

CHAPTER ONE

INTRODUCTION

1.1 Background

This dissertation discusses the impact of civil society organisations' (CSOs') participation in poverty reduction in Livingstone city, specifically in three high density wards namely; Mulungushi, Libuyu and Zambezi wards, from 2000 to 2012. It also focuses specifically on seven CSOs which were found to be carrying out poverty reduction activities in the three aforementioned wards and these are; SOS Family Strengthening Programme, Youth Community Training Centre, Caritas, Happy Africa, Widows Association of Zambia, Young Women Christian Association, and Tusa Munyandi. Some of these organisations were not necessarily located in the said wards but were carrying out poverty reduction activities in those wards. The dissertation focuses mainly on theselected CSOs'advocacy efforts, sensitisation activities and service provision.

According to the Khan Development Network Report (2007:11), "the issue of defining what constitutes CSOs is a problematic one."Defining the term may depend on factors such as place and time, country and the existing legal framework for registering CSOs, (Ibid). From the preceding statement it can be deduced that definitions of CSOs may vary. Edwards (2009:1), argues that the concept of CSOs "is usually associated with a group of people who believe in a cause and form an association or volunteer to defend this cause, i.e. a form of collective action in search of the good society." CSOs can be sub-divided into associations and foundations. They can be looked at as groups in which citizens get together to advance their interests, (Ibrahim and Hulme, 2010). Perhaps a more comprehensive definition of the term CSOs is that of Hallway (2001), who defines it as "citizens, associating neither for power nor for profit, are the third sector of society, complementing government and business." CSOs can encompass grass-roots organisations, citizen's movements, trade unions, cooperatives, and non-governmental organisations (NGOs), and other ways in which citizens associate for non-politically partisan and non-profit motives. They are not necessarily formal or registered, (Ibid). From the preceding definitions of CSOs, it can be understood that the collective association of individuals in society to fight for a common cause or to push for a common goal is the basis for the formation of CSOs.

CSOs have increasingly become important to human development. It is no wonder Edwards and Hulme (1996:3), argue that “CSOs have become the ‘favoured child’ of official development agencies, hailed as the new panacea to cure the ills that have befallen the development process.” CSOs can play a role in almost all areas that concern human life such as poverty reduction, HIV/AIDS, elections, corruption, democracy and good governance, human rights, among others. The ‘magic bullet’ concept developed by Fowler (1997), clearly shows that indeed CSOs are relevant to almost everything that concerns human life. He argues that CSOs can be imagined as a ‘magic bullet’ which will mysteriously but effectively find its target.

CSOs can promote development by operating at various levels: local, national and global. According to Ibrahim and Hulme (2010:6), “CSOs have increasingly come to be known to make contributions to development in most parts of the world. Their contribution has largely proved to be vital to the welfare of people especially the less privileged members of society.” CSOs act as a link in the interaction between the state and the society, they participate in poverty reduction by running various development projects and by meeting in networks and groups in order to give people an opportunity and an arena to act together and express their interests and needs. Usually CSOs have acted as the mouth piece of the poor as they speak for them on issues that affect them most. “The efforts of CSOs in poverty reduction range from advocacy, sensitisation and service delivery,” (Ibid: 7). According to Edwards (2004:11) “at the broadest level, there are three ways in which societies can organise collective action through rules or laws enforced by the coercive power of the state, through the unintended consequences of individual decisions in the marketplace, through social mechanisms embedded in voluntary action, discussion and agreement.”

CSOs play a vital role in poverty reduction. Court, et al (2006:1), state that “CSOs play a critical role in development, they provide humanitarian relief and basic services, innovative service delivery, build capacity and advocate with and for the poor.”

In Zambia, the primary responsibility to fight poverty rests with the state with CSOs perceived to be playing a supplementary role, (Eberlei et al, 2005). Although the primary responsibility to fight poverty rests with the state, there has been a proliferation of CSOs’ participation in poverty reduction over the years, (Seshamani, 2002). Zambia has proved to be one of the countries where the participation of CSOs in poverty reduction, especially in the

Poverty Reduction Strategy Paper process has been exemplary and is worthy of emulation by others, (Ibid).

CSOs have participated in various ways ranging from advocacy, sensitisation and service delivery. Organisations such as Women for Change (WfC), Jesuit Centre for Theological Reflection (JCTR), Caritas, Civil Society for Poverty Reduction (CSPR), Non-governmental Organisations Coordinating Committee (NGOCC), Oxfam, Care International and World Vision, among others, are some of the key CSOs which have taken a leading role in the fight against poverty. For instance, Caritas has participated in programmes of self and community education, and networking with government and other organisations which labour to promote social justice, human rights, democracy, integral development and conservations of the environment. The Jesuit Centre for Theological Reflection has concerned itself with economic development and economic governance. Its efforts have been seen through their Basic Needs Basket (BNB) which depicts the household struggle to meet basic needs by comparing the findings with average take-home wages and general household incomes. Oxfam provides training to rural farmers to help them increase the amounts they can grow and strengthens communities' ability to cope with disasters such as drought. They also supply clean water and carry out public health and hygiene training in rural communities. Care's work in Zambia is divided into different projects, each focusing on either one or multiple aspects of poverty of which the relevant sections are water, sanitation and environmental health. CSOs have clearly participated in the fight against poverty, however, the impact of their participation has not clearly been established and it is not known what really their contribution to poverty reduction in Zambia is.

According to Court, et al (2006), globally, CSOs have increasingly concerned themselves with poverty as it affects a lot of people, especially in the underdeveloped economies. Eberlei, et al (2005:1), argue that "in sub-Saharan Africa, 300 million people live in extreme poverty-almost half of the continent's population." Poverty is characterised by the lack of access to the basic needs of life such as food, clothing and shelter. Gordon (2005:3) defines poverty as "a condition characterised by deprivation of basic human needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information." Poverty may manifest in many ways, it may mean lack of land on which to grow food, lack of a job and/or lack of capacity to participate in decision making. It may also mean denial of choices and opportunities

and violation of human rights, among other things. All in all it depends not only on income but also on access to services. Poverty is measured by per capita income of less than a dollar per day, (World Bank, 2007). Most people in Africa live on less than a dollar per day and are considered poor. Eighty percent (80%) of the world's population lives on less than \$1 a day, (Ibid). This entails that most people in the world have insufficient income to afford a decent life that enables them to enjoy the basic needs and services. The World Bank further states that most people in Africa lack basic human needs such as clean water, adequate food supply, proper housing and bedding, clothing, education, and healthcare. Causes of poverty may be many and these may include war, natural disaster, overpopulation, government corruption, unemployment, HIV/AIDS, property grabbing, among others.

Zambia is not an exception from poverty; today the majority of her population live in poverty. The Central Statistical Office (2012) revealed that rural poverty in Zambia stands at 77.9 percent, while urban poverty stands at 27.5 percent. The overall poverty levels in Zambia stand at 60.5 percent, (Ibid). The Zambian government, like those in other developing countries, has made some efforts to reduce poverty in the country, (Lushsinger, 2011). In this regard, the government has provided services such as agricultural inputs, health services, free education, and water, among others. However, "bottlenecks slow the attainment of better human development outcomes. The main challenge lies in the skewed distribution of services across individuals and regions in the country, vulnerability to climate change and the economic and financial crises, and the overlapping deprivations suffered by many," (Ibid:12). The Millennium Development Goals (MDGs) serve as an important guide to the country's long term development aspirations. According to the Government Republic of Zambia (2009), the nation's development strategies such as the Poverty Reduction Strategy Paper (PRSP) 2002-2004, Transitional National Development Plan (TNDP) 2002-2005, the Fifth National Development Plan (FNDP) 2006-2010 and now the Sixth National Development Plan (SNDP) 2011- 2015 have been implemented in line with the Brussels Declaration and Programme of Action (BPOA) for the Less Developing Countries (LDCs) that was signed in May, 2001.

Eberlei, et al (2005), note that over the years, CSOs have been playing a vital role in poverty reduction. They have provided services such as health, education, agriculture, skills training, among others, to the underprivileged people in society. However, in spite of their

increased participation in supplementing the role of the state in poverty reduction in the country, it is not clear what impact CSOs have had on poverty reduction.

1.2 Statement of the Problem

Over the years, there has been a proliferation of CSOs in the fight against poverty in Zambia, (Seshamani, 2002). Although the responsibility of reducing poverty is that of the government, CSOs have supplemented the role of government in the fight against poverty in the country. However, poverty is still high in the country with rural poverty standing at 77.9 percent and urban poverty at 27.5 percent, (Central Statistics Office, 2012). Overall poverty levels in Zambia stand at 60.5 percent, implying that more than half the country's population lives in poverty, (Ibid). In general it can be said that despite all the efforts by government and CSOs towards poverty reduction, there has been little success resulting from these efforts as evidenced by the aforementioned overall poverty statistics. However, limited as the overall success in poverty reduction may be, it is not clear what impact CSOs have had in playing this supplementary role towards poverty reduction in the country. Therefore, this study sought to collect empirical evidence to ascertain the impact of CSOs' participation in poverty reduction in Zambia.

1.3 Objectives

1.3.1 General Objective

- To determine the nature and impact of CSOs' participation in poverty reduction in Livingstone city.

1.3.2 Specific Objectives

1. To ascertain the nature of CSOs' advocacy and sensitisation activities towards poverty reduction in Livingstone city.
2. To establish the direct services that CSOs provide to the poor in their efforts to reduce poverty in Livingstone city.
3. To establish the impact of CSOs' advocacy, sensitisation and service provision on poverty reduction in Livingstone city.

1.4 Research questions

1. What advocacy and sensitisation activities do CSOs undertake in their fight against poverty in Livingstone city?
2. What services do CSOs provide to the poor in their efforts to reduce poverty in Livingstone city?
3. What is the impact of CSOs' advocacy, sensitisation and service provision on poverty reduction in Livingstone city?

1.5 Rationale of the study

The significance of this research is that it provides information on CSOs' participation in poverty reduction in Zambia. The knowledge generated can be useful to academics and practitioners. As an academic contribution, it can expand further the understanding of CSOs and their participation in poverty reduction. The information may also help policy makers to come up with policies that may help CSOs to work hand in hand with the government so as to deal effectively with the problem of poverty in the country. The study is also important because it serves as a partial fulfilment for the requirements for acquiring a Master of Public Administration (MPA) at the University of Zambia.

1.6 Scope of the study

The study investigated the nature of CSOs' participation in poverty reduction in Livingstone city. This is because despite the fact that Livingstone is one of the cities in Zambia, there are people living in abject poverty. In Zambia, Livingstone city is one of the few places where one can find two extreme sides of a continuum. There are very rich people and very poor people. Furthermore, there seems to be no study that has been conducted on the participation of CSOs in poverty reduction in Livingstone city. To provide an illustration of CSOs' activities and impact on poverty reduction in Livingstone city, an in-depth study was undertaken in three high density wards of Livingstone where poverty was expected to be high. These were: Mulungushi, Libuyu and Zambezi wards. There are seventeen wards in Livingstone and these are; Freedom, Akapelwa, Mwalibonena, Libuyu, Kariba, Simonga, Kasiya, Namatama, Dambwa Central, Shungu, Nansanzu, Dr Mubitana, Lizuma, Zambezi, Mulungushi, Mosi-Oa-Tunya and Maramba. Of these, nine are high density wards where poverty levels are more pronounced and these are; Mulungushi, Libuyu, Zambezi, Simonga, Shungu, Kasiya, Nansanzu, Namatama and

Mwalibonena. From the aforesaid high density wards, three were selected as target wards using the lottery system. The lottery system worked as follows; each of the high density wards was written on separate pieces of paper. The papers were then folded and placed in a bowl from which three pieces of paper were then randomly picked one after the other and the wards whose names were appearing on each of the three pieces of paper became the target wards. The wards which were randomly picked were therefore, Mulungushi, Libuyu and Zambezi. There are over fifty (50) CSOs in Livingstone city but this study only focused on seven of them namely; SOS Family Strengthening Programme, Youth Community Training Centre, Caritas, Happy Africa, Widows Association of Zambia, Young Women Christian Association and Tusa Munyandi as these were the CSOs which were operating in the said three wards. Prior to the collection of data, the local leaders such as councillors from the target wards were asked to state which CSOs were operating in their areas. Not only those located in their wards but also those that were located elsewhere but carrying out poverty reduction activities in their wards. A list of all CSOs stated by the local leaders was compiled and these became the target organisations.

1.7 Conceptual Framework

The study used a conceptual framework on CSOs participation in poverty reduction that focused on advocacy, sensitisation and service delivery. These areas of participation may affect the impact of civil society participation in poverty reduction positively or negatively. If CSOs employ the right advocacy and sensitisation strategies and efforts, they are likely to have a positive impact on poverty reduction. Similarly, if they consistently and adequately provide relevant services to the poor they are likely to have a positive impact on poverty reduction.

In this study CSOs are understood as a collection of non – state organisations, associations and interest groups which, collectively, help to reduce poverty and enhance development in the country through various ways and efforts such as advocacy, sensitisation and service provision. CSOs are organisations between the family and the state organised not for the purpose of profit. These operate autonomously outside the state. The term CSOs refers to ways in which citizens associate for non-politically partisan and non-profit motives. They are not necessarily formal or registered. CSOs are voluntary players which should give themselves the mandate to help the government in areas such as poverty reduction, HIV/AIDS, governance and democracy, corruption, environmental protection, among others.

In this study, poverty is understood as limited or lack of access to the basic needs of life such as clean water, food, clothing and shelter. It also means lack of access to services such as education. Lack of income is the most common cause of poverty. Unemployment, lack of education, lack of skills and lack of income generating activities may be the major causes of lack of income. However, poverty may depend not only on income but also on access to services. Some people may have income but services such as health and education may not be available. Poverty is measured by a per capita income of less than a dollar per day. The majority of Zambia's population live in poverty. CSOs should therefore move in and help to reduce poverty to significantly low levels.

For purposes of this study, poverty reduction means bringing down poverty levels to a point where the majority of the people can afford to access the basic needs of life. It may also mean increasing access to income and easy access to services. Access to income may be enhanced through job creation, skills training and income generating activities (IGAs). When people have adequate income at their disposal they may be able to afford the basic needs of life such as food, shelter, clean water and clothing and also the basic services such as education and health. In order for CSOs to effectively contribute towards poverty reduction, they should engage in meaningful participation.

Participation means that CSOs are involved in the fight against poverty by applying their efforts and also by joining hands with the government. To ensure effective participation, CSOs may engage in advocacy, sensitisation and service delivery. CSOs may effectively participate in poverty reduction through advocacy, sensitisation and service delivery. Participation in this case means the continuous process that closely involves CSOs' involvement in poverty reduction.

Advocacy refers to the process in which CSOs undertake to speak on behalf of the poor people on issues that affect them. CSOs should speak on behalf of the poor to fight for some benefits on their behalf. They should lobby on policy issues or on issues of transparency and accountability in government activities. They should be involved in budgeting and formulation of public policies and other relevant legislation so as to protect the interests of the poor. CSOs should also detect government's unjust acts in its operations. They should also call for amendments in public policies if they notice that the interests of the poor are not represented. CSOs may participate not only through advocacy but also through sensitisation.

Sensitisation in this case refers to the process in which civil society organisations engage when making residents aware of their rights and also empowering them with knowledge on how they can fight poverty on their own through creativity. CSOs must be involved in community sensitisation where they have to enlighten residents on how they can help themselves out of poverty. For example, they may teach residents how to rear goats and chickens as a way of raising income which may help in improving access to the basic needs of life. During sensitisation, CSOs should engage in consultation with residents and local leaders such as councillors Area/ Resident Development Committee representatives. This is important as it may give CSOs a feel of what problems their target population may be facing so that they may employ the best strategies and service in their fight against poverty. It may also help CSOs have facts of what is happening at the grass roots as they call on the state to amplify their efforts towards poverty reduction.

One other way in which CSOs may combat poverty is through provision of services to the underprivileged in society. Service delivery involves the provision of services by CSOs to the needy in society. These services may include food relief, health services, education facilities, agricultural inputs, income generating activities, among others. The provision of services may help in directly addressing the actual challenges that people experience such as limited access to food and inadequate education facilities. In order for CSOs to effectively reduce poverty through service delivery, they should consistently and adequately provide appropriate services. If consistent and adequate provision of services has to be achieved, CSOs should have adequate financial resources. Providing services sustainably is vital to effective contribution towards poverty reduction. If services are not provided consistently and adequately, poverty reduction through this method may prove to be fruitless. Therefore, CSOs must move away from the chronic dependency on donor funding, instead they must find reliable and sustainable ways of raising funds.

Effective participation by CSOs through advocacy, sensitisation and service provision is expected to have an impact on poverty reduction. Impact refers to the effects, changes or results brought about by the participation of CSOs in poverty reduction. These changes may include; development of policies that represent the interests of the poor, amendment of policies that previously relegated the interests of the poor. The changes may also include increased access to food, increased number of children attending school, increased access to income, among others.

In addition, there has to be a sense of satisfaction among the beneficiaries of the services. In simple terms there must be a variance in the lives of the people before and after the efforts brought about by the participation of CSOs.

1.8 Literature Review

The first part of this section reviews literature from the Zambian experience. The general observation about the literature in Zambia is that it focuses largely on policy issues. Generally the literature on civil society participation in poverty reduction in Zambia looks at civil society participation in policy issues, especially in the Poverty Reduction Strategy Paper. The works reviewed from Zambia are those of Venkatesh Seshamani, Besinati P. Mpepo and Venkatesh Seshamani, Moonga Mumba and Rudo Mumba, Dale Mudenda, Manenga Ndulo and Mukata Wamulume, Beatrix Waldenhof, Lee Habasonda, Chrispin Matenga, Jotham Momba, Walter Eberlei, and Fred Mutesa.

Works by Venkatesh Seshamani, Besinati P. Mpepo and Venkatesh Seshamani, Chrispin Matenga, and Eberlei focus specifically on civil society participation in poverty reduction especially in the Poverty Reduction Strategy Paper.

Seshamani (2002), in his paper entitled “Poverty Reduction Strategy Paper process in Zambia,” discusses the role of CSOs in the Poverty Reduction Strategy Paper. He argues that Zambia has proved to be one of the countries where the participation of CSOs in the Poverty Reduction Strategy Paper process has been exemplary. He states that, indeed, Zambia has now come to be regarded as embodying best practice in stakeholder participation in national affairs that is worthy of emulation by others. Seshamani further states that while the Poverty Reduction Strategy Paper consultative process in Zambia has been very good and exemplary in comparison with many other countries, it still falls short of the ideal. He states that CSOs still feel that access to vital information and documents is limited. He reveals that they had no participation at the higher levels of Poverty Reduction Strategy Paper preparation – their involvement in the Government Poverty Reduction Strategy Paper process stopped with the first draft. Seshamani further argues that CSOs have had no representation at the higher Drafting Committee and the Technical Committee that received the final Poverty Reduction Strategy Paper to prepare it for presentation to the Cabinet. He contends that CSOs were not consulted before the final version of

the Poverty Reduction Strategy Paper was submitted to the International Monetary Fund (IMF) and the World Bank (WB) as was agreed earlier on. Seshamani contends that such discontinuities in the consultative process could impair civil society's confidence in its partnership with the government. He states that CSOs felt that the Government did not do a good job of stakeholder identification and of involvement of the beneficiaries at the grass roots. However, the CSOs found out that some of its suggestions were included in the final Poverty Reduction Strategy Paper. He recommends that given the limited capacities within both government and CSOs, it would be highly beneficial to sustain the consultative process that would enable pooling of intellectual and professional resources from both sides. Further, the process should be extended to all major economic and development processes such as the preparation of the annual national budgets and the National Development Plans.

Mpepo and Seshamani (2005), in their paper entitled "Zambia's Poverty Reduction Strategy Paper," discuss the inclusion and cooperation of CSOs in the Poverty Reduction Strategy Paper. They contend that the Poverty Reduction Strategy Paper in Zambia has undoubtedly succeeded in creating a new healthy process of interaction between CSOs and the government. They recall that in October 2000, civil society in Zambia galvanised itself by forming the NGOs network, Civil Society for Poverty Reduction, in order to enable it to interact more meaningfully with the government and provide systematic and compelling inputs into the Poverty Reduction Strategy Paper formulation process. Mpepo and Seshamani state that the Civil Society for Poverty Reduction succeeded in having a significant say in shaping the final Poverty Reduction Strategy Paper document of the government that was brought out in mid-2002. They add that government also provided subsequent opportunities to CSOs to participate in the donor Consultative Group meeting in 2002 and in the Medium Term Expenditure Framework process in 2003. However, Mpepo and Seshamani observe that the relationship between government and CSOs is not totally satisfactory and that mutual suspicions continue to abound. They argue that some major problems still remain in the post- Poverty Reduction Strategy Paper formulation period, not only in terms of government-CSOs' interaction, but also in several other respects. These include: inadequate information flows; inadequate involvement of stakeholders; inadequate commitment of funds to the Poverty Reduction Strategy Paper programme; and consequently, inadequate credibility of the programme itself.

Matenga (2010), in his chapter entitled “Civil Society Participation in National Policy Processes,” discusses the relationship between donors and CSOs and how it affects the latter in participating in poverty reduction. He contends that the participation of CSOs in development processes of developing countries matters because it is a means to securing positive development outcomes. Matenga argues that CSOs are generally thought to be closer to the intended beneficiaries of development policies and that due to this proximity they can, therefore, be seen as a medium for the expression of the poor in that most of the CSOs represent marginalised individuals and groups who are less able to influence policy. He further argues that the Poverty Reduction Strategy Paper provided a formal and active civil society involvement in development policy dialogue as partners with the government. Matenga maintains that although CSOs participate in many different ways from policy formulation to implementation, monitoring and evaluation of policy processes, an interrogation of this participation reveals some major shortcomings. He adds that the nature of this participation needs close scrutiny. A closer analysis of the process reveals as much a spectacular exclusion of CSOs from some of the crucial components of the Poverty Reduction Strategy process, putting into question the value addition of civil society’s participation in the whole process. Further, Matenga argues that participation has been narrowed by thrashed time frames, a lack of information, and consultation processes which failed to reach local and rural communities. The type of participation remained exclusively to information sharing, collaborative and consultative. This aspect unfortunately seems to defeat the purpose of civil society participation in the processes, namely, empowerment.

Eberlei (2007) in his article entitled “Accountability in Poverty Reduction Strategies: The Role of Empowerment and Participation,” comments on the participation of CSOs in poverty reduction. He observes that civil societies have a crucial role to play, translating the interests of the people into communicative power. He further argues that the framework of institutionalised participation might help to match realistic roles to current conditions. Eberlei contends that meaningful participation of civil societies can facilitate for a high-quality poverty reduction strategy and contribute to domestic accountability. He argues that meaningful participation ensures that governments’ rule translates the interests of the people into countryowned policies. To distinguish between communicative power as all democratic means to influence decision-making processes and administrative power as all means to implement decisions made by

democratically legitimised bodies seems helpful for getting a clear picture of roles and responsibilities. Eberlei further alleges that strengthening meaningful stakeholder participation in poverty reduction strategy processes requires the unfolding of communicative power.

Other works reviewed focus on CSOs and their participation in HIV/AIDS. For example, the work by Robie Siamwiza and Terri Collins focusses on the role that CSOs can play in fighting poverty by participating in the fight against poverty.

Siamwiza and Collins (2009) in a handbook entitled “Working with Civil Society: Provincial and District Aids Task Forces,” discuss the role that CSOs can play in the fight against HIV/AIDS which is considered a contributor to the high levels of poverty in Zambia. They state that the Fifth National Development Plan which is Zambia’s Plan for reducing poverty and improving growth has identified HIV/AIDS as one of the key priorities. Siamwiza and Collins (2009), argue that HIV/AIDS is the most serious threat to the development agenda in Zambia and that many development targets (such as the internationally-agreed Millennium Development Goals (MDGs)) will not be achieved in Zambia unless the response to HIV/AIDS is scaled up. They argue that with 14.3 percent of the adult population infected with HIV of the adult population infected with HIV, Zambia faces its most critical health, development and humanitarian crisis to date. Zambia is experiencing the health, economic and social impacts of a mature HIV/AIDS epidemic. Siamwiza and Collins further state that the epidemic has affected all aspects of social and economic growth in the country. It has devastated individual families, weakened all areas of the public and private sectors, and threatened long-term national development. They contend that in Zambia, CSOs were among the first to respond to the HIV epidemic with initiatives appearing at community level as early as 1986. Since the early 1990s, there has been a tenfold increase in the number of CSOs working in the field of HIV/AIDS, with most dramatic increases occurring since 1999. Siamwiza and Collins posit that it is widely acknowledged that civil society groups can bring a comparative advantage or “added value” in undertaking activities relating to prevention, behaviour change communication, treatment adherence, home-based care and support to people living with HIV and orphaned and vulnerable children. Civil society has also demonstrated an important role in extending services to hard-to-reach or underserved communities, developing innovative or best practice responses, facilitating community consultation, advocacy and policy dialogue, as well as capacity-building and information/skills exchange. Siamwiza and Collins reveal that a study conducted by the National

Aids Council found that over the period 2006-2008, civil society provided around 30 percent of voluntary and counselling services, 80 percent of treatment, care and support services and 70 percent of orphans and vulnerable children support services.

Other works in Zambia focus on the challenges of civil society participation in poverty reduction and these include works by Moonga Mumba and Rudo Mumba, Beatrix Waldenhof, Lee Habasonda and Fred Mutesa.

Moonga Mumba and Rudo Mumba (2010), in their report entitled “The Status of Civil Society in Zambia: Challenges and Future Prospects,” comment on the status of CSOs in Zambia, their challenges and future prospects. They argue that civil society responsiveness in Zambia has been quite high and that to some extent they have contributed to improved policy interventions, especially on poverty and public expenditure management. Moonga Mumba and Rudo Mumba (2010) state that the weaknesses of CSOs in Zambia include the following: The lack of a comprehensive enabling legislation on CSOs, the lack of institutionalised mechanisms for citizens participation in policy-making processes, weak dialogue between government and civil society, heavy reliance on donor funding leading to competition among civil society organisations for funding, lack of autonomy in devising strategies for development, the poor regional distribution of civil society (most CSOs in Zambia are concentrated in urban areas, while more intervention is needed in rural areas), duplication and contradictions in activities due to a lack of effective coordination and collaboration within and between sectors of activity, regions and issues, high dependence on volunteers and high staff turnover and the absence of a code of conduct (some CSOs tend to pursue their own interests).

Waldenhof (2005), in her chapter entitled “The Participation of Civil Society- Potential for Fighting Poverty and Challenging Neopatrimonial Practices,” discusses the participation of CSOs in poverty reduction. She argues that the participation of CSOs is a crucial principle in the poverty reduction strategy context and that in comparison to other countries, Zambia is considered to be a country with a strong participation of CSOs in poverty reduction. She goes on to argue that some factors hindering effective participation of CSOs include:

- a. Lack of proper communication mechanisms to ensure regular information flow, feedback and delegation.
- b. Extreme dependence on donor funds has also handicapped the participation of CSOs.

- c. Lack of proper legal framework was also cited as another hindrance. She argued that government is not bound by any law to involve CSOs let alone accept their contributions
- d. Lack of political will and transparency.

Habasonda (2010), in his chapter entitled “An Assessment of Conflict Dynamics, Contestations and Cooperation in the Political Space,” comments on the relationship between the state and CSOs in Zambia. He argues that the relationship between the state and CSOs is one of the major reasons that negatively affect CSOs’ participation in policy issues. He states that there is a seemingly antagonistic relationship between the state and CSOs in Zambia. Habasonda argues that fear by government to lose political control to CSOs is at stake in relating to CSOs. He argues that the ruling party sees the influence of CSOs as reducing their own space to drive the political processes with a free hand. Habasonda further claims that the state sees CSOs as a threat to their authority than as an important element and that this is why it has become common to see NGOs in Zambia being accused of being political. His reveals that the CSOs- state relations are characterised by mistrust and lack of confidence between the political leaders and leaders of CSOs.

Mutesa (2010) in his chapter entitled “Parliament- Civil Society Collaboration: Is There Potential to Enhance Good Governance and Contribute to Poverty Reduction?” discusses the importance of collaboration between parliament and civil society in Zambia. He argues that collaboration between parliament and civil society in Zambia holds for good governance and poverty reduction. The collaboration between parliament and civil society is viewed as providing countervailing influence to balance the executive dominance. Mutesa argues that, in Zambia, the executive is dominant over the other two arms of government which are the legislature and the judiciary. He adds that the executive dominance runs against the grain of separation of powers built upon a system of checks and balances. He asserts that since Zambia reverted to multi-party politics in 1991, the country has witnessed the emergence of vibrant human rights and governance CSOs with keen interest in promoting good governance and poverty reduction. He adds that these human rights and governance CSOs have been carrying out a number of activities including civic education, election monitoring, human rights, women’s rights, anti- corruption, among others. Mutesa, however, argues that these groups in Zambia have tended to be treated as adversaries by the state. Their legitimacy has always been questioned whenever they exercise an

oversight function with respect to the activities of the state. Mutesa argues that a major contributing factor to this state of affairs is the absence of clear policy direction to regulate the operations of civil society in Zambia. He goes further to state that Zambian civil society still operates under laws which date back to the colonial era and many of which have since become out dated.

There are other works which have been done in Zambia on CSOs but they do not focus on poverty reduction.

Some of these works focus on democratisation, good governance and human rights and they include: The Civil Society Election Coalition (CSEC) report on 2011 tripartite elections of 20th September, 2011, which discusses on CSOs in democratisation and the electoral process in Zambia, Sreya Maitra who discusses on the role of CSOs in democratisation in a journal entitled “Role of Civil Society in Democratisation: A Case Study of Zambia,” Makani Mzyece who discusses on the role of civil society in democratisation and good governance in Zambia in a report entitled “State and Civil Society Programme, Zambia Good Governance,” Lorraine Tembo Mupeta who comments on civil society and good governance in an article entitled “Civil Society Engagement with Parliament,” Dedo Geinitz who discusses on civil society and democratisation in an article entitled “Democratisation, State and Civil Society,” and Jotham Momba who discusses on the role of CSOs in promoting human rights in Zambia in his chapter entitled “Civil Society and the Struggle for Human Rights and Democracy in Zambia.”

The literature reviewed concerning the Zambian situation shows that most of the works focus largely on how CSOs participate in policy issues such as the Poverty Reduction Strategy Process and how they are affected or constrained in their participation in poverty reduction. Some of it focuses on civil society participation in fighting HIV/AIDS as a way of fighting poverty and the role of CSOs in the budget making process. It also shows that there is nothing that has been done on the impact of civil society participation in poverty reduction with specific focus on advocacy, sensitisation and service provision. The literature also reveals that nothing has been done on the participation of CSOs in Livingstone city. Therefore, this study fills this knowledge gap that exists on civil society participation in poverty reduction. The gaps that this study fills relate to the impact of civil society participation in poverty reduction.

Having reviewed literature specific to Zambia, it was also important to review literature from other countries. The literature from other countries more than anything helped us understand our research more. It helped us gain more theoretical insights into the role of CSOs.

The second part of literature review focuses on literature by individuals outside Zambia as there has not been much that has been done in Zambia on the impact of CSOs in poverty reduction. Therefore, this study seeks to learn more from scholars elsewhere around the world who have written on the subject. The works reviewed include those of Ibrahim and Hulme, Ghaus- Pasha, Ndomo, Curran, Court, Mendizabal, Osbourne and Young, Civicus, Swedish International Development Cooperation, and Fowler.

Writings by Ibrahim and Hulme, Fowler, Court, Mendizabal, Osbourne and Young, and Ghaus- Pasha focus on the role of CSOs.

Ibrahim and Hulme (2010), in their paper entitled “Has civil society helped the poor? – A review of the roles and contributions of civil society to poverty reduction,” discuss the role of civil society in poverty reduction through advocacy, policy change and service delivery. They argue that civil society is the sphere of institutions, organisations and individuals located between the family, the state and the market in which people associate voluntarily to advance common interests. The concept is usually associated with a group of people who believe in a cause and form an association or volunteer to defend this cause. Ibrahim and Hulme state that civil society is the ‘third sector’ vis-à-vis the state and the market with overlapping borders between them. The role of civil society is to correct both market and state failures. They argue that the role of civil society is one in which they counterbalance the power of the state and engage in partnerships to bring about change. The focus of civil society activities is administering welfare to those whom market forces cannot reach. CSOs can help the poor by allowing them access to credit, improving their accessibility to clean water, food relief, health care provision, education support and support of centres that assist particular vulnerable groups such as street kids and orphans. However, Ibrahim and Hulme assert that the impact of civil society participation in poverty reduction through service delivery is hampered by the lack of sustainability of such services because CSOs are highly dependent on external funding. They further argue that impact on poverty reduction through service provision by civil society organisations can be hampered by the mere fact that civil society personnel may seek to empower themselves rather than the poor and marginalised.

From Ibrahim and Hulme's work lessons are learned about what factors can impede the impact of civil society service delivery in the fight against poverty.

Fowler (1997), in his book entitled "Striking a Balance: A guide to enhancing the Effectiveness of NGOs in International Development," discusses the role of CSOs in poverty reduction. He states that at the micro level civil society actions involve provision of services such as water, school construction, agricultural inputs and animal husbandry, such as seeds and medicines; and food during times of drought or other reasons for shortage. Civil society can also provide health services, special education to people with disabilities and financial assistance. He states that at the macro level civil society focuses on influencing social change through advocacy. Fowler asserts that advocacy normally focuses on influencing the general public as well as a small number of the policy- making technical elite.

From Fowler's work lessons are learned about the type of services that civil society can provide. We also learn what CSOs should focus on when advocating.

Court, et al (2006), in their book entitled "Policy Engagement: How Civil Society Can Be More Effective," argue that CSOs make a difference in international development. They provide humanitarian relief and basic services, innovate in service delivery, build capacity and advocate with and for the poor. They argue that in countries like Ghana, Zimbabwe and Kenya, CSOs provide 40 percent of health care and education services. They also highlight that more CSOs are becoming aware that policy engagement can lead to greater pro-poor impacts than contestation. Informed advocacy is an important route to social change and a means of holding governments accountable. They further state that the main areas which civil society seem to be interested in are governance and rural livelihoods, with education, health, gender and economic policy issues also important. Court, et al, highlight the main obstacles to civil society participation in poverty reduction policy as:

1. Problematic political contexts such as inadequacies in freedoms of expression.
2. CSOs have limited understanding of policy processes.
3. Inadequate use of evidence- real facts and information on the ground important to help them convince policy makers to respond to their proposals.
4. Poor communication by civil societies: poor communication relating to communicating incorrect information or submission of dubious or low quality evidence, or failure to

understand the language policy makers are using may force policy makers to hinder civil societies from participation.

5. Lack of technical and financial capacity.

From the work of Court, et al lessons are learned about some of the key obstacles to civil society participation in poverty reduction. Their work also highlights some key approaches that can be employed to overcome the obstacles to effective civil society participation.

From the literature reviewed from both Zambia and other countries, the general observation is that most literature merely addresses the issue of civil society participation in poverty issues but does not show or indicate the impact that their participation has on the poverty reduction.

This study, therefore, tackles the issue of civil society participation in poverty reduction by looking at, not only advocacy and sensitisation but also direct provision of services to the vulnerable in society. This study does not merely look at the participation of CSOs in poverty reduction but it goes a step further to find out the impact that the participation of civil society in poverty reduction has on the poverty situation in Livingstone.

1.9 Methodology

1.9.1 Study design

The research design which was employed was a case study. A case study was used because it allowed for the researcher to get information on a particular phenomenon at comparably lower costs and time because it focused on a particular phenomenon. A case study has strong internal validity which allows the researcher to get real and factual insights on that particular phenomenon. A case study was used because it employed multiple sources of data.

1.9.2 Data collection

The study used both primary and secondary data collection techniques. Primary data are data which are collected by the researcher for particular purposes of the research. This research used both qualitative and quantitative data. Data from key informants such as CSOs' officials was collected using in- depth interview guides. Interviews were used because they provided a base for face to face encounters between the researcher and informants directed towards understanding informants' perspectives on their experiences or situations as expressed in their own words. Interviews made it easier for the researcher to explain questions to the respondent.

Interviews lead to in- depth and accurate information because of the lengthy time spent with the informant, it was assumed that the rapport between the researcher and informants would be enhanced thereby bringing about corresponding understanding and confidence between the two. Data from informed respondents such as the representatives of Area Development Committees and Resident Development Committees was collected using interview guides. Data from households was collected using closed ended questionnaires. Secondary data was collected from articles, previous research findings, books, journals, internet and other documentations with relevant information. Secondary data are that data which are collected by other researchers. This enabled the researcher to generate information that was useful to the investigation of the problem being studied.

1.9.3 Sample size

The study had a total sample size of 123 respondents and these were categorised into two main groups, key informants and household respondents.

1.9.3.1 Key informants

The key informants of the study were divided into three categories as explained here under:

(i) Civil society key informants

There were seven (7) civil society key informants that were interviewed for this study and these were from the seven (7) CSOs. From these, qualitative data relating to the operations of CSOs was collected using interview guides. The civil society key informants and the organisations they came from were as follows:

- (a) SOS Family Strengthening Programme- Coordinator.
- (b) Youth Community Training Centre (YCTC) - Coordinator.
- (c) Caritas Livingstone- Coordinator.
- (d) Happy Africa- Field Coordinator.
- (e) Widows Association of Zambia (WAZ) - Southern Province Coordinator.
- (f) Young Women Christian Association (YWCA) - Psycho- Social Counsellor.
- (g) Tusa Munyandi- Director.

(ii) Local leaders' key informants

There were nine (9) local leaders' key informants. These provided information such as: the CSOs that operated in their areas, the nature of civil society operations and their perception on the

changes brought about by civil society operations. Data from the local leader's key informants was collected using interview guides. The local leader's key informants are listed here under:

- (a) Three (3) ward councillors: Mulungushi ward councillor, Libuyu ward councillor and Zambezi ward councillor.
- (b) Three (3) Area Development Committee members: Zambezi ward Area Development Committee Chairman, Libuyu ward Area Development Chairman and Mulungushi ward Area Development Chairman.
- (c) Three (3) Resident Development Committee members: Zambezi ward Resident Development Committee Vice Chairman, Libuyu ward Resident Development Vice Chairman and Mulungushi ward Resident Development Committee Chairman.
- (iii) *Other key informants*

There were two (2) key informants under this category. From them, qualitative data was collected using interview guides. These provided information relation to how civil society organisations interact with the Ministry of Community Development Mother and Child Health and also how many wards and civil society organisations exist in Livingstone. They also provided information relating to contact details and physical addresses of local leader's key informants and CSOs. They key informants in this category are listed here under:

- (a) One (1) District Coordinating Development Officer- Ministry of Community Development Mother and Child Health
- (b) One (1) Livingstone City Council Planner.

1.9.3.2 Household respondents

These included thirty five (35) randomly sampled respondents from each of the three (3) target wards, Mulungushi, Zambezi and Libuyu. A total of 105 household respondents were interviewed and from them quantitative data were collected using closed ended questionnaires. From the household respondents, the study sought to find out how they felt about the operations of civil society organisations, for instance, their satisfaction levels with the services they received and if they thought these services brought any changes in their lives.

1.9.4 Sampling procedure

The study employed purposive and systematic sampling methods. Purposive sampling was used for key informants and informed respondents while systematic sampling was used for household respondents.

1. Purposive sampling: this is a non- probability sampling method which is also known as judgmental sampling and is based on the judgment of the researcher regarding the characteristics of a representative sample. Here a researcher selects a sample based on who he/she thinks would be appropriate for the study. Purposive sampling was used to sample key informants.
2. Systematic sampling: This was used to sample house hold members. Here the researcher went in each of the three target wards (Mulungushi, Libuyu and Zambezi) and purposively selected a household after which he chose a direction in which to go. After that the researcher selected a number, five (5) as an interval of sampling. Therefore, every 5th household was sampled.

1.9.5 *Data Analysis*

Data from key informants and informed respondents was analysed manually because it was qualitative in nature. Quantitative data from households was analysed using computer software known as Statistical Package for the Social Sciences (SPSS).

Structure of the Dissertation

Chapter one provides the introduction of the dissertation. It brings out the statement of the problem, study objectives, rational of the study, scope of the study, conceptual framework, literature review and methodology. Chapter two discusses the general role of civil society in Zambia and the profile of Livingstone district with specific focus on the demographic and economic factors. Chapter three discusses the nature and impact of advocacy and sensitisation activities engaged in by CSOs in their fight against poverty in Livingstone district. Chapter four discusses the services provided by civil society activities. It also discusses the impact of service provision. In establishing the impact of civil society service provision it discusses adequacy of services provided, changes resulting from service provision and satisfaction of service beneficiaries. Chapter five discusses the conclusions of the study. It also gives recommendations on how civil society organisations can have a significant impact on poverty reduction.

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CHAPTER TWO

THE CONTEXT OF CIVIL SOCIETY IN ZAMBIA AND PROFILE OF LIVINGSTONE

2.1 Introduction

This chapter provides the context of the role of CSOs in the city of Livingstone. It does so by discussing the role of CSOs in Zambia, not only in poverty reduction issues but in other important issues such as HIV/AIDS, corruption, elections, human rights, budgeting, dispute resolution, land issues among others. This discussion provides a premise on which the operations of CSOs in the city of Livingstone can be understood in the subsequent chapters (chapters three and four). The profile of the city of Livingstone is also discussed in this chapter and it offers an understanding of the socio-economic status of the city. This helps in establishing the kind of socio-economic environment in which CSOs in Livingstone operate. The chapter begins with a discussion on what constitutes civil society in Zambia which is shown in table 2.1 below. This will then be followed by the role that CSOs play in Zambia. The section dealing with the profile of the city of Livingstone then follows and discusses the socio-economic profile of the city. For this purpose, the section begins by analysing the demographic factors of the city of Livingstone which include population size, sex ratio, children and adult distributions, literacy levels, child mortality rates and life expectancy. Thereafter, an analysis of economic activities in the district follows, including levels and sectors of employment, as well as incomes. After which an analysis of accessibility to social services in the city of Livingstone such as education and health is conducted. This is followed by a brief discussion on CSOs in Livingstone and the role they play. A conclusion is drawn to summarise the chapter.

2.2 Role of Civil Society

In Zambia civil society has shown a potential to contribute considerably to human, social, political and economic development. From the time multi-party politics were introduced in the early 1990s, civil society has gained reasonable recognition in government circles, (Mutesa, 2006).

According to Moonga Mumba and Rudo Mumba (2010) the composition of civil society in Zambia is as follows; Faith-based organisations, Trade unions, Women's organisations, Student or youth organisations, Developmental CSOs (for example, NGOs working on literacy, health, or social services), Advocacy CSOs (civic action, social justice, human rights or consumers' groups), CSOs active in research, information dissemination, education and training (think tanks, resource centres, non-profit schools), Non-profit media groups, Associations of socio-economically marginalised groups (poor people, homeless, landless, immigrants, refugees), Social service and health associations (charities raising funds for health research and services, mental health associations, associations of people with physical disabilities), Other fund-raising bodies and organisations, Professional and business organisations (chambers of commerce, professional associations), Community organisations (village associations, neighbourhood committees), Community-level groups or associations (burial societies, self-help groups, parents' associations, village associations, indigenous peoples' associations, monasteries, and mosque-based associations), Ethnic, traditional or indigenous associations or organisations, Environmental organisations, Economic interest organisations (cooperatives, credit unions, mutual saving associations, agriculture), Culture, arts and social and recreational organisations, CSOs networks, federations, support organisations.

Civil society in Zambia is, to some extent, well-organised. CSOs are members of a federation, umbrella group or support networks, (Ibid).

The most prominent umbrella organisations include:

1. Civil Society for Poverty Reduction (CSPR): members are CSOs organised to give input and participate in poverty reduction intervention.
2. The Non-Governmental Organisations Coordinating Committee (NGOCC) and Women for Change (WfC): networks of CSOs that promote gender equity and advance women's issues in development.

3. The Children in Need Network (CHIN): promotes children's affairs.
4. The Zambia Land Alliance: a network organised to promote access and control of land resources to marginalised and disadvantaged groups.
5. The Zambia National AIDS Network (ZNAN) and Churches Association of Zambia (CHAZ): collaborate and coordinate HIV/AIDS and other health related activities.
6. The Zambia National Education Coalition (ZANEC): promotes education issues.
7. The Zambia Civic Education Association (ZCEA): promotes civic education in the country.

The roles that CSOs play in Zambia are many and these include but not limited to:

One of the major roles that CSOs play is fighting corruption. The Good Governance Programme, in its second phase 2009 to 2012 gave CSOs a platform to participate in fighting corruption. According to Mzyece (2010) CSOs, such as Anti-Voter Apathy Project (AVAP), Civil Society for Poverty Reduction (CSPR), Caritas Zambia, Foundation for Democratic Process (FODEP) and the Jesuit Centre for Theological Reflection (JCTR) participated in this programme which aims at supporting the efforts of Zambia's civil society to advance governance reform and the poverty reduction processes. He adds that the programme included anti-corruption as a cross cutting theme in its cooperation with partners with civil society. The core focus of the aforementioned programme was to contribute to checks and balances in the public domain and to promote principles of good governance.

CSOs also engage in solo efforts to fight corruption. Corruption is viewed as one of the major factors that degrade good governance. Transparency International Zambia is the organisation that has exclusive focus on corruption in Zambia. However, other organisations such as Anti Voter Apathy Project, Caritas Zambia, Foundation for Democratic Process and Civil Society for Poverty Reduction have been involved in the fight against corruption in Zambia, (Ibid, 2011). In their fight against corruption CSOs target corruption in many areas. One area is the elections process: CSOs have worked together to curb corruption in the electoral process. A good example is the Civil Society Election Coalition of 2011 tripartite elections. Civil Society Election Coalition 2011 was an alliance of eight (8) CSOs that sought to contribute to the effective electoral oversight by monitoring elections, as a means of achieving election integrity in the September 20 2011 elections, and in so doing contribute to consolidating democracy in Zambia, (Civil Society Elections Coalition Report 2011). These eight (8) CSOs were Anti-Voter

Apathy Project; Caritas Zambia; Foundation for Democratic Process; Operation Young Vote; Southern African Centre for the Constructive Resolution of Disputes; Transparency International Zambia; Young Women in Action; and, Zambia National Women's Lobby. One of the main objectives of Civil Society Election Coalition– 2011 was to encourage pro-active citizen participation against electoral malpractices such as election related corruption, bribery and vote buying,(Civil Society Elections Coalition, Report 2011).

CSOs such as Transparency International Zambia and the Anti-Voter Apathy Project conduct anti-corruption civic education and empowering campaigns for the electorate and stakeholders before, during and after elections, (Mzyece, 2010). The main form that has been taken is training identified stakeholders who then disseminate packaged information through nationwide campaigns to all the ten provinces, (Ibid). The key stakeholders identified in this project are the Electoral Commission of Zambia, political parties, the electorate, law enforcement agencies, CSOs and members of the public, who through public debates and information sharing on electoral issues contribute to improving transparency and accountability which contribute to the building of Zambia's young democracy, (Ibid).

Another area where CSOs try to fight corruption is in the administering of land, Zambia Revenue Authority's Customs Division and Immigration Department, (Geinitz, 2009). Transparency International Zambia, for example, implements a citizen's corruption prevention and promotion of greater transparency campaign on services offered by the Zambia Revenue Authority's Customs Division, the Ministry of Lands with a view to creating effective citizen monitoring and reporting mechanisms. The purpose of this is to contribute to the large scale effort to eradicate corruption from Zambia in order to facilitate investment, increase economic growth and contribute to development and poverty alleviation strategies, (Ibid). Transparency International has a programme that seeks to promote transparency, integrity and accountability in specific public sectors. In Zambia the project focuses on the health sector. The overall goal of the project is, therefore, to advocate for improved integrity, accountability and transparency in the provision of basic health services in Zambia, (Ibid).

Budgeting is another role that CSOs play. CSOs play a minimal role in the budget making process in Zambia, as the Zambian government policy is said to be ambiguous on the role of the civil society in the budgetary process, (Mudenda, et al, 2005). The Zambian budget making process has four stages, namely: drafting stage, legislative stage, implementation stage

and auditing stage. In the auditing stage, the government does provide an opportunity to civil society to submit proposals to the budget, but it is not obliged to take civil society submissions into account, (Mudenda, et al, 2005). One of the ways through which CSOs participate in the auditing stage is through submission of proposals through the Sectoral Advisory Groups which consist of representatives from government, civil society, private sector and cooperating partners. Issues on what civil society want included in the budget are discussed in these meetings and line Ministries take note of them at the drafting stage, (Ibid). For instance, in 2009, Civil Society for Poverty Reduction, Jesuit Centre for Theological Reflections and Caritas Zambia made a joint proposal and submission for the 2010 budget. They advocated for a budget under the theme “Economic Growth with Equity: Investing in the dignity of the people, (Civil Society for Poverty Reduction, 2010).

In the legislative stage, CSOs are able to participate by analysing the budget and making submissions before the Joint Estimates Committee. However the proposals made by civil society are not always taken into consideration, and civil society representatives are only allowed to hear the budget presentation in parliament, (Mudenda, et al, 2005). In the implementation stage CSOs conduct budget tracking and monitoring activities on allocated amounts, especially focusing on poverty reduction funds in rural areas, (Civil Society for Poverty Reduction, 2010). However, access to information on disbursement of funds is a major hindrance to their budget tracking and monitoring efforts, (Ibid). According to the Civil Society for Poverty Reduction (2004), The Economic Association of Zambia, as an organisation, aims at influencing government and parliamentarians to increase spending on poverty reduction and relevant services in a cost efficient and effective way. Activities such as public expenditure reviews, advocacy through public fora and media campaigns are conducted in alliance with Caritas, Civil Society for Poverty Reduction, Jesuit Centre for Theological Reflections, Trade Unions, Transparency International Zambia and the University of Zambia’s Department of Economics, (Ibid). At the audit stage CSOs are not involved, as it is done by the Auditor General’s office and related ministries. According to Elemu (2010), CSOs, including Economic Association of Zambia, Caritas Zambia, Transparency International Zambia and the Foundation for Democratic Process, have been able to hold discussions with the Auditor General’s Office, in order to review the Auditor General’s report. They also employ different strategies, including press releases, information campaigns and coalition building, among others, to make the public aware of their

position with regards to some revelations in the Auditor General's reports, especially where public officials would have transgressed in their duties.

CSOs also play an important role when it comes to elections. Elections are essential in a democratic political system and to ensure that they are held in a credible manner, individuals and organisations must provide oversight on the practice of elections. According to the Civil Society Election Coalition report (2011), CSOs have played a major role in monitoring elections in Zambia to ensure a democratic governance system. That is, to ensure the integrity of the electoral process so as to protect individual rights to make political choices and freely express such choices. Particularly, civil society organisations in Zambia formed an alliance called the Civil Society Election Coalition in 2011 to monitor the 20th September, 2011 tripartite elections. The said alliance consisted of eight (8) CSOs that sought to contribute to the effective electoral oversight by election monitoring as a means of achieving free and fair elections and in so doing contribute to consolidating democracy in Zambia, (Ibid). The Civil Society Election Coalition-2011 advocated for integrity in the electoral process, enhancing popular participation and undertaking voter education. The partners in the Civil Society Election Coalition-2011 were Anti-Voter Apathy Project; Caritas Zambia; Foundation for Democratic Process; Operation Young Vote; Southern African Centre for the Constructive Resolution of Disputes; Transparency International Zambia; Young Women in Action; and, Zambia National Women's Lobby, (Ibid).

Apart from working in conjunction with each other, these organisations also engage in elections as individual organisations. For instance, the Anti- Voter Apathy Project was formed to maximize a country wide campaign against voter apathy for improved voter registration as a starting point for enhanced voter turn-out. According to Mzyece (2010), Anti- Voter Apathy Project focuses on preventing, mediating when conflict arises among political opponents, reporting acts of corruption during elections. Anti- Voter Apathy Project also monitors the conduct of political parties and individuals before, during and after elections. It also engages in advocacy for transparency of party and campaign funding, (Ibid). The Foundation for Democratic Process aims at promoting democratisation in Zambia so as to enhance government accountability to its citizens and to enable all citizens to freely and willingly participate in the social, political and economic affairs of the country, (Ibid).

Mzyece (2010) adds that The Foundation for Democratic Process is dedicated to the promotion and strengthening of democratic governance in Zambia through advocacy, and civic

education in elections and the electoral process, local governance and development and human rights. Foundation for Democratic Process' traditional mandate is election monitoring and electoral reforms advocacy. Some of the other areas of concern for Foundation for Democratic Process are: Monitoring National Registration Card issuance, monitoring voter registration, conducting civic and voter education, increase civic awareness among the electorate and enable voters to effectively participate in the electoral process, (Ibid).

Another role related to elections that CSOs play is dispute resolution. They have a big part to play in the resolution of dispute in Zambia, especially during election time. During elections there is usually a lot of excitement among politicians and their respective supporters/cadres. This sometimes leads to verbal attacks and sometimes physical attacks among different political party individuals and supporters. For example, there was electoral violence in Livingstone constituency prior to the February 2013 by- elections after the leader of the opposition United Party for National Development (UPND) Hakainde Hichilema allegedly incited violence on Zambezi FM Radio in Livingstone. Consequently, a Patriotic Front cadre was killed by suspected members of the United Party for National Development, (Lusaka times 2013). This created commotion in Livingstone constituency and led CSOs to call for postponement of the by election in the said constituency. Seven CSOs called on the Electoral Commission of Zambia to postpone the Livingstone by-election to another date, saying the current atmosphere was not conducive for holding elections. The seven organisations were; Zambia Centre for Inter-Party Dialogue, Young African Leaders Initiative, Anti-Voter Apathy Project, Foundation for Democratic Process, Southern African Centre for Constructive Resolution of Disputes and Operation Young Vote made a statement to Zambia National Information Services. The organisations stated that Section 28, of the Electoral Act, No. 12 gives the Electoral Commission of Zambia power to defer elections to another date if the atmosphere is not conducive for holding peaceful, free and fair elections. They further said there was no doubt that the Livingstone by- election would not be peaceful as the political atmosphere in the district was still tense, (Ibid).

In Zambia, the Southern African Centre for Constructive Resolution of Disputes (SACCORD) is the main organisation that is involved in conflict resolution. It is involved in promoting dialogue and conflict management, generating and facilitating the dissemination of information on peace building and conflict management, rising awareness among the people of

Zambia, advocating for a political culture that embraces tolerance and peace, promoting the construction of peace constituencies that contribute towards maintaining and sustaining peace in Zambia, working with the media to play a vital role in conflict management by increasing dialogue through the media information sharing with other partners, (Southern African Centre for the Constructive Resolution of Disputes, 2010). Anti- Voter Apathy Project, among others, is another organisation that is involved in dispute resolution. It focuses on prevention, mediating when conflicts arise among the political opponents. When conflict arises among political parties, Anti- Voter Apathy takes a neutral position to try and bring harmony and peace, (Mzyece, 2010).

CSOs also play a significant role in fighting HIV/AIDS. HIV/AIDS is not the major cause of poverty but it contributes significantly to the high levels of poverty in Zambia. Mostly, people who are infected with HIV are in the productive age and these are usually family bread winners. When these people die or become too sick, their families become vulnerable to poverty as they are no longer productive. Since the 1980s when HIV was first detected in Zambia, the infection rate has been on the increase and this has warranted concerted efforts between government and CSOs to curb HIV, (Siamwiza and Collins, 2009). CSOs were among the first to respond to the HIV epidemic with initiatives appearing at community level as early as 1986. Since the early 1990s, there has been a tenfold increase in the number of civil society working in the field of HIV and AIDS, with most dramatic increases occurring since 1999, (Ibid). A recent study commissioned by the National Aids Council found that over the period 2006-2008, civil society provided around 30 percent of voluntary counselling and testing services, 80 percent of treatment, care and support services and 70 percent of orphaned and vulnerable children support services, (Ibid). CSOs advocate and sensitise on group behaviour change, treatment adherence and home based care and support for people living with HIV. Civil society has also played an important role in extending services to hard-to-reach or underserved communities, developing innovative or best practice responses, facilitating community consultation, advocacy and policy dialogue, as well as capacity-building and information/skills exchange, (Ibid).

CSOs have also taken interest in playing a role in land issues. Land is considered as a source of livelihood as it serves as a factor of production and gives people security and sense of ownership. "Land is the biggest asset and forms the basis for all human survival in terms of social and economic development," Government Republic of Zambia (2000). To effectively

participate in the land issues, civil society in Zambia formed an alliance, the Zambia Land Alliance. The alliance aimed to advocate for fair land policies and laws that would protect the interests of poor communities and marginalised social groups, (Zambia Land Alliance (2007). The alliance worked to coordinate civil society participation and facilitate popular participation and advocacy on the land policy reforms. To begin the process, civil society undertook countrywide sensitisation programs in communities about the draft land policy and the 1995 land law, (Ibid). In 2001, Zambia Land Alliance lobbied government to let it join the Technical Committee that was spearheading the land policy consultations. Civil society is currently represented on the committee, (Ibid).

CSOs in Zambia agree on the need and urgency for a comprehensive, inclusive and authoritative land policy. This is because land is the basis for all life, and especially for the poor men and women of Zambia, land is the primary resource of livelihood. Civil society wants a land policy that is clear and authoritative, pro-poor, gender sensitive and driven by the citizens of the country, and which provides for a transparent, accountable and just land administration system, (Ibid).

Furthermore, CSOs in Zambia also fight to promote women's land rights. According to Machina (2002), in theory, the Land Act does not discriminate against women. Women in Zambia can apply for any land in any part of the country, just like their male counterparts. The law however, ignores the long historical reality of an unequal society in which women have not had access, ownership and control over land. It assumes that there is gender equality in land. Hence the law has no gender sensitive framework under which this imbalance could be checked and corrected, (Ibid).

CSOs have played a role in promoting human rights in Zambia. Momba (2004:20), "in spite of the new multiparty system that emerged after 1991, there are still serious problems regarding the rule of law in respect to human rights in Zambia." In their fight for human rights in Zambia, CSOs carry out a lot of activities such as civic education. For example, the Zambia Civic Education Association carries out community civic education with citizens, especially those that are at a high risk of having their rights violated. CSOs also engage in public awareness campaigns that aim at sensitising people about their rights, (Momba, 2004).

CSOs in Zambia also play an important role in promoting women's rights. CSOs such as Women for Change, Young Women in Action, Women's Lobby and Non- Governmental

Organisations Coordinating Council have been actively involved in the promotion of women's interests, (Mwale, 2012). CSOs aim at reducing poverty levels among women, reducing illiteracy levels among women, curb gender based violence, reduce HIV/AIDS infections among women and to increase women participation in decision making, (Ibid). Young Women in Action, for example, aims at empowering young women through encouraging young women to contribute to the women's movement and national development. It aims at creating an enabling environment in which young women in Zambia contribute towards their own empowerment and the development process through leadership development, gender advocacy, networking and capacity building, (Ibid).

Zambia National Women's Lobby aims to promote the representation and participation of women at all levels of decision making through advocacy, lobbying and capacity building of women in order to enable them influence decisions on development issues, (Mzyece, 2010). It aims at promoting women in decision-making and promoting equitable development of all Zambians by promoting and supporting women in decision making. It also engages in advocacy, lobbying, capacity building of women and gender based civic education for equal participation and representation of women in decision making at all levels, (Mwale, 2012). Women for Change, as an organisation, is involved in promoting increased participation of women and youths in leadership and decision making at household, community and national levels, improved sustainable livelihoods for communities especially women and children, and increased access to basic rights especially for women and children. It also aims at working with and empowering rural communities, especially women to contribute to the eradication of all forms of poverty, (Mzyece, 2010). The Non-Governmental Organisations Coordinating Council was established specifically to champion the process of empowering women in Zambia in a concerted manner through addressing gender and development challenges, (Mwale, 2012). The Non-Governmental Organisations Coordinating Council has taken an approach to advocate for issues that affect women and girls in Zambia because of the vulnerability levels of women in the country, (Ibid). In addition, Non-Governmental Organisations Coordinating Council works with the government by information sharing through making submissions to parliament on various policies and legislature that affect women and girls in Zambia. The Non-Governmental Organisations Coordinating Council's work in Zambia is guided by the three pillars of equality, peace and development with regards to improving the status of women politically, socially,

culturally and economically, (Ibid). This is done through lobbying various stake holders such as the government, parliamentarians, local government, civil society, religious groups such as churches, communities and the private sector.

CSOs in Zambia have participated actively in advancing the rights and welfare of children. Some key organisations that have participated in children's rights, among others, include: Children in Need Network, Zambia Civic Education Association, Plan International and Save the Child. These organisations promote children's rights by addressing issues that affect children in everyday life. CSOs have realised that the government has no deliberate policy to promote the principle of respecting the views of the child, therefore, this mainly remains a civil society effort, (Children in Need Network Summary Report, 2007).

In fighting for children's rights, CSOs target key issues that infringe on the rights of children. According to the Children in Need Network Summary Report (2007), some of these issues include: Birth Registration; CSOs advocate for child birth registration, as it has been observed that there is poor child birth registration rate in Zambia (9 percent of children between 0-5 years), (Ibid). Poor birth registration compromises child protection and enjoyment of rights that the state is obliged to provide including right to immunisation and education. In the absence of children's birth data, the government finds it difficult to plan and monitor national policies and programmes for children, (Ibid). The aforesaid CSOs, therefore, advise government to prioritise birth registration and to decentralise the system of birth registration, particularly in rural areas. Another issue that CSOs focus on in the fight for children's rights is Corporal Punishment. They fight against corporal punishment against children as there are still high incidences of corporal punishment on children. In addition, civil society is calling for the enactment of an act to prohibit corporal punishment as there is still no such act, (Ibid). Torture and ill-treatment is yet another issue. CSOs advocate for a child sensitive mechanism for children to complain against law enforcement officers regarding ill-treatment during arrest, questioning and police custody and to make sure that perpetrators are brought to justice, (Children in Need Network Summary Report, 2007). In addition, torture is not defined in Zambia and this makes it difficult to protect children against torture. Child abuse is also another issue of concern to CSOs championing children's rights. They speak against child sexual abuse by calling for stiffer punishments for offenders. CSOs also speak against child labour which negatively affects the development and growth of children, (Ibid). CSOs also fight for the protection of

children from HIV/AIDS through Prevention of Mother to Child Transmission of HIV/AIDS. Also, they call for counselling services, specifically for children who are infected or affected by HIV/AIDS. CSOs have also taken interest in promoting participation of disabled children in sports and other activities. They also call for the development of the policy for children disabilities, (Ibid).

The Situation Analysis of Children in Zambia (1996) described a worsening situation and estimated the population of street children to have increased rapidly to 75,000 since the first Situation Analysis undertaken in 1991. The Orphaned and vulnerable children Situational Analysis (2004), states that CSOs call for the protection of the street children as they have been technically left out of the National Child Policy because apart from looking at orphaned and vulnerable children in general, the policy does not provide any targeted consideration for the special situation of street children-specific interventions, even by those institutions trying to respond directly to this problem.

All the above discussed roles of CSOs contribute towards poverty reduction in one way or another. However, there are other roles that CSOs play which directly contribute towards poverty reduction. Such roles include, among others, education: CSOs play a big role in education. For a long time in Zambia, CSOs have been providing formal and non-formal education to a number of children and youth. These CSOs are running orphanages, street children drop-in-centres, pre-schools, homes for the disabled children, primary and secondary schools and community schools, (Civil Society for Poverty Reduction, 2010). Forexample, CSOs like Forum for African Women Educationalists in Zambia (FAWEZA) have played a key role in promoting education among the underprivileged people. They provide education requirements such as books, uniforms, shoes and school fees to underprivileged children in society, (FAWEZA, 2012). Some CSOs build schools in which they enrol underprivileged children. SOS Children's Village, for example, has built schools in Lusaka, Kitwe and Livingstone where orphaned and vulnerable children are enrolled. These schools were built to award opportunities to those underprivileged children who otherwise would be unable to go to school, (SOS Children's Village report, 2010). CSOs also provide voluntary teachers to community schools which have no capacity to employ and pay teachers. For example, Happy Africa has provided voluntary teachers to Malota Community School in Livingstone. These teachers come to help

with teaching the underprivileged children in the poor communities. They come from countries like United States of America and England, (Happy Africa report, 2011).

Agriculture is another area where CSOs are involved. According to the Civil Society for Poverty Reduction (2010), agriculture is the lifeline of Zambia's poor who live in rural areas, including farmers, workers and the unemployed. Therefore, restoring high and sustainable agricultural growth is critical for alleviating poverty. Most people in rural areas have no or little capacity to sustain their farming activities due to the following reasons: non-availability of quality seeds; lack of access to credit by the majority of small holder farmers, particularly women; high cost of farm inputs, (Ibid). In this regard CSOs have engaged in providing agricultural inputs.

Care International, World Vision, Women for Change and SOS Family Strengthening Programme are some of the organisations which are involved in providing agricultural inputs and agricultural training. Agriculture is considered to be important by CSOs as it allows people to grow their own food and also to have control over their produce, (Ibid). For example, Women for Change is involved in training underprivileged women in goat and chicken rearing. This is aimed at empowering women so that they can have a source of income to reduce over-dependency on men. It is also aimed at reducing poverty levels among women and children as they are considered to be vulnerable, (Women for Change report, 2010). Other CSOs such as SOS Family Strengthening Programme and Care International provide agricultural inputs such as seeds and fertiliser. These are provided to the poor who cannot afford to buy for themselves. Care International, for example, has focused on the rural areas and provides agricultural inputs such as maize seeds, fertiliser and livestock to the poor. Farming is the main source of livelihood in rural areas so Care International had dedicated its efforts in helping the poor people in rural areas to produce their own food and generate some income from farming, (Care International report, 2010).

CSOs are also involved in the provision of relief food and clean water. These are targeted at those people who live in extreme poverty or those that suffer the consequences of natural disasters such as floods. Oxfam, among other things, is involved in providing clean water to the underprivileged people especially in rural areas. They dig boreholes and install water taps for the underprivileged people who have to walk long distances to fetch water or those who use river or dam water for both bathing and cooking. Oxfam aims at providing clean water as a way of

bettering the lives of the underprivileged people, (Oxfam report, 2010). Other CSOs provide food to the poor who cannot afford a meal. This is a direct intervention measure to avoid death from extreme hunger and starvation. SOS Family Strengthening Programme for example provides food to the poor people. In Livingstone, the organisation provides food such as mealie meal, kapenta and beans to the poor, (SOS Family Strengthening Programme report, 2010).

CSOs also engage in advocacy, policy research and implementation. For example, Civil Society for Poverty Reduction identifies, through research, specific policies, strategies and programmes aimed at reducing poverty and see whether they meet the poverty eradication test. Through poverty assessment, Civil Society for Poverty Reduction monitors the implementation and impact of pro-poor policies and programmes using approaches that allow the intended beneficiaries to participate, (Geinitz2010). Civil Society for Poverty Reduction also monitors the implementation of policies, strategies, programmes and plans aimed at reducing and eradicating poverty by government and other stakeholders, (Ibid). Caritas advocates for pro-poor implementation of government policies and programmes. The Economic Association of Zambia promotes the socio-economic development of Zambia by undertaking research, training, education, publication and consultancy in the field of economics and related disciplines, (Ibid). This is done through: development of a limited number of Policy Advisory Notes and their dissemination, support for implementation of the National Development Plans and the Millennium Development Goals and establishment of a policy research forum, among others, (ibid).

CSOs have been involved in the development of key policy issues in Zambia such as the Poverty Reduction Strategy Paper. According to Seshamani (2002:15), “Zambia has proved to be one of the countries where the participation of the civil society in the Poverty Reduction Strategy Paper process has been exemplary. Indeed, Zambia has now come to be regarded as embodying best practice in stakeholder participation in national affairs that is worthy of emulation by others.” As a way of participating in the Poverty Reduction Strategy Paper Process, CSOs decided to form themselves into a network with a view to making more effective contributions. Thus the Civil Society for Poverty Reduction was formed, (Ibid).

Poverty is multi- dimensional and it exists in both urban and rural areas, though it is more pronounced in rural areas. However, there is abundant poverty in many cities of the world. In

Zambia, there is evidence of poverty in the three cities of the country (Lusaka, Ndola and Livingstone). For the purpose of this study, focus is on Livingstone.

2.3 Profile of Livingstone

Livingstone city is the tourist capital of Zambia and is the home of one of the Seven Wonders of the World, the Victoria Falls. Livingstone city is located in the Southern province of Zambia and it shares borders with Zimbabwe. According to the Livingstone District Situation Analysis (2006), Livingstone has one constituency, Livingstone Central constituency, which is divided into seventeen wards. The city has an area of 672km². The Zambia Census of Population and Housing report (2010), revealed that the population of Livingstone district was 136,897. According to the United Nations HABITANT report (2009:9), “the city’s population growth rate is manageable and this provides an opportunity for development. The population of Livingstone is predominantly youth with 75 percent of the population below the age of 30.” The population of Livingstone is balanced in terms of female and male ratio, for example, the population is composed of 51,828 males and 51,460 females depicting that there are slightly more males than females in the district, (Livingstone District Situation Analysis, 2006). According to the Central Statistics Office (2000), Livingstone district is the most urbanised district in Southern Province with over 90 percent of the population living in urban areas. The distribution by residences is composed of 5,800 rural and 97,488 urban showing that there are more people living in urban areas than in rural areas in Livingstone district. This could be attributed to the fact that Livingstone is largely an urban district with few rural areas around it, (Ibid). Map 2.1 below shows the map of Livingstone city.

Map 2.1: Map of Livingstone city

Livingstone has not been spared from the problem of squatter settlements. Livingstone city council currently recognises five settlements as improvement areas: Mwandia, Nakatindi, Zambezi Sawmills, Malota and Libuyu. These squatter settlements have mushroomed due to poor town planning, high poverty levels and rural- urban migration, (United Nations HABITANT Report, 2009).

The levels of poverty in Livingstone, like in other parts of the country, are high with more than half of the population living below the poverty line. “About 66 percent of the population of the district lives below the poverty line and lack proper health care, education, adequate shelter, personal safety, regular income and enough food to eat,” (Livingstone District Situational Analysis, 2006). The high levels of poverty in Livingstone can be attributed to the fact that there is no industrial base in the city because most of the industries were privatised in the 1990s. The United Nations HABITANT Report (2009) discloses that the economy of Livingstone is dependent on the informal sector for job creation and that small scale businesses and the informal economy are the largest employers in Livingstone.

Tourism is, therefore, seen as the key to revamping the economy of Livingstone and all future developments of Livingstone must be in line with the developments in the tourism industry. The above stated report also unveils that over 20 percent of the population in formal employment are in the service industry, for example, working in hotels and as tour guides. Informal sector has benefited from tourism through selling of handicrafts and provision of taxi services to tourists, (Ibid). The percentage of distribution of the labour force in Livingstone district stands at 8.6 percent and is the fifth highest in Southern Province. The percentage distribution of the labour force for males is 9.2 percent, while the percentage distribution of the labour force for women is 7.6 percent, (Central Statistics Office, 2000). The trend in labour force participation rates in Livingstone district is 43.5 percent. The trend in labour force participation rates by sex in Livingstone district is 58.5 percent for males and 28.7 percent for females. The unemployment rates in Livingstone district stand at 30.7 percent. The unemployment rate by sex stands at 28.5 percent for males and 35.2 percent for females, (Ibid). The unemployment rate of Livingstone district is higher than the provincial and national unemployment rates which stand at 16.1 percent and 12.9 percent respectively. The high levels of unemployment in Livingstone can be attributed to the economic recession of the 1990’s and also to the lack of industrialisation in Livingstone and the country as a whole, (Central Statistics Office, 2000).

Livingstone district caters for about 8.5 percent of the total population of Southern Province which is 1,212,124, (Ibid). “The dependency ratio in Livingstone district is about 73.1. Child dependency ratio is at 70.1 while aged dependency ratio is at 3.0,” (Ibid). The high dependency of children could be attributed to early deaths by parents due to HIV/AIDS and tuberculosis. This therefore, means that most of the people in Livingstone district leave with dependants thereby limiting their capacity to make available the necessary services to satisfaction as there are too many people against limited resources, (Livingstone District Situational Analysis, 2006). The low level of aged dependency means that not too many people in Livingstone district leave up to old age due to early deaths caused by diseases such as HIV/AIDS. According to the United Nations HABITANT report (2009), as a border and a tourist town, Livingstone has the highest rate of HIV/AIDS in the country, estimated at over 20 percent (the country’s average is 16 percent). The household headship in Livingstone is dominated by males with 79.8 percent male headed homes compared to only 20.2 percent female headed homes. However, Livingstone has the highest proportion of female headed homes in Southern Province and this is as a result of most women being widowed, (Central Statistics Office, 2000).

The infant mortality rate for Livingstone district per 1000 live births per year is 97 and is the fifth highest in Southern Province and lower than the national infant mortality rate which stands at 110 deaths per 1000 live births, (Ibid). The child mortality rate per 1000 live births per year in Livingstone stands at 68 and is the fifth highest in Southern province and is lower than the national child mortality per 1000 births per year which stands at 82. Life expectancy in Livingstone district stands at 52.3, the sixth highest in Southern Province and higher than life expectancy at national level which stands at 50. In Livingstone district youth literacy levels are at 91.8 percent which are higher than the provincial and national literacy levels which stand at 73.4 percent and 70.1 percent respectively. Adult literacy levels in Livingstone district are at 89.3 percent which are higher than the provincial and national literacy levels which stand at 70.2 percent and 67.2 percent respectively. Livingstone has the highest general literacy levels in Southern Province which stands at 80.2 percent while the provincial general literacy levels stand at 56 percent. Livingstone’s general literacy levels are also higher than the national general literacy levels which stand at 55.3 percent, (Ibid). The high levels of literacy in Livingstone district can be attributed to the fact that Livingstone district is generally an urban district because the issue of illiteracy is mainly a problem of rural areas.

There are currently twenty-five (25) Basic schools, fourteen (14) community schools, and seven (7) private Basic schools in Livingstone district. The District has also two (2) Private High schools, three Government Republic of Zambia High schools and two Grant Aided Secondary schools. The urban and peri-urban schools are within the normal standard of kilometres (5km), each from the nearest school. The rural schools are above the standard kilometres of nearness to the other schools. This means that pupils cover long distances and take long hours to reach the schools. According to the Livingstone District Situation Analysis (2006) at least every school has a minimum number of water points required except for the community schools that are also in need of adequate toilets. The United Nations HABITANT report (2009) reveals that enrolment ratios in primary education boys and girls are 47 percent and 54 percent respectively and that there has been remarkable progress in access to and coverage of primary education but the quality of education has gone down. This decline is mainly due to the shortage and poor quality of required teachers, physical facilities and learning materials. On the overall the pupil/classroom ratio stands at 65:1 while the pupil/teacher ratio stands at 28:1. The pupil/teacher ratio is within the internationally accepted norms, but there is a drastic need to provide more classrooms to achieve a pupil/classroom ratio of 40:1. In Livingstone district the population age 5 years and above attending school is as follows: 35.9 percent total. By sex it was found to be 36.0 percent males and 35.8 females, (Central Statistics Office, 2000). The total school attendance by population of age 5 years and above in Livingstone district was found to be higher than that at the provincial and national levels which stood at 28.8 percent and 26.7 percent respectively, (Ibid).

There are a total of thirteen (13) health institutions in Livingstone district. Twelve of those are government owned, while one is privately owned. Notable among the top health institutions in Livingstone is the Livingstone General Hospital, (Ibid). According to the United Nations HABITANT report (2009), the districts existing health care services are not equitably distributed. The current bed stock in health facilities is quite insufficient. The number of trained health personnel is inadequate to effectively respond to demand. Maintenance of the existing health infrastructure and equipment is a big problem due to inadequate funds. The transport system for referral of cases is also inadequate, for example, there are no ambulances in the district and roads in the district are in a poor state. Malaria continues to be a leading cause of death in all age groups, followed by tuberculosis. The number of tuberculosis cases could be

attributed to an increase in the number of HIV/AIDS cases and overcrowding, especially in the informal settlements.

As earlier stated, the profile of the city of Livingstone helps in establishing the kind of socio- economic environment in which CSOs in Livingstone operate. Having established in the preceding chapter that there are over fifty CSOs in Livingstone city, the subsequent chapters, chapter three and four, focus on the participation of seven CSOs in the three target wards (Mulungushi, Libuyu and Zambezi).The seven CSOs are: SOS Family Strengthening Programme, Youth Community Training Centre, Caritas, Happy Africa, Widows Association of Zambia, Young Women Christian Association and Tusa Munyandi.

2.4 Conclusion

This chapter has discussed the role of CSOs in Zambia and the profile of the city of Livingstone. By discussing the role of CSOs in Zambia, this chapter has provided a context in which the participation of CSOs in poverty reduction in Livingstone city can be understood and this will be useful in the discussions of subsequent chapters. The discussion on the profile of the city of Livingstone is important as it shows the nature of the socio- economic situation in which CSOs are operating and how they can improve the situation in the city. The chapter will be very helpful in the subsequent chapters, as it provides an understanding on how CSOs operate and the socio- economic situation in which they operate. The chapter also revealed that over half of the population in Livingstone lives below the poverty line and that the main cause of poverty in Livingstone is unemployment which has been caused by the lack of an industrial base. This will help strengthen the argument of the poverty situation in the city of Livingstone.

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CHAPTER THREE

NATURE AND IMPACT OF CIVIL SOCIETY ADVOCACY AND SENSITISATION ACTIVITIES

3.1 Introduction

This chapter establishes the nature and impact of CSOs' advocacy and sensitisation activities. It answers the first research question of the study which is: What advocacy and sensitisation activities do CSOs undertake in their fight against poverty in Livingstone city? The chapter also answers, in part, the third research question which is: What is the impact of CSOs' advocacy, sensitisation and service provision on poverty reduction in Livingstone city.

Advocacy and sensitisation activities of CSOs have been discussed because they are vital to civil society efforts in poverty reduction. Advocacy in this case involves campaigning for values that promote equity in society, giving voice to the poor and lobbying policy makers to make pro-poor policies. The chapter also discusses sensitisation of residents by CSOs. This involves empowering residents with knowledge and information on how they can fight poverty on their own. It also involves empowering residents with knowledge and information to speak for themselves on issues affecting them the most.

The advocacy activities discussed in this chapter include children's education rights and general issues on land. The sensitisation activities discussed in this chapter are; income generating activities, children's education rights, HIV/AIDS and property grabbing.

3.2 Advocacy Activities by CSOs in Livingstone

From the seven target CSOs, there were only two which were involved in advocacy in the three target wards in Livingstone city and these were: Widows Association of Zambia and Caritas. Widows Association of Zambia advocates for the educational rights of the orphaned and vulnerable children. The association engages the Ministry of Community Development, Mother and Child Health to sponsor as many children as possible to schools, (Widows Association of Zambia Southern Province Coordinator, 18th October, 2011). Caritas advocates for human rights and good governance, (Caritas Livingstone Coordinator, 12th October, 2011).

The Caritas Livingstone coordinator stated that there was only one time in 2005 when his office had engaged in direct advocacy through a local print media called the Guardian Newspaper. The coordinator explained that through the said paper he advocated against the sale

of land to investors along the banks of the Zambezi River as it denied the local underprivileged people access to the River from which they fished. He indicated that residents from areas such as Libuyu, Mulungushi, Zambezi, Maramba and Ngwenya usually fished from the said river. “I condemned the government over the continued sale of land along the Zambezi River to investors since the lodges and hotels they built made it difficult for the local people to fish from the River which had been a source of food for many years,” (Caritas Livingstone coordinator, 12th October, 2011). According to the Guardian Newspaper of 25th October, 2005, the Caritas Livingstone coordinator argued that this would potentially exacerbate the poverty situation among the underprivileged local people. However, the Caritas coordinator indicated that his organisation rarely engaged in direct advocacy because there was mainly no platform for them to speak about important issues of concern. “Poor media coverage in Livingstone has made it difficult for us to engage in advocacy. The government media institutions such as Zambia National Broadcasting Corporation (ZNBC) prefer to report on statements issued by Caritas head office in Lusaka,” (Caritas Livingstone coordinator, 12th October, 2011). The coordinator clarified that the Caritas head office only issued statements about specific districts if there were peculiar issues happening in those districts, otherwise only statements about the general problems in the country were issued, (interview with Caritas Livingstone coordinator, 12th October, 2011). The Caritas coordinator indicated that their advocacy efforts yielded nothing as the government continued to sell the land along the banks of the Zambezi River. He argued that the government did not listen to the advice from Caritas because of the inherent antagonism between the state and CSOs which makes the state view CSOs as enemies and not partners. Habasonda (2010) affirms this argument by the Caritas coordinator when he argues that there is an antagonistic relationship between CSOs and the government in Zambia and that the government sees the influence of CSOs as reducing their space to drive the political process with a free hand.

The Widows Association of Zambia Southern Province coordinator indicated that the association’s main advocacy activity was to promote children’s education rights in Livingstone city. The coordinator stated that since the year 2009 her association had been advocating for children’s education rights by engaging the Ministry of Community Development, Mother and Child Health to sponsor more orphaned and vulnerable children to schools. She stated that this was done through meetings with the said Ministry. These meetings were held when need arose, for instance, when there were orphaned and vulnerable children who desperately needed

helps such as educational support. She indicated that her association identified orphaned and vulnerable children in high density areas such as Libuyu, Mulungushi and Zambezi. For example, between June 20th and 22nd 2011 Widows Association of Zambia met with the Ministry of Community Development Mother and Child Health to discuss the education sponsorship for ten (10) orphaned and vulnerable children who had dropped out of school. However, only three (3) of these children could be enrolled into school because there was not enough money for all of them to be enrolled, (interview with Widows Association of Zambia Provincial Coordinator, 18th October, 2011). To effectively advocate for the children's education rights, the Widows Association of Zambia identifies orphaned and vulnerable children, from Mulungushi, Libuyu and Zambezi wards, whom they present to the Ministry of Community Development Mother and Child Health for education sponsorship. The Widows Association of Zambia Southern Province coordinator stated that as at 18th October, 2011 there were about six (6) orphaned and vulnerable children being sponsored in schools such as Linda and Namatama Basic Schools as a result of their efforts. The coordinator indicated that the small number of orphaned and vulnerable children being sponsored to school was attributed to the fact that both her association and the Ministry of Community Development Mother and Child Health had inadequate finances, (interview with Widows Association of Zambia Southern Province Coordinator, 18th October, 2011).

The District Coordinating Development Officer at the Ministry of Community Development Mother and Child Health confirmed that Widows Association of Zambia had worked with her ministry to help sponsor orphaned and vulnerable children to schools. However, the District Coordinating Development Officer indicated that aside from financial difficulties, the other major contributing factor to the small number of orphaned and vulnerable children being sponsored to school was the failure of the Widows Association of Zambia to identify and authenticate vulnerable and orphaned children who needed to be sponsored to school. She stated that sometimes the association would stay for as long as nine months without communicating with her office. She recalled how from August 2010 to May 2011 the association had not made any contacts with her office. The District Coordinating Development Officer at the Ministry of Community Development Mother and Child Health argued that sometimes when the Widows Association of Zambia manages to identify orphaned and vulnerable children, they fail to authenticate the vulnerability of those children. She specified that around June 2011

the aforementioned association presented ten cases of orphaned and vulnerable children who they claimed needed sponsorship to school. Nevertheless, the association only managed to authenticate the vulnerability of a few of them who were eventually helped. The District Coordinating Development Officer at the Ministry of Community Development Mother and Child Health indicated that the Widows Association of Zambia was failing in its duties to collect relevant information needed to help orphaned and vulnerable children, (interview with the District Coordinating Development Officer at the Ministry of Community Development Mother and Child Health 18th October, 2011).

The District Coordinating Development Officer at the Ministry of Community Development Mother and Child Health recommended that CSOs needed to work together if they were to have any impact on the poverty situation in Livingstone. She wondered why CSOs did not work together on certain common issues especially that they were in the same district. She argued that it was because of such kind of occurrences that explained why despite having a number of CSOs working to promote the welfare of poor children in terms of school there were only a few enrolled in school, (interview with the District Coordinating Development Officer at the Ministry of Community Development Mother and Child Health 18th October, 2011).

Other CSOs which were part of the study such as Tusa Munyandi, Happy Africa, Youth Community Training Centre, Young Women Christian Association and SOS Family Strengthening Programme indicated that they were not actively involved in advocacy. For instance, the Tusa Munyandi director indicated that they did not “know the channels to use in order to engage in advocacy,” (interview with Tusa Munyandi Director, 17th October, 2011). He added that they thought the state could not listen to their advocacy appeals concerning the people of Livingstone. On their part, the Community Development Centre’s main focus was delivering services to the community, so they had not thought of advocacy as being part of their tasks, (interview with Youth Community Training Centre Coordinator in Libuyu on 31st October, 2011).

On the basis of the information provided by the respondents, it has been established that, among the seven CSOs which were part of the study, only two were involved in advocacy and these were Caritas and Widows Association of Zambia. The advocacy efforts engaged in by Caritas to stop government from selling land along the banks of the Zambezi River did not yield any results, the government did not respond to the proposal by Caritas. The Caritas Coordinator

clearly stated that the government did not listen to their advocacy calls. Therefore, their advocacy efforts yielded nothing. On the other hand, the advocacy efforts by Widows Association of Zambia had some positive results in that six (6) orphaned and vulnerable children had been sponsored to school. Without the efforts of the Widows Association of Zambia, the six (6) children would have not been enrolled into school. Such a development cannot have an immediate impact on poverty reduction but in the long run, if those children continue with their education, they are likely to have better opportunities which can enable them live comfortable lives compared to their uneducated colleagues. However, enrolling only six (6) out of the many orphaned and vulnerable children in the whole of Livingstone leaves much to be desired. In terms of the number of orphaned and vulnerable children being enrolled into school, advocacy efforts on children's education rights produced limited results because only six (6) children were enrolled out of the many orphaned and vulnerable children in Livingstone.

Generally, the responses of the respondents of the study suggest that CSOs in the city of Livingstone were lacking in important areas of advocacy such as influence on public policy which is an important aspect of poverty reduction efforts. The Civicus- Civil Society Index (2006) reveals that one of the major weaknesses of CSOs that make them have no impact on poverty reduction is that their influence on public policy is virtually absent. Furthermore, some CSOs such as Tusa Munyandi and Youth Community Training Centre were not engaged in advocacy thereby leaving only a few of them to do the advocacy. As indicated by the District Coordinating Development Officer at the Ministry of Community Development, Mother and Child Health, CSOs should learn to work together and combine resources if they are to make significant impact on poverty reduction. This is in line with Ibrahim and Hulme (2010) who argue that, the success of CSOs' advocacy efforts depend on how well they cooperate with one another, as opposed to working independently. In addition, lack of adequate finances impeded CSOs such as Widows Association of Zambia from effective participation in poverty reduction activities. For instance, the coordinator for the aforesaid association indicated that only a few orphaned and vulnerable children were able to be enrolled to schools because of inadequate financial resources.

3.3 Sensitisation Activities by CSOs in Livingstone

3.3.1 Sensitisation on income generating activities

In addition to advocacy, CSOs in Livingstone were also involved in sensitisation activities such as children's education rights, property grabbing, HIV/AIDS, Human rights and economic empowerment through income generating activities. CSOs that were engaged in sensitisation in the three target wards were: Young Women Christian Association which sensitises on human rights and economic empowerment for women, youth and children, Widows Association of Zambia which sensitises on HIV/AIDS and children's rights to education, SOS Family Strengthening Programme which sensitises on income generating activities and Caritas which sensitises on good governance, children's education rights and income generating activities.

There were only two CSOs which were involved in sensitisation on income generating activities, namely; SOS Family Strengthening Programme and Caritas.

Poverty, according to the SOS Family Strengthening Programme coordinator, "is present among many Livingstone residents mainly because they lack a stable source of income owing to the high levels of unemployment in the city," (Interview with SOS Family Strengthening Programme coordinator on 20th October, 2011). The unemployment rates in Livingstone city stand at 30.7 percent, which is higher than the provincial and national unemployment rates which stand at 16.1 percent and 12.9 percent respectively, (Central Statistical Office, 2000). The SOS Family Strengthening Programme coordinator stated that his organisation, therefore, saw the need to sensitise Livingstone residents on activities that could help them earn some income. He indicated that residents are sensitised on income generating activities such as chicken and goat rearing, growing maize and sweet potatoes for sale, charcoal burning, making of brooms using grass, making of door mats and braziers, curios, opening barbershops and running small shops to sell groceries. Since mid-2010 his organisation decided to begin holding meetings with residents every Wednesday to discuss community problems and sensitise them on income generating activities and other important issues. During sensitisation, residents are advised to identify and select only those income generating activities that they can manage to undertake in order to avoid unnecessary losses. Residents are made to understand that in the midst of high unemployment levels it is imperative for them to undertake whatever businesses they can as an alternative source of income. However, SOS Family Strengthening Programme coordinator stated that these sensitisation efforts have been limited as only a few residents attend the said

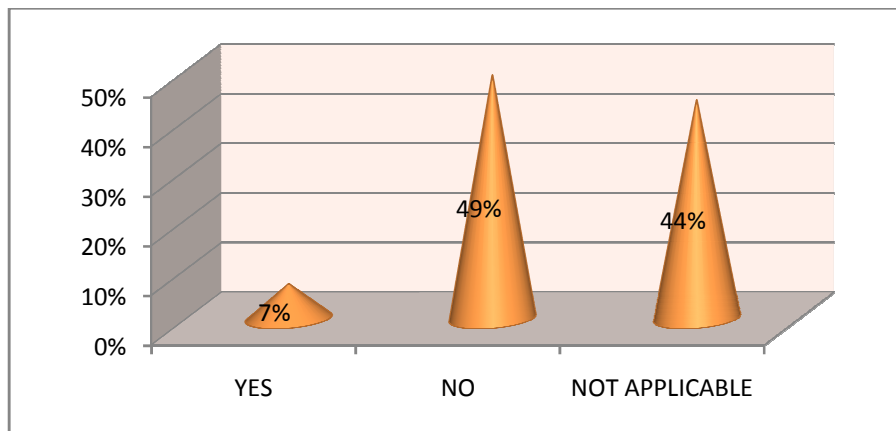
meetings. In addition, the coordinator indicated that lack of financial resources also hindered SOS Family Strengthening Programme from recruiting people to go round the communities sensitising residents, (interview with SOS Family Strengthening Programme Coordinator on 20th October, 2011).

Caritas was also involved in the sensitisation of income generating activities in Livingstone. The Caritas coordinator indicated that his organisation advised Livingstone residents to venture in businesses that were profitable and one way of doing this was to sell products that were on demand or those that were not easily accessible. For example, if essential commodities like candles were not easily accessible by members of a particular community, residents were urged to take advantage and start selling candles and realise some money from it. Caritas also taught Livingstone residents how to manage gardens and chickens as potential sources of income. To do this they go to the communities to announce specific dates and times when they would visit a particular community to sensitise its residents. This was done under the programme called Development Education Programme (DEP). This programme which was started in 2008 was the operational wing of Caritas consisting of field personnel called Officers who were trained by Caritas to sensitise residents on income generating activities. In February 2009, the Development Education Programme carried out sensitisation campaigns on income generating activities in Maramba and Libuyu where they sensitised residents on chicken rearing and gardening, (interview with Caritas Livingstone Coordinator on 12th October, 2011).

The Caritas coordinator indicated that before sensitising residents, the Field Officers gather information needed to equip the residents effectively on a particular topic. For instance, when going to sensitise residents on chicken rearing, the field officers collect all relevant information on chicken rearing which they can share with the residents. So when sensitising on chicken rearing, they give residents information on survival conditions of chicken, quantity of feed according to the number of chickens and also size of poultry in relation to a given number of chickens. This programme, however, had been on and off due to lack of financial resources. For instance, for most of 2009 and the whole of 2010, the programme had not been functional because there were limited financial resources to pay field personnel. In 2011 the programme restarted but could not be sustained due to lack of funding. The Caritas coordinator indicated that these problems have negatively affected the sensitisation efforts on income generating activities, (interview with Caritas Livingstone Coordinator on 12th October, 2011).

The study established that only the minority of the household respondents in Livingstone city indicated that they had been sensitised on income generating activities by CSOs. As illustrated in Chart 3.1 below, the findings of the study show that out of the 105 sampled household respondents, only seven (7 percent) of the household respondents indicated that they were aware of civil society sensitisation on income generating activities while fifty two (49 percent) of the household respondents indicated that they were not aware of the sensitisation on income generating activities and forty six (44 percent) of the household respondents did not respond because they did not even know that there were CSOs operating in their area.

Chart 3.1 responses of household respondents on whether or not they were sensitised on income generating activities by CSOs



The study established that all the seven (7) household respondents who indicated that they had been sensitised on income generating activities, had experienced positive change in their lives. For example, Mr Lubinda from Libuyu ward, one of the seven (7) household respondents who were sensitised on income generating activities, represented the views of other respondents who were sensitised on income generating activities when he indicated that, SOS Family Strengthening Programme officials taught them a lot of things on how to begin a business and generate money. He said that before 2011 he had no source of income as he was unemployed. He stated that he used to struggle to provide for his family and his children were in and out of school as he had no stable income to pay for their school fees. However, after SOS Family Strengthening Programme sensitised him, Mr Lubinda reported that he realised that he could actually raise money even without employment. He stated that “in July 2011 I attended a

meeting held by SOS Family Strengthening Programme and they were teaching us on the importance of having a business as a source of income. They taught us that to run a successful business one needs to start a new and uncommon business or one that already exists but is on demand. From that time I took the initiative to start a curios business where I make animal images, human images, chess boards and bracelets out of wood which I go to sell at the Victoria Falls to tourists and I take some to Lusaka to a friend to sell for me at the “Pakati” Market at Arcades. This has made me start generating my own money which I use to buy food and sponsor my children to school,” (interview with Mr Lubinda, household respondent from Libuyu ward on 25th October, 2011).

Although all the seven (7) household respondents who had been sensitised on income generating activities indicated that they had experienced positive change in their lives, the coverage of sensitisation on income generation activities was very limited, as illustrated in chart 3.1 above. In explaining why sensitisation on income generating activities was limited to only a minority of the local residents, the Libuyu ward Area Development Committee chairman indicated that CSOs like SOS Family Strengthening Programme do not work hand in hand with the local leaders who can help them inform residents about their sensitisation activities. The chairman argued that it is easy for local leaders to organise residents on behalf of the CSOs seeing that they stay with them in the same communities and they know the influential residents who can influence others to attend the meetings organised by CSOs, (interview with Libuyu ward Area Development Committee Chairman on 27th October, 2011). The Mulungushi ward councillor also argued that the problem that CSOs such as SOS Family Strengthening Programme have is lack of consultation from the local leaders and the residents. The councillor stated that SOS Family Strengthening Programme never consulted him or any other local leaders on how they can best conduct their sensitisation activities, (interview with Mulungushi ward councillor on 15th October, 2011).

3.3.2 Sensitisation on children’s education rights

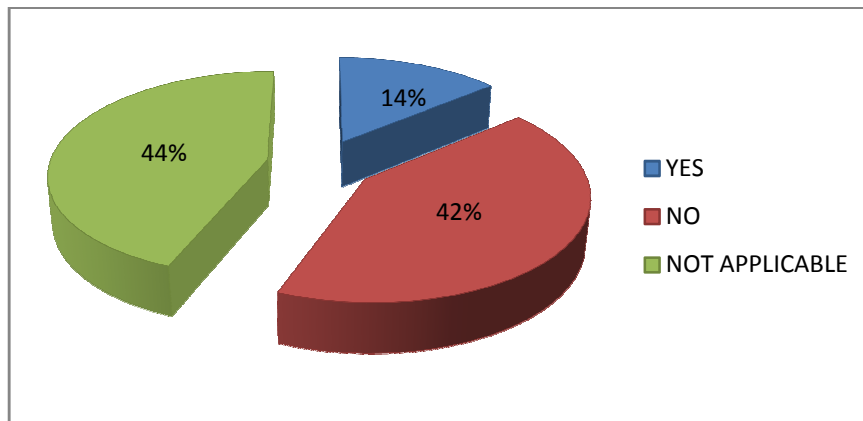
Among the seven CSOs which were operating in the three target wards of the study, only SOS Family Strengthening Programme was found to be sensitising on children’s education rights.

SOS Family Strengthening Programme coordinator indicated that “there was need to sensitise residents on children’s education because there are a lot of children who are not

attending school in Livingstone,” (interview with SOS Family Strengthening Programme on 20th October, 2011). The coordinator argued that some children were sent to market goods by their parents at the expense of attending school. He argued that not all children who were not attending school had parents or guardians who could not afford to take them to school. Some are not in school simply because their parents do not value education. He indicated that during the Wednesday meetings that they held with the residents, they sensitised parents about the importance of taking their children to school and encouraged them to enrol their children into school. They taught parents that children are the future of the family and the nation and that education was an investment that had the potential to permanently wipe out poverty from their families in the future. Just like in the case of income generating activities, sensitisation on children’s education rights was limited. The SOS Family Strengthening Programme coordinator indicated that only a few residents attended the sensitisation meetings and this negatively affected their sensitisation efforts.

The study established that the coverage of sensitisation on children’s education rights was limited. It was established that only the minority of the household respondents were aware of the sensitisation on children’s education rights. As illustrated in chart 3.2 below, out of the 105 sampled household residents, only fifteen (14 percent) of the household respondents indicated that they were aware of civil society sensitisation on children’s education rights while forty four (42 percent) of the household respondents indicated that they were not aware of the civil society sensitisation on children’s education rights and forty six (44 percent) of the household respondents did not respond because they did not know any organisation that operated in their area.

Chart 3.2 responses of household respondents on whether or not they were sensitised on children's education rights by CSOs



The study established that all the fifteen (15) household respondents who indicated that they had been sensitised on children's education rights had experienced positive change in their lives. For example, a male household respondent from Mulungushi ward represented the views of other respondents when he stated that when he attended a meeting held by SOS Family Strengthening Programme in 2010, the officials from the said organisation were encouraging residents to make education a priority for their children as it gave children an opportunity to live better lives in the future. He stated that they urged all parents who did not enrol their children in school to do so otherwise they would continue the poverty trend for generations to come. He indicated that before he attended the said meeting with the SOS Family Strengthening Programme officials, he did not see the value in educating his children because he had never been to school himself. After the encouragement from the SOS Family Strengthening Programme Officials, he had decided to enrol his 10 year old son into school even though he was too old for grade one, (interview with Mr Lifasi, household respondent from Mulungushi ward on 22nd October, 2011).

Even if all the fifteen (15) respondents who indicated that they had been sensitised on children' education rights stated that they had experienced positive change in their lives, the study established that the sensitisation on children's education rights was limited to the minority of the household respondents. In explaining why the sensitisation on children's education rights was limited to the minority of the household respondents, the SOS Family Strengthening Programme coordinator stated that his organisation had no personnel to send into the

communities to sensitise Livingstone residents. He specified that this was so because they did not have adequate financial resources to pay such personnel. He added that they only relied on the Wednesday meetings for sensitisation activities. Unfortunately, only a few residents attended the said meetings and this made sensitisation difficult, (interview with SOS Family Strengthening Programme coordinator on 20th October, 2011). Conversely, according to the Libuyu ward councillor, the weekly meetings were not for sensitisation purposes but for residents who were receiving health services from SOS Family Strengthening Programme in form of medicines. These medicines included tuberculosis drugs, anti-retroviral drugs, diabetes medicines among others, (interview with Libuyu ward councillor, Libuyu on 27th October, 2011). The Mulungushi Area Development Committee chairman also indicated that there were few people attending these meetings because most of them did not know about them while others were too busy to attend. He suggested that SOS Family Strengthening Programme needed to go on a door to door sensitisation campaign as opposed to calling for meetings, (interview with Mulungushi Area Development Committee chairman, Mulungushi on 29th October, 2011). The Mulungushi ward councillor stated that CSOs had to learn to work with each other if they had to significantly contribute to poverty reduction. The councillor argued that it would have been easier for them to operate effectively if they shared responsibilities. He stated if a big organisation like SOS Family Strengthening Programme worked with a small organisation fewer finances, they would share responsibilities. The smaller organisation can be given the responsibility to do door to door sensitisation in the communities and a big organisation like SOS Family Strengthening Programme would only focus on service delivery, (interview with Mulungushi ward councillor on 29th October, 2011).

3.3.3 Sensitisation on HIV/AIDS

Sensitisation on HIV/AIDS is one of the areas that CSOs in the city of Livingstone were involved in. Widows Association of Zambia, SOS Family Strengthening Programme and Young Women Christian Association (YWCA) were engaged in sensitisation of HIV/AIDS.

The Young Women Christian Association Psycho- Social Counsellor stated that their organisation was involved in HIV/AIDS sensitisation because it was realised that, though not the main cause of poverty, HIV/AIDS contributed to the escalating poverty levels in the city of Livingstone. The counsellor indicated that HIV/AIDS increased the incidences of poverty among

affected households in that they incurred heavy medical costs on patients and faced revenue losses when the working adults died, (interview with the Young Women Christian Association Psycho- Social Counsellor on 15th October, 2011).

The SOS Family Strengthening Programme Coordinator reported that because Livingstone was a tourist town there was a high frequency of foreigners coming in and out of the town and this made the town vulnerable to increased rates of HIV infections. According to the United Nations HABITANT (2009), Livingstone, a border and tourist town has the highest rate of HIV/AIDS in Zambia, estimated at over 20 percent (the country's average is 16 percent). The SOS Family Strengthening Programme Coordinator further indicated that bread winners infected with the HIV virus subsequently became too sick and weak to work and provide for their families and this contributed to escalating poverty levels in the city of Livingstone, (interview with SOS Children's Village Family Strengthening Programme Coordinator on 20th October, 2011).

The Widows Association of Zambia Southern Province Coordinator indicated that certain cases of poverty could be avoided if the spread of HIV/AIDS were minimised. The coordinator alleged that the major problem was that HIV/AIDS was affecting the productive individuals or bread winners such as mothers and fathers and when these productive individuals or bread winners died or became too sick, dependants such as children and spouses were exposed to poverty. She indicated that HIV/AIDS related deaths were gradually increasing and this resulted into increased levels of poverty in Livingstone, (interview with Widows Association of Zambia Southern Province Coordinator on 18th October, 2011).

According to the SOS Family Strengthening Programme coordinator, residents were also sensitised on HIV/AIDS during the Wednesday meetings. Residents were sensitised on prevention and treatment as means of minimising new infections and early deaths respectively. On prevention, residents were sensitised on condom use, faithfulness to one sexual partner and abstinence. On treatment, residents were sensitised on voluntary counselling and testing and adherence to treatment. The Coordinator reported that it was important for Livingstone residents to know their statuses because it gave them an opportunity to take care of their lives, either by sticking to preventive measures or by taking relevant medication and eating a balanced diet. He argued that when a person finds out that they are HIV positive they can quickly start taking medication and live longer while continuing to work and supporting their families.

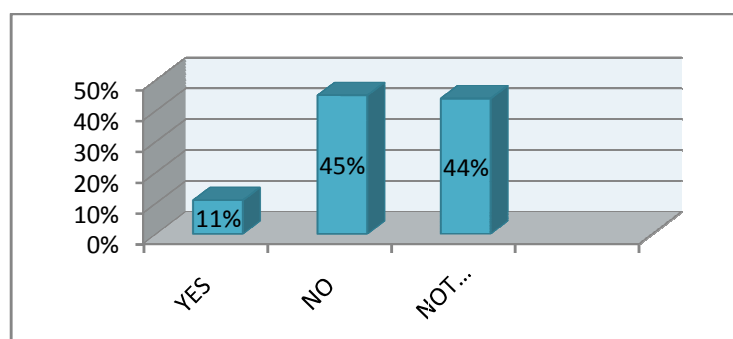
Widows Association of Zambia and Young Women Christian Association mainly sensitised residents on faithfulness and condom use. The Young Women Christian Association Psycho Social Counsellor stated that they usually sensitised the residents through drama performances which portrayed messages about HIV/AIDS. She indicated that usually they would announce their visits to the communities through representatives of their association. The drama performances were staged at markets to attract a multitude of residents but the performances were not only for entertainment but also for the purpose of educating the residents on HIV/AIDS, (interview with the Young Women Christian Association on 15th October, 2011). The Widows Association of Zambia Southern Province Coordinator stated that they mainly sensitised widows who were members of the association. The coordinator stated that every Saturday widows met at her house in Highlands where they were sensitised on the dangers of HIV/AIDS such as early death and poverty for the children and dependants. She added that emphasis was on voluntary counselling and testing because some of them had lost their husbands to HIV/AIDS therefore it was important to sensitise them so that if they planned on remarrying they would do so knowing their status. In addition, widows were also urged that if other men asked for their hand in marriage, it was their obligation to ask these men to go with them for voluntary counselling and testing and not just rush into marriage because of desperation.

All these efforts were aimed at reducing new HIV infections in that if people knew their HIV statuses they would make informed decisions. Sometimes counsellors were invited to sensitise widows on various ways of protecting themselves from HIV/AIDS such as condom use, faithfulness to one sexual partner and abstinence. The Widows Association of Zambia Southern Province coordinator also indicated that occasionally, perhaps once every quota of the year, they would go on a door to door sensitisation campaign to sensitise residents on HIV/AIDS. She indicated that all these efforts were aimed at reducing the levels of infections so that HIV/AIDS related deaths could be reduced. However, she indicated that in the last three years they never undertook any door to door HIV/AIDS sensitisation campaigns because there had been no funds to support such an activity in that the people to do the door to door campaigns would expect some reward at the end of the day, (interview with the Widows Association of Zambia Southern Province Coordinator on 18th October, 2011).

The study revealed that, just like in the case of sensitisation on income generating activities and children's education rights, sensitisation on HIV/AIDS was also limited to the

minority of the local residents. As illustrated in chart 3.3 below, out of the 105 sampled residents, only twelve (11 percent) of the household respondents reported that they were aware of civil society sensitisation activities on HIV/AIDS while forty seven (45 percent) of the household respondents indicated that they were not aware of the civil society organisations' sensitisation activities on HIV/AIDS and 46 (44 percent) of the household respondents did not respond because they did not know any civil society organisations operating in their area.

Chart 3.3 responses of household respondents on whether or not they were sensitised on HIV/AIDS by CSOs



The study established that all the twelve (12) household respondents who indicated that they had been sensitised on HIV/AIDS reported positive changes in their lives. For example, from the twelve, one household respondent from Libuyu ward whose views seem to represent the views of other respondents who were sensitised on HIV/AIDS put it like this: “in 2010 I attended a meeting where the SOS Family Strengthening Programme team was sensitising residents on HIV/AIDS in Libuyu near the main market. They were teaching residents on the dangers of HIV/AIDS such as premature death which could result in poverty in that when one dies and leaves little children without any support, they are likely to end up in poverty. They were also teaching about HIV/AIDS prevention methods which included abstinence, faithfulness to one partner and condom use. They were distributing condoms for free to anyone that was interested. They were also encouraging people to go for voluntary counselling and testing to test for HIV so that people could be aware of their HIV statuses. Before I attended the meeting I never wanted to go for voluntary counselling and testing as I convinced myself that what I do not know will not hurt me. However, after attending the meeting I realised the importance of testing for HIV and I convinced myself to take the test. Now that I know my status I know how to live my life and take

care of myself,” (interview with a male household respondent from Libuyu ward on 16th October, 2011).

A male household respondent from Mulungushi ward stated that he had attended a meeting in 2005 where Young Women Christian Association was sensitising community members on HIV/AIDS. He indicated that this meeting was held at Mbita market in Mulungushi ward. He narrated how the officials had HIV testing equipment to test residents who were interested. The respondent indicated that it was at this time that he had decided to test for HIV. He stated that had it not been for the said meeting, he probably would have never tested for HIV because he was scared to do so, (interview with Mr Jere, household respondent from Mulungushi ward on 16th October, 2011).

One female household respondent from Libuyu ward indicated that after attending a meeting where SOS Family Strengthening Programme was sensitising residents on HIV/AIDS in 2010 in Libuyu ward, she resolved to start using condoms every time she had sex with her boyfriend. She stated that before she attended the aforementioned meeting in 2010, she had been having sex without condoms and she realised she had been risking her life as she did not know the HIV status of her boyfriend. She added that she realised that she could actually prevent herself from being infected with the HIV virus if only she became responsible and made the right choices, (interview with a female household respondent from Libuyu ward on 21th October, 2011).

As earlier stated, the study established that sensitisation on HIV/AIDS was limited to the minority of the local residents. The factors that hampered sensitisation of HIV/AIDS were: Lack of adequate finances was one of the reasons why there was low coverage on sensitisation on HIV/AIDS. For example, at the time of the research it was found that Young Women Christian Association had serious financial challenges which resulted in the closure of their offices at Mosi- Oa- Tunya House in 2010 because they could not afford to pay rentals. Due to these financial challenges they had not carried out sensitisation activities for over three years, (interview with Psycho- Social Counsellor from Young Women Christian Association on 15th October, 2011). The other reason was that residents poorly attended the weekly meetings held by organisations such as SOS Family Strengthening Programme and Widows Association of Zambia, (interview with SOS Family Strengthening Programme coordinator on 20th October, 2011). However, according to the Libuyu ward Area Development Committee chairman the

meetings held on a weekly basis by SOS Family Strengthening Programme were poorly attended by residents as most of them were not aware of the said meetings because there was no proper notification. The chairman argued that most CSOs lacked the ability to go round the community to inform residents about their meetings and this made it difficult for them to attract an adequate number of people to sensitise. He added that the lack of consultation and engagement of local leaders by CSOs took away the best chance they had to have people organised at their request because residents were more likely to listen to local leaders as they live with them in the communities, (interview with Libuyu ward Area Development Committee chairman on 27th October, 2011).

3.3.4 Sensitisation on property grabbing

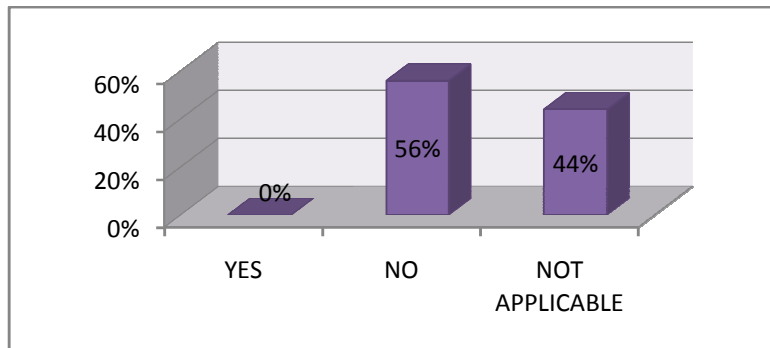
The other area of sensitisation in the city of Livingstone was property grabbing. Among the many organisations involved in sensitisation in Livingstone, only Young Women Christian Association was involved in sensitisation on property grabbing.

The Young Women Christian Association Psycho- Social counsellor stated that property grabbing was not the major factor that brought about poverty but was responsible for a few occurrences of poverty. The counsellor stated that some women and children were in poverty simply because property left for them by their husbands and fathers were grabbed from them. She indicated that they held five meetings with community members in 2008 to sensitise them on property grabbing. Before holding meetings they would send messages to the community members informing them of meetings to be held. These messages were sent through voluntary workers who would go round communities announcing the date and time of the meetings. These meetings were held in community halls or market places. The occurrence of these meetings depended on the availability of funds to organise and host such meetings. However, none of these meetings had been held between 2010 and 2011 because there were limited financial resources, (interview with Young Women Christian Association Psycho-Social Counsellor on 15th October, 2011).

The study established that none of the sampled local residents knew about sensitisation activities on property grabbing. As illustrated in chart 3.4 below, none of the 105 sampled household respondents were aware of sensitisation on property grabbing while 56 percent of the household respondents were not aware of the sensitisation on property grabbing and 44 percent

of the household respondents did not respond as they did not know any CSOs operating in their area.

Chart 3.4 responses of household respondents on whether or not they were sensitised on property grabbing by CSOs



The unawareness of sensitisation on property grabbing was attributed to the fact that the organisation that was responsible for sensitisation on property grabbing had not been active for over two years. During the time of the research Young Women Christian Association offices were not operational because they had closed up due to financial problems as a result of poor funding from donors and this made it difficult for them to pay rentals in Mosi-Oa-Tunya building where their offices were located. The Psycho- Social Counsellor stated that the last time they held such meetings was more two years. This coincides with the comments of Waldenhof (2005) when she argues that one of the factors that hinder CSOs from effectively participating in poverty reduction is their extreme dependence on donor funds.

In terms of sensitisation, the information provided by key informants and household respondents shows that the activities that CSOs were involved in included: income generating activities, HIV/AIDS, children's education rights and property grabbing. The responses given by respondents of the study reveal that sensitisation activities by CSOs had some impact. For instance, all the household respondents who stated that they had been sensitised on income generating activities, children's educational rights and HIV/AIDS indicated that they had experienced positive changes in their lives. For example, the earlier mentioned Mr Lubinda, a household respondent from Libuyu ward who was sensitised on income generating activities stated that after being sensitised on how to generate income through running a business, his life had become better in that he was able to start a curios business which enabled him to generate

enough income to buy adequate food and send his children to school. However, the study also established that this impact was only limited to a minority of the household respondents. It was established that the presence or visibility of CSOs in the city of Livingstone was limited. For example, in the case of sensitisation on income generating activities, out of the 105 sampled household respondents, only 7 were sensitised while 52 were not and 46 did not know any CSOs operating in their areas. In addition, in the case of property grabbing, no household respondent indicated having been sensitised. This shows that CSOs are impacting only a minority of the residents and this may not go far in significantly reducing poverty levels in Livingstone in that generally, the majority will still remain in poverty while only a minority will be helped out of poverty. If sensitisation activities have to effectively reduce poverty, they have to be accessed by the majority of the residents.

This limitation of sensitisation activities by CSOs can be attributed to a number of factors. One of the major factors is lack of adequate financial resources. The SOS Family Strengthening Programme Coordinator and the Young Women Christian Association Psycho-Socio Counsellor cited financial inadequacy and lack of donor funding respectively as major impediments to their sensitisation activities. This is in line with Waldenhof (2005), who argues that extreme dependence on donor funds has handicapped the participation of CSOs in poverty reduction. Lack of consultation and engagement of local leaders and residents was another identified hindrance to effective sensitisation by CSOs. For example, the Mulungushi ward councillor stated that CSOs such as SOS Family Strengthening Programme did not consult local leaders and residents on how to best conduct sensitisation activities. The other barrier to effective sensitisation was ineffective sensitisation strategies by CSOs. On the basis of the views expressed by respondents of the study, it was established that sensitisation strategies used by CSOs such as calling for meetings were not effective because most people were busy with work and businesses. It is not surprising therefore, that the Mulungushi Area Development Committee chairman proposed the more effective door to door sensitisation strategy. Lack of cooperation among CSOs was also another identified obstacle to effective sensitisation by CSOs. The Mulungushi ward councillor bemoaned the lack of cooperation among CSOs. He argued that CSOs must learn to share responsibilities if they have to execute their poverty reduction efforts effectively.

3.4 Conclusion

Based on the information provided by the respondents of the research, the study has established the nature of CSOs' advocacy and sensitisation activities in the city of Livingstone. The responses of the study respondents reveal that, in terms of advocacy, only two CSOs were involved. These were Caritas and Widows Association of Zambia which were involved in advocacy against the sale of land along the Zambezi River and advocacy for children's educational rights, respectively. It has been established that most CSOs were not involved in advocacy activities as they were either unaware of the channels used to advocate or they did not consider advocacy as part of their responsibilities. The study also established that advocacy efforts by CSOs in Livingstone had limited impact in that it was limited to only the minority. On the basis of the information provided by respondents of the study, it was established that the advocacy efforts on children's education rights resulted in six (6) orphaned and vulnerable children being enrolled into school. However, getting only six (6) children enrolled into school out of the many orphaned and vulnerable children in Livingstone shows that only the minority benefited. This entails that only a few children may eventually get an education and come out of the poverty trap while the majority will still remain vulnerable. In general, the poverty situation will not change since only a minority will be helped. If advocacy on children's education rights has to have significant impact on the poverty situation in Livingstone, the majority of the orphaned and vulnerable children have to be enrolled into school.

Equally, based on the information provided by key informants and household respondents, the study has revealed that the sensitisation activities by CSOs in Livingstone had some impact in that all the respondents who stated that they had been sensitised reported that they had experienced positive change. However, this impact was limited to only a minority of the respondents in that the majority did not benefit from sensitisation activities. This shows that CSOs are impacting only a minority of the residents and this may not go far in significantly reducing poverty levels in Livingstone in that generally, the majority will still remain in poverty while only a minority will be helped. If sensitisation activities have to effectively reduce poverty they have to be accessed by the majority of the residents.

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Youth Community Training Centre Coordinator, 31st October, 2011

Mr Lifasi, Mulungushi ward, 22nd October, 2011

Mr Jere, Mulungushi ward, 16th October, 2011

Mr Lubinda, Libuyu ward, 25th October, 2011

CHAPTER FOUR

NATURE AND IMPACT OF SERVICES PROVIDED BY CIVIL SOCIETY ORGANISATIONS

4.1 Introduction

This chapter establishes the nature and impact of CSOs' service delivery. It answers the second research question of the study which is: What services do CSOs provide to the poor in their efforts to reduce poverty in Livingstone city? It also answers, in part, the third research question which is: What is the impact of CSOs' advocacy, sensitisation and service provision on poverty reduction in Livingstone city?

In addition to advocacy and sensitisation, CSOs also embark on direct provision of services to alleviate poverty. CSOs offer services to the poor mainly to supplement the efforts of the state. This chapter discusses the direct interventions of CSOs such as: SOS Family Strengthening Programme, Youth Community Training Centre, Happy Africa and Tusa Munyandi, in the city of Livingstone as they try to reduce poverty. When adequate and consistent, service provision can help in reducing poverty levels significantly. The chapter establishes the nature of services that CSOs provide in Livingstone and the impact of these services. The services discussed in this chapter are: skills training, income generating activities, food security, agricultural inputs and education. The chapter looks at how these services are provided and the specific projects carried out to provide these services to the poor. In establishing the impact of the aforementioned services, the chapter discusses the adequacy of the services provided, the changes brought about by the services and the satisfaction levels among the recipients.

4.2 Skills Training

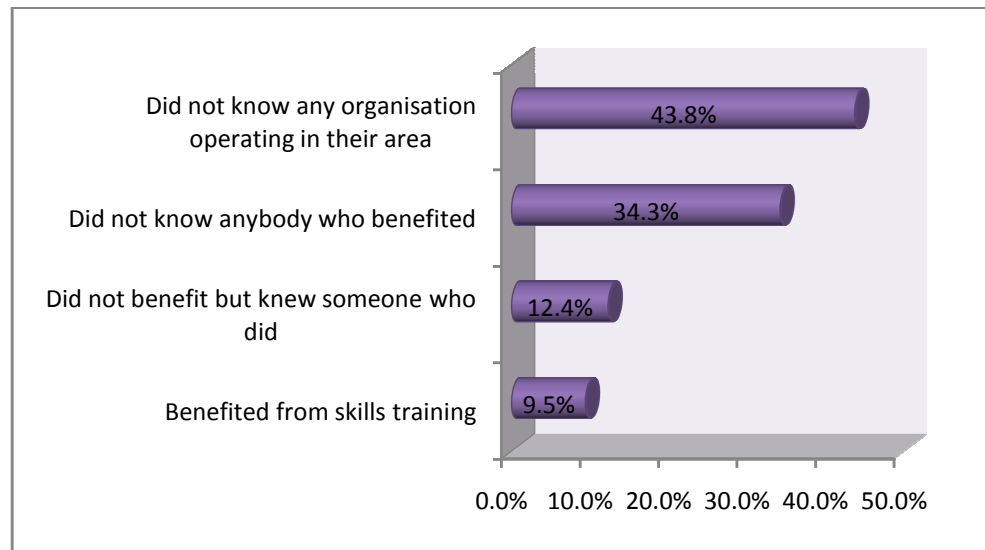
Among the CSOs operating in the three target wards of the study, only Youth Community Training Centre was found providing skills training. Youth Community Training Centre provided skills training in carpentry, cookery, chicken rearing, plumbing and bricklaying. Youth Community Training Centre is a Faith Based Organisation developed by the Catholic Church in 1999 to help empower the youths of Livingstone. The Catholic Church built the centre to be used for skills training activities.

In respect to the Youth Community Training Centre, the centre offers courses to vulnerable young people, aged 15 to 25 from all denominations. Training is offered in various skills such as carpentry, catering, plumbing, bricklaying/ plastering, poultry management, and electrical. These are targeted at the young people because of high levels of unemployment in the city of Livingstone. The coordinator at the Youth Community Training Centre stated that the idea behind the construction of the Youth Community Training Centre by the Catholic Church was to empower young people with skills that would enable them create jobs for themselves and eventually live better lives. She explained that youths were enrolled at the Youth Community Training Centre for a period of six months in which they were trained. The Centre is located in Libuyu ward but the coordinator indicated that they do not only enrol residents from Libuyu but from all over Livingstone. She added that the Centre is very affordable as they only charged K50, 000 or KR50 per month, (interview with Youth Community Training Centre coordinator on 31st October, 2011).

4.2.1 Number of household respondents who benefited from skills training

The study found that there were limited beneficiaries to skills training among Livingstone residents. As illustrated in chart 4.1 below, only a minority of the sampled residents benefited from skills training. Out of the 105 sampled residents, only ten (9.5 percent) of the household respondents indicated that they had directly benefited from the skills training, another thirteen respondents (12.4 percent) reported that they did not benefit but knew someone who did. Thirty six respondents (34.3 percent) reported that they did not know anybody who had benefited from the skills training and forty six (43.8 percent) reported that they did not know any CSO operating in their area.

Chart 4.1 responses of household respondents on whether they or somebody they knew benefited from skills training offered by CSOs



The study established that all the ten household respondents who indicated that they directly benefited from skills training and those who indicated that they did not benefit but knew somebody who did were from Libuyu ward and they all cited Youth Community Training Centre as the civil society organisation which was providing skills training. Therefore, despite the coordinator at the Youth Community Training Centre indicating that their skills training catered for the whole of Livingstone, the centre was probably more visible in Libuyu ward than in any other ward in Livingstone. As a result, skills training could be said to have been more accessible to Libuyu residents than any other residents elsewhere in Livingstone city. For instance, from the total number of 35 sampled residents from Libuyu ward, 23 (66 percent) of the household respondents reported either having benefited directly from skills training or having known somebody who did. This shows that the number of beneficiaries to skills training in Libuyu was higher than in any other ward in Livingstone.

The limited number of beneficiaries to skills training in other wards of Livingstone city could probably be attributed to the fact that most of the residents in other wards were not aware of the existence of the Youth Community Training Centre. For example, no household respondent from Zambezi ward indicated that they knew the Youth Community Training Centre. The Zambezi ward Resident Development Committee vice chairman also stated that most people in other wards were not aware of the Youth Community Training Centre and purported that the

Centre had not been advertised to other areas of Livingstone, (interview with Zambezi ward Resident Development Committee vice chairman, 26th October on 2011). The Libuyu ward councillor also contended that most residents in Livingstone did not know about the Youth Community Training Centre mainly because of poor advertisement. The councillor claimed that he had only seen one advertisement poster for the training centre. He argued that there was need for more posters and other forms of advertisement of the training centre, (interview with Libuyu ward councillor on 27th October, 2011).

4.2.2 Adequacy of skills training provided

The study established that all the ten direct beneficiaries of skills training services provided by Youth Community Training Centre stated that the services they received were adequate as they were enough to equip youths with important skills to enable them find jobs or to become self-employed. For example, Mr Yowera, a household respondent from Libuyu ward whose views appear to embody the views of other beneficiaries of skills training reported that when he had graduated from the Youth Community Training Centre in 2010 he was capable of finding a job as a carpenter. In addition, he started a personal business at his home where he was making chairs, beds, tables and shoe racks which he sold to raise money, (interview with Mr Yowera, household respondent from Libuyu on 27th October, 2011).

4.2.3 Changes arising from benefiting from skills training

Correspondingly, the study revealed that all the ten beneficiaries of skills training services indicated that they had experienced changes in their lives as a result of the services they received. The key change that took place among the beneficiaries owing to skills training by Youth Community Training Centre was that some youths managed to secure employment while others became self-employed. This gave them access to income which aided their movement out of the poverty trap. For example, Mr Chama, a household respondent from Libuyu ward indicated that "I am now running a carpentry shop and I make sofas, tables and beds which I sell at Maramba main market. Prior to my training in 2008, I used to live at my parents' house with four of my siblings and the situation was terrible as we had trouble accessing food and other basic needs like clothing. After completing my training, I have been able to get two of my siblings whom am keeping and sponsoring to school. I also help my parents with food from time to time.

At the moment I am able to feed myself and my two siblings without any problems and I afford three meals a day for every day of the month,” (interview with Mr Chama, household respondent from Libuyu on 26th October, 2011).

Mrs Mweene, a household respondent from Libuyu ward specified that her daughter was trained in catering and has since been employed as a kitchen staff at one of the lodges in Livingstone. She stated that before her daughter's training in 2009, securing food and other basic needs such as clothing for her daughter and her self was very difficult, more so because she was a widow. Mrs Mweene, stated that from the time her daughter started working living conditions had improved as they were able to enjoy three meals a day and could afford to buy decent clothes, (interview with Mrs Mweene, household respondent from Libuyu ward on 26th October, 2011).

4.2.4 Satisfaction levels among beneficiaries of skills training

In terms of satisfaction, it was also discovered that all ten beneficiaries of skills training services stated that they were satisfied with the training obtained from Youth Community Training Centre. It was established that satisfaction among beneficiaries of skills training provided by Youth Community Training Centre was accredited to the fact that they were able to find jobs and consequently generate their own income. For example, Mr Mutepuka, a household respondent from Libuyu ward represents the views of other beneficiaries when he says: “Before I enrolled at the training centre I could not find a job as I neither had a qualification nor a trade. However, once I finished my plumbing training in the year 2010 I was able to find a job at a company known as Tongabezi. I am now able to generate my own income which I use to satisfy my needs. I can now buy nice clothes for myself and I can afford three decent meals every day,” (interview with Mr Mutepuka, household respondent from Libuyu ward on 31st October, 2011).

4.3 Income Generating Activities/ Commodities

Only one CSO appeared to have been involved in providing income generating activities and that was SOS Family Strengthening Programme. This is because most CSOs had no financial capability to afford the provision of income generating commodities. According to the Zambezi ward councillor most CSOs were unable to provide income generating activities to the residents due to serious financial limitations, (interview with Zambezi ward councillor on 13th October,

2011). The Mulungushi ward councillor indicated that only SOS Family Strengthening Programme was providing income generating commodities as it relatively appeared to have had better financial resources, (interview with Mulungushi ward councillor on 15th October, 2011).

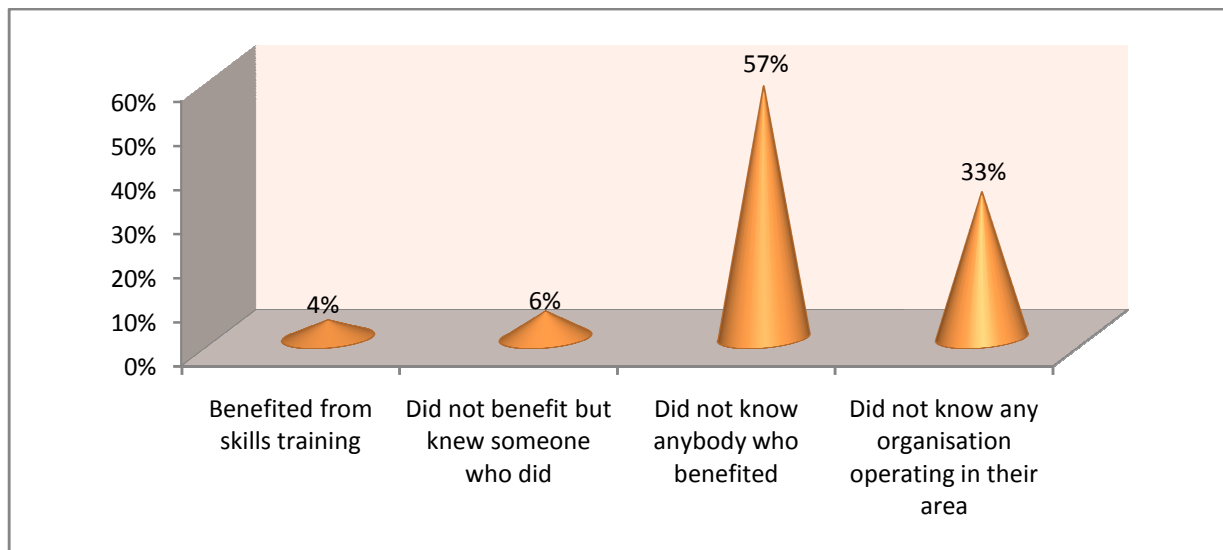
The SOS Family Strengthening Programme was providing income generating commodities because it was observed that most people were living in poverty because they had no source of income. Some residents were unemployed and had no income to start up their own businesses. According to the SOS Family Strengthening Programme coordinator, residents were provided with commodities that they could sell to raise money and these were beans and 'kapenta'. These commodities were provided in Libuyu ward, Mulungushi ward, Maramba ward, and Namatama ward. The coordinator indicated that each beneficiary was given one 50 kilograms bag of each of the aforementioned commodities. He specified that the said commodities were given out on credit basis in that after selling, beneficiaries were expected to pay back the value of the commodities given to them. Owing to the expectation that each beneficiary was to sustainably get engaged in trading, the aforesaid commodities were only provided once to each beneficiary. It was anticipated that by the time the stock provided to them had all been sold, each beneficiary would have raised enough money to pay back SOS Family Strengthening Programme the initial cost of the said commodities and also to invest the proceeds. The provision of beans and 'kapenta' on credit was aimed at ensuring that there was sustainability in the provision of income generating activities in that if the first group of beneficiaries paid back their debt, other residents could also be helped, (interview with SOS Family Strengthening Programme coordinator on 20th October, 2011).

4.3.1 Number of household respondents who benefited from income generating commodities

The study revealed that there were few household beneficiaries to income generating commodities. From the three sampled wards (Mulungushi ward, Libuyu ward and Zambezi ward) SOS Family Strengthening Programme was only providing income generating commodities in Mulungushi and Libuyu wards. Therefore, as illustrated in chart 4.2 below, it was found that out of the 70 sampled residents from Libuyu and Mulungushi wards, only three (4 percent) of the household respondents indicated that they had benefited from the income generating commodities, another four (6 percent) of the respondents indicated that they had not benefited from the income generating commodities but knew someone who did, forty (57

percent) respondents indicated that they did not know anyone who had benefited and twenty three (33 percent) respondents did not even respond because the question was not applicable to them as they did not know any CSO in their area.

Chart 4.2 responses of household respondents on whether they or somebody they knew benefited from income generating commodities by CSOs



The low beneficiary levels to income generating commodities were attributed to the possible misuse of commodities by SOS Family Strengthening Programme representatives and inadequate finances to provide commodities to many residents. For example, Mr Muyunda, a household respondent from Mulungushi ward testified that the low beneficiary levels were due to the fact that the income generating commodities were being misused by representatives of the SOS Family Strengthening Programme. He narrated that a representative of SOS Family Strengthening Programme was seen distributing beans and kapenta to residents in Ngwenya and Malota as an inducement to the residents so that they could vote for him in the 20th September, 2011 tripartite elections in which he was aspiring to contest as councillor, (interview with Mr Muyunda, household respondent from Mulungushi ward on 16th October, 2011). This view was also expressed by the Mulungushi ward councillor who reported that “between July to August 2011 a representative of SOS Family Strengthening Programme was seen distributing beans and kapenta in Ngwenya area because he wanted to contest as councillor in the 20th September, 2011 elections. He was misusing the food stuffs which the organisation gives to the poor people to sell

and raise money. He was enticing people with beans and kapenta so that they could vote for him,” (interview with Mulungushi ward councillor on 15th October, 2011). Mrs Walubita a household respondent from Libuyu ward indicated that there were limited beneficiaries because the income generating activities were not enough for a lot of people to benefit because SOS Family Strengthening Programme had limited finances to provide the commodities as they were also providing many other services such as education and agricultural inputs, (interview with Mrs Walubita, household respondent from Libuyu ward on 21st October, 2011). The SOS Family Strengthening Programme coordinator also attested to the fact that inadequate finances was the major limitation to provision of income generating activities, (interview with SOS Family Strengthening Programme coordinator on 20th October, 2011).

4.3.2 Adequacy of income generating commodities provided

In terms of adequacy, all three beneficiaries of income generating activities indicated that the income generating commodities given to them were adequate. The three respondents stated that they felt the income generating activities were adequate in that they received enough beans and kapenta to sell. For instance, Mrs Simata a household respondent from Libuyu ward explained it like this: “in 2010 I was given one 50 kilograms bag of kapenta and one 50 kilograms bag of beans to sell. These were adequate because on my own I could have not managed to buy those quantities as they would have been expensive for me,” (interview with Mrs Simata, household respondent from Libuyu ward on 28th October, 2011). Likewise, Mr Amukena a household respondent from Mulungushi ward indicated that the kapenta and beans he was given in 2009 was enough because not many people were able to buy 50 kilograms bags of *kapenta* and beans with their own income, (interview with Mr Amukena, household respondent from Mulungushi ward on 26th October, 2011).

4.3.3 Changes arising from benefiting from income generating commodities

The three beneficiaries of income generating commodities, however, indicated that although they had benefited from income generating commodities provided by SOS Family Strengthening Programme, there was no change that took place in their lives. It was revealed that there were no changes because the *kapenta* and beans they received were of poor quality and could not compete with other commodities sold by other traders. Mrs Simata, cited

earlier,echoed the views of the other two respondents when she said: “I did not manage to sell the kapenta and beans which I was given in 2010 because people realised after some time that it was of poor quality and this made it difficult for me to sell and raise money.” She explained that the commodities had lost taste especially the kapenta because they had been stored for a long time at the offices of the SOS Family Strengthening Programme. In view of that, she was unable to successfully sell her commodities and as a result there was no change in her life and this unsatisfied her as she was still struggling to raise money. Therefore securing food was still very challenging, (interview with Simata, household respondent from Libuyu ward on28thOctober, 2011).

4.3.4 Satisfaction levels among beneficiaries of income generating commodities

Lastly, it was discovered that all three beneficiaries of income generating commodities were not satisfied with the commodities. The study revealed that the three beneficiaries of income generating commodities were not satisfied with the commodities as they felt the commodities were of poor quality and also because they were given as loans. Mr Amukena, cited earlier testified thathe was not satisfied as most of the commodities given were of poor quality as they were believed to have over stayed at the offices of the SOS Family Strengthening Programme and had eventually lost taste. Mr Amukena indicated that when he received the commodities he had problems selling them since most of his clients would complain of poor taste of his kapenta. He also stated that the beans had holes in them for they had been eaten by pests. As a result, the sale of beans and kapenta was negatively affected, (interview with Mr Amukena, householdrespondent from Mulungushi ward on26thOctober, 2011).

Mrs Simata, cited earlier indicated that she was not satisfied because the commodities were given to her on loan which she was required to pay back. In view of this, she complained that it was difficult for her to sell the commodities and raise enough moneyto pay back the SOS Family Strengthening Programme and also to invest. Furthermore she claimed that her products were of poor quality as they had stayed too long at the SOS Family Strengthening Programme offices and that selling them was challenging, (interview with Mrs Simata, household respondentfrom Libuyu ward on28thOctober, 2011). The Mulungushi ward Area Development Committee chairman also reported that the quality of the income generating commodities was very poor. Moreover, he stated that as a way of showing support to the local people in his

capacity as Area Development Committee chairman, he once bought kapenta from one of the beneficiaries in his ward but it did not taste good,(interview with Mulungushi ward Area Development Committee chairman, 2nd November, 2011).

4.4 Food Security/ Relief Food

Like in the case of income generating activities, SOS Family Strengthening Programme was the only CSO providing relief food in Livingstone. This was because providing food relief requires a lot of financial capacity which few CSOs had. The SOS Family Strengthening Programme coordinator pointed out that “if one goes around Livingstone they will find that only SOS Family Strengthening Programme is providing food relief because other organisations do not have the capacity as it is very expensive, (interview with SOS Family Strengthening Programme coordinator, 20th October, 2011). In respect to the Mulungushi ward Area Development Committee chairman, SOS Family Strengthening Programme was the only CSO able to offer food relief since other organisations had no money to undertake such costly activities, (interview with Mulungushi ward Area Development Committee, 2nd November, 2011). The Zambezi Area Development Committee chairman indicated that some organisations such as Care International had the potential to provide food relief to the residents of Livingstone but opted to provide such services to Kazungula residents as they are considered to be more underprivileged since they reside in rural areas, (interview with Zambezi ward Area Development Committee chairman on 5th November, 2011).

As said by the SOS Family Strengthening Programme coordinator, the organisation was providing food stuffs to the poor people in Livingstone. The coordinator explained that they provided food relief as an immediate measure to those that were living in absolute poverty and had no other means of securing food. He stated that they provided one 25 kilograms bag of mealie meal, one 10 kilograms bag of kapenta and one 10 kilograms bag of beans to each beneficiary every month since 2010. In view of this, he pointed out that the provision of the said food stuffs was aimed at enhancing the availability of food and reducing hunger to significant levels among the poor people of Livingstone. He then specified that the aforementioned food stuffs were provided in Libuyu, Malota, Zecco, Maramba and Ngwenya Townships, (interview with SOS Family Strengthening Programme coordinator on 20th October, 2011). It can therefore

be noted that from the three target wards (Mulungushi, Libuyu and Zambezi wards) SOS Family Strengthening Programme was only providing food relief in Mulungushi and Libuyu wards.

4.4.1 Number of household beneficiaries who benefited from Food Security/ Relief Food

Albeit the SOS Family Strengthening Programme coordinator reporting that they were providing food security to the poor people in Livingstone, it was established that the number of beneficiaries to relief food was very low among local residents. As shown in chart 4.3 below, out of the 70 sampled residents from Libuyu and Mulungushi wards only three respondents (4 percent) indicated that they had benefited from the food stuffs provided by CSOs, another six respondents (9 percent) indicated that they had not benefited from the food stuffs but knew someone who had benefited, thirty eight (54 percent) indicated that they did not know anyone who had benefited from the food stuffs and twenty three (33 percent) did not know any CSOs operating in their area so they did not respond.

Chart 4.3 responses of household respondents on whether they or somebody they knew benefited from Food Security/ Relief Food



Among other things, the low number of beneficiaries to relief food was attributed to: Poor financial capacity to provide food relief to the majority of the residents. Mr Inambao, a household respondent from Libuyu ward reported that the food was not enough because there were too many people who needed help with food but SOS Family Strengthening Programme had limited financial resources to meet the demand, (interview with Mr Inambao,

household respondent from Libuyu on 31st October, 2011). Mrs Mandandi a household respondent from Mulungushi ward said that if there were more than one organisation providing food relief to the poor people there could have possibly been many beneficiaries to food relief but the fact that only one organisation was providing food relief made it hard for the majority of the poor people to benefit, (interview with Mrs Mandandi, household respondent from Mulungushi ward on 14th October, 2011).

4.4.2 Adequacy of Food Security/ Relief Food provided

On adequacy of relief food provided, the results showed that the provision of relief food was not adequate this is because the study established that only one of the three beneficiaries of relief food provided by SOS Family Strengthening Programme indicated that the food stuffs he received were adequate while the other two indicated that the food stuffs they received were not adequate. The beneficiary who reported that the food stuffs provided to him by SOS Family Strengthening Programme were adequate (Mr Manyando) said he received beans, *kapenta* and mealie meal. He indicated that these food stuffs were enough as they could see him through the month. He stated that he had four children and they were all able to eat lunch and supper throughout the month, (interview with Mr Manyando, household respondent from Mulungushi ward on 21st October, 2011).

The other two beneficiaries who stated that they felt the food stuffs they received were not adequate (Mrs Mandandi and Mr Inambao) believed the quantity of the food stuffs was small compared to the size of their families. For example, Mrs Mandandi clarified that the food would have been adequate for smaller families but not for bigger families like hers. She specified that she had a family of ten and that the one bag each of 25 kilograms of mealie meal, 10 kilograms of beans and 10 kilograms of *kapenta* were not enough for her family as they only lasted for two weeks. To that effect, she proposed that SOS Family Strengthening Programme should be providing the food stuffs according to family size as opposed to giving the food stuffs based on a pre-determined quantity, (interview with Mrs Mandandi, household respondent from Mulungushi ward on 14th October, 2011).

4.4.3 Changes arising from benefiting from Food Security/ Relief Food

The results also established that the provision of relief food neither brought about significant changes in the lives of the beneficiaries nor satisfaction among them. Of the three beneficiaries of relief food, only Mr Manyando felt satisfied with the aforementioned food stuffs and also experienced desired changes such as improved availability of food and increased number of meals a day resulting from accessibility of relief food. On change, Mr Manyando indicated that the availability of food at his disposal had improved and that he was enjoying better meals than before. “Since I started received food stuffs in 2010 I am able to have more meals than before as I have more food at my disposal. Before I started receiving food stuffs, I only used to manage one meal per day but now I can manage to have three meals every day. The kapenta, beans and mealie meal they give me is enough to see me through the month.” On satisfaction, he specified that he was satisfied with the above mentioned food stuffs provided to him because he was receiving them on a consistent basis and also because they were enough. “I am happy because they give me food every month since the beginning of 2010. I have never been left out whenever they are giving food,” (interview with Mr Manyando, household respondent from Mulungushi ward on 21st October, 2011).

In contrast, the earlier alluded to Mrs Mandandi and Mr Inambao stated that they had neither experienced any change resulting from accessibility to food relief nor did they feel satisfied with the food relief they accessed. For example, Mrs Mandandi explained that before she started benefiting from the food stuffs provided by SOS Family Strengthening Programme in 2010 she used to experience shortages in terms of food and would often miss meals because there would be no food available. She argued that even after she had begun receiving the food stuffs she was still experiencing food shortages and was still missing meals like before as the food she received was not enough. She emphasised that her family was too big and that she needed to receive more food stuffs as opposed to receiving the same quantity as everybody else regardless of family size.

4.4.4 Satisfaction levels among beneficiaries of Food Security/ Relief Food

On satisfaction, Mr Inambao and Mrs Mandandi stated that they were not satisfied with the food stuffs provided to them by SOS Family Strengthening Programme because they were not receiving adequate food to eat throughout the month. For instance, Mrs Mandandi put it this

way: “I am definitely not satisfied because I have a big family and the food they give me is just like a drop in the ocean. They need to be giving people with bigger families like me more food befitting a big family,” (interview with Mrs Mandandi, household respondent from Libuyu ward on 14th October, 2011).

4.5 Agricultural inputs

As in the case of income generating activities and relief food, SOS Family Strengthening Programme was the only CSO providing agriculture services in Livingstone. This is because other CSOs had focused on other services like income generating activities and education. In addition, considering the dependency nature of CSOs on donors for financial assistance, most civil society organisations in Livingstone might have had no financial capacity to engage in an expensive venture such as provision of agricultural inputs.

The study found that agricultural services were provided in Maramba, Libuyu, Zecco, Malota and Ngwenya Townships in Livingstone. It can be noted that from the target wards (Mulungushi, Libuyu and Zambezi wards) agricultural services were only provided in Mulungushi and Libuyu wards. In line with the SOS Family Strengthening Programme coordinator, agriculture can reduce poverty in that it gives people an opportunity to grow food. The coordinator stated that SOS Family Strengthening Programme provided farming inputs to residents and these were fertiliser (both Urea and D compound), maize seeds and in some cases pesticides. He indicated that the quantity of the agricultural inputs provided to the beneficiaries depended on the size of the farming land possessed by beneficiaries. Specialists were engaged to assess the size of the land and determine the quantity of the said inputs needed. The aforementioned agricultural inputs were provided every year towards the planting season between September and October since 2009, (interview with SOS Family Strengthening Programme coordinator on 20th October, 2011).

4.5.1 Number of household respondents who benefited from agricultural inputs

The study revealed that only the minority of the respondents benefited from agricultural inputs. As demonstrated in chart 4.4 below, out of the 70 sampled residents from Libuyu and Mulungushi wards, only eight respondents (11 percent) indicated that they had benefited from agricultural services, another twelve respondents (17 percent) indicated that they had not

received the agricultural services but knew someone who had benefited from the agricultural services, twenty seven respondents (39 percent) indicated that they did not know anyone who had benefited from agricultural 23 respondents (33 percent) did not respond because they did not know any civil society organisation operating in their area.

Chart 4.4 responses of household respondents on whether they or somebody they knew benefited from agricultural inputs



The low beneficiary levels to agricultural inputs were attributed to the fact that many respondents did not have land on which to plough. Mr Mukelabai a household respondent from Libuyu ward puts it like this: “for one to receive agricultural inputs they have to own land. SOS Family Strengthening Programme officials measure the land and determine the quantity of inputs required,” (interview with Mr Mukelabai, household respondent from Libuyu ward on 17th October, 2011). There were few beneficiaries of agricultural inputs among Livingstone residents as evidenced by the fact that the majority of the respondents had not benefited from the agricultural services. The major issue leading to the limited number of beneficiaries was lack of farming land among the residents. As Mrs Ngolo a household respondent from Mulungushi ward put it: “I would have benefited from the agricultural services but I do not have land where I can do my farming,” (interview with Mrs Ngolo, household respondent from Mulungushi ward on 14th October, 2011).

4.5.2 Adequacy of agricultural services provided

On adequacy it was established that provision of agricultural inputs was adequate as the majority of the beneficiaries felt that the agricultural services were adequate. For instance, from the eight respondents who had benefited from agricultural services, six respondents indicated that they felt the agricultural inputs were adequate while two respondents indicated that they were not adequate. This shows that the agricultural inputs provided by SOS Family Strengthening Programme were adequate but only the minority benefited as the majority did not have land. The beneficiaries who stated that the agricultural services were adequate said that the inputs they received were enough for them to plant and were able to harvest enough maize for food. For instance, Mr Hamusonde, a household respondent from Libuyu ward, echoed the views of other beneficiaries who stated that the aforementioned inputs were adequate when he explained it like this: “SOS Family Strengthening Programme provides me with fertiliser and maize seeds every year during the planting season since 2009. The inputs are enough for my farm as I am able to plant without any portion of the land remaining unplanted. This helps me to have a good harvest which gives me and my family plenty of food to eat. They give me two 10 kilograms bags of maize seeds and two fifty kilograms bags of fertiliser, one for Urea and the other for D compound,” (interview with Mr Hamusonde, household respondent from Libuyu ward on 23rd October, 2011). The Area Development Committee chairman for Mulungushi ward stated that the agricultural services given to the residents were enough because they were giving them according to the size of the land that they possessed,” (interview with Mulungushi Area Development Committee chairman on 2nd November, 2011).

On the other hand, the two beneficiaries of agricultural inputs who indicated that the inputs they received were inadequate argued that they were unable to fill the whole portion of their farming land with the inputs they received. Also the agricultural inputs were not provided consistently. Mrs Liswaniso, a household respondent from Mulungushi ward put it like this: “the agricultural inputs are not enough because this year (2011) I have not received any agricultural inputs but other people have already received. In 2010 they gave me fertiliser and maize seeds before the planting season, that was around September and they were supposed to do the same this year but they have not,” (interview with Mrs Liswaniso, household respondent from Mulungushi ward on 3rd November, 2011). Mr Mubya lelwa, a household respondent from Libuyu ward reported that the agricultural inputs he was given were not enough. “SOS Family

Strengthening Programme gave me fertiliser and maize seeds in 2009 and 2010 but they were not enough. They usually bring someone to measure the size of the potential planting land so as to determine the quantity of inputs required. Surprisingly, that was not the case with me last year, they gave me only one ten kilograms bag of maize seeds and one fifty kilograms bag of fertiliser when in actual fact I needed at least two 10 kilograms bags of maize seeds and two 50 kilograms bags of fertiliser,” (interview with Mr Mubyalelwa, household respondent from Libuyu ward on 14th October, 2011).

The Mulungushi ward councillor stated that some people had gone to him to complain about not receiving agricultural inputs in 2011. “Some people have not received the agricultural inputs they were supposed to receive this year. A number of people have come to our offices at Maramba main market to complain about not receiving the agricultural inputs,” (interview with Mulungushi ward councillor on 15th October, 2011).

4.5.3 Changes arising from benefiting from agricultural inputs

On changes, the study found out that the provision of agricultural inputs brought about minimal change among beneficiaries. It was established that most of the beneficiaries had experienced no change as a result of agricultural inputs. From the eight respondents who reported that they had benefited from agricultural services, only two respondents stated that they had experienced change while six indicated that they had not. The major changes that were expected were improved availability of food and increased number of meals a day. Besides that, it was expected that some people would harvest enough to consume and also to sell and raise money to invest or use for other things such as paying for their children’s school fees. The major change that took place as a result of accessibility to agricultural inputs was that mealie meal was readily available. For example, Ms Phiri a household respondent from Libuyu ward reported that after receiving agricultural inputs in 2010 she was able to feed her family unlike before. She stated that before she began receiving agricultural inputs from SOS Family Strengthening Programme, her family would stay hungry for days before they could secure food. However, through accessibility to agricultural inputs, mealie meal had become readily available because of good harvest from her farm. She stated that she could now stock maize for mealie meal. She added that with mealie meal readily available it was easy to have lunch and supper since even if there was no money to buy relish she would easily go to the bush to pick mushroom, roots

(*busala* in local language), catch mice and pick other vegetables that grow naturally such as *bondwe* and okra. She indicated that this had improved the poverty situation in her home, (interview with Mrs Phiri, household respondent from Libuyu ward on 20th October, 2011).

On the other hand, beneficiaries who indicated that the agricultural services provided by SOS Family Strengthening Programme did not bring about any changes in their lives argued that their eating habits had basically remained the same as they did not realise much from their harvest due to delayed planting. Mr Mulenga a household respondent from Mulungushi ward who started receiving agricultural inputs in 2009 puts it this way: “in 2009 and 2010 my harvest has been poor in that I have planted my maize very late as the maize seeds have always been delivered late to me by SOS Family Strengthening Programme. This has made me achieve nothing from my farming activities. There has not been any change in the availability of food as we still struggle to access mealie meal all year round just like before. If they provided the inputs in August or September unlike in December, my harvest would probably have been better,” (interview with Mr Mulenga, household respondent from Mulungushi ward on 19th October, 2011). Mrs Mofu, a household respondent from Mulungushi ward explained it this way: “It feels like I just waste my time to go farming in that since I started receiving agricultural inputs from SOS Family Strengthening Programme in 2009, the inputs are given to me very late in December and the harvest is affected negatively. For there to be a good harvest the rain patterns have to correspond with the planting. However, I have continued to have poor harvests even after receiving agricultural inputs simply because I receive the inputs late. Honestly the agricultural services of SOS Family Strengthening Programme have not brought about any changes in my life,” (interview with Mrs Mofu, household respondent from Mulungushi ward on 20th October, 2011).

4.5.4 Satisfaction levels among beneficiaries of agricultural inputs

On satisfaction it was also established that most of the beneficiaries were not satisfied with the agricultural services. For instance, from the eight respondents who indicated that they had benefited from agricultural services only two stated that they were satisfied with the agricultural services provided while six respondents stated that they were not. The beneficiaries who stated that they were satisfied with agricultural inputs said the inputs were adequate and that they had changed their eating patterns. Mrs Mwambwa, a household respondent from Libuyu

ward reported it like this: “Farming is seasonal and if you are to yield something from it you have to time your planting perfectly. One thing that has satisfied me about the way SOS Family Strengthening Programme is providing their agricultural services is that they deliver the inputs in good time just before the rains begin and this gives me time to prepare for planting. Since I started receiving agricultural inputs in 2009 I always receive my fertiliser and my maize seeds before the rains begin. This has helped me have a good harvest and I have enough food to feed my family,” (interview with Mrs Mwambwa, household respondent from Libuyu ward on 15th October, 2011).

On the other hand, the beneficiaries who indicated that they were not satisfied with the agricultural services said they received the agricultural inputs very late and this affected their harvest. The other reason given was that there was inconsistency in the provision of agricultural inputs by SOS Family Strengthening Programme. The earlier alluded to Mrs Mofu represented the views of other beneficiaries who were not satisfied with agricultural inputs when she argued that she was not satisfied because she always received the fertiliser and the maize seeds long after the rainy season had begun and this affected her harvest negatively. She indicated that planting had to coincide with the rains failure to which the growth of the maize would be poor, (interview with Mrs Mofu, household respondent from Mulungushi ward on 20th October, 2011).

4.6 Education

Education was also one of the services provided by CSOs in Livingstone. SOS Family Strengthening Programme, Happy Africa, Tusa Munyandi and Young Women Christian Association were all providing education services. Unlike other services, education was provided by a number of CSOs probably because they saw it as a long term solution to poverty. The Zambezi ward councillor indicated that most of the CSOs deemed it important to provide education services because it is a long lasting solution to poverty, (interview with Zambezi ward councillor on 13th October, 2011).

In respect to the Happy Africa field coordinator, the organisation provided text books, voluntary teachers and was also involved in building or renovating schools. Happy Africa had renovated and expanded Malota Community School in Mulungushi ward, (interview with Happy Africa field coordinator on 27th October, 2011). Young Women Christian Association was providing school requirements such as books, shoes and bags, (interview with Young Women

Christian Association Psycho- socio counsellor on 15th October, 2011). Tusa Munyandi also provided school requirements like books and uniforms, (interview with Tusa Munyandi Director on 17th October, 2011). SOS Family Strengthening Programme provided books, school fees, uniforms, shoes and socks, (interview with SOS Family Strengthening Programme Coordinator on 20th October, 2011).

CSOs indicated that they provided education services because it is important to every ones success. For instance, the SOS Family Strengthening Programme Coordinator contended that an educated person has greater chances of living a decent life where access to basic needs such as food, shelter, clothing and clean water is easy compared to one who is not educated. Furthermore, the coordinator stated that education is the key to a prosperous generation in that if people get educated they are more likely to secure jobs easily than those who are not, (interview with SOS Family Strengthening Programme on 20th October, 2011). The Tusa Munyandi Director indicated that education was a long term plan to fight poverty in a sustainable way because its effects would only show in the future, (interview with Tusa Munyandi Director on 17th October, 2011).

In accordance with the SOS Family Strengthening Programme coordinators comments, SOS Family Strengthening Programme has built a school called SOS Children's Village opposite the Livingstone weigh bridge. The coordinator stated that they identified orphaned and vulnerable children in the city of Livingstone and enrolled some of them at the said school. He indicated that SOS Family Strengthening Programme was also involved in providing education materials such as exercise books, pens, pencils, rulers, school bags, socks, shoes and jerseys. He stated that these services were provided every term since 2009. It was also involved in providing school fees for orphaned and vulnerable children. The civil society's Coordinator stated that some parents were asked to find school places for their children and the school fees would be settled by his organisation. He argued that a number of children were being sponsored by the SOS Family Strengthening Programme at Schools like St Mary's Secondary School, Linda High School, Maria Assumpta Basic School, St Raphael's Secondary School and Namatama Basic School, (interview with SOS Family Strengthening Programme Coordinator on 20th October, 2011).

Happy Africa expanded two classes at Malota Community School and built a wall fence around the school. In line with the Happy Africa Field Coordinators statement, the expansion of

the two classes at Malota Community School was intended at allowing more pupils to attend school as the classes had become small owing to too many children joining the school, (interview with Happy Africa Field Coordinator on 27th October, 2011). The ward councillor for Mulungushiin which the Malota Community School is located also stated that the reason why Happy Africa decided to expand the school was because the classes had become too small while demand was high, (interview with Mulungushi ward councillor on 15th October, 2011). The Happy Africa Field Coordinator stated that Happy Africa also provided education services such as exercise books, pens, pencils and rulers to vulnerable and orphaned children since 2010. She indicated that text books were also provided to the Malota Community School so as to secure the school with study materials for teachers to help them prepare adequately for lessons. Happy Africa also provided voluntary teachers to the Malota Community School. These volunteer teachers came from Europe, Asia and United States of America to teach at the school for a certain period of time such as six months after which they would leave and others would come, (interview with Happy Africa Field Coordinator on 27th October, 2011).

Tusa Munyandi was yet another CSO that was involved in providing education services since 2007. As said by the organisations Director, “Tusa Munyandi provides education services such as books and uniforms. Tusa Munyandi also ran a baby day care for little children in Zambezi ward though it is not working at the moment due to financial problems,” (interview with Tusa Munyandi Director on 17th October, 2011). He pointed out that they had inadequate finances to rent a building to run the baby day care after they were driven out from the building they were occupying for free. He added that owing to inadequate finances, Tusa Munyandi was struggling to provide the said services on a continuous basis and to this effect they were sponsoring only five children in schools such as Mulwani Basic School and Dambwa Central Basic School. The five children were only being sponsored in terms of uniforms and books, (interview with Tusa Munyandi Director on 17th October, 2011).

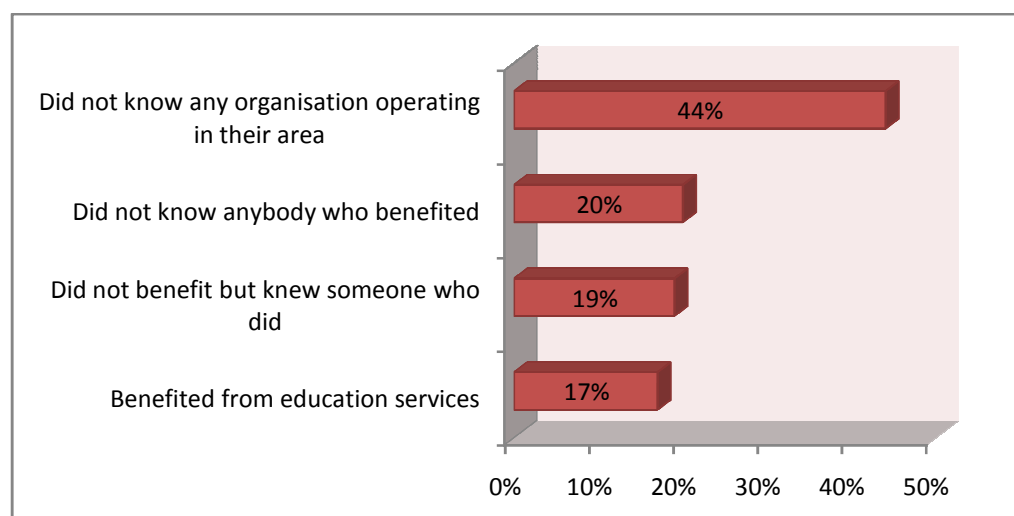
The Young Women Christian Association Psycho- Social Counsellor indicated that the association provided school materials to vulnerable and orphaned children. These materials included books, pens, pencils, rulers, shoes and uniforms. However, Young Women Christian Association had not provided these materials since 2010 because they had poor funding which resulted in the suspension of their programmes and the closure of their offices at Mosi-Oa-Tunya

House within Livingstone town (interview with Young Women Christian Association Psycho-Social Counsellor on 15th October, 2011).

4.6.1 Number of household respondents who benefited from education services

On the basis of the responses of the study respondents, the findings of the study show that there were few beneficiaries of education services irrespective of CSOs being involved in the provision of education services in the city of Livingstone. As illustrated in chart 4.5 below, it was found that out of the 105 sampled residents only 18 respondents (17 percent) indicated that they had directly benefited from the education services provided by CSOs, another 20 respondents (19 percent) indicated that they did not benefit from education services but knew someone who did, 21 respondents (20 percent) indicated that they did not know anyone who benefited from the services provided by CSOs and 46 respondents (44 percent) indicated that they did not know any CSOs operating in their area.

Chart 4.5 responses of household respondents on whether they or somebody they knew benefited from education services



Nevertheless, compared to other services provided by CSOs in Livingstone, education services were the most accessed by the residents of Livingstone. For instance, the above stated statistics show that 38 respondents (36 percent) either benefited from the education services or knew someone who benefited. This shows that the provision of education services in Livingstone by CSOs had a wider coverage than the provision of other services. This is probably because

there was a number of CSOs involved in the provision of education services unlike in the provision of other services. All the more, there was low accessibility to education services given that less than half of the respondents benefited from them.

The information provided by the respondents of the study suggests that the low beneficiary levels to education services provided by CSOs in Livingstone were attributed to the following factors: The study revealed that one factor that led to few beneficiaries to education services was lack of adequate finances to provide education services to the majority of the poor. For example, the Young Women Christian Association was found to be none operational at the time of the research because they had no finances. The Young Women Christian Association Psycho- Social counsellor clearly indicated that her organisation was inactive because they had no funding to provide services to the residents of Livingstone, (interview with Young Women Christian Association Psycho- Social counsellor on 15th October, 2011). The Tusa Munyandi director also indicated that they had financial problems which made it difficult for them to adequately provide education services to the poor. He indicated that they depended on their donors from the United States of America called Fire Light Foundation and that such dependence made it difficult to provide adequate services, (interview with Tusa Munyandi on 17th October, 2011). Mr Macwani a household respondent from Zambezi ward represented the views of other beneficiaries when he stated that “if Tusa Munyandi worked with other organisations to provide education it would be much easier because they would combine resources and ideas which would help them deliver services to the majority of the residents,” (interview with Mr Macwani, household respondent from Zambezi ward on 23rd October, 2011).

4.6.2 Adequacy of education services

Based on the information provided by respondents of the study, it was established that the provision of education services was inadequate. Most beneficiaries of education services felt that the services they received were not adequate. Out of the 18 respondents who indicated that they had benefited directly from education services, only five said that the education services they received were adequate while thirteen said they were not. The beneficiaries of education services who felt that the services they received were adequate reported that CSOs provided them with all the relevant requirements such as books, uniforms, shoes, pens/pencils and adequate school fees needed to enrol their children in school. For example, Mrs Limwanya a household

respondent from Libuyu ward whose views seem to represent the views of other beneficiaries who felt the services were adequate put it this way: “since 2009 SOS Family Strengthening Programme Provides me with all the necessary school materials such as books, pens/pencils, bags, shoes, uniforms and school fees every term. These services are enough because they cover all the school requirements for my children,” (interview with Mrs Limwanya, household respondent from Libuyu ward on 14th October, 2011).

Furthermore, beneficiaries who felt the education services were adequate stated that CSOs had built school infrastructure and provided teachers. For instance, Ms Maboshe a household respondent from Mulungushi ward represented the views of other respondents when she said: “SOS Family Strengthening programme has built one of the best schools in Livingstone. It has very good infrastructure in that the classes are big, the environment including toilets are very clean. The introduction of the school has given opportunity to many children to have better lives in future. The government has failed to build such a big school here in Livingstone,” (interview with Ms Maboshe, household from Mulungushi ward on 26th October, 2011). Mr Hamwinga a household respondent from Mulungushi ward stated that Happy Africa had brought foreign voluntary teachers from developed countries such as United States of America, England, Australia and China to teach at Malota Community School. He went further to state that these voluntary teachers brought with them text books which were being used to teach the children. He claimed that before Happy Africa was involved the Malota Community School had no proper books that could be used to teach the children. He argued that these teachers brought with them effective methods of teaching which gave the children an opportunity to be taught by experts and get a good education which would help them in future, (interview with Mr Hamwinga, household respondent from Mulungushi ward on 17th October, 2011).

Contrariwise, beneficiaries of education services who felt that the services were not adequate reported that CSOs did not provide all the required services and that they were not consistent with the provision of the services. Mrs Mubanga, a household respondent from Libuyu ward represented the views of other beneficiaries who felt education services were not adequate when he stated that: “SOS Family Strengthening Programme has not provided the services they promised they would. My child has only been sponsored once since 2009 term one. They only bought uniforms, shoes and books but never paid for her school fees as earlier agreed and this only happened once contrary to the initial agreement of providing books, shoes, uniforms and

school fees until she finishes grade 12,” (interview with Mrs Mubanga, Libuyu ward, household respondent from Libuyu ward on 24th October, 2011). Mrs Sikanyika a household respondent from Zambezi ward reported that “Tusa Munyandi does not provide enough education services given that they only provide exercise books which unfortunately they have not provided to my child for the past two years. They only provided for him in 2009,” (interview with Mrs Sikanyika, household respondent from Zambezi ward on 22nd October, 2011).

Additionally the information provided by beneficiaries who reported that they felt the education services provided by civil society organisations were not adequate was confirmed by informed respondents. The Zambezi ward Area Development Committee chairman indicated that Tusa Munyandi was not providing enough education services because they only provided books to the people they were helping. He further indicated that Tusa Munyandi had serious financial inadequacies and mainly depended on their sponsors for funds, (interview with Zambezi Area Development Committee chairman on 5th November, 2011). In addition, the Libuyu ward Resident Development Committee chairman indicated that most people in his ward complained about not receiving the education services promised to them. He explained that some residents reported to him that they had only received books, shoes, uniforms and other school materials only once from SOS Family Strengthening Programme, (interview with Libuyu ward Resident Development Committee chairman on 26th October, 2011).

4.6.3 Changes arising from benefiting from education services

On the basis of the information provided by the respondents of the study, it was also revealed that the majority of the beneficiaries of education services reported that they had not experienced any changes. From the 18 respondents who indicated that they had benefited from the education services, only six respondents indicated that they had experienced some changes attributable to the education services provided by CSOs while twelve indicated that they had not. It was found that the major change that had taken place was that children were able to attend school with lesser problems. Children who had previously dropped out of school were able to return to school and those who never had the privilege to enrol into school were enrolled. Mr Halubala a household respondent from Mulungushi ward echoed the views of other respondents when he stated that owing to inadequate finances his children would go to school without shoes and wearing torn uniforms. He indicated that sometimes his children would go to school wearing

plain clothes as their uniforms were tattered. Consequently, they would be sent away from school because the school authorities wanted every pupil to wear school uniform. Mr Halubala explained that his children would stay away from school for long periods of time, sometimes even a whole term would elapse without them attending school. He reported that after he started receiving education services from Strengthening Programmelike books, uniforms, shoes and school fees in 2009, his children were now attending school continuously without being sent away for lack of uniforms or school fees. He stated that the said organisation provides uniforms, shoes, books and school fees, (interview with Mr Halubala, household respondent from Libuyu ward on 24th October, 2011). Mrs Monde a household respondent from Mulungushi ward indicated that her grandchild who had never been to school until she was 12 years old had been enrolled into school in 2011 after SOS Family Strengthening Programme started sponsoring her. She reported that SOS Family Strengthening Programme bought her grandchild books, uniforms, shoes, school bag and paid for her school fees at Namatama Basic School, (interview with Mrs Monde, household respondent from Mulungushi ward on 30th October, 2011). The Libuyu ward Area Development Committee chairman indicated that before the sponsorship of CSOs, there were a lot of children loitering in the communities but that this had minimised in that most children were now in school, (interview with Libuyu ward Area Development Committee on Libuyu, 29th October, 2011). The Resident Development Committee chairman of Mulungushi ward indicated that all the pupils from Malota Community School who sat for their grade seven examinations had qualified to grade eight. He reported that a total of eight pupils from Malota Community School who wrote their examination at government schools in 2010 had all qualified to grade eight. He added that this was attributed to the expert voluntary teachers from the developed countries that had been brought to the Malota Community School by Happy Africa, (interview with Mulungushi Resident Development Committee, Mulungushi ward on 1st November, 2011).

In contrast, it was established that the beneficiaries who had experienced no changes resulting from education services said their situation remained the same since the education services they received were either not enough or were not consistently made available to them. For example, Mrs Mwanalushi a household respondent from Zambezi ward repeated the views of other respondents when he explained that “before I started receiving education service from Tusa Munyandi, my son did not attend school as I did not have enough money to pay for his school

requirements. Even after I started receiving education services from Tusa Munyandi in 2011, my child still misses school because Tusa Munyandi has been providing their services inconsistently. They provided books and pens in term one of 2011 and that was the end. My son just went to school in term one of 2011. When the second term came they did not provide any school materials and since I do not work and I am a widow, I do not have the money to provide for my son's school requirements so he has stopped going to school again. Hence there has been no change because we are back in the same problem, my son cannot go to school," (interview with Mrs Mwanalushi, household respondent from Zambezi ward on 26th October, 2011). In a related case, Mr Jamusamu a household respondent from Libuyu ward indicated that "SOS Family Strengthening Programme provided school fees only once last year in 2010. They were supposed to be providing school materials like books, shoes, uniforms and school fees which they did in the first term in 2010. In the second term they only provided books but no school fees. This made it difficult for my children to continue going to school because I do not have the money to pay for their school fees. Thus there has been no change as my children are back at home," (interview with Mr Jamusamu, household respondent from Libuyu ward on 24th October, 2011).

These arguments by household respondents were confirmed by informed respondents such as councillors. For example, the Zambezi ward councillor reported that "CSOs have a tendency of providing services to the community members at the initial stage of their operations in the community's so as to paint a good picture to their donors that they are working but once they become established, they tend to be reluctant in the provision of services that is why most people are complaining that they have only received the services once," (interview with Zambezi ward councillor, Zambezi ward on 13th October, 2011). The Area Development Committee chairman from Libuyu ward put it like this: "Most children were just provided with school fees and school materials like books, uniforms and shoes in the first term. In the following terms, most children received little or no help at all." He stated that this was evidenced by the large number of people who went to his house and office to complain about how SOS Family Strengthening Programme had suddenly stopped providing services for their children, (interview with Libuyu ward Area Development Committee chairman on 29th October, 2011).

4.6.4 Satisfaction levels among beneficiaries of education services

The information provided by the respondents of the study shows that the provision of education services by CSOs did not satisfy the beneficiaries. Most of the beneficiaries of education services indicated that they were not satisfied with the services. From the 18 respondents who reported that they had benefited from the education services, only five reported that they were satisfied with the education services while thirteen reported that they were not. The factors that led to satisfaction with the education services were consistency of service provision by CSOs and changes brought about by education services. Mrs Habanyama a household respondent from Mulungushi ward stated that she was satisfied with the education services provided by SOS Family Strengthening Programme because they had provided education services to her daughter every term since 2010. “SOS Family Strengthening Programme has been providing all school requirements for my daughter every term since 2010. They have paid for her school fees every term and they have bought her books every term as well. I am very happy because my daughter can now go to school,” (interview with Mrs Habanyama, household respondent from Mulungushi ward on 17th October, 2011). The other factor that led to respondents being satisfied was that CSOs had built school infrastructure which allowed more poor children to have access to education. Ms Munalula a household respondent from Libuyu ward reported that she was satisfied with the education services because her children were attending school at the school built by the SOS Family Strengthening Programme. “I am very happy because my children have been attending school for free without me paying anything since 2010. I do not have any pressure to look for school fees. Therefore I can save some money to buy food and clothes which was previously difficult to do as all the monies used to be spent on school fees and school uniforms,” (interview with Mrs Munalula, household respondent from Libuyu ward on 15th October, 2011).

Conversely the reasons leading to the dissatisfaction with the education services provided by civil society organisations were inconsistency in the provision of education services by CSOs. Mr Nkhata a household respondent from Zambezi ward reported it this way: “I am not satisfied at all with their education services because since I started benefiting from their services this year (2011) they have not consistently delivered the services. This year (2011) Tusa Munyandi has only sponsored my son once and that was in the first term. They only gave him books and said they would deliver uniforms but they never did. I went to their offices but they kept giving me

excuse after excuse until I just gave up. They are liars and that is why I am not happy with their services,” (interview Mr Nkhata, household respondent from Zambezi ward on 19th October, 2011). Another reason advanced by respondents for not being satisfied with the education services provided by civil society organisations was that they were not happy with the quality of teachers being employed to teach the children. For instance, Mr Mulonda a household respondent from Mulungushi ward bemoaned the quality of the teachers being employed to teach the children at Malota Community School which was sponsored by Happy Africa and he had this to say: “aside from the few volunteer teachers from developed countries, Malota Community School employs local teachers. These local teachers are sub-standard as most of them are college drop outs who have failed to find jobs owing to their lack of relevant qualifications. They are therefore not good enough to teach. That is the source of worry and I am not happy because the children will end up learning nothing,” (interview with Mr Mulonda, household respondent from Mulungushi ward on 17th October, 2011).

4.7 Conclusion

This chapter established the various services that CSOs provided in Livingstone. On the basis of the responses from the respondents of the study, it was established that the services provided were: services were skills training, income generating activities, food relief, agricultural inputs and education. The chapter also established the levels of accessibility to the said services, adequacy of services, changes resulting from accessibility to services and satisfaction among service beneficiaries.

The responses from household respondents and key informants suggest that SOS Family Strengthening Programme was the most active CSO working towards poverty reduction in Livingstone given that it was involved in the provision of all the services discussed in this chapter. In the case of food relief, income generating activities and agricultural services, SOS Family Strengthening Programme was the only organisation providing these services. Even though there was limited accessibility to the aforementioned services, cumulatively, the efforts of SOS Family Strengthening Programme amount to significant contribution to the fight against poverty.

Based on the information provided by household respondents and key informants, the study established that the provision of services by CSOs had some impact, but it was weak.

Impact could be traced among some beneficiaries who indicated that they had experienced positive changes in their lives as a result of services provided by CSOs. For example, some beneficiaries of education services stated that they were able to take their children to school, something they were unable to do before they began accessing education services from CSOs. The Libuyu ward councillor also stated that, following the provision of education services by SOS Family Strengthening Programme, the number of children playing in the community during school hours had reduced as most of them had been enrolled in schools. In addition, some household respondents who previously were only able to have one meal a day, indicated that following the provision of food commodities by SOS Family Strengthening Programme, they were able to have more than a meal a day. However, this impact was weak and limited to only a minority of the respondents. The responses from the study respondents suggest that there were very low levels of accessibility to the services provided by CSOs among the residents of Livingstone. For instance, in the case of provision of education services, where most CSOs were involved, only 18 household respondents out of the 105 sampled residents accessed education services from CSOs. The low levels of accessibility to services provided by CSOs were attributed to many factors such as lack of financial capacity on the part of CSOs to provide adequate services. The Tusa Munyandi Director, Happy Africa Field Coordinator, and SOS Family Strengthening Programme Coordinator all cited inadequate finances as a hindrance to effective provision of services to the poor. The study also established that misuse of commodities by civil society representatives for personal gain at the expense of the needy was another factor that hampered the effective provision of services to the poor. It was established that lack of civil society consultation from local leaders such as councillors and Area/ Resident Development Committee members and lack of proper sensitisation on the available services being offered by CSOs such as skills training also played a part in hampering the effective provision of services to the poor. Although many factors were identified as having been impediments to effective provision of services to the poor, the biggest impediment to effective service provision was lack of adequate financial resources.

Furthermore, information provided by the respondents of the study suggest that the impact of service provision was weak in that most beneficiaries of services such as education, agricultural inputs, food relief and income generating activities indicated that they experienced no changes in their lives after receiving services from CSOs. For example, from the 18

respondents who indicated that they had accessed educational services from CSOs, only 6 stated that they had experienced changes after accessing educational services. In addition, with the exception of beneficiaries of skills training, the majority of the beneficiaries of other services such as income generating commodities, food relief, agricultural inputs and education were not satisfied with the services they received. If poverty has to be reduced significantly, the services have to be accessed adequately by the majority of the residents. Most importantly, the services have to bring about significant positive changes in the lives of the beneficiaries. The services have to improve the lives of the beneficiaries in a way. The beneficiaries also need to be satisfied with the services that they received.

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Libuyu ward councillor, 27th October, 2011

Mr Yowera, Libuyu ward, 27th October, 2011

Mr Chama, Libuyu ward, 26th October, 2011

Mrs Mweene, Libuyu, 26th October, 2011

Mr Mutepuka, Libuyu, 31st October, 2011

Zambezi ward councillor, 13th October, 2011

Mulungushi ward councillor, 15th October, 2011

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Mr Muyunda, Mulungushi ward, 16th October, 2011

Mr Walubita, Libuyu ward, 21st October, 2011

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Mrs Mandandi, Mulungushi ward, 14th October, 2011

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Mr Mubyalelwa, Libuyu ward, 14th October, 2011

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Mr Mulenga, Mulungushi ward, 19th October, 2011

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SOS Family Strengthening Programme Coordinator, 20th October, 2011

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Mr Hamwinga, Mulungushi ward, 17th October, 2011

Mrs Mubanga, Libuyu ward, 24th October, 2011

Mrs Sikanyika, Zambezi ward, 22nd October, 2011

Libuyu Resident Development Committee chairman, 26th October, 2011

Mr Halubala, Libuyu ward, 24th October, 2011

Mrs Monde, Mulungushi ward, 30th October, 2011

Libuyu ward Area Development Committee chairman, 27th October, 2011

Mulungushi Area Development Committee chairman, 1st November, 2011

Mrs Mwanalushi, Zambezi ward, 26th October, 2011

Mr Jamusamu, Libuyu ward, 24th October, 2011

Mrs Habanyama, Mulungushi ward, 17th October 2011

Mrs Munalula, Libuyu ward, 15th October, 2011

Mr Nkhata, Zambezi ward, 19th October, 2011

Mr Mulonda, Mulungushi ward, 17th October, 2011

CHAPTER FIVE

SUMMARY OF CONCLUSIONS AND RECOMMENDATIONS

5.1 Summary of conclusions

Based on the responses from the study respondents, the study has established the nature of CSOs advocacy activities in the city of Livingstone. As discussed on page 52, the study has established that there were only two CSOs which were involved in advocacy. These were Widows Association of Zambia which was involved in advocacy of children's education rights and Caritas was involved in advocacy against the sale of land along the banks of the Zambezi River. On basis of the information provided by respondents of the study, discussions on page 57 show that the study established that other CSOs were not involved in advocacy because they were either unaware of the channels to use when advocating or they did not consider advocacy as part of their responsibilities. As discussed on page 53, the study has established that advocacy efforts by CSOs in Livingstone were lacking in important areas of advocacy such as influence on public policy which is an important aspect of poverty reduction efforts.

On the basis of the information provided by key informants and household respondents, the study has established that the sensitisation activities that CSOs were involved in included: income generating activities, HIV/AIDS, children's education rights and property grabbing. Discussions on page 67 show that the study established that the presence or visibility of CSOs in the city of Livingstone was limited to a minority of the household respondents. For example, in the case of sensitisation on income generating activities, out of the 105 sampled household respondents, only 7 were sensitised while 52 were not and 46 did not know any CSOs operating in their areas. In addition, in the case of property grabbing, no household respondent indicated having been sensitised. In addition, discussions on page 67 also show that the study concluded that the factors leading to limited sensitisation by CSOs included: financial inadequacies; lack of consultation and engagement of local leaders; ineffective sensitisation strategies; lack of cooperation among CSOs. For example, as discussed on page 67, the SOS Family Strengthening Programme Coordinator stated that lack of adequate finances was one of the major impediments to effective sensitisation as they were unable to hire adequate people to sensitise residents.

Based on the responses of study respondents, the study has established that the advocacy efforts by CSOs in Livingstone had some impact but it was limited to a minority of the residents.

For example, as discussed on page 68, the study has concluded that the advocacy efforts on children's education rights had some impact in that they resulted in six (6) orphaned and vulnerable children being enrolled into school. However, getting only six (6) children enrolled into school out of the many orphaned and vulnerable children in Livingstone shows limitations in the advocacy efforts by CSOs. This means that only a few children may come out of the poverty trap while the majority will still remain in poverty. In general, the poverty situation will not change in Livingstone as only a minority will be helped. If advocacy on children's education rights has to have significant impact on the poverty situation in Livingstone, the majority of the orphaned and vulnerable children have to be enrolled into school.

The information provided by key informants and household respondents suggests that, the sensitisation activities by CSOs in Livingstone had some impact but it was limited to only a minority of the sampled residents. As discussed on page 66, all household respondents who were sensitised on income generating activities, HIV/AIDS and children's education rights indicated that they had experienced positive changes in their lives. However, as discussed on page 68, only the minority of the respondents were sensitised. For example, in the case of income generating activities, only 7 out of the 105 household respondents were sensitised. This shows that CSOs were impacting only the minority of the residents and this may not go far in significantly reducing poverty in Livingstone in that generally, the majority will still remain in poverty while only a minority will be helped out of poverty. If sensitisation activities have to effectively reduce poverty they have to be accessed by the majority of the residents.

Information provided by key informants and household respondents reveals that among the CSOs providing services in Livingstone, SOS Family Strengthening Programme is the most active CSO working towards poverty reduction in Livingstone. As discussed on page 99, the study has established that SOS Family Strengthening Programme was the most active CSO in the provision of services. It was the only organisation providing food relief, agricultural inputs and income generating activities. The study established that even though there was limited accessibility to the aforementioned services, cumulatively, the efforts of SOS Family Strengthening Programme amount to significant contribution to the fight against poverty.

Based on the responses provided by the study respondents, the study established that the provision of services by CSOs in Livingstone had some impact, but it was weak. As discussed on page 100, impact could be traced among some beneficiaries who indicated that they had

experienced positive changes in their lives as a result of services provided by CSOs. For example, some beneficiaries of education services stated that they were able to take their children to school, something they were unable to do before they began accessing education services from CSOs. In addition, some household respondents who previously were only able to have one meal a day, indicated that following the provision of food commodities by SOS Family Strengthening Programme, they were able to have more than a meal a day. However, this impact was weak and limited to only a minority of the respondents. Discussions on page 100 show that the study concluded that there were very low levels of accessibility to the services provided by CSOs. For instance, in the case of provision of education services, where most CSOs were involved, only 18 household respondents out of the 105 sampled residents accessed education services from CSOs. As discussed on page 100, the study established that the low levels of accessibility to services provided by CSOs were attributed to: lack of financial capacity on the part of CSOs to provide adequate services, misuse of commodities by civil society representatives for personal gain at the expense of the needy, lack of civil society consultation from local leaders such as councillors and Area/ Resident Development Committee members and lack of proper sensitisation on the available services being offered by CSOs such as skills training. The study also established that although many factors were identified as having been impediments to effective provision of services to the poor, the biggest impediment to effective service provision was lack of adequate financial resources.

Based on the information provided by the respondents of the study, it was concluded that the impact of civil society service delivery was weak in that most beneficiaries of services such as education, agricultural inputs, food relief and income generating activities indicated that they experienced no changes in their lives. For example, as discussed on page 101, from the 18 respondents who indicated that they had accessed educational services from CSOs, only 6 stated that they had experienced changes after accessing educational services. In addition, with the exception of beneficiaries of skills training, the majority of the beneficiaries of other services such as income generating commodities, food relief, agricultural inputs and education were not satisfied with the services they received.

5.2 Recommendations

The study recommends that CSOs should increase their influence on public policy in order to have significant impact on advocacy. More CSOs should get engaged in advocacy and they should begin to work together so that those that are not acquainted with the process of advocacy can learn from those that are conversant with it.

The study recommends that CSOs should do the following to improve on the number of people accessing their sensitisation activities. (i) They should embark on inventive and sustainable strategies to generate their own income which they can use to fund their sensitisation activities. (ii) CSOs should make it a priority to consult and engage local leaders such as councillors in their plans so as to seek guidance on how to best reach out to the communities in terms of sensitisation. (iii) CSOs should cooperate with each other and join forces so as to effectively carryout sensitisation activities. (iv) They should employ more effective sensitisation activities such as door to door sensitisation which will ensure wider coverage of households.

The study recommends that SOS Family Strengthening Programme should partner with other CSOs so as to increase its capacity, especially financially, to improve on the services that it is already providing and more.

The study recommends that CSOs should do the following to improve on the number of residents accessing their services: (i) they should free themselves from dependency on donor funding by designing sustainable strategies that they can use to generate finances which can be used to provide adequate services to an increased number of residents. (ii) CSOs should be audited by independent institutions on their management of resources with the intention of ensuring that they do not misuse resources meant for the poor residents. (iii) CSOs should consult local leaders and residents on what services to provide and how to provide them. (iv) CSOs should advertise their services in order for the residents to know about them.

The study recommends that CSOs should do the following to ensure adequate provision of services and satisfaction among beneficiaries. (i) They should provide their services in full. (ii) They should provide sufficient services befitting the needs of the beneficiaries. That is why they need to raise their own funds to enable adequate provision of services. (iii) CSOs should provide services on consistent basis. (iv) They should provide services on time without delay.

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Mr Lubinda, Libuyu ward, 25th October, 2011

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Mr Chama, Libuyu ward, 26th October, 2011

Mrs Mweene, Libuyu, 26th October, 2011

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Mrs Habanyama, Mulungushi ward, 17th October 2011

Mrs Munalula, Libuyu ward, 15th October, 2011

Mr Nkhata, Zambezi ward, 19th October, 2011

Mr Mulonda, Mulungushi ward, 17th October, 2011

APPENDICES

QUESTIONNAIRE FOR RESIDENTS

DATE:

1. Sex

1. Male
2. Female

2. Age

1. 20 – 24
2. 25 – 29
3. 30 – 34
4. 35 – 49
5. 50 – 54
6. 55 – 59
7. 60 and above

3. Marital status

1. Single
2. Married
3. Divorced
4. Widowed

4. Employment status

1. Employed
2. Unemployed
3. Self employed
4. Never worked before
5. Others specify

5. Monthly income

1. Below K100,000
2. Between K100,000 – K500,000
3. Between K500,000 – K1000,000
4. Between K1000,000 – K2000,000
5. Between K2000,000 – K3000,000
6. Between K3000,000 – K4000,000

7. Between K4000,000 – K5000,000

8. Above K5000,000

6. Ward?

1. Mulungushi

2. Libuyu

3. Zambezi

7. Do you know any of these CSOs?

	Yes	No
1. SOS		
2. YCTC		
3. Caritas		
4. Happy Africa		
5. WAZ		
6. YWCA		
7. Tusa Munyandi		

Indicate the ones you know and the ones operating in your area.....

If no, thank you for your cooperation, you may stop answering the questionnaire.

8. Do CSOs cooperate with each other on issues of common concern?

1. Yes

2. No

Indicate which ones cooperate.....

9. What is the nature of the relationship between CSOs and residents?

1. Very cooperative

2. Cooperative

3. Somewhat cooperative

4. Not at all cooperative

State which ones cooperate with residents.....

10. Do CSOs operating in your area come to ask local residents about the specific problems being faced?

1. Yes
2. No

If yes, how often?

11. Do CSOs operating in your area come to ask local residents for solutions to local problems?

1. Yes
2. No

If yes, how often do they ask and which ones have asked?

12. If yes to q12, have you seen them using or applying the solutions raised by local people?

1. Yes
2. No

If yes, give examples

13. Do CSOs come to sensitise local people?

1. Yes
2. No

If yes, give examples. State what they have been sensitising on and how?

14. Have you or anybody you know benefited from the services provided by any of the CSOs operating in your area?

1. Yes
2. No

If yes, specify whether it's you or somebody you know who benefited from these services that CSOs provided.

15. How do you rate the adequacy of the services you benefited?

1. Very adequate
2. Adequate
3. Somewhat adequate
4. Not adequate

Explain for each option selected and specify the service

16. How do you rate your satisfaction on the services that you benefited?

1. Very satisfied
2. Satisfied
3. Somewhat satisfied
4. Not satisfied

Explain for each option selected and the specific service

17. Have you experienced any changes as a result of services provided by civil society organisations?

1. Yes
2. No

If yes clearly state CSOs you benefited from, specific services benefited and changes that occurred.

18. What do you think hinders residents from accessing services provided by CSOs?

19. What are the major constraints to the participation of CSOs in poverty reduction?

20. What do you think should be done to enable CSOs have a significant impact on poverty reduction?

INTERVIEW GUIDE FOR KEY INFORMANTS- CSOs.

DATE:

2. Official position of respondent/ official?
3. Age?
4. Gender?
5. Marital status?
6. Monthly income?
7. Where are the headquarters of your organisation?
8. In which areas do you operate in Livingstone?
9. What are the main objectives of your CSOs?

ADVOCACY/ SENSITIZATION EFFORTS

10. What advocacy/ sensitization activities is your organisation involved in?
11. What strategies does your organisation apply in advocacy?
12. How often does your organisation consult the following:
 1. Community members
 2. Councillors/MPs
 3. ADCs
 4. Others specify
13. Have you ever used their proposed solutions to solve community problems?
14. Cite some examples where you used local peoples' solutions to solve their problems?
15. Do you think there is enough trust and information sharing between:
 1. CSOs and local authorities
 2. CSOs and ADCs
 3. CSOs and councillors/MPs

THE IMPACT OF CSOs' SERVICE DELIVERY

16. What services does your organisation provide to the residents?
17. What specific projects has your organisation implemented or carried out to provide the particular services?
18. What changes have arisen due to the services you have been providing?
19. What are the major constraints to your participation in poverty reduction?

20. What do you think should be done to enable civil society organisations participation have a positive impact on poverty reduction?

INTERVIEW GUIDE FOR COUNCILLORS

DATE:

1. What is the name of your ward?
2. How long have you been councillor?
3. Which CSOs are present and active in your area?
4. Do CSOs cooperate on issues of common concern?
5. Do CSOs working in your area work hand in hand with you to identify the problems that the people in the community face and also to find solutions to those problems?
6. Specifically how have you worked with the CSOs to combat poverty in your area?
7. What is the nature of the relationship between CSOs and councillors?
8. Do CSOs invite you as councillor to help in planning activities to combat poverty in your area?
9. Are you as councillor involved in mobilizing local people to participate in activities aimed at reducing poverty?
If yes, state specific ways in which you have been involved in mobilizing people
10. What roles have you played as councillor to help CSOs?
11. What role have other local leaders played in helping CSOs in their activities?
12. How receptive are CSOs to your inputs as councillor and also to inputs of other local leaders?
13. What is the level of information sharing between CSOs and local authorities?

THE IMPACT OF CSOs' SERVICE DELIVERY

14. What services do CSOs operating in your area provide to the communities?
15. Explain the specific projects carried out to provide those particular services?
16. What changes have arisen due to the services you have been providing?
17. Do you think CSOs have adequately provided the services?
18. What are the major constraints to your participation in poverty reduction?
19. What do you think should be done to enable civil society organisations participation have a positive impact on poverty reduction?

INTERVIEW GUIDE FOR AREA DEVELOPMENT COMMITTEES (ADCs)

DATE:

1. What is your position in the ADC?
2. Which CSOs are present and active in your area?
3. Do CSOs cooperate on issues of common concern?
4. Do CSOs working in your area work hand in hand with the ADC to identify the problems that the people in the community face and also to find solution to those problems?
5. Specifically how have you worked with the CSOs to combat poverty in your area?
6. Do CSOs invite you as ADC to help in planning activities to combat poverty in your area?
7. Are you as the ADC involved in mobilising local people to participate in activities aimed at reducing poverty?
If yes, state specific ways in which you have been involved in mobilising the people
8. What roles have you played as the ADC to help CSOs?
9. What role have other local leaders played in helping CSOs in their activities?
10. How receptive are CSOs to your inputs as the ADC and also to inputs of other local leaders?
11. Specifically how have you worked with the CSOs to combat poverty in your area?
12. What is the nature of the relationship between CSOs and ADC?
13. What is the level of information sharing between CSOs and ADC?

THE IMPACT OF CSOs' SERVICE DELIVERY

14. What services do CSOs operating in your area provide to the communities?
15. Explain the specific projects carried out to provide those particular services?
16. What changes have arisen due to the services you have been providing?
17. Do you think CSOs have adequately provided the services?
18. What are the major constraints to your participation in poverty reduction?
19. What do you think should be done to enable civil society organisations participation have a positive impact on poverty reduction?

INTERVIEW GUIDE FOR THE MINISTRY OF COMMUNITY DEVELOPMENT MOTHER AND CHILD HEALTH

DATE:

1. Official position of respondent/ official?
2. In what ways does the legislation of the country affect the operations of CSOs?
3. What is the nature of the relationship between the state and CSOs?
4. Do you ever work with CSOs to fight poverty in the communities?
5. What CSOs do you work with?
6. In practice, how have you worked with these CSOs?
7. What other specific government organs or branches have worked with CSOs and how have they worked with them?
8. Are CSOs free to operate without excessive government interference?
9. In what ways does the state include or co-opt CSOs in decision making?
10. How often does the state include or co-opt CSOs in decision making?

ADVOCACY/ SENSITISATION ACTIVITIES

11. What advocacy/sensitisation activities are these CSOs involved in?
12. What strategies have you seen these CSOs put up in their advocacy efforts?
13. At what level have these CSOs engaged in advocacy activities?
14. Do you think there is enough trust and information sharing between the state and CSOs?
15. What have been the effects of the advocacy and sensitisation activities of civil society organisations?

THE IMPACT OF CSOs' SERVICE DELIVERY

16. What sort of services do these CSOs provide to the communities?
17. What specific projects have these CSOs implemented or carried out to provide the particular services?
18. What changes have arisen due to the services provided by these CSOs?
19. Do you think CSOs have adequately provided the services?
20. What are the major constraints to the participation of CSOs in poverty reduction?
21. What do you think should be done to enable CSOs' participation have a positive impact on poverty reduction?