

**EFFECTIVENESS OF COMMUNITY PARTICIPATION IN DECISION
MAKING AND IMPLEMENTATION OF WATER SUPPLY AND
SANITATION PROJECTS: A CASE STUDY OF CHONGWE DISTRICT**

BY

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DECLARATION

I, TIMOTHY PHIRI, declare that this dissertation represents my own work and that it has not been previously submitted for a degree, diploma or other qualifications at this or another university.

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CERTIFICATE OF APPROVAL FORM

This dissertation of TIMOTHY PHIRI has been approved as partial fulfilment of the requirement for the award of the Degree of Master of Public Administration by the University of Zambia.

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DEDICATION

To Agness Falesi Phiri

ABSTRACT

The study investigated factors that lead to low levels of community participation in decision making and implementation of water supply and sanitation projects in Chongwe District. Focus was on five political units (wards) namely Nthandabale, Chalimbana, Nakatindi, Lukoshi and Chongwe. The overall objective of the study was : To identify and examine the factors that have led to low levels of community participation in decision making and implementation of water supply and sanitation projects in Chongwe District. The specific objectives were : To determine the extent to which local people are aware about the existence of water supply and sanitation projects in Chongwe District; To determine the extent to which local people have the capacity to participate in water supply and sanitation projects in Chongwe District; To identify and examine the systems and structures, if any, made available through which local people can participate in water supply and sanitation projects in Chongwe District; To identify the incentives made available to be enjoyed by the local people if they participate in water supply and sanitation projects; and To determine the extent to which resources are made available for local people to participate in water supply and sanitation projects in Chongwe District . The conceptual framework stressed that for effective and relevant community participation to take place, the following ingredients must be available: community awareness, capacity building, availability of systems and structures, availability of resources and availability of incentives for participation.

The total sample size for this study was 109. The key informants were 9 and their composition was as follows: the District Council Secretary, the District Water Supply and Sanitation Coordinator, a member of the D-WASHE, the Council Chairman and 5 Councilors from the 5 selected wards; these were purposively selected. Systematic sampling was used to select 100 members of the community. Both primary and secondary sources of data collection were used in this research. Qualitative and quantitative data was also used in this study. Qualitative data was analysed by transcribing it into the major themes which emerged. Quantitative data was analysed using Statistical Packages for Social Sciences (SPSS).

The study found out that; the majority of the local people are not aware about the existence of water supply and sanitation projects, only a few members of the community have the capacity to participate in water supply and sanitation projects, local people do not adequately use structures of participation in water supply and sanitation projects, there are a few resources made available for use to participate by all and that the majority of the local people are ignorant of the existence of incentives for participation in water supply and sanitation issues.

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LIST OF ACRONYMS AND ABBREVIATIONS

ADB	-	African Development Bank
APM	-	Area Pump Mender
CBD	-	Central Business District
CBO	-	Community Based Organisation
CSO	-	Central Statistical Office
CLTS	-	Community Led Total Sanitation
DANIDA	-	Danish International Development Agency
DRA	-	Demand Responsive Approach
EHT	-	Environmental Health Technician
FNDP	-	Fourth National Development Plan
GWSSAR	-	Global Water and Sanitation Assessment Report
MLGH	-	Ministry of Local Government and Housing
NISTCOL	-	National In Service Teachers Training College
NRHC	-	Neighbourhood Rural Health Committee
OD	-	Open Defecation
ODF	-	Open Defecation Free

O & M	-	Operation and Maintenance
PTA	-	Parents Teachers Association
RWSS	-	Rural Water Supply and Sanitation
SLTS	-	School Led Total Sanitation
SPSS	-	Statistical Package for Social Sciences
TOT	-	Training of Trainers
UN	-	United Nations
UNDP	-	United Nations Development Programme
UNICEF	-	United Nations International Children’s Emergency Fund
WASHE	-	Water, Sanitation and Hygiene Education
WATSAN	-	Water and Sanitation
WB	-	World Bank
WHO	-	World Health Organisation
ZESCO	-	Zambia Electricity Supply Corporation

CHAPTER ONE

INTRODUCTION

Background

In the recent past, developing countries have seen an increase in community participation in various activities, programmes, and projects, among which are water supply and sanitation projects. Community participation in water supply and sanitation projects is very important in improving members' livelihoods. This is so because water and sanitation form the basis of life and are essential pre-requisites for development and growth. Tripathi and Bharat (2000:1) put it that 'in fact all civilizations have evolved around water and sanitation .However, it has also been a reason for many local and regional conflicts. They further argue that for development to be attained fully, people must have access to safe and clean drinking water and good sanitation services, thereby doing away with all water associated problems, among them diseases.

According to Suez-Lyonnaise (1999:1) the World Health Organisation (WHO) estimates that about four million people die every year due to lack of adequate sanitation and safe drinking water. Around the world for example, 1.1 billion people lack water and 2.4 billion people lack sanitation. Over three hundred million of these people live in Africa. To this effect, it can be said that nowhere in the world are lack of safe and clean drinking water and good sanitation more visible, destructive and pervasive than Africa. Africa appears to be slipping back in the development indicators, even as other parts of the world are more ahead. To bring development to Africa, we must vigorously address the water supply and sanitation needs of the African people in both rural and urban areas throughout the continent. This ought to

achieve desirable results when local people effectively participate in decision making and implementation of water supply and sanitation projects at the local level.

Community participation is seen as the basic means of giving the communities more voice by involving them in decision making. For effective community participation to take place, the following must be in place: firstly, local people must be aware of the existence of water supply and sanitation projects in their communities, secondly, local people must have the capacity to participate in these projects, thirdly, there must be systems or structures through which local people can participate in water supply and sanitation projects , fourthly, there must be resources available for local people to participate and fifthly, there must be incentives for local people to participate in water supply and sanitation projects . Feachem (1978:16) argues that, when people have taken an active part in the planning, decision making and/or implementation of a project, they will collectively consider the completed project as their own, have pride in it, and a sense of responsibility for it, thereby using it responsibly, avoiding damaging it and do their best to maintain it.

However, despite so many benefits of community participation in decision making and implementation in general and water supply and sanitation projects in particular, the levels of community participation in these projects are still very low in Africa. Asia and Latin America are also among the continents that are heavily hit with low levels of community participation in water supply and sanitation projects .These continents are, in turn, hit by inadequate access to clean and safe drinking water and good sanitation (United Nations Development Programme 2002).

According to the Government of the Republic of Zambia (1985:11) on the basis of the 1980 population census, 53% of the national population do not have access to water supply and 63% do not have sanitary waste disposal facilities. Mortality and morbidity profiles in

Zambia reveal very high percentages of illness and death from environmental diseases, dysentery, malaria, schistomomiais, typhoid and cholera among others. This situation also points to low levels of community participation in water supply and sanitation projects, as one of the factors leading to it. The levels of involvement by the local people in decision making and implementation in general and water supply and sanitation in particular are very low. Thus improved community participation in decision making and implementation of water Supply and sanitation projects ought to trigger access to proper sanitation, good and quality drinking water to the majority of the Zambians.

In an effort to improve access to safe and clean drinking water for both the rural and urban communities, Zambia, in her Fourth National Development Plan (FNDP 1989-1993), included targets of water supply and sanitation. Based on the FNDP targets, remarkable progress has been made over the last few years, even under extremely difficult economic conditions. Throughout the country, the situation has improved as compared to the mid-eighties. With the support of the international donor community, important actions have been taken to lay the foundation for community participation in water supply and sanitation projects for Lusaka province and, especially, the capital city and a consistently growing proportion of the rural population.

According to the Ministry of Local Government and Housing(MLGH 2010:1) the United Nations (UN) in Zambia through its Agency, the United Nations International Children Emergency Fund (UNICEF) has funded water supply and sanitation projects which are being implemented in most rural and peri urban districts of the country, Chongwe District inclusive. These projects are Community Led Total Sanitation Project (CLTS) and School Led Total Sanitation (SLTS) respectively. The Danish government, under the Danish International Development Agency, (DANIDA) has also been from time to time assisting in funding a project called Rural Water Supply and Sanitation Project (RWSS) under the MLGH.CLTS

and SLTS are approaches and process of empowering local communities and schools to stop open defecation (OD), and to build and use latrines without the support of any external hardware subsidy. It, therefore, moves a community from OD to a status of Open Defecation Free (ODF) using their own initiative. RWSS emphasizes the following among other issues: rural communities must be empowered to control and make their own decisions concerning their water supply and sanitation, communities must be committed, responsible and be ready to participate in planning, and management of water supply facilities and that communities must maintain their water supply facility and repair if it breaks down (Ministry of Local Government and Housing: *ibid*).

Community participation in decision making and implementation in general and water supply and sanitation projects in particular is, therefore, very important in that it accords the local people an opportunity to be involved in the services delivered by the local authority and / or outsiders and to hold them accountable for services not delivered adequately. Effective community participation ought, therefore, to create opportunities for more downward accountability and thus reduce the gap between citizens and policy makers. To this effect, there must be mechanisms put in place to champion community participation' in service delivery in general, and in decision making and implementation of water supply and sanitation services in particular in many developing countries, Zambia inclusive.

Statement of the Problem

Community participation in decision making and implementation in general and in water supply and sanitation projects in particular in Chongwe District presents an opportunity for local people to decide the services that will be responsive to their needs, and ensure effective implementation of these projects, as they will be considered their own. Effective community participation in such projects can take place when the following requisites are in place: when local people are aware of the existence of these projects; when local people have the capacity

to participate in these projects; when there are systems through which local people can participate in these projects; when there are resources to enable the local people participate in the projects, and when there are incentives for local people's participation. When the above requisites are in place, it is expected that community participation in decision making and implementation of water supply and sanitation projects will make their respective local authorities and/or outsiders (e.g. donor aid) responsive to their needs. Such participation is a vital issue that needs emphasis. However, despite all the expected benefits of community participation in water supply and sanitation projects outlined above, the levels of participation by the local people in projects related to water supply and sanitation are still very low in Zambia, in general, and Chongwe District, in particular (Banda 2011). Therefore, the question of why participation has remained low does not only assume great importance but also begs detailed investigation.

Indeed, it was pertinent to ask the following questions in search of the answer to the above.

- i) Are local people aware about the existence of water supply and sanitation projects in Chongwe District?
- ii) Do the local people have the capacity to participate in water supply and sanitation projects in Chongwe District?
- iii) Are appropriate systems available through which local people can participate in water supply and sanitation projects in Chongwe District?
- iv) What incentives, if any, are given to local people for participating in water supply and sanitation projects in Chongwe District?
- v) What resources are made available for local people to be encouraged to participate in water supply and sanitation projects in Chongwe District?

These are the relevant or key questions upon which one would base the objectives of the study.

Research Objectives

General Objective

To identify and examine the factors that have led to low levels of community participation in decision making and implementation of water supply and sanitation projects in Chongwe District.

Specific Objectives

- i). To determine the extent to which local people are aware about the existence of water supply and sanitation projects in Chongwe District.
- ii). To determine the extent to which local people have the capacity to participate in water supply and sanitation projects in Chongwe District.
- iii). To identify and examine the systems and structures, if any, made available through which local people can participate in water supply and sanitation projects in the District.
- iv). To identify the incentives made available to be enjoyed by the local people if they participate in water supply and sanitation projects.
- v). To determine the extent to which resources are made available for local people to participate in water supply and sanitation projects in Chongwe District.

Rationale of the Study

Zambia and many other developing countries in Africa, Asia and Latin America are faced with the challenges of local communities taking part in decision making and

implementation of water supply and sanitation projects. The rationale of this study, therefore, was to provide probable means and ways that can bring about community participation in decision making and implementation of water supply and sanitation projects. This study is useful to students of public administration in general and local government in particular, the local communities, researchers, water utility companies, practitioners of local government administration , local councils and indeed Non – Governmental Organisations (NGOs) involved in water supply and sanitation projects. It enables them broaden their understanding of community participation in decision making and implementation of water supply and sanitation projects and its importance to community development, as well as national development. This, therefore, stimulates a growing interest and appreciation of the role community participation can play in fostering development in general. It has also brought out factors that can facilitate and enhance community participation in service delivery in general and in decision making and implementation of water supply and sanitation projects in particular. This study has further provided information that is useful in policy and statutory instrument reviews such as the National Water Policy and the Water and Sanitation Act.

Scope of the Study

This study focused on community participation in decision making and implementation of water supply and sanitation projects in Chongwe District. It sought to investigate and establish the factors which have constrained the effectiveness of community participation in decision making and implementation of water supply and sanitation projects in Chongwe District.

Chongwe District is one of the 8 districts which constitute Lusaka Province. The others are: Luangwa, Rufunsa, Chirundu, Lusaka, Chilanga, Shibuyunji and Kafue districts. Chongwe District's main administrative centre is 45 kilometres east of the central business area of the

City of Lusaka, the capital of Zambia. Its proximity to the capital City of Lusaka gives it the advantage of easy access to several socio-economic services that are abundant there. The District has 1 Constituency which is Chongwe Central Constituency. The Constituency is divided into 10 Wards (Electoral Commission of Zambia, 2014). This is after the creation of new districts in Lusaka Province; see Map of Chongwe on page 27.

Chongwe District was selected for this study because of the following reasons: Firstly, the researcher established that not much research has been done on Chongwe District with regard to community participation in decision making and implementation of water supply and sanitation projects. Secondly, the researcher is interested in a district or a place that offers a better geographical location for the study to be conducted successfully bearing in mind that the researcher knows the area well, having resided there for a long time.

Conceptual Framework

In this study, community participation was defined within the context and demarcations established by Rondenelli (1983). Rondenelli defines community participation as the involvement of the local people in community activities or projects to solve their own problems, or simply taking part with others in some activity for their benefit. This means that community participation is the involvement of all those affected by a particular issue in decision making about what should be done and how it should be done. In terms of Local/Zambian usage, community participation is conceived as the involvement of community members with similar needs and goals in decision making about issues affecting them. Rondenelli's definition of community participation is preferred and adopted in this study because it has the benefits of involving the local people in decision making and implementation of projects. Effectiveness on the other hand means the ability to produce desired results.(Drucker 2006).In this study, therefore, effectiveness of community

participation means the degree to which local people's participation can bring about desired results in water supply and sanitation projects.

In essence, therefore, for community participation in decision making and implementation, in general, and water supply and sanitation projects in particular, to take place and be effective and relevant it must entail the following ingredient options identified by Thwala (2001): i) community awareness; ii) capacity building; iii) availability of systems and structures necessary for socio-economic, political and cultural co-existence, iv) availability of resources and v) availability of incentives for local people's participation.

In this study, the terms mentioned above were used and understood as follows:

Community awareness: refers to members of the community knowing about the existence of water supply and sanitation projects in their community so that they are able to participate in decision making and implementation of these projects. It, therefore, follows that if members of the community are aware of the existence of these projects, they are likely to participate.

Capacity building: refers to the development of knowledge, the necessary skills and attitudes in individuals and groups of people in water supply and sanitation issues so as to enable them efficiently and /or effectively participate in decision making and implementation of water supply and sanitation projects, for example local people can be trained in Hand Pump Maintenance and monitoring of water supply and sanitation projects among other skills.

Systems and Structures: refers to organizations or establishments through which local people can participate in decision making and implementation of water supply and sanitation projects in their communities such as village committees and section committees among them.

Resources: refers to the availability of time, money, equipment and staff to enable local people participate in decision making and implementation of water supply and sanitation projects in their communities.

Incentives: refers to something that motivates an individual to perform an action, in this case something that motivates an individual to take part in decision making and implementation of water supply and sanitation projects. These could be training opportunities and allowances for participating.

Community participation in decision making and implementation, in general, and water supply and sanitation, in particular therefore, ought to be more effective when the community is aware of the existence of water supply and sanitation projects in their communities. When local people's capacity has been built in terms of giving them necessary skills and education in water supply and sanitation issues, for example villagers and their representatives can be recruited and trained to help in all phases of the project which include designing, implementing, maintaining, supervising, and evaluating local projects. Resources must also be available for local people to effectively participate in water supply and sanitation projects and that community participation ought to be effective if there are incentives for local people's participation in water supply and sanitation projects in their communities. Further, special attention must be paid to the development of local committees at the village level, for example, and local governance structures that can adequately promote community participation.

The benefits of involving local people in decision making and implementation in general and water supply and sanitation projects in particular are, therefore that ; local people will have a great amount of experience and insight into what works for them, what does not work for them, and why. They (local people) will be given the necessary skills and knowledge in water

supply and sanitation issues which will make them be able to contribute to the success of the project. Involving local people will help to increase the resources available for the programme, promote self-help and self-reliance, and improve trust and partnership between the community and the project staff and that the projects implemented will likely address their (local people's) needs. Involving local people in water supply and sanitation projects will make them guard jealously water supply and sanitation infrastructure as they will consider them their own. This, to a larger extent, is likely to reduce vandalism of the water supply and sanitation infrastructure in their respective communities.

It can, therefore, be concluded that for community participation in water supply and sanitation projects in Chongwe District to be effective the following factors must be in place; community awareness, capacity building of the local people in water supply and sanitation issues, resources must be available for local people's participation, systems/structures through which local people must participate also be available and that there must be incentives for local people's participation. Therefore, community participation ought to be concerned with the local people taking part in the activities, projects and services provided in their communities in order for the projects to effectively respond to their needs. The terms afore-defined and the parameters thus conceptualized there-in, as far as possible, form the basic variables and building blocks guiding this study effort.

Literature Review

This section reviewed literature on three major concepts and these are community participation, water supply and sanitation. In order to achieve its aim, it proceeded as follows: it began with reviewing literature on Zambia in relation to the concepts mentioned above. This was then followed by reviews done on selected African countries and other developing countries outside the continent of Africa.

The Development Cooperation Ireland (2004) in the document entitled *Northern Province Peri-Urban Water Supply and Sanitation Strategies*, the author found out that community participation in water supply and sanitation projects is key to the success of such projects. The author, therefore, argues that for the community to effectively participate in these projects, they must be made aware of their existence and that particular emphasis must be given to the development / strengthening of community drama groups in order to enhance water supply and sanitation information dissemination to communities. The author has, therefore, presented the view that community participation is a legitimate objective in itself and that, for the Water, Sanitation, and Hygiene Education (WASHE) project to be successful in the Northern Province of Zambia, support should be directed at empowering and capacity building of residents to direct their own development activities. This implies building knowledge, skills and attitudes supportive of the development process. The main argument in this programme is that effective community participation involves the development and strengthening of community management structures such as the water committees and other Water and Sanitation (WATSAN) related Community Based Organisations (CBOs) with specific functions of spearheading and sustaining Peri –Urban WATSAN activities.

This document was important to this research because it indicates the conditions of success for effective community participation in such a project.

Apart from the document providing information on Northern Province Peri-Urban Water Supply and Sanitation Strategies, it did not directly focus on the effectiveness of community participation in decision making and implementation of water supply and sanitation projects. Because of that, there was need for this research to be conducted to provide information that specifically and particularly deal with the effectiveness of community participation in decision making and implementation of water supply and sanitation projects.

Madimutsa, (2006) in his dissertation, entitled *Popular Participation in Poverty Alleviation, Activities and Strategies in a Decentralized System of Government: A Case Study of Mumbwa District in Zambia* found out that through the Neighbourhood Rural Health Committees (NRHCs) local people are able to identify diseases in their communities and report them to the Health Centre so that remedies are provided. They also disseminate health information to the local people. Madimutsa, therefore, concluded that popular participation is seen as an effective strategy of managing public affairs. He further stresses that to facilitate popular participation in the delivery of health services, each catchment area of the government owned health centre has been divided in Neighbourhood Rural Health Committees (NRHCs).A NRHC facilitates local peoples' participation in the delivery of health services through identifying diseases in the community and reporting them to the health centres so that remedies are provided and disseminated to the local people.

Madimutsa's work was important to this research because it shows the importance of local peoples' participation in the delivery of services. However, the dissertation focused on popular participation in poverty alleviation, activities and strategies only. It did not discuss the effectiveness of community participation in decision making and implementation in general and water supply and sanitation projects in particular. This research focused on the effectiveness community participation in decision making and implementation of water supply and sanitation projects.

The Water and Sanitation Health Education (WASHE 2004) in the document *WASHE in Zambia: Lessons and Experiences* found out that community participation in Water and Sanitation Health Education is important, as the community will be educated on what to do and what not to do with regard to water supply and sanitation issues and that the facilitation team and the community members will be able to reach a balance .The author, therefore, concluded that community participation in activities and strategies of water supply and

sanitation is very important because it brings about the following: firstly, the community will be able to objectively assess their level of community management of water supply and sanitation facilities, and secondly, the community and the facilitation team will be able to identify weak aspects of community management and embark on training and see how the stronger aspects of community management may apply to other communal programmes.

The above literature by the Water and Sanitation Health Education was important to this research because it shows that community participation in water supply and sanitation projects can bring about objectivity in assessing levels of community management of water supply and sanitation facilities and that the community will be able to identify their weak aspect of management of water supply and sanitation facilities. However, its focus was on WASHE in Zambia and its lessons and experiences. It did not directly deal with the effectiveness of community participation in decision making and implementation of water supply and sanitation in particular issues, which was the concern of this research.

The National Water and Sewerage Corporation (2002) in the report of the findings entitled *Concept of Water Supply to the Urban Poor in Kampala-Uganda*, found out that sustainance and continuity in the provision of clean and safe drinking water to the poor urban dwellers in Kampala can be enhanced through relevant inclusion of all key stakeholders in the project activities, but with priority given to the consumers (community) in determining the service levels they desire in accordance with their socio-economic circumstances. This works effectively by creating systems through which local people can participate. The author, therefore, concluded that this will ensure improved access to safe and clean drinking water and sanitation services to the poor community of Kampala. This is so because the community will be able to take part in deciding how much they must pay for a number of litres of water.

The report was important to this research because it shows that involvement of key stakeholders, especially the community in decision making of the levels of services they desire with regard to the provision of water supply, is very important in ensuring that the services provided to them are responsive to their needs.

However, apart from focusing on the Concept of Water Supply to the urban poor, it related to Kampala-Uganda, from where similarities and parallels with the effectiveness of community participation in decision making and implementation of water supply and sanitation projects in Chongwe District-Zambia, which was the area of concern in our research, can be drawn.

The European Communities and Water Utility Partnership (2003) study *carried out in Ivory Coast, Ethiopia, Mauritania and Mali*, entitled *Better Water and Sanitation for the Urban Poor: Good Practices from Sub-Saharan Africa* found that a lot of complexities often surround water supply and sanitation services to low-income communities. In all these countries it found out that the levels of community involvement in water supply and sanitation is still below average. This is largely due to the following factors: lack of community awareness of the existence of water supply and sanitation projects and lack of skills for effective community participation in water supply and sanitation issues. The author, therefore, concluded that in order to overcome these obstacles, involvement of the users or communities in the planning and management of these services is urgently needed so as to ensure that they are responsive to the user needs. There is also need to inform the communities of the existence of water and sanitation projects and build their capacity to take part in such projects. The author goes on to stress that even if poor consumers are often perceived by utilities as being ignorant and apathetic, in most circumstances however, they have proven able and willing to help bring about change that responds to their needs. The

misuse of utility facilities and non-payment of bills for example can only be addressed with their participation.

The report was important to this research because it shows that involvement of the community in planning and management of water supply and sanitation services has in many instances proven to create willingness to deliver services that respond to their needs. It also shows that making local people aware of the existence of water supply and sanitation projects and building their capacity in water supply and sanitation issues are key to effective community participation.

However, apart from the document providing information on Good Practices from Sub – Saharan Africa, it did not directly focus on the effectiveness of community participation in decision making and implementation, in general, and water supply and sanitation issues, in particular. There was need for this research to be conducted to fill this gap.

Tripathi and Bharat (2000) in their document entitled *Community Participation in Rural Water Supply: Indian Initiative* argue that the Global Water Supply and Sanitation Assessment Report (GWSSAR) has set the target to halve the proportion of people without access to water supply by 2015 and to provide access to water supply for all by the year 2025. However, in India the government has set the goal to provide safe drinking water for all by the year 2004. The GWSSAR identified some constraints in the water supply and sanitation sector among which are: financial difficulties, institutional problems, inadequate human resource, lack of sector coordination, lack of political commitment, inadequate operations and maintenance, lack of hygiene education, poor water quality and insufficient information and communication. The document indicates that in all efforts to meet the target, India has achieved considerable success in meeting the drinking water needs of the rural population. This has been made possible with the involvement of the community in the planning and

implementation of the water supply and sanitation projects in India's rural areas. With an investment of Rs 320 billion (US \$ 6,809 million) on rural drinking water supply in the last fifty (50) years , it has been possible to fully cover 86.9 % of about 1.4 million rural habitants with drinking water facilities. About 11.7 % habitants are partially covered and 1.4 % habitants are yet to be covered. The latest report indicates that about 15 % of the total rural habitants of the country are facing water quality problems. The document, therefore, concludes that community participation has been key to India's attainment of the target set.

The findings were important to this research because they show that community participation in planning and implementation of water supply and sanitation projects is key to the success and sustenance of the project. These findings are beneficial to this research because they also indicate that involvement of the local people at the lowest levels creates a sense of ownership of the project implemented and the system created.

However, the gap in the document was its inability to directly deal with the effectiveness of community participation in decision making and implementation in general, and water supply and sanitation projects, in particular, which was the area of concern of this research.

Prokopy, (2005) in the study entitled *The relationship between participation and project outcomes: Evidence from rural water supply projects in India* argues that this study examined data collected at the household and village level in 45 villages in two water supply projects in India. Based on the results of regression models, capital cost contribution and household involvement in decision making are both found to be independently significant predictors of village level measures of household satisfaction, equal access, and time savings. The study found out that both contributions and household involvement in decision making from as many households within a village as possible are important to ensuring the project's success. The author, therefore, concluded that involvement of the local people through capital cost

contributions and in decision making in water supply and sanitation issues is important in ensuring success of the project.

Prokopy's views were important to this research because they showed that community participation in decision making at the village level is a significant predictor in measuring household satisfaction, equal access to water and a time saving factor. However, what was missing was that it did not directly focus on the effectiveness of community participation in decision making and implementation, in water supply and sanitation projects.

Tandia (2006) in the study *Involvement/ Community Participation in Hygiene and Water in Central and Western Africa* found that for community participation to be effective there is need for established structures through which local people can participate. These structures can be committees formed within a given community and that they must be free from political interference. Structures through which the local people can participate in water supply and sanitation services are key to ensuring effective community engagement and successful implementation of the project. The author, therefore, concluded that availability of these structures will ensure effective community participation in water supply and sanitation projects by the local people. This is so because members of the community will know the structures available through which they can participate.

The study was important to this research because it shows that availability of structures through which local people can participate in water supply water and sanitation projects can bring about effective community participation.

However, apart from focusing on *Involvement/ Community Participation in Hygiene and Water in Central and Western Africa*, it did not directly focus on the effectiveness of community participation in decision making and implementation, in general, water supply and sanitation issues, in particular. This research therefore sought to fill the identified gap.

Water Supply for the Urban Poor (2011) in the document entitled *Getting Communities Engaged in Water and Sanitation Projects: Participatory Design and Consumer Feedback* argue that Community participation can comprise varying degrees of involvement of the local people. This can range from the contribution of cash and labour to consultation, adaptation of behaviour, involvement in administration, management and decision-making. Evidence suggests that informed hardware choice and ongoing system maintenance and management by communities can lead to longer-lasting access to both water and sanitation services. The document further indicates that for members of the community to fully get involved in these services they need to be motivated in some way. For example, very few members of the community take pride in maintaining clean and safe communal sanitation blocks on voluntary basis, meaning, without any form of incentive. It is often reported that community engagement without incentives does not automatically lead to sustainable projects and programmes. The document, therefore, concludes that incentives act as motivators for effective community involvement in water supply and sanitation projects.

The arguments advanced in this document were important to this research because they show that incentives given to members of the community can trigger effective community participation in water supply and sanitation projects.

However, the gap in the document was its inability to directly deal with the effectiveness of community participation in decision making and implementation in general, and water supply and sanitation projects, in particular, which was the area of concern of this research.

The World Health Organisation (1997) in the study entitled *Guidelines for Drinking Water Quality* argues that community participation is an essential component of the surveillance framework. The WHO found out that, as primary beneficiaries of improved water supplies, community members have a right to take part in decision making about their own future.

They represent a resource that can be drawn upon in relation to local knowledge, experience, financial support and labour. They are the people who are most likely to notice problems in water supply first and can, therefore, take immediate remedial actions. Establishing a good partnership with the community creates a climate of trust and understanding, which, itself, generates interest and enthusiasm. This, therefore, provides a good foundation for the educational activities such as the provision of good hygiene and latrine practices. It further stresses that involving the community in water supply and sanitation projects is important in the following ways: firstly, it leads to the provision of an effective method, easily used by volunteers to identify sanitary hazards associated with water supply, and secondly, provision of training to community members in understanding sanitary hazards and remedial actions, and provide long term support for such training in order to ensure sustainability. WHO, therefore, concluded that community participation is very important in ensuring use of effective methods in the implementation and success of the implemented project.

The study was important to this research in that it showed that involving the community in water supply activities is important because the local people are likely to notice problems in water supply first and they can, therefore, take remedial actions. However, the gap established in this study was that it focused on Guidelines to Drinking Water Quality only, it did not directly focus on the effectiveness of community participation in water supply and sanitation projects, which was the area of concern of this study.

Summary of the Literature Review

The findings of these studies showed that there were variations in community participation in decision making and implementation in general, and in water supply and sanitation projects in particular, depending on the area where the study was carried out. The literature also revealed that community participation in decision making and implementation of water supply and sanitation projects is key to the success of such projects ; community

participation is seen as an effective strategy of managing public affairs ; sustainance and continuity in the provision of clean and safe drinking water to the poor urban dwellers can be enhanced through relevant inclusion of all key stakeholders in the project activities, but with priority given to the consumers (community) in determining the prices of water. The literature has also revealed that levels of community involvement in water supply and sanitation issues are still below average and that primary beneficiaries of improved water supplies, community members have a right to take part in decision making in their communities. The literature has further revealed that effective community participation in water supply and sanitation projects can take place if there are established structures through which local people can participate and that incentives act as motivators in fostering effective community participation.

Research Methodology

Research Design

A survey design was used in conducting this research. Both qualitative and quantitative methods were used in this research. The use of qualitative and quantitative methods provided room for compensation of weakness in one method by the other. Qualitative method offered an in depth explanation of the phenomenon under investigation, while quantitative method generated quantifiable data.

Sample Size

Chongwe District has a total population of 192,303 people from which the respondents were selected. (Central Statistical Office 2012).A sample of 109 respondents was selected. Out of these, did 9 key informants, comprising the District Council Secretary, District Water and Sanitation Coordinator, a member of the D-WASHE, the Council Chairperson and 5 Councilors from 5 wards, namely Nthandabale, Chalimbana, Nakatindi, Lukoshi and

Chongwe, while 100 were members of the community, comprise 20 from each of the 5 wards mentioned. The Criterion used to select these wards was distance from Chongwe Central Business District (CBD). 2 of these wards are located less than 20 kilometres from the CBD and the other 3 are located more than 35 kilometres from the CBD. Random sampling was used to select 5 wards.

Sampling Method

The study used two sampling methods and these were:

i) Purposive sampling: this method is also known as judgmental sampling, that is, it is based on the researcher's judgement regarding characteristics of a representative sample. A sample is chosen on the basis of what the researcher thinks is typical of a representative sample (Bless and Achola, 1988).

ii) Systematic sampling: this method is also known as interval sampling, that is, it is based on the selection of elements at equal intervals starting with the randomly selected element on the population list. This sampling method is simple and quicker than using random numbers (ibid: 65)

As already indicated elsewhere, Chongwe District has 1 constituency which has 10 wards (political units). 5 out of the 10 wards were randomly selected. From each of the selected 5 wards, 20 households were randomly. From each household, 1 respondent who is the head of the household was then selected to respond to the questions.

Data Collection

The study utilized primary and secondary sources for data collection. In the collection of primary data, two instruments were used as follows:

Interview Guidelines.

Questionnaires.

The Interview Guidelines have the advantage of enabling the key informants give out more detailed information with regard to the research concerns. Interview Guidelines also allowed the researcher to avoid collection of unnecessary data.

Questionnaires were used to collect data from the respondents in the wards. The combination of closed ended and open ended questions enabled the respondents to answer closed ended questions, while providing additional information in open ended questions, where necessary.

Secondary data was collected through desk research from various sources such as reports, water supply and sanitation bulletins, internet and other relevant publications on community participation in decision making and implementation in general and water supply and sanitation in particular, as well as those related to service delivery by the local government and other agencies.

Data Analysis

Data was analyzed both quantitatively and qualitatively. Data from questionnaires was analyzed using Statistical Package for Social Sciences (SPSS), while data from interview guidelines was transcribed into major themes which emerged. These themes formed the basis of data categorization. Secondary data was analyzed manually by the researcher.

Organisation of the Dissertation

This dissertation is divided into five chapters. Chapter One gives an introduction to the study, the statement of the problem, the objectives of the study, the significance of the study, the conceptual framework, the literature review and the methodology of the study. Chapter Two

presents the socio-economic profile of Chongwe District. Chapter Three presents information on community awareness and capacity building in water supply and sanitation. Chapter Four discusses availability of systems/structures, resources and incentives for community participation and Chapter Five present the conclusions.

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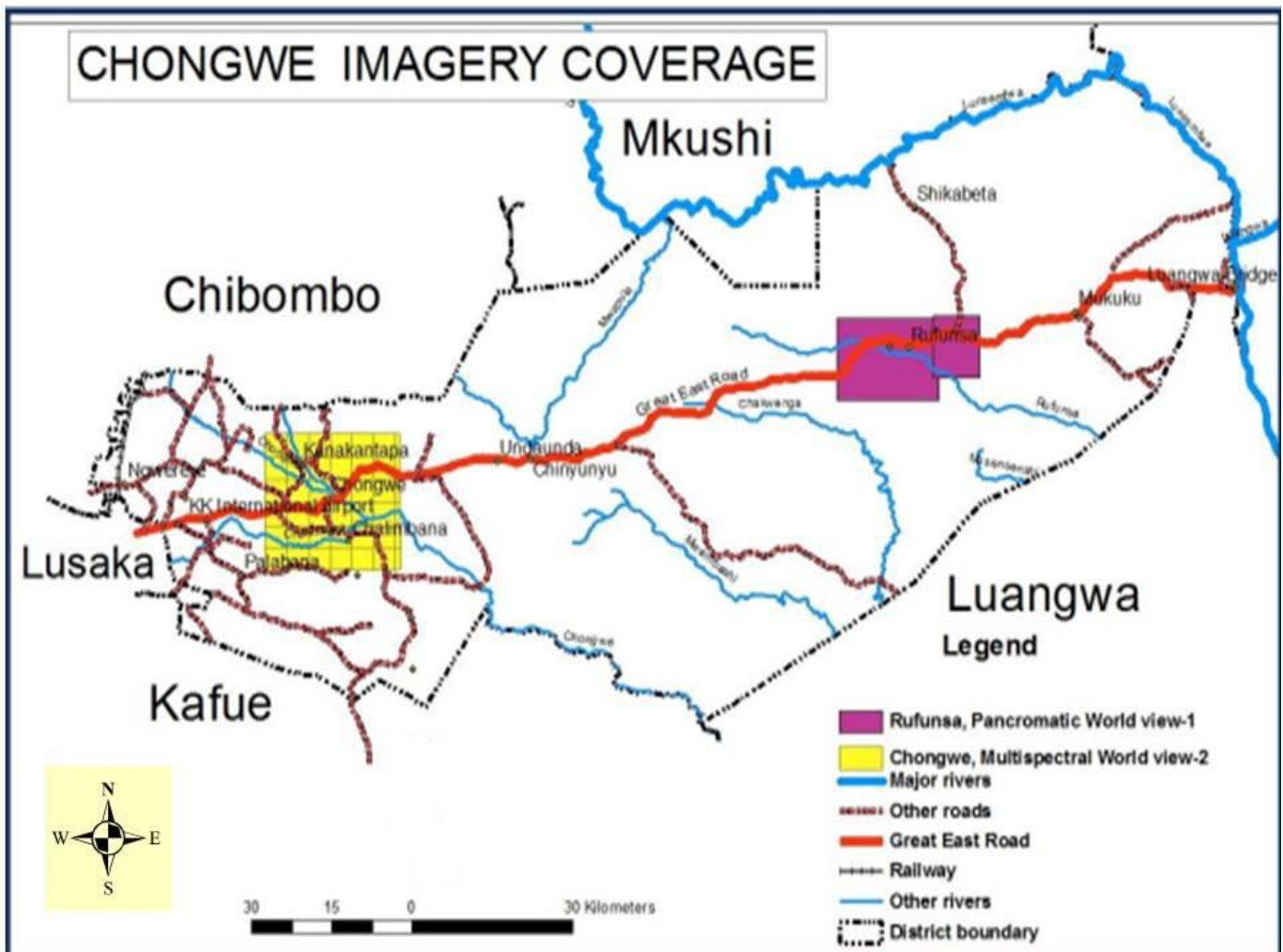
CHAPTER TWO

SOCIO – ECONOMIC PROFILE OF CHONGWE DISTRICT

Introduction

Chongwe District is located in Lusaka Province of Zambia. It is one of the 8 districts. The others are Kafue, Luangwa Chilanga, Chirundu, Shibuyunji, Rufunsa and Lusaka districts respectively. This is after the creation of new districts. Chongwe District is situated about 45 kilometres east of Lusaka, the capital city of Zambia and, the provincial headquarters of Lusaka Province.

Map 1: Map of Chongwe



Source: Central Statistical Office

It is approximately located between the longitudes 28 and 42 Degrees east and between the latitudes 15 and 20 Degrees South. It covers a total surface area of approximately 10 500 Square Kilometres.

Its proximity to the Capital city gives it the advantage of easy access to several socio-economic services such as banks, markets, transport, International Airport, mobile phone coverage and host of others. While the rewards of being situated close to the Capital city are many, these benefits also come along with some costs to the District. Such costs include spill-over of some of the vices found in the City, migrations and relatively high cost of living compared to other rural districts far from big cities (District Situational Analysis).

Demography

The National Census of Housing and Population that was conducted in 2010 revealed that Chongwe District has a total population of 192,303 people, of these, 96,685 are male representing 50.3 % of the total population and 95,618 are female, representing 49.7 % of the total population respectively. This further represents an average of 22.2 persons per square kilometre and 3.4% population growth rate between the years 2000 and 2010. The national census of population and housing of 2010, therefore, revealed that there are more males than females in Chongwe District (Central Statistical Office 2012).

Central Statistical Office (2012: 8) reveals that Chongwe District has the third largest share of the population in Lusaka Province. The District has 8 % of the total population of the province. This was the case before the creation of the new districts in Lusaka Province. The District has an average rate of population growth, considering that population has increased from 137,461 people in the year 2000 to 192,303 people in the year 2010. This is due to new settlements in the District, as Lusaka Province is expanding rapidly in the eastern direction

and among these settlements are Silverest Housing Complex. This average high rate of population growth, however, has negative implications on current social infrastructure and other social amenities such as schools, health centres and the police among them.

Population distribution, Sub-district divisions and Tribal Groupings

The average population density for Chongwe District is 22.2 persons per square kilometre. Most of the population is scattered in villages with some concentrated along great East Road. The District has 1 constituency and this is Chongwe Central Constituency. The Constituency has a population of 141,301 with 27, 022 households (Central Statistical Office, 2012). Chongwe District has a total of 10 wards namely Kanakantapa, Kapwayambale, Lukoshi, Lwimba, Manyika, Nthandabale, Nakatindi, Chinkuli, Chalimbana and Chongwe. Soli is the predominant ethnic group in the District. The language widely spoken in the district is Soli although Chinyanja is used in many areas.

Education

Chongwe District has 1 university that is Chalimbana University, formerly National In Service Teachers Training College (NISTCOL), 2 government colleges, namely; Local Government Training Institute and Palabana Dairy Training Institute respectively. The District has also 1 private college that is Chongwe College of Education which offers Primary Teachers Diploma. There are 4 government and 2 private secondary schools in the District and these are Chongwe Secondary School, Mikango Secondary School, Mukamambo II Girls Secondary School, Kasisi Girls Secondary School, Jatamo Day and Boarding Secondary School and Pemimu Primary and Secondary School. Chongwe District has 30 registered government primary schools, 3 private primary schools and 22 registered community schools. At community level the Parents Teachers Associations (PTAs) work hand in hand with respective school administrators. Despite the given number of schools in Chongwe District the pupil teacher ratio is still high for both primary and secondary schools and the majority of

community schools lack trained teachers. This situation has given extra burden to available teachers in the District. Many schools in the district lack basic infrastructure such as water supply and sanitation facilities, enough classroom space and electricity (Chongwe District Education Board-2014).

Economy

The main economic activity of the District is agriculture. The majority of the population depend on agriculture for their livelihood and most of them are peasant farmers. There are however, a few commercial farmers in the District. There are over 28,000 peasant farmers, 48 commercial farmers and 3 resettlement schemes. Resettlement Schemes include Kanakantapa Resettlement Scheme, Palabana Resettlement Scheme and Lwimba Resettlement Scheme. The most productive among the commercial farmers are Khaz amazi Farms Ltd, Palabana Dairy Training Institute and NISTCOL Farms. The main cash crops grown are maize, cotton, groundnuts, tomato, rape, cabbage, oranges, rose flowers and sunflower. Chongwe District is the second highest producer of maize in Zambia, the first is Mkushi district. The District has abundant land resources that can sustain crops, livestock and fish farming. Land that could be irrigated is abundant and rivers like Chongwe, Lusamfwa and Mwapula have pools or ponds that do not dry out even during drought years. These could be used as sources of irrigation water.

Largely, trade originating from the District is by large scale-farmers who supply livestock products to Lusaka and tomato to Chipata in Eastern Province and, in recent years have provided horticulture products to international markets. The District has potential for development in farming, tourism and other industrial activities. Identifiable mining activities in the District include sand mining and quarrying. The District supplies huge quantities of building river sand to neighboring Lusaka district. Sand mining is largely done on a small scale and thus is not being utilised effectively to benefit the whole District in terms of

employment, income and levies to the council. Within the District, there is also a hot spring called Chinyunyu Hot Spring. Planning is under way by the District Council and other stakeholders such as the Zambia Electricity Supply Corporation (ZESCO) and the Ministry of Health for the development of the health resort and construction of a geothermal power plant to provide electricity power to the local communities, 50 kilometres east of Lusaka on the Great East Road.

There are also ancient paintings in the caves in Lukoshi area and surrounding hills, such as Leopard Hills. Safari hunting and game viewing in the game Management Area of Shikabeta are among the economic activities in the district. The Tourism sector, as a source income, is complete with Lodges, Camping and Motel facilities such as Chaminuka Lodge with game farming and lodging facilities and cultural ceremonies such as Chakwela Makumbi, Nkomba Lyanga and Chibwela Kumunshi (Chongwe District Situational Analysis 2011: *ibid*). The District has a number of commercial banks which are all located in the Central Business District of Chongwe. The District has 2 markets, namely, Chimusanya and Chongwe centres. Here the council has market stalls rented out to traders. However, a number of points exist where informal vendors regularly sell their merchandise.

Water Supply and Sanitation

The water supply for the rural communities varies from rivers, streams, wells and hand pumped boreholes dotted across the District. However, most of the communities do not have access to clean water. The boreholes are not sufficient, and even where they were dug, some of the pumps are broken down and in some instances the underground water is not suitable for human consumption.

The Township on the other hand is supplied by a combination of piped water from the Water Works run by the Council and hand pump equipped boreholes. The Water Works have no filtration facility and suffer from constant breakdowns due to age.

Waste Disposal

The disposal types range from pits, dumping, burning and collections. The collections are restricted to the markets, civic centre and some township areas.

It is estimated that only 1% of the solid waste is collected and dumped in designated sites. The rest is disposed by pits (49%), dumping (47%), burning (3%) and other methods (1%).

Sewerage disposals in the township area are mainly by septic tanks and soak always. The reticulation system is not well established and there is no sewerage disposal system for the entire township. It is based on individual constructions. Therefore, the danger of polluting underground water is high (Living Conditions Survey 1999).

Water Supply and Sanitation Projects

Currently, there are 3 water supply and sanitation projects in Chongwe District namely, Community Led Total Sanitation (CLTS), School Led Total Sanitation (SLTS) and Rural Water Supply and Sanitation (RWWS) respectively. The Ministry of Local Government and Housing (MLGH opicit) postulates that the United Nations (UN) in Zambia through its Agency, the United Nations International Children Emergency Fund (UNICEF) has funded water supply and sanitation projects which are being implemented in most rural and peri urban Districts of the country, Chongwe District inclusive. CLTS and SLTS are approaches and process of empowering local communities to stop open defecation (OD), and to build and use latrines without the support of any external hardware subsidy. It, therefore, moves a community from OD to a status of Open Defecation Free (ODF) using their own initiative.

RWSS emphasizes the following among other issues: rural communities must be empowered to control and make their own decisions concerning their water supply and sanitation, communities must be committed, responsible and be ready to participate in planning, and management of water supply facilities and that the community must maintain their water supply facility and repair, if it breaks down.

Roads and Transport

There are three main categories of traveling and transport in the District. These are:

i) Domestic transport: This is mainly within the localities and includes traveling to collect fire wood, water, grinding mills and other chores.

ii) Agricultural Traveling and Transport: Movement of inputs, collection of harvests and so on.

iii) Traveling to Services and for Social Purposes: Traveling to health facilities, markets, schools, social functions and others.

To meet the above traveling requirements, the modes of transport and traveling vary between walking, intermediate means such as Ox-carts, bicycles and motor vehicles. The road networks comprise of community roads and paths, feeder roads and one main road, the Great East Road (T 4). Feeder roads cover a total of 383.8 Kilometres. Most of these require major works to be done on them to bring them to good standards.

The transport and travel modes in the District, as a rural area, require significant time and effort. This has to some extent reduced the accessibility of some facilities to communities. To increase access, either the services have to be taken closer to communities or the transport modes have to improve.

The other major concern is that none of the Health Centres and Posts in the District has incinerator facilities (Living Conditions in Zambia 1998).

Public Transport and Communication Services

The provision of public transportation in the District is supported by some public facilities. The District is also a transit point for minibuses and buses that connect Lusaka and Chipata and as far as Lundazi, Lilongwe in Malawi. There is no local minibus transportation system established in the District and people travel locally primarily on foot, bicycles and using ox-carts and private vans for those who can afford transport fares. The remote rural areas are mostly disadvantaged because of the poor state of roads and this poses challenges for the local people when selling their farm produce and in reaching social amenities. Therefore, the District needs alternative modes and means of transport so as to assist such communities' access services within the shortest possible time.

Health

Chongwe District has 25 health centre committees and 120 neighbourhood health committees. The committees are there for partnership purposes in order to enhance community involvement in health care delivery, as close to the people, as possible and contribute to the development of the District.

The priorities for health in Chongwe District are as outlined below:

(a) Communicable and non – communicable diseases prevention programmes, VIZ;

Malaria.

Tuberculosis.

HIV / AIDS.

Diarrhea diseases.

(b) Control of childhood diseases.

Universal child immunization.

(c) Water and Sanitation.

(d) District Hospital Construction.

(e) Construction of more Health Posts.

(f) Provision of equipment, communication and transport to health facilities.

With the view to promoting community participation in health matters, the District has health centre committees and neighbourhood health committees, as mentioned above. The committees are there for partnership purposes in order to enhance community involvement in health care delivery and development.

The top five diseases in all ages in the district are:

Malaria.

Respiratory infections – non pneumonia.

Non bloody diarrhoea.

Eye infections.

Skin infections.

The average per capita first out patient attendance in the district is between 0.8 and 1.8. This means that the utilization rate of health facilities is very high. For instance, in 2001, the total

first out – patient attendances were 243,236 compared to an estimated district population of 146,006, giving utilization rate of 1.7.

The supply of drugs to the District is mainly through the essential drugs kit system. The District receives a total of 274 drug kits annually. Besides this, the district also receives bulk supply from Medical Stores Limited on demand. Hence, drugs are available in the district.

Conclusion

It has been revealed that the District is a peri urban district with an estimated population of 192,303. The majority of its people live in villages and are mainly peasant farmers. The District has poor socio-economic indicators which are determinants of low levels of community participation in water supply and sanitation projects. Among them are low levels of literacy. Access to clean water and sanitation in the District is low, many people, especially those in rural areas, use shallow wells and streams, as sources of water. The number of people without sanitary facilities is also high. The transport system in the District is bad, mainly due to poor road infrastructure. The government is the main provider of water services in the urban areas of the District through the department of water affairs which at the moment is none functional. The department of Water Affairs under the Chongwe District Council is responsible for the provision of water supply and sanitation issues.

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CHAPTER THREE

COMMUNITY AWARENESS AND CAPACITY BUILDING IN WATER SUPPLY AND SANITATION PROJECTS

Introduction

This chapter analyses the extent to which local people are aware about the existence of water supply and sanitation projects and their capacity in delivering services in water supply and sanitation projects in Chongwe District. The latter implies building knowledge, skills and attitudes supportive of water supply and sanitation projects (Madeleen 1997). In order to achieve its purpose, the chapter begins with the presentation of data on community awareness about the existence of water supply and sanitation projects in their wards, followed by a discussion on the water supply and sanitation projects and whether the local people know the projects in their wards. A discussion on whether the District Council has informed them (the local people) of such projects ends the data presentation on community awareness.

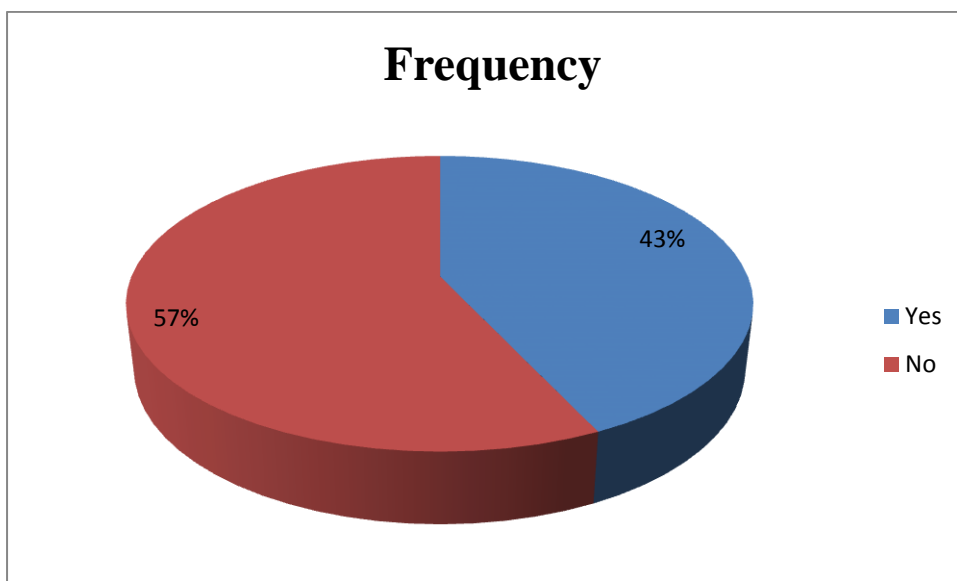
The chapter also analyses capacity building in water supply and sanitation projects; focusing on whether or not the District Council has trained the local people in any skills that can be used to participate in water supply and sanitation projects in Chongwe District. This will be followed by a discussion on the skills in which local people have been trained; a discussion on whether or not local people make use of these skills will also follow. It (the chapter) then discusses skills which are frequently used and facilities available for community participation, if any that have been provided to train local people in skills for community participation in decision making and implementation of water supply and sanitation projects. A conclusion on the extent to which local people are aware about the existence of water

supply and sanitation projects and the extent to which their capacity in water supply and sanitation projects have been built is then, drawn based on the presentation.

Community Awareness of the existence of Water Supply and Sanitation Projects in Chongwe District

For effective and relevant participation to take place, local people must be aware of the existence of water supply and sanitation projects in their communities. Further, the communities must know these projects and, specifically, the ones in their wards. More so that the District Council must inform the local people of the existence of such projects. Community participation is likely to be effective when all households are adequately informed about all issues on which their decisions and participation are required. This will mean implementing a 100 % information dissemination policy, using all available media such as meetings, participatory sessions, radio, tapes, pamphlets and drama among them (Milimo 2002).

Figure 3. 1: Community awareness about water supply and sanitation projects in their wards



Source: Primary Data

Figure 3.1 shows levels of community awareness about the existence of water supply and sanitation projects in Chongwe District. The study found that 43 out of the 100 (43%) of the respondents said that they were aware about the existence of water supply and sanitation projects in their wards while 57 out of the 100 (57%) of the respondents said they were not aware. This reveals that the majority of the respondents are not aware about the existence of water supply and sanitation projects in Chongwe District. The findings of this study are related to the findings by Water Aid in Uganda. The paper on Private Sector Participation in Rural Water and Sanitation Service Delivery in Uganda (2003). The findings of this paper reveal that there was lack of understanding, on the part of communities, government staff and local leaders, of the private sector processes and the pertinent inter-relationships. Local leaders are not sharing information with communities. This has complicated project monitoring and reduced community ownership as reflected in their reluctance to pay the 10% contribution as the communities are not aware of what is happening with water supply and sanitation projects in their communities. This in turn has rendered the Demand Responsive Approach (DRA) policy ineffective and financially affected some sub-county budgets that have had to foot their own bills. However, this study argues that for members of community to effectively participate in water supply and sanitation projects in their areas, they must be made aware of their existence, meaning that, if they are not aware, they are likely not to participate.

Relationships between wards in which respondents live and their awareness about water supply and sanitation projects

In Nthandabale ward, the study found that the majority, that is, 16 out of 20 (80%) of the respondents said they were aware about the existence of water supply and sanitation projects, while 4 out of 20 (20%) said they were not. In Chongwe ward, 19 out of 20 (95%) said were aware of the existence of water supply and sanitation projects in their ward while 1 out of 20

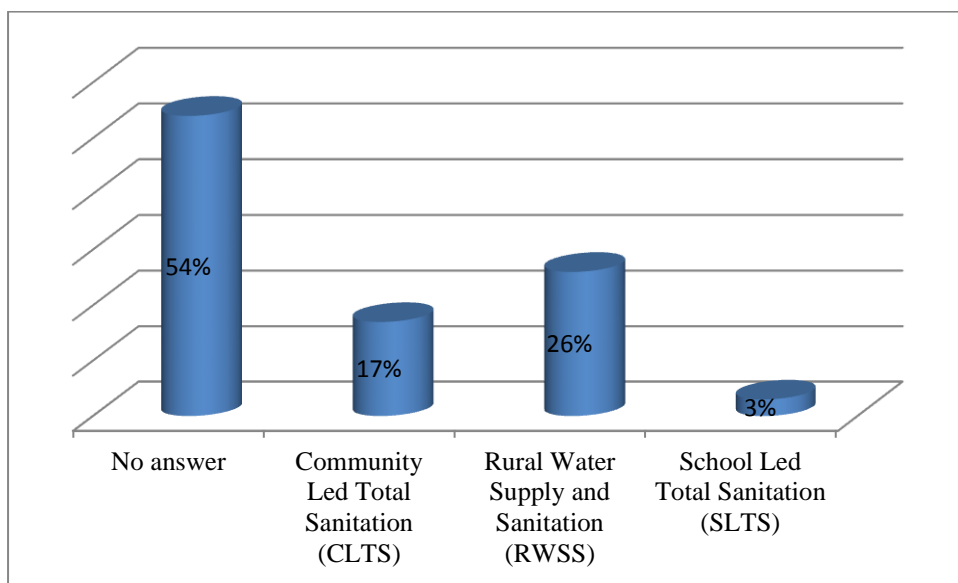
(5%) said were not. This reveals that the majority of the respondents in Chongwe ward were aware of the existence of water supply and sanitation projects. In Chalimbana ward, 6 out of 20 (30%) of the respondents said were aware of the existence of water supply and sanitation projects in the ward, while 14 out of 20 (70 %) said were not. This reveals that the majority of the respondents in Chalimbana ward were not aware of the existence of water supply and sanitation projects in their ward.

In Lukoshi ward, 2 out of 20 (10%) of the respondents said were aware of the existence of water supply and sanitation projects, while 18 out of 20 (90%) said were not. This reveals that the majority of respondents were not aware of the existence of water supply and sanitation projects in their ward. 0 out of 20 (0%) of the respondents in Nakatindi ward were aware of the existence of water supply and sanitation projects in the ward. This overallly reveals that the majority of the respondents in Chongwe District were not aware of the existence of water supply and sanitation projects. The findings of this study are related to the findings by Water Aid in Uganda. The paper on Private Sector Participation in Rural Water and Sanitation Service Delivery in Uganda (ibid) .The paper found that the majority of the local people in the 4 districts where the study was carried out, were not aware of what was happening to water supply and sanitation projects in their communities. This study, however, postulates that community awareness is key to community participation, when members of the community are aware of the existence of these projects in their communities, they are likely to participate. Therefore, for community participation in water supply and sanitation projects to be effective in Chongwe District, members of the community must be made aware of their existence.

Knowledge of Water Supply and Sanitation Projects by Local People

As already indicated, for effective and relevant community participation to take place, local people must also have knowledge in water supply and sanitation projects, then, they will be able to actively participate. It follows that without relevant knowledge by members of the community about a given project, it becomes difficult for them to participate.

Figure 3. 2: Distribution of respondents by Knowledge of Water supply and sanitation projects by local people



Source: Primary Data

Figure 3.2 shows the distribution of respondents by the water supply and sanitation projects they know in Chongwe District. In all the five (5) wards where the survey was conducted, there are three (3) water supply and sanitation projects and these are Community Led Total Sanitation (CLTS), Rural Water Supply and Sanitation (RWSS) and School Led Total Sanitation (SLTS). The study found that 17 out 100 (17 %) of the respondents know about Community Led Total Sanitation, 26 out 100 (26%) know about Rural Water Supply and Sanitation and 3% know about School Led Total Sanitation. In total 46 out of 100 (46 %) of the respondents know about these water supply and sanitation projects, while 54 out 100 (54

%) did not indicate the water supply and sanitation projects that they know. This, therefore, reveals that the majority of the respondents did not indicate the water supply and sanitation projects that they know.

Of these that know about water supply and sanitation projects in Nthandabale ward, 13 (13%) said they know about CLTS, 4 (4 %) know about RWSS and 2 (2 %) know about SLTS. In Chongwe ward, only 1 (1%) knows about CLTS, 18 (18%) know about RWSS and none knows about SLTS. In Chalimbana ward, 2 (2%) know about CLTS, 3 (3%) know about RWSS and only 1 (1 %) knows about SLTS. In Lukoshi ward, only 1 (1%) knows about CLTS, only 1 (1%) again knows about RWSS and 0 (0 %) knows about SLTS and in Nakatindi ward, 0 (0%) knows about any water supply sanitation projects in existence in the ward.

The respondents that are not aware of the existence of these (water supply and sanitation projects) in their wards, advanced the following reasons: 40 out of 100 (40 %) said they were not aware because the District Council had not informed them of such projects, 7 out of 100 (7%) said they were perceived to be illiterate about issues of water supply and sanitation, 6 out of 100 (6 %) said it is perceived as a waste of time informing them about water supply and sanitation projects, 4 out of 100 (4%) said they don't know why they are not aware and 33 out of 100 (33%) did not give any reason as to why they are not aware. This reveals that the majority of the people are not aware of any water supply and sanitation projects in their wards because they have not been informed of the existence of such projects by Chongwe District Council.

Should local people be made aware of water supply and Sanitation projects in their wards?

From the study conducted, 85 out of 100 (85%) agreed with the statement that local people should be made aware about the existence of water supply and sanitation projects in their wards, while 15 out of 100 (15 %) said local people should not be made aware of water supply and sanitation projects. This reveals that the majority of the respondents agreed with the statement that local people should be made aware of water supply and sanitation projects in their wards.

The respondents that did not agree with the statement that local people should be made aware about the existence of water supply and sanitation projects in their communities advanced the following reasons: 7 out 100 (7%) said that local people cannot contribute anything towards water supply and sanitation projects, 5 out of 100 (5%) said that local people are illiterate and are not knowledgeable about issues of water supply and sanitation , 3 out of 100 (3%) said that it is not easy to change the minds of the local people and 85 out of 100 (85%) did not answer the question.

Description of the levels of community awareness by Key Informants

In interviews conducted with the Key informants between 20th -29th May, 2014, it was revealed that the levels of community awareness about the existence of water supply and sanitation projects in Chongwe District were still very low. The study found that 3 out of 9 (33.3 %) of the key informants described the levels of community awareness about the existence of water supply and sanitation projects in the selected wards and in Chongwe District as relatively low, while 6 out of 9 (66.6 %) of the key informants described the levels community participation in such projects as poor. This also reveals that from the key informants point of view community awareness among local people about the existence of water supply and sanitation projects in Chongwe District is poor. The findings of this study

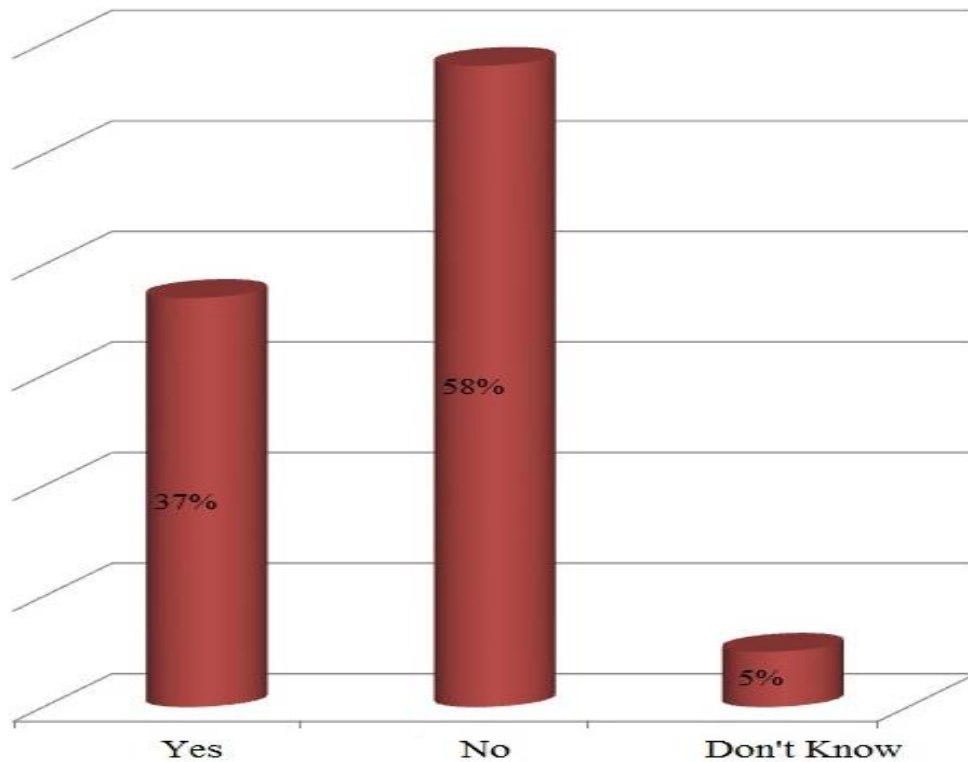
are related to the arguments advanced by Feachman (1978).The paper on Community Participation in appropriate Water Supply and Sanitation Technologies argues that in some countries where studies have been done, it has been found that the installation of water supplies and even the provision of latrine slabs take place without informing the affected community members and without any concurrent health education programmes. In these circumstances, it is not surprising that health gains are minimal or undetectable. On the contrary, the findings of this study are different from the findings in Botswana by the World Health Organisation (1996).The Study on Participatory Hygiene and Sanitation Transformation found out that in Botswana a latrine block had been built by the government. Hand-washing facilities were provided, but no soap. The community was informed and were aware about this situation .Teachers and parents decided that this was not acceptable and created a fund to buy soap and keep them filled with soap. The majority of parents contributed the small sum necessary to make the improvement. The teachers introduced hand washing into their teaching, particularly with the youngest pupils, and helped the children to arrange a cleaning rota to ensure that the latrine block stayed clean. This study therefore, argues that when members of the community are aware about the existence of water supply and sanitation projects in Chongwe District, they are likely to participate as revealed by study on Participatory Hygiene and Sanitation Transformation in Botswana by the World Health Organisation (1996).

Capacity building in water supply and sanitation projects

Community participation in decision making and implementation in general, and in water supply and sanitation projects in particular, requires that local people's capacity be built in these projects. This means that local people must be given the necessary skills, knowledge and expertise in the projects. Additionally, there must be relevant training programmes

undertaken to equip them (local people) for their various roles such as planning, monitoring and evaluation.

Figure 3. 3: Training in water supply and sanitation skills



Source: Primary Data

Figure 3.3 shows local people that have been trained by the District Council in skills that can be used to participate in water supply and sanitation projects. The study found that 37 out of 100 (37 %) of the respondents said the District Council has trained them in skills that can be used to participate in water supply and sanitation projects while, 58 out of 100 (58 %) of the respondents said the District Council has not trained them in any skills and 5 out of 100 (5%) said they don't know if the District Council has trained them in any skills. This reveals that the majority of the local people have not been trained in skills that can be used to participate in water supply and sanitation projects in Chongwe District.

Water supply and sanitation skills in which local people have been trained

The study found that 31 out of 100 (31%) of the respondents said that they have been trained in Hand Pump Maintenance, 6 out of 100 (6 %) said they have been trained in monitoring water supply and sanitation points, 0 out of 100 (0%) is trained in sensitizing other community members about the use of water supply and sanitation points and 63 out of 100 (63%) did not respond to the question. This shows that the majority of the local people did not respond to the question. The findings of this study are related to the findings by Water Aid in Uganda. The paper on Private Sector Participation in Rural Water and Sanitation Service Delivery in Uganda (2003: opcit). The findings of this paper reveal that the leaders who are supposed to monitor projects lack contract information or even technical knowledge about the facilities such as stocks held in their inventories. Worse still, there is no training programme undertaken to equip them for their roles. This study, however, argues that for local people to effectively participate in water supply and sanitation projects in Chongwe District, they must be trained in various skills in those projects such as Hand Pump maintenance, monitoring of water points and sensitising other community members about such projects.

Table 3.1 below shows the relationships between training in water supply and sanitation skills and making use of the skills. The study found that 18 out of 37 of the respondents who said that they have been trained in water supply and sanitation skills said they use the skills, while 19 out of 37 who have been trained in water supply and sanitation skills said they do not use the skills; 56 out of 100 of the respondents who said that they have not been trained in water supply and sanitation skills said they do not use the skills and 2 out of these 58 did not respond to the question; 3 out of 5 of the respondents who said that they don't know whether or not they have been trained in water supply and sanitation skills said they do not use these

skills and 2 out of 5 did not respond to the question. This reveals that the majority of those that have been trained in water supply and sanitation skills do not use the skills. The findings of this study are related to the arguments advanced in *Operations and Maintenance of Rural Water Supplies* by Cairncross (1977). The document argues that in many developing countries despite training the local people in water supply and sanitation skills, they do not use them thereby making it difficult for the funders and / outside agents to attain goals set in water supply and sanitation areas. This study postulates that use of skills in which local people have been trained, is likely to increase the levels of community participation in water supply and sanitation projects in Chongwe District.

Table 3.1: Relationship between Training in water supply and sanitation skills and making use of the skills

	Do you make use of these skills?			Total
	No answer	Yes	No	
Has the District Council Yes trained you in any skills that can be used to participate in water supply and sanitation projects?	0	18	19	37%
No	2	0	56	58%
Don't Know	2	0	3	5%
Total	4	30	66	100%

Source: Primary Data

Use of water supply and sanitation skills by the local people in Chongwe District

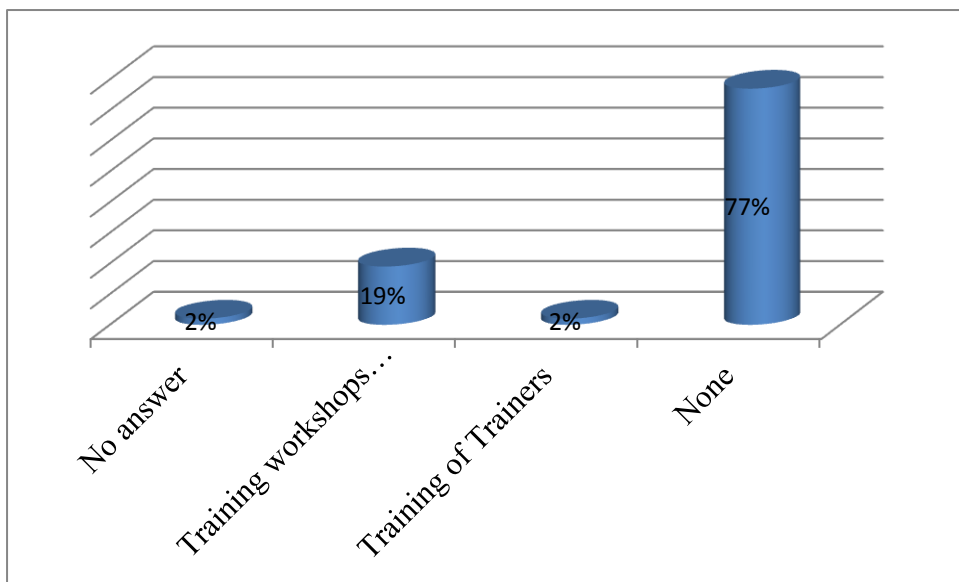
From the study 30 out of 100 (30 %) of the respondents who said that they make use of water supply and sanitation skills, 66 out 100 (66 %) said they don't make use of these skills and 4 out of 100 (4 %) did not indicate whether they make use of these skills or not. This reveals that the majority of the respondents do not make use of the water supply and sanitation skills. The findings of this study are in contrast with the findings by the ICR International Water and Sanitation Centre (2012).The document Enhancing Community Participation in Operation and Maintenance of Water and Sanitation Facilities found that the majority of the members who have been trained in Operations and Maintenance use the skills in which they have been trained. The community members have been trained in management and maintenance of their water facilities. The sub county (district) members have also been trained in preparing plans and budgets incorporating Operation and Maintenance (O&M) aspects and supervising the private sector carrying out such activities. The community also participates in planning and contribution of O & M funds for preventive maintenance and repairs as well as payment of the caretakers.

Water supply and sanitation skills that are frequently used by local people in Chongwe District

Among the skills that are frequently used in Chongwe District are Hand Pump Maintenance, and monitoring of water supply and sanitation points. The study found that 20 out 100 (20 %) of the respondents said they frequently use Hand Pump Maintenance skill, 4 out of 100 (4%) said they use monitoring of water supply and sanitation points, 0 out of 100 (0%) of the respondents uses sensitizing of community members and 76 out of 100 (76 %) did not indicate the skills that they frequently use. This, therefore, reveals that of those that use water supply and sanitation skills the majority use Hand Pump Maintenance. The findings of this

study are related to the findings by the ICR International Water and Sanitation Centre (ibid). The document Enhancing Community Participation in Operation and Maintenance of Water and Sanitation Facilities found that the majority of the members that have been trained in Operations and Maintenance use these skills to participate in water supply and sanitation projects. This study, therefore, advances that, there must be ways and means found through which local people can be encouraged to use water supply and sanitation skills in which they have been trained.

Figure 3. 4: Facilities that have been provided in training in water supply and sanitation projects



Source: Primary Data

Figure 3.4 shows facilities which have been provided to train local people in skills for community participation in decision making and implementation of water supply and sanitation projects. The study found out that 77 out of 100 (77 %) of the respondents said that there are no facilities that have been provided to train people in skills for community participation in decision making and implementation of water supply and sanitation projects, 19 out of 100 (19 %) said that training facilities that have been provided are training

workshops for Village-WASHE representative and 2 out of 100 (2%) said there are (facilities), that is, Training of Trainers (TOT) workshops in water supply and sanitation issues and 2 out of 100 (2 %) did not say whether or not training facilities have been provided. This reveals that the majority of the respondents said that there are no facilities provided to train people in skills for community participation in decision making and implementation of water supply and sanitation projects.

Key informants' views on capacity building in water supply and sanitation issues

In interviews conducted with the Key informants between 20th -29th May, 2014, it was revealed that levels of capacity building in water supply and sanitation projects in Chongwe District were still very low. In Chalimbana ward, for example, the Ward Councillor revealed that less than 25 % of the community members have been trained in water supply and sanitation skills and for those that have been trained, they have only been trained in one skill which is Hand Pump Maintenance. The Chongwe District Council Secretary indicated that less than 50% of the local community have been trained in water supply and sanitation skills indicating that projects like CLTS is one of those that have been keen in training local people in water supply and sanitation projects in the district. In Nthandabale Ward, the Ward Councillor indicated that some community members have been trained in water supply and sanitation projects, citing the training for Village WASHE representatives which was conducted in December, 2013 in which some of the headmen in his ward were trained in Hand Pump Maintenance and the rest of the key informants indicated that training in water supply and sanitation skills by the District Council has been poor and inconsistent. They further revealed that not all that have been trained in water supply and sanitation skills actually use these skills.

Conclusion

This chapter has shown that community participation in decision making and implementation of water supply and sanitation projects in Chongwe District has remained low as a result of low levels of community awareness of the existence of such projects, low levels of knowledge about which water supply and sanitation projects exist in Chongwe. Low levels of community awareness is among other factors caused by the inability of the District Council to inform the local people of such projects, the District Council perceiving local people as being illiterate about water supply and sanitation issues and the District perceiving informing local people about issues of water supply and sanitation as a waste of time is another factor affecting community participation in decision making and implementation of water supply and sanitation projects. It also reveals that community participation in decision making and implementation of water supply and sanitation projects has remained low in Chongwe District because the capacity levels by the local people to participate in water supply and sanitation projects are still very low. This is because of the following reasons; firstly the majority of the local people have not been trained in any skills that can be used to participate in water supply and sanitation projects, secondly, less than half of those that have been trained in water supply and sanitation skills use the skills and, thirdly, there are a few facilities that have been provided to train people in skills for community participation in decision making and implementation of water supply and sanitation projects.

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CHAPTER FOUR

AVAILABILITY OF SYSTEMS, RESOURCES AND INCENTIVES FOR COMMUNITY PARTICIPATION

Introduction

This chapter discusses the extent to which systems, resources and incentives have been made available for local people to participate in decision making and implementation of water supply and sanitation projects in Chongwe District. In order for effective and relevant community participation in decision making and implementation of water supply and sanitation projects to take place, systems, resources and incentives for participation must be made available. Therefore, this chapter is divided into 3 sections, namely, sections A, B and C. Section A begins with presentation of data in form of figures on systems / structures made available through which local people can participate in decision making and implementation of water supply and sanitation projects. This is followed by the discussion of these systems / structures. Section B discusses resources, and their (resource) types made available for use in participating in water supply and sanitation projects in the wards. This is followed by a discussion on whether local people make use of these resources.

Section C discusses incentives given to local people for participating in water supply and sanitation projects in Chongwe District. It then (the section) gives the presentation of figures on whether there are incentives for participating in water supply and sanitation projects or not. This is followed by discussions on the incentives that are available and those (incentives) that local people wish to be provided. Finally, a conclusion is drawn.

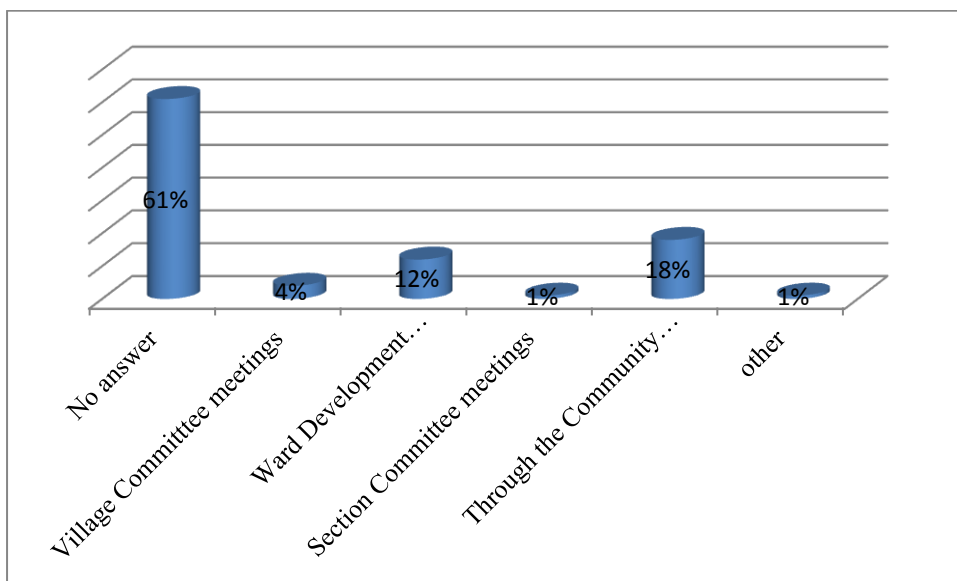
Section A: Availability of Systems/Structures for Community Participation

Structures through which local people participate in water supply and sanitation projects in Chongwe District

Community participation in decision making and implementation in general, and in water supply and sanitation projects in particular, can be facilitated by an appropriate structure/system through which local people can participate. Sills (1966) argues that for effective community participation to take place there must be well established structures through which people can participate and among them are committees. These will also ensure effective communication of the results obtained from the programmes in place.

Figure 4.1: Structures through which local people participate

What are these structures of community participation?



Source: Primary Data

Figure 4.1 shows structures through which local people participate in water supply and sanitation projects in Chongwe District. The study found that 61 out of 100 (61 %) of the respondents did not name the structures through which they participate in water supply and sanitation projects in the district, 10 out 100 (10%) said they participate through Village

Committee Meetings, 9 out of 100 (9%) said they participate through Ward Development Committees, 1 out of 100 (1 %) said they participate through Section Committee meetings, 18 out of 100 (18 %) said they participate through the Community Champions (representative) and 1% said they do not use any of the structures to participate in water supply and sanitation projects in Chongwe District. This reveals that the majority of the respondents did not indicate the structures through which they participate and that the majority of those who participate, do that (participate) through Section Committee Meetings. The findings of this study on village committee meetings, however, are in contrast with the findings of the study on the village meetings and their impact in the Participatory Hygiene and Sanitation Transformation by the World Health Organisation (1996). Their (WHO) study in Zimbabwe found that, village meetings were the most used system through which local people participated in Hygiene and Sanitation issues, and this had very positive impacts on the community, for example in one rural community, as a result of community participation through village meetings, in a space of eight months, 24 latrines which had been left unfinished were completed and 18 family wells upgraded. In addition the Local Environmental Health Technician (EHT) noticed that almost twice as many people were attending meetings he arranged to discuss water, sanitation and hygiene in the village, and they stayed longer than in the past.

Use of structures of participation in water supply and sanitation projects by local people

For community participation to be effective and relevant, local people must use the structures available to participate in decision making and implementation of water supply and sanitation projects. The study found that 31 out of 100 (31 %) of the respondents said they use these (available) structures to participate in decision making and implementation of water supply and sanitation projects, while 69 out of 100 (69 %) said they do not use the available

structures. This reveals that the majority of the respondents don't make use of these structures of participation.

Reasons for not using available structures of participation in water supply and sanitation projects

The study found that 26 out of 100 (26 %) of the respondents did not give any reason for not using these structures made available to participate in water supply and sanitation projects in Chongwe District, 24 out of 100 (24 %) said they cannot work with members of other political parties, 2 out of 100 (2 %) said their culture or tradition does not allow community participation, 26 out of 100 (26 %) said places where meetings are held are far from their homes, 13 out of 100 (13 %) said they are satisfied with their living conditions, 8 out of 100 (8%) said their religion does not allow participation and 1 out of 100 (1 %) did not respond to the question. This reveals that the majority of the respondents do not use the structures available to participate in water supply and sanitation projects because places where meetings are held are far from their homes.

Factors that cause underutilisation of these structures of participation in water supply and sanitation projects

The study found that underutilisation of these structures of participation in decision making and implementation of water supply and sanitation projects are caused by the following factors : the majority (40 out of 100), that is 46% said that structures available through which they (local people) can participate in water supply and sanitation projects are not relevant to the existing system, 24 out of 100 (24%) said they were not aware of the existence of those structures of participation, 29 out of 100 (29%) said that lack of patriotism among community members is what causes underutilisation of these structures of participation and 1 out of 100 (1%) don't know the factors that cause underutilisation of these structures of

participation. This reveals that the majority of the local people do not participate in decision making and implementation of water supply and sanitation projects because of lack of relevant structures of participation in these projects.

Is it important for local people to participate in decision making and implementation of water supply and sanitation projects?

The study found that 87 out 100 (87%) of the respondents said that they think it is important for local people to participate in decision making and implementation of water supply and sanitation projects in Chongwe District, while 13 out 100 (13 %) said it is not important for local people to participate in decision making and implementation of water supply and sanitation projects in Chongwe District. For those that said that it is important for local people to participate in decision making and implementation of water supply and sanitation projects advanced the following reasons: 49 out of 100 (49%) said they (local people) know their problems better, 46 out of 100 (46 %) said local people know better which parts of their communities are in need and 5 out of 100 (5 %) said there will be no waste of resources in identifying water supply and sanitation problems in the community. This reveals that the majority of respondents said that it is important for local people to participate because they know their problems better. The findings of this study are similar to the arguments advanced in the *Economics of Water Supply* by Carruthers (1977). He argues that community participation in water supply and sanitation projects is important because they (local people) understand their environment better, its problems and its good part, thereby making it easy to implement community driven projects. This study, therefore, advances that locals peoples ‘participation in water supply and sanitation projects is important as local people will consider the implemented project as their own, have pride in it and a sense of belonging to it.

However, those that said it is not important for local people to participate in decision making and implementation of water supply and sanitation projects advanced the following reasons; 37 out of 100 (37 %) said local people are illiterate about issues of water supply and sanitation, 39 out of 100 (39 %) said it is difficult to change the minds of the local people and 24 out of 100 (24 %) said that it will be waste of resources to involve local people in water supply and sanitation projects among them.

Key Informants' views on the structures made available through which local people participate

In interviews conducted with the Key informants between 20th -29th May, 2014, it was revealed that the district council has put in place structures through which local people can participate in water supply and sanitation projects and they include Village Committee Meetings, Ward Development Committes, Section Committees and Community Champions. For effective management, each of these structures has a supervisor at its apex. The study found that 3out of 9 (33.3 %) of the key informants said that local people participate in water supply and sanitation projects through Community Champions,4 out of 9 (44.4 %) said local people participate through Ward Development Committees and 2 out of 9 (22.2 %) said local people participate through Village Committees. In cases of underutilisation of these structures of participation, the District Council Secretary said that one of the major factors that causes that is distance from their homes to places where meetings are held. He indicated that some people have to cover a distance of about 20 Kilometres, for example, to attend Ward Development Committee Meetings, meet their Community Champion and /or attend Section Committee Meetings. This, to a larger degree, works against effective community participation.

Section B: Availability of Resources for Community Participation

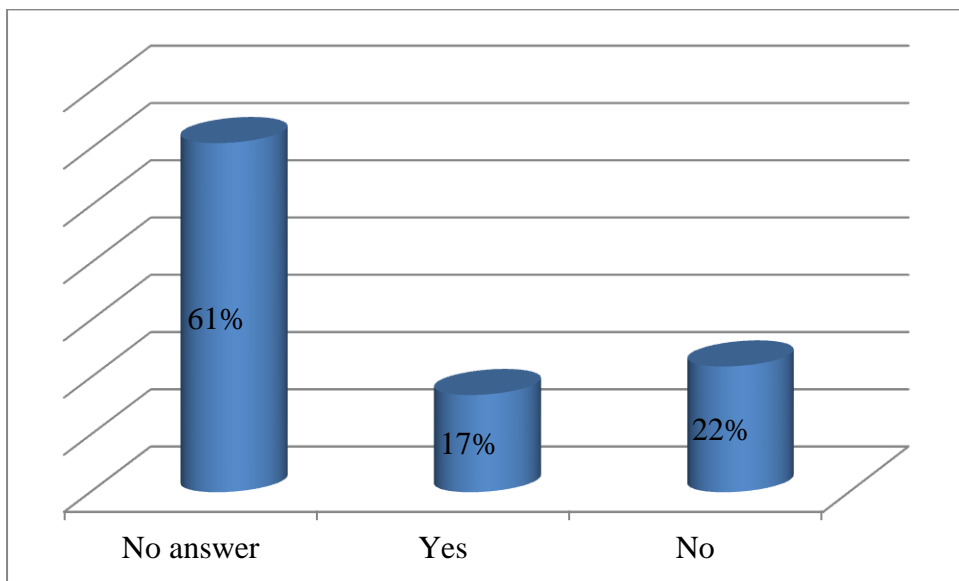
The study found that 64 out of 100 (64 %) of the respondents said that the District Council has not made available resources that local people can use for participation in water supply and sanitation projects, while 35 out of 100 (35 %) said the District Council has made available resources that local people can use for participation and 1 (1%) did not say whether or not the District Council has made available resources for participation. This reveals that the majority of the respondents said that the District Council has not made available resources for use to participate in water supply and sanitation projects in Chongwe District. The findings of this study are in contrast with arguments advanced by African Development Bank (2011) in Rural Water Supply and Sanitation Initiative. The Bank Group argues that in order to promote community participation and ensure access to water supply and sanitation to a total of approximately 270 million rural people and access to better sanitation of about 300 million rural people by 2015 ,necessary resources must be made available. It, therefore, postulates that an extra annual investment cost of about US \$ 1.2 billion must be secured. The Bank Group contributes to these requirements in conjunction with other donors, governments and communities. This study, postulates that resource availability is key to community participation in water supply and sanitation projects in Chongwe District as revealed by the World Bank (2011) in Rural Water Supply and Sanitation Initiative. When resources for participation are available, community members are likely to participate in these projects and that, in turn, the majority of the community members are likely to have access to safe and clean drinking water and sanitation services.

Types of resources made available for participation

The majority of respondents in the study did not name the type of resources that the District council has made available for use in participating in water supply and sanitation projects in

Chongwe District and this represented 67 out 100 (67 %) of the respondents ,20 out of 100 (20 %) said that the District Council has given them bicycles to use as means of transport, as they conduct sensitisation campaigns, 8 out of 100 (8 %) said they have been given books and ball point pens for taking minutes of water supply and sanitation meetings and 5 out of 100 (5%) said the District Council has given them tools to use for maintaining Hand Pumps in their Communities. This reveals that the majority of the respondents did not indicate the type of resources provided by the District Council to enable them participate in water supply and sanitation projects in the district. For those that named the type of resources made available for use to participate in water supply and sanitation projects in Chongwe District, the majority said that they have been given bicycles.

Figure 4.2: Extent of use of water supply and sanitation resources available



Source: Primary Data

Figure 4.2 shows the extent to which communities make use of water supply and sanitation resources that have been made available by the District Council in Chongwe. Of those interviewed 61 out 100 (61 %) did not say whether they use the resources or not, 17 out of

100 (17%) said that they use the resources made available for participation in water supply and sanitation projects and 22 out of 100 (22 %) said they do not make use of these resources. This reveals that the majority of the respondents remained ambivalent. The findings in this study are similar to the findings in the public participation in integrated water resources management by Dungumano (2003).The author found that in some communities in Tanzania, local people were given resources to enable them participate in integrated water resources management and the majority did not use them, partly contributing to the poor outcomes of the project. This study, therefore advances that the local people must use resources made available for participation in water supply and sanitation projects in Chongwe District, and that there must be a mechanism put in place to make sure that the local people use these resources for the intended purposes and not otherwise.

Reasons for not making available these resources by the District Council

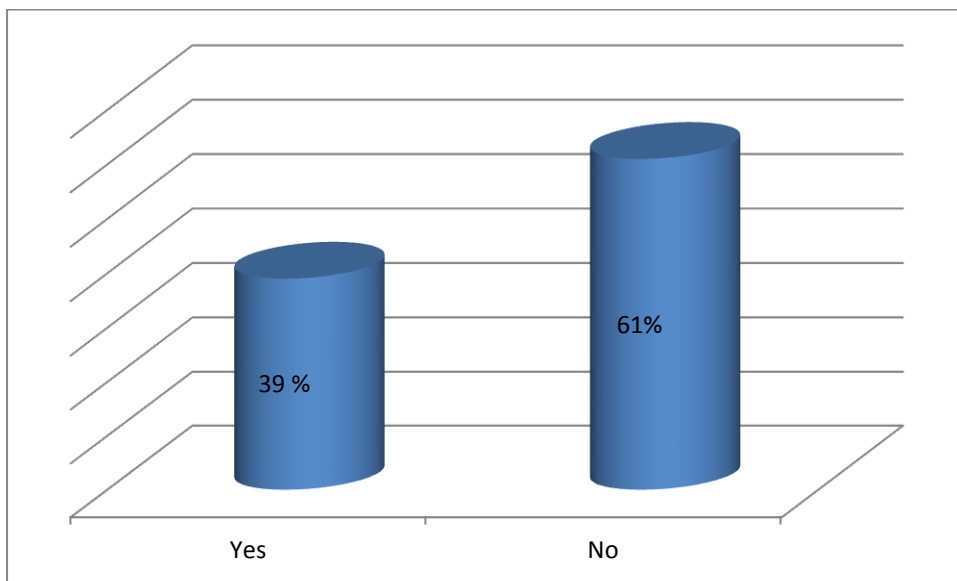
Those that said that the District Council has not made available resources for use to participate in water supply and sanitation projects gave the followings reasons : 22 out of 100 (22 %) of them (respondents) said that the District Council has not made available resources because local people are supposed to contribute labour towards water supply and sanitation projects,26 out of 100 (26 %) said local people are supposed to contribute money towards water supply and sanitation projects , 20 out of 100 (20 %) said that local people are supposed to use their own means of transport when conducting sensitisation campaigns as their contribution and 32 out of 100 (32 %) did not indicate any reasons. This reveals that the majority of the respondents did not indicate any reason why the District Council has not made available resources for use to participate in water supply and sanitation projects.

Key Informants' views on resources made available for use to participate in water supply and sanitation projects

In interviews conducted with the Key informants between 20th -29th May, 2014, it was revealed that there are resources that have been made available for use to participate in water supply and sanitation projects. 5 out of 9 (55.5 %) of the key informants said that local people that participate through their community champions have been given bicycles as resources to use to participate in water supply and sanitation projects in Chongwe District, while 4 out of 10 (44.4) % of the key informants indicated that V-WASHE representatives have been given books and ball point pens to use as resources for participating in water supply and sanitation projects in Chongwe District. This, therefore, reveals that resources for use to participate in water supply and sanitation projects are available in the district.

Section C: Availability of Incentives for Community Participation

Figure 4.3: Availability of incentives for participating in water supply and sanitation projects



Source: Primary Data

Figure 4.3 shows the availability of incentives for participating in water supply and sanitation projects in Chongwe District. Of those interviewed 39 out of 100 (39 %) said that incentives are made available, while 61 out of 100 (61 %) said there are no incentives made available. This reveals that the majority of the respondents said that there are no incentives made available for participating in water supply and sanitation projects. The findings of this study are in contrast with the arguments advanced by the World Bank (2014). The document Ethiopia-Urban Water Supply and Sanitation Project argues that, the major objective of this project was to increase access to sustainable water supply and sanitation services in Addis Ababa and four secondary cities. For it (project) to be successful, it had three components, one of which was to improve community participation and governance by the water boards and give performance incentives for operators and communities. This was to ensure effective and relevant participation in the project by the communities in Addis Ababa and the four secondary cities where the project was implemented. The document further argues that most operators and community members actively participated in the project, as incentives acted as a motivator. This study, therefore, advances that incentives are likely motivate local peoples' participation in water supply and sanitation projects as revealed by World Bank (2014) in the document Ethiopia-Urban Water Supply and Sanitation Project.

Incentives made available for participating in water supply and sanitation projects

The study found that 11 out of 100 (11 %) of the respondents said that they are paid allowances for every meeting attended, 16 out of 100 (16 %) said that they are awarded Certificates of recognition in water supply and sanitation projects, 12 out of 100 (12 %) said some members of the community are employed to be part of the project staff and 61 out of 100 (61%) did not say the type of incentives that are available. This reveals that the majority

of the respondents did not indicate the type of incentives that are available for participation in water supply and sanitation projects in Chongwe District.

Reasons for none availability of incentives for participating in water supply and sanitation projects

Those that said that there are no incentives made available for participating in water supply and sanitation projects in Chongwe District advanced the following reasons: 46 out of 100 (46%) of the respondents said that it is not right to pay people for the services from which they will benefit, while 54 out of 100 (54 %) said that it is a waste of resources to give incentives to local people. The findings of this study are in contrast with the arguments advanced by the World Bank (2012).The document Sri Lanka-Community Water Supply and Sanitation Projects argues that in order for effective community participation to take place in Sri Lanka, water committees influence the performance of the water supply and sanitation service by providing users with incentives to contribute the required inputs to the design, construction and O&M of water supply and sanitation services.

Incentives local people wish to be provided for participating in water supply and sanitation projects

Local people wish that incentives be given to them for participating in water supply and sanitation projects in their communities. The study found that 37 out of 100 (37 %) of the respondents said that they wish to be given certificates of recognition as incentives for participating in water supply and sanitation projects in their communities, 51 out of 100 (51 %) said they wish to be paid allowances for participating in water supply and sanitation projects, and 12 out of 100 (12 %) said they don't wish to be given anything for participating in water supply and sanitation projects in their communities. The findings of this study are related to the arguments advanced by the World Bank (2005).The document Delegating

Water and Sanitation Services to Autonomous Water and Sanitation Providers argues that technical and financial incentives must be given to operators and the local people in order to ensure improved participation and access to water supply and sanitation services by the local people. This study, therefore argues that technical and financial incentives are key to promoting community participation in water supply and sanitation projects as revealed by the World Bank (2005) in the document *Delegating Water and Sanitation Services to Autonomous Water and Sanitation Providers*.

Key informants views on incentives for participation.

In interviews conducted with the Key informants between 20th -29th May, 2014, it was revealed that incentives are available for participating in water supply and sanitation projects but are not adequate. For example, the people that maintain Hand Pumps (Area Pump Menders) are given K60.00 only per month; this is also dependent on the availability of the funds at the District Council, indicating that in some cases they may go even over six months without being paid. The study found that 6 out of 9 (66.6 %) of the key informants indicated that they wish local people to be paid allowances for every meeting attended, while 3 out of 9 (33.3%) of the key informants indicated that they wish local people to be awarded certificates of recognition for participating in water supply and sanitation projects in the district. The findings of this study are related to the findings of the *Impact of Participation on Sustainability in Malawi* by Kleemeier (2000). He found that there are incentives made available to entice local people in the rural parts of Malawi to participate in water supply and sanitation projects. However, these incentives are not enough.

Conclusion

This chapter has shown and revealed that it is important for local people to participate in decision making and implementation of water supply and sanitation projects in their

communities. It has also revealed that community participation in decision making and implementation of water supply and sanitation projects in Chongwe District is constrained by inadequate use of structures available. Factors such as long distances from people's homes to places where meetings are held have also contributed negatively to low levels of community participation. It has further shown that community participation in decision making and implementation of water supply and sanitation projects in Chongwe District is constrained by lack of knowledge of the availability of resources to be used by the local people and inadequate use of resources available for participation in water supply water supply and sanitation projects. Those that use the resources available to participate in water supply and sanitation projects, that is, those that participate through the Community Champions use bicycles and V- WASHE representatives, have been given books and writing pens as resources for use to participate. The chapter has also shown that community participation in decision making and implementation of water supply and sanitation projects has remained low in Chongwe District because of high levels of community ignorance of the existence of incentives for participation. Inadequate and poor incentive provision is also another factor that has made community participation to remain low. Incentives provided to local people for participating in water supply and sanitation projects include certificates of recognition, allowances paid for every meeting attended and employing members of the community to be part of the project staff, and these are only accessed by the minority. This chapter has also revealed that it is not important to give local people incentives because of the following reasons: it is not right to pay people for the services from which they will benefit, and that it is a waste of resources to give incentives to local people.

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CHAPTER FIVE

SUMMARY OF CONCLUSIONS

Conclusions

The study has concluded that:

a) The majority of the local people in Chongwe District are not aware about the existence of water supply and sanitation projects in their communities. As discussed on pages 39 and 40, 43 out of 100 (43%) of the local people said that they were aware about the existence of water supply and sanitation projects in their wards while 57 out of 100 (57%) of them said they were not aware.

b) Local people are not aware about the existence of water supply and sanitation projects because of the following reasons: the District Council has not informed them of the existence of such projects, the District Council perceive local people as being illiterate about water supply and sanitation issues and that the District Council perceive informing local people about issues of water supply and sanitation as a waste of time. As discussed on page 43, the majority of the local people are not aware about the existence of water supply and sanitation projects in their communities because Chongwe District Council has not informed them of such projects.

c) Community participation in decision making and implementation of water supply and sanitation projects has remained low in Chongwe District because the capacity levels by the local people to participate in water supply and sanitation projects are still very low. As discussed on page 46, only 37 out of 100 (37%) of the local people have been trained in water supply and sanitation skills.

d) Community participation in decision making and implementation of water supply and sanitation projects in Chongwe District is constrained by inadequate use of structures of participation made available. As discussed on pages 56 and 57, the majority of the local people do not use the structures of participation available.

e) Structures made available for participation in decision making and implementation of water supply and sanitation projects are underutilized. As discussed on page 57, 46 out of 100 (46%) of the local people indicated that structures available through which they can participate in water supply and sanitation projects are not relevant to the existing system and hence are not fully utilized.

f) There is lack of knowledge of the availability of resources by the local people. As discussed on page 62, the majority of the local people indicated that the District Council has not made available resources that they can use for participation in water supply and sanitation projects.

g) There are high levels of community ignorance of the existence of incentives for participating in water supply and sanitation projects. As discussed on page 64, the majority of the local people do not have knowledge of the existence of incentives for participation.

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APPENDICES

APPENDIX A

QUESTIONNAIRE FOR HOUSEHOLDS

I am Timothy Phiri, a Post-Graduate student at the University of Zambia. I am conducting a study to enable me to partially fulfill the requirements of the Degree of Master of Public Administration (MPA).

This is a study on the effectiveness of community participation in decision making and implementation of water and sanitation projects. All the information that you will offer will be kept strictly confidential. It is exclusively for the use of the MPA Dissertation.

INSTRUCTIONS

Tick the letter against the appropriate response or fill in the blank space

Part One (1): Personal Data

Household No.....

Ward.....

Date.....

1. Sex

a) Male [] b) Female []

2. Age at last birthdayyears

3. Religion

a) Catholic [] b) Seventh Day [] c) UCZ [] d) Jehovah's Witness []

e) Other: specify

4. What is your marital status?

a) Single [] b). Married [] c) Widowed [] d) Widow []

e) Other specify:.....

5. What is your highest level of education?

a). Lower primary School []

b). Upper primary School []

- c). Junior Secondary School []
 - d). Senior Secondary School []
 - e). Never been to school []
 - f) Other specify:.....
6. What kind of employment are you in?
- a) Formal [] b) Informal [] c). Unemployed []
7. What is your monthly household income?
- a) 7000- 15000 []
 - b) 3000- 6000 []
 - c) 2500-5000 []
 - d) 1000- 2000 []
 - e) Other specify:

Part Two (2): Factors Affecting Community Participation in Decision Making and Implementation of Water Supply and Sanitation Projects

A.Community Awareness about water supply and sanitation projects

8. Are you aware of any water supply and sanitation project in your ward?

- a) Yes [] b) No [] (skip to q11)

9. Which projects do you know?

- a) Community Led Total Sanitation (CLTS) []
- b) Rural Water Supply and Sanitation (RWSS) []
- c) School Led Total Sanitation []
- d) Other (specify).....

10. If Yes to q8, which water supply and sanitation project is in your ward?

- a) Community Led Total Sanitation (CLTS) []
- b) Rural Water Supply and Sanitation (RWSS) []

c) District Water and Sanitation, Health and Education (D-WASHE) []

d) Other (specify).....

11. If No to q8, why are you not aware?

a) The District Council has not informed us of such projects []

b) Local people are perceived to be illiterate about water supply and sanitation issues []

c) It is perceived as the waste of time to inform local people about water supply and sanitation projects []

d) Other (specify).....

12. Do you agree with the statement that ‘local people should be made aware of water supply and sanitation projects in their communities /wards’?

A). Yes [] B) No []

13. If No to q12, why should they not be made aware?

a) Local people cannot contribute anything towards water supply and sanitation projects []

b) Local people are illiterate and are not knowledgeable about issues of water supply and sanitation. []

c) It is not easy to change the minds of the local people []

d) Other (specify).....

B. Capacity Building in Water Supply and Sanitation Projects

14. Has the District Council trained you in any skills that can be used to participate in water supply and sanitation projects?

a). Yes [] b). No [] Don't Know []

15. If yes to q14, which skills have you been trained in?

a) Hand Pump Maintenance []

b) Monitoring of water supply and sanitation points []

c) Sensitizing other community members about the use of water supply and sanitation facilities []

d) Other (specify).....

16. Do you make use of these skills?

a) Yes [] b) No [] (skip q 18)

17. If Yes to q16, which skills do you frequently use?

a) Hand Pump Maintenance []

b) Monitoring of water supply and sanitation points []

c) Sensitizing other community members about the use of water supply and sanitation facilities.

d) Other (specify).....

18. What facilities, if any, have been provided to train people in skills for community participation in decision making and implementation of water supply and sanitation projects?

.....
.....

C. Systems / Structures of community participation in water supply and sanitation projects

19. Has the District Council put in place structures through which you can participate in water supply and sanitation projects?

a) Yes [] b) No []

20. If Yes to q19, what are these structures of community participation?

a) Village Committee meetings []

b) Ward Development Committee meetings (WDC) []

c) Section Committee meetings []

d) Through the Community Champion (representative) []

e) Other (specify).....

21. Do you use these structures of participation?

a) Yes [] b). No []

22. If your answer to question 21 is No, why don't you use these structures of participation?

a). I cannot work with members of other political parties []

b). My culture or tradition does not allow participation []

c). Places where meetings are held are far from my home []

d). I am satisfied with my living conditions []

e). My religion does not allow participation []

f). other (specify).....

23. In cases of underutilization of these structures of community participation, what causes that?

.....
.....

24. Do you think it is important for local people to participate in decision making and implementation of water supply and sanitation projects in their communities?

a) Yes [] b) No [] (skip to q26)

25. If Yes to q 24, why do you think it is important?

a) Local people know their problems better []

b) Local people know better which parts of their communities are in need []

c) There will likely be no waste of resources in identifying the problem []

d) Other (specify).....

26) If No to q24, why do you think it is not important?

a) Local people are illiterate about issues of water supply and sanitation []

b) It difficult to change the minds of the local people []

c) It will be waste of resources to involve local people in water supply and sanitation projects []

d) Local people cannot contribute anything towards water supply and sanitation projects []

e) Other (specify).....

D. Availability of Resources to participate in Water Supply and Sanitation Projects

27. Has the District Council made available resources for you to use in participating in water supply and sanitation projects in your ward?

a) Yes [] b) No [] (skip to q30)

28. If Yes to q27, what are these resources?

a) They have given us bicycles to use as means of transport as we conduct sensitization campaigns []

b) They have given us cellular phones for communication []

c) They have given us books and ball points for taking minutes of water supply and

sanitation meetings []

d) They have given us tools to use for maintaining Hand Pumps []

e) Other (Specify).....

.....

29) Do you make use of these resources?

a) Yes [] b) No []

30) If No to q27, why hasn't the District Council made available resources for participation?

a) Local people are supposed to contribute labour towards water supply and sanitation projects []

b) Local people are supposed to contribute money towards water supply and sanitation projects []

c) Local people are supposed to use their own transport when conducting sensitization campaigns as their contribution. []

c) Other(specify).....

.....

E. Availability of incentives for community participation in water supply and sanitation projects

31. Are there incentives for participating in water supply and sanitation projects?

a) Yes [] b) No [] (skip to 33)

32. If Yes to q31, what incentives are there?

a) Allowances are paid to participants for every meeting attended []

b) Certificates of recognition are awarded to participants in water and sanitation projects []

c) Some members of the community are employed to be part of the project staff []

d) Training opportunities in water supply and sanitation issues []

e) Other (specify).....

33. If No to q31, why are there no incentives for participating in water supply and sanitation projects?

.....

.....

34. What incentives would you wish to be provided?

.....
.....

End of Interview

Thank you.

APPENDIX B

INTERVIEW GUIDELINES FOR KEY INFORMANTS

I am Timothy Phiri, a Post-Graduate student at the University of Zambia. I am conducting a study to enable me to partially fulfill the requirements of the Degree of Master of Public Administration (MPA).

This is a study on the effectiveness of community participation in decision making and implementation of water and sanitation projects. All the information that you will offer will be kept strictly confidential. It is exclusively for the use of the MPA Dissertation.

Name.....DatePlace of Interview.....

1. Category of informant.

A).District Council Secretary

B). District Water Supply and Sanitation Coordinator

C) Ward Councilor

D) District–Water supply and Health Education (V-WASHE Representative)

E) Community Development Officer

2. How would you describe the level of awareness of the local people about the existence of water supply and sanitation projects in your ward/ district?

.....
.....

3. How are the local people informed about the existence of water supply and sanitation projects in your district/ward?

.....
.....
.....

4. What kind of skills have you given the local people to enable them participate in water supply and sanitation projects in your ward/ district?

.....
.....
.....

5. How would you describe the way local people use these skills?

.....
.....
.....

6. In cases of underutilization of these skills, what causes that?

.....
.....
.....

7. What systems/structures have you put in place through which local people can participate in water supply and sanitation projects?

.....
.....
.....

8. How are these systems managed?

.....
.....
.....

9. What resources are there for local people to participate in water supply and sanitation projects?

.....
.....
.....

10. Do you give any incentives for local people's participation in water supply and sanitation projects, what kind of incentives and when are they given?

.....
.....
.....

End of Interview

Thank you.