a daily basis.

## **5.7 Chapter Summary**

It can be concluded from this chapter that the extent at which Kafue Town Council is running its services to meet the needs of the people in the markets is not satisfying. This study has revealed that the needs of the people are not met by the management. Council's accountability on the management of the markets is not pleasant to the marketeers. The Council has not done enough to respond to the needs of the people in the market as other people were still trading from outside the market making it hard for those who are inside the markets to make good sales. This study also showed that there was no punishment given to those who defaulted in the payments of markets levies as other people could trade in the market without paying their daily taxes.

## **CHAPTER SIX: CONCLUSION AND RECOMMENDATIONS**

### **6.1 Overview**

The main aim of this study was to establish marketer's levels of awareness of the roles of Kafue Town council in the management of the markets. This chapter will conclude from what was found out from the study and what has been discussed. Thereafter the recommendations for the future studies will be made.

### **6.2 Conclusions**

The study revealed that marketeers only know few of the council's roles in markets and these are cleaning of the markets though not to their satisfaction, collection of market levies from marketeers, cleaning of the toilets, maintaining peace and order among marketeers through settling of disputes that rise among marketeers. Yet the bus stations and market Act of 2011 indicate more than thirty roles of the council in the markets. This shows that marketeers know but a few of the council roles in the markets. When it comes to marketeers's participation in the management of the markets, the study revealed that marketeers participate in the management of the markets by paying market levies and by getting involved in the general cleaning of the market every first Saturday of the month. The study further revealed that marketeers from the three markets had mixed feelings about taking the council in the way it manages the markets. Some thought that they don't want to take the council accountable because they don't want to cause confusion in the market owing to the fact the council is being kind to them by allowing them to sale in its market.

The study further revealed that some marketeers have stopped taking the council accountable because even if they do so they will not answer which will satisfy them hence no need to

continue. It was further revealed that council is responsive to the needs of the marketeers such as settling disputes, cleaning of the market when it concerns bigger projects such as building toilets or renovating shelters the council keeps promising but never responds to these needs at all. Finally, it was realized that the council doesn't charge marketeers who default in the payment of market levies. The council is rather lenient with marketeers, though the marketeers do not default for many days.

### **6.3 Recommendations**

The study recommends the following:

The council should come up with awareness programs which should enhance its interactions with marketeers and in these programs the council should see to it that marketeers are fully involved. This will solve the problem of lack of awareness among marketeers.

There is need for the council to involve marketeers in the management of the markets and explain to them on the importance of their participation to the well-being of the market as this will in turn improve the levels of awareness.

The Kafue Town council should create an open system which should allow marketeers to take the council accountable. This will make the council work effectively and to the satisfaction of the marketeers.

The council needs to work on the way it responds to the needs of the marketeers. It must at least attend to all the needs or explain when they can't meet the needs of the marketeers so that marketeers are aware of their challenges for not being able to deliver certain services in the markets.

The Kafue Town Council should make sure that stiff law is put in place which will see to it that all marketeers pay their taxes on time so as to source the money for the proper running of the markets.

The study recommends that more toilets should be constructed in the markets. Toilets should also be provided with necessary requisites such as soap for hand washing and more water points should be established in markets so that market users can have easy access to the facilities.

Street vendors must be removed from the streets and start trading from the markets as the other marketeers who are inside the markets are complaining of not having good sales and make it as an excuse for not paying their market levies.

To have a deeper knowledge and understanding of the social and interaction linkages between awareness of municipal services issues and management processes, further research and studies are encouraged. The government, NGOs and students must take keen interest to research on this phenomenon. As it can be noticed, this study only looked at marketeers' awareness of council roles in market management, marketeers' participation in the management of markets, the accountability of the management in the running of the markets, council responsiveness to the needs of the people in the markets and its charges and the penalties on defaulting marketeers.

Kafue town council also needs to see to it that it comes up with means of providing security measures to the markets, as marketeers from all the markets under its control complained of lacking this service from the council.

## **6.4 Chapter Summary**

This chapter looked at the conclusion of the study as well as recommendations.

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## **APENDICES**

### **Appendix A: Interview Schedule for (Key Informants) at Kafue municipal council**

Date..... Time.....

Place.....

The following questions will guide the interview however; follow-up questions where necessary will be asked for further details and clarity.

**1. What are council roles in the management of the market?**

a) How would you describe the levels of awareness of council roles in market management among marketeers?

b) How often do you sensitize the marketeers about the roles of the Kafue municipal council in market management?

**2. How often do marketeers participate in local governance?**

a. In which ways do marketeers participate in local governance

**3. How often is Kafue municipal council held accountable by marketeers in the management of markets?**

a. In which ways do marketeers hold Kafue municipal council accountable?

**4. How does the council respond to the needs of marketeers?**

a. How often do marketeers follow the council up in case of late response?

**5. What penalties does the council give to marketeers who do not pay the market fees on time?**

a. What do you think makes marketeers default in paying market fees

## **Appendix B: Focus Group discussion Schedule for marketeers**

Date..... Time.....

Place.....

The following questions will guide the interview however; follow-up questions where necessary will be asked for further details and clarity.

### **KNOWLEDGE ABOUT CIVIC ROLES**

1. What are council roles?
2.
  - a. How has the council sensitized you on its roles in market management?
  - b. How often does the council sensitize you on its roles in market management?

### **PARTICIPATION IN LOCAL GOVERNANCE**

2. In which ways do you participate in the management of your market?
  - a) How often do you participate in the management of your markets?
  - b) Can you explain how you think the council involves all marketeers in the management of markets?

### **MARKETEERS' VIEWS ON ACCOUNTABILITY OF KAFUE MUNICIPAL COUNCIL**

3. What questions do you ask the council on some of the actions the council takes concerning the management of the markets?
  - a) What explanations do you get from the council on some actions/decisions it makes which concern the management of your market?

**Marketeers' views on council responsiveness**

4. What market needs do you ask the council to come and help out?
  - a) How long does the council take to respond to the needs you mentioned above?

**Council charges for marketeers who default**

5. What charges do marketeers who default in the payment of market fees face?
  - a. What does the council do to marketeers who default for three consecutive times?

**Thank you.**

**Appendix C: Document Analysis Guide**  
**Local government Act No.2 of 2019, Kafue municipal council annual reports**  
**and any other related studies on council roles of Kafue municipal council that**  
**concern market management**

**The analysis will be centred on the following**

1. What are roles of council that concern market management
2. How does Kafue municipal council ensure marketeers participation in local governance?
3. In which ways is Kafue municipal council accountable to marketeers?
4. How responsive is Kafue municipal council to the needs of marketeers?
5. What measures has Kafue municipal council put in place for marketeers who do not pay market fees on time?

**Thank you**

**Appendix D: Check List**  
**The following will be checked in the markets**

1. Are there garbage bins in the market?
2. Are garbage bins emptied?
3. Are there toilets for marketeers?
4. Is the number of toilets enough to cater for all marketeers?
5. Are the available toilets kept clean?
6. Is there an employ to clean the toilets?
7. Do marketeers have a conducive shelter?
8. Is the inside and the outside of the market littered?
9. Are marketeers located according to the goods or services they sell? e.g.  
vegetables, chickens, saloons, welding, restaurant.
10. Are there taps in the market?
11. Are the available taps enough to carter for all the marketeers?