



UNIVERSITY  
*of*  
LUSAKA

**An Investigation In The Role That Non-Profit Organisations  
Play In Public Service Delivery In The Munali Constituency**

**A DISSERTATION**

**Submitted to the School of Technology and Social Sciences and in partial  
fulfillment of the requirements for the award of Bachelor of Public  
Administration**

**BY KALENGA MWANSA**

**DECLARATION**

I Kalenga Mwansa do hereby declare that this dissertation represents a product of my work and has not been submitted at this institution or any other. All work used in this dissertation has been duly acknowledged

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## **DEDICATION**

This dissertation is dedicated to my parents and friends for their incredible support throughout my studies

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## **ABSTRACT**

This study explored the contributions of nonprofit organizations (NPOs) to public service delivery in the Munali Constituency of Lusaka, Zambia. NPOs play a critical role in addressing gaps in essential services, such as healthcare, education, and social welfare, particularly in urban areas facing socio-economic challenges. Utilizing a mixed-methods approach, this research collected quantitative data from 180 residents and qualitative insights from the respondents. Findings revealed high community awareness of NPOs, with 88.9% of respondents familiar with their roles. However, only 55.6% of participants reported using nonprofit services, highlighting barriers related to accessibility, awareness, and trust. The study also identified significant contributions by NPOs in enhancing service delivery quality, as recognized by 66.7% of respondents, though concerns regarding consistency and sustainability remain. Recommendations include strengthening outreach efforts, fostering collaboration between NPOs and government, and improving accessibility to ensure NPOs maximize their impact in underserved communities. These insights aimed to inform policies and strategies that enhance public service delivery and promote sustainable development in Zambia.

## **CHAPTER ONE**

### **1.0 INTRODUCTION**

This chapter introduces the role of non-profit organizations (NPOs) in public service delivery, particularly in underserved communities facing resource constraints. It highlights the importance of NPOs in complementing government efforts to provide essential services, such as healthcare, education, and social welfare. The focus of this study is on Munali Constituency in Zambia, where NPOs play a significant role in addressing socio-economic challenges.

### **1.1 BACKGROUND**

Non-profit organizations (NPOs) have become important players in the global delivery of public services, especially in areas where socioeconomic difficulties, government inefficiencies, or resource limitations restrict access to necessary services. NPOs frequently play important roles in fields including social welfare, healthcare, education, and sanitation by providing services that directly raise the standard of living for marginalized communities. In many areas, the non-profit sector has its roots in charity endeavors and social movements, and it has developed throughout time to fill important gaps in the delivery of public services. Through collaborations with governments, the commercial sector, and local communities, these groups have demonstrated their capacity to collect resources, push for legislative reforms, and promote sustainable development on a global scale (Salamon et al., 2003).

The difficulties are especially acute in cities like Zambia's capital, Lusaka. There is a clear need for NPO intervention given the high rates of unemployment, poverty, and poor access to essential services. In these situations, non-profit organizations are essential in providing services that the state is either incapable of or inadequately prepared to offer. For instance, by setting up clinics, distributing medical supplies, and putting in place health education initiatives, NPOs have made a substantial contribution to the improvement of healthcare. This is important in a nation where inequities in access to care result from public health infrastructure that frequently fails to fulfill population demands (Mufune, 2019). Another important area of NPO engagement in Zambia is

educational support. Numerous groups work to empower underprivileged kids by offering after-school programs, school materials, and scholarships. In addition to improving educational access, these programs aid in closing the attainment gap in school, which is particularly significant for low-income families (Mufune, 2019). NPOs have also played a significant role in expanding access to sanitary facilities and clean water, two things that are vital for advancing public health and stopping the spread of illness. These groups are addressing the pressing problem of insufficient water and sanitation infrastructure in both urban and rural populations by means of water purification projects, sanitation facility development, and hygiene education campaigns (Mufune, 2019).

The effectiveness of NPOs in improving local public service delivery is still not well understood, despite these admirable efforts. The general impact of NPOs in Zambia has been emphasized by previous studies, but there is a dearth of in-depth research on how they operate in different communities, especially in urban regions like Lusaka. This disparity brings up a number of significant issues. Another matter of concern is the interaction between local government systems and non-profit organizations. Although cooperation between governments and non-profits is crucial to optimizing the impact of public service delivery, issues with accountability, transparency, and trust frequently arise. In order to guarantee that initiatives are in line with community needs and governmental interests, these obstacles may make it more difficult for NPOs and local authorities to form fruitful collaborations (PMRC, 2024). NPO initiatives run the risk of being dispersed or redundant in the absence of strong collaboration, which would further tax already scarce resources.

A thorough analysis of NPOs' functions is crucial given Zambia's increasing reliance on them to address community needs. By examining the efficiency of NPOs in providing public services, this study seeks to close the current research gap. The study will investigate the role NPOs in public service delivery. This study aims to inform policy recommendations that will strengthen partnerships between NPOs and local governments, ultimately contributing to more sustainable and inclusive development outcomes in Zambia, by offering practical insights into how these organizations can enhance service delivery.

By doing this, the study seeks to identify strategies for enhancing NPOs' ability to support government initiatives, guarantee more efficient use of scarce resources, and respond to the increasing needs of Zambia's most vulnerable groups.

## **1.2 STATEMENT OF THE PROBLEM**

Even though non-profit organizations (NPOs) are crucial to the provision of public services, little is known about how they actually affect meeting the requirements of the populace. Inadequate access to basic amenities like healthcare, education, sanitation, and social welfare is a problem in many Lusaka metropolitan areas. Due to resource constraints, Zambia's government is unable to adequately address the needs of its expanding populace, creating a sizable service delivery gap that non-governmental organizations work to close.

There is, however, a dearth of information regarding the public service delivery contributions of NPOs. There are still unresolved issues regarding these organizations' cooperation with government agencies, the durability of their operations, and the degree to which they meet community needs. 35% of households in Lusaka's urban constituency reported unmet basic needs, according to a recent evaluation by the Central Statistical Office (CSO, 2020). However, the precise role that NPOs play in addressing these problems has not been fully examined.

These gaps highlight the necessity of a thorough examination of non-profits' function in providing services. In order to ensure that citizens' needs are met, this study intends to highlight important areas that need for cooperation and action by analyzing the accomplishments and shortcomings of these organizations. Thus, the study's objective is to evaluate the contribution of nonprofits to the provision of public services in the Munali Constituency.

## **1.3 JUSTIFICATION OF THE STUDY**

In metropolitan regions with limited resources, such as the Munali Constituency in Lusaka, Zambia, non-profit organizations (NPOs) are essential in filling gaps in service delivery. In communities where government resources are insufficient, non-profit organizations (NPOs) offer vital support in the face of issues including poor healthcare, education, and social support that are made worse by fast urbanization. To improve public services and guarantee the welfare of people living in such underserved areas, it is essential to recognize their contributions.

Despite the fact that Munali is home to several NPOs, little research has been done on their local effects. The majority of current research only looks at issues at the national or regional level, ignoring the particular difficulties that urban communities experience. By examining the functions and efficacy of NPOs in Munali, this study aims to close this gap. Its objectives include identifying best practices, allocating resources as efficiently as possible, and improving cooperation between NPOs and government agencies in order to better serve the needs of the community.

By identifying the obstacles and unmet needs, this research will provide meaningful recommendations for policymakers, development practitioners, and NPOs. Its findings are expected to boost evidence-based initiatives, improve the quality of life for citizens, and support sustainable public service delivery.

## **1.4 STUDY OBJECTIVES**

### **1.4.1 General Objective**

- To assess the role of nonprofit organizations in public service delivery within the Munali Constituency.

### **1.4.2 Specific Objectives**

1. To evaluate the awareness of nonprofit organizations among community members in the Munali Constituency.
2. To investigate the contributions of nonprofit organizations to public service delivery in the Munali Constituency.
3. To analyze the extent of usage of nonprofit services by residents of the Munali Constituency.

## **1.5 RESEARCH QUESTIONS**

1. What level of awareness do community members in the Munali Constituency have about nonprofit organizations?
2. What role do nonprofit organizations play in public service delivery in the Munali Constituency?

3. To what extent do residents of the Munali Constituency utilize the services provided by nonprofit organizations?

## **1.6 OPERATIONAL KEY DEFINITIONS**

1. **Non-profit Organizations:** Organizations established to address social, cultural, or community issues without the primary goal of generating profit. Their activities often include service delivery, advocacy, and community development (Salamon et al., 2003).
2. **Public Service Delivery:** The process and mechanism through which governments or other entities provide essential services such as education, healthcare, and infrastructure to improve the quality of life of citizens (World Bank, 2005).
3. **Awareness of Non-profit Organizations:** Awareness is defined as the extent to which individuals or communities recognize the existence and understand the roles and contributions of non-profit organizations in their context (Nyambura & Mwaniki, 2016).
4. **Usage of Non-profit Services:** This refers to the frequency and manner in which individuals utilize services offered by non-profit organizations, influenced by factors like accessibility, service quality, and personal need (Kimani & Nyaka, 2021).
5. **Service Quality:** A measure of how well a service meets the expectations and needs of its users, often evaluated through dimensions like reliability, responsiveness, and empathy (Parasuraman et al., 1988).
6. **Community Perception:** The collective attitudes, beliefs, and trust levels of a community toward a specific entity, such as a non-profit organization, often shaped by past experiences and service outcomes (Chikafu & Jena, 2020).
7. **Geographical Constituency (e.g., Munali Constituency):** A specifically defined geographic area represented politically or studied for its unique social, economic, or demographic characteristics (Ebrahim, 2003).

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

This chapter presents a review of existing literature regarding the role of nonprofit organizations (NPOs) in public service delivery. The review is structured around theoretical framework, empirical studies aligned from global, regional, and local contexts, and lastly a conceptual framework.

#### **2.2 Theoretical Framework**

##### **2.2.1 Stakeholder Theory**

Stakeholder Theory, introduced by Freeman (1984), suggests that an organization's success is determined by how effectively it manages its relationships with stakeholders—individuals or groups that influence or are impacted by the organization's activities. In the context of nonprofit organizations (NPOs), key stakeholders include beneficiaries, government agencies, funders, employees, volunteers, and sometimes external partners such as other NGOs or private sector entities. Freeman emphasizes that NPOs operate within a network of relationships, and balancing and aligning the interests of these diverse groups is essential for achieving organizational goals.

The theory outlines several critical areas for NPOs to consider in order to operate successfully. First, NPOs must identify and understand their stakeholders, including their needs and expectations. This stakeholder mapping process is vital for recognizing potential conflicts and negotiating priorities. By understanding who their stakeholders are and what they require, NPOs can better manage relationships and anticipate challenges. Second, NPOs must navigate the competing interests of various stakeholders, such as beneficiaries, government bodies, and donors. Managing these different agendas effectively is key to ensuring that programs remain both effective and sustainable. Third, continuous stakeholder engagement and communication are necessary for building trust and securing resources. NPOs that maintain open and transparent communication with stakeholders can better adapt their strategies to changing circumstances and strengthen their support base. Lastly, building long-term relationships with stakeholders,

particularly donors and beneficiaries, is essential for the sustainability of NPO initiatives. These lasting relationships ensure ongoing support, which is crucial for the continuity and success of public service delivery.

Stakeholder Theory offers valuable insights into how NPOs can balance competing interests and meet stakeholder needs, especially in resource-constrained environments such as public service delivery. It underscores the importance of managing stakeholder dynamics strategically to achieve both short-term and long-term success in fulfilling organizational missions (Freeman, 1984).

### **2.2.3 Resource Dependence Theory (RDT)**

Resource Dependence Theory (RDT), developed by Pfeffer and Salancik (1978), explores how organizations depend on external resources such as funding, human capital, and material goods to survive and achieve their goals. Nonprofit organizations are particularly dependent on these resources, and their operations are significantly influenced by the availability and flow of external support. In resource-scarce environments, like Munali Constituency in Zambia, nonprofits must effectively manage these dependencies to meet the diverse needs of the communities they serve. The theory highlights that organizations, especially nonprofits, must align their strategies and operations with the resources available to them in order to achieve sustainability (Pfeffer & Salancik, 1978).

A key tenet of RDT is that nonprofits rely on external resources, such as donations, grants, and volunteers, to function effectively. In areas where resources are limited, nonprofits' ability to meet community demands is directly tied to their access to these resources. Additionally, nonprofits must navigate complex power dynamics in their relationships with donors and government bodies. Balancing accountability to external funders while remaining flexible to address the immediate needs of beneficiaries is a central challenge. These dynamics often shape the organization's capacity to deliver services, and nonprofits must ensure they can satisfy both donor expectations and the needs of the communities they serve (Pfeffer & Salancik, 1978).

Furthermore, nonprofits operating in resource-constrained settings often develop strategic responses to cope with these limitations. For instance, they may form partnerships with other organizations or diversify their funding sources. These strategies are essential for ensuring the continued delivery of services and reducing the risks associated with financial or resource

shortages. Additionally, RDT emphasizes the interdependence between nonprofits and other external organizations. Nonprofits often need to collaborate and share resources with government bodies, other NGOs, or private sector entities in order to achieve their goals. This network of collaboration enables nonprofits to expand their reach and effectiveness in addressing community needs (Pfeffer & Salancik, 1978).

Resource Dependence Theory offers valuable insights into the challenges and strategies nonprofits employ when managing resource limitations. It underscores the critical role of strategic resource management, collaboration, and navigating power dynamics to ensure long-term sustainability and effectiveness in service delivery (Pfeffer & Salancik, 1978).

### **2.3 Global Role of Nonprofit Organizations**

Globally, nonprofit organizations (NPOs) have become vital contributors to addressing societal challenges by complementing government efforts in public service delivery. As evidenced in the studies by Salamon et al. (2003), these organizations have a significant capacity to mobilize resources, advocate for change, and foster sustainable development, with a focus on sectors like education, healthcare, sanitation, and social welfare. Their efforts are often concentrated on underserved populations who face barriers to accessing essential services. For example, in developed countries, NPOs have successfully filled gaps in public services, particularly during healthcare crises like the COVID-19 pandemic, as seen in the United States and Western nations (Solomon et al., 2003).

In the United States, non-profit organizations have played a critical role in enhancing healthcare access, particularly for marginalized communities and underserved populations. According to a study by Harris and Armstrong (2021), NPOs in the U.S. have worked alongside government agencies to improve healthcare delivery during the COVID-19 pandemic by providing testing, vaccinations, and critical health education. These organizations were crucial in ensuring that vulnerable communities received the necessary resources when public health systems were overwhelmed. Harris and Armstrong (2021) further note that these partnerships between the nonprofit sector and government have proven effective in mitigating service delivery gaps during emergencies, while also fostering long-term improvements in public health infrastructure.

Similarly, in India, nonprofit organizations have been integral to addressing public health and education gaps in rural and economically disadvantaged areas. According to Das and Sen (2020), NPOs in India provide healthcare services, including maternal and child health programs, vaccinations, and awareness campaigns, particularly in areas where government services are lacking or underfunded. In education, NPOs have initiated programs to improve literacy rates and educational access for marginalized groups, including women and children in remote regions. The study underscores that despite significant challenges such as funding limitations and political barriers, NPOs remain key players in bridging these service gaps in developing countries like India.

In Brazil, nonprofit organizations have also been essential in advancing social services, particularly in combating poverty and improving living conditions in urban slums (favelas). A study by Silva and Costa (2018) highlights the role of NPOs in providing access to basic sanitation, healthcare, and education in marginalized communities. These organizations collaborate with local governments to implement community-driven initiatives that address the root causes of poverty and social exclusion. However, as noted by Silva and Costa (2018), the sustainability of these services remains challenged by funding constraints and political instability. Nevertheless, the study shows that nonprofit organizations continue to be pivotal in creating equitable opportunities for low-income populations.

According to Solomon et al. (2003), NPOs in developed contexts have been instrumental in bridging service gaps, particularly during health crises such as the COVID-19 pandemic. In many cases, these organizations have supplemented government efforts in times of crisis, offering services ranging from food distribution to healthcare access. For instance, in the United Kingdom, charitable organizations played a significant role in providing emergency support and healthcare services to vulnerable populations during the pandemic (Williams & Green, 2021). The flexibility and agility of these organizations allowed them to adapt quickly to changing circumstances and provide immediate assistance, which helped alleviate some of the burden on overstretched public services.

In developing countries, where resource constraints and political inefficiencies often hinder effective service delivery, nonprofit organizations have played a pivotal role in addressing

systemic issues. A case study from Bangladesh, as discussed by Chowdhury et al. (2020), illustrates how NPOs have been instrumental in improving access to clean water and sanitation in rural areas. These organizations have partnered with local governments and international donors to implement water purification programs, improve sanitation facilities, and raise awareness about hygiene practices. Despite facing challenges like inadequate infrastructure and limited funding, the study highlights the resilience of these organizations in overcoming barriers to service delivery.

#### **2.4 Regional Perspective on Nonprofit Organizations in Africa**

In Africa, non-profit organizations (NPOs) play a crucial role in addressing gaps in public service delivery, particularly in underserved areas. Studies across the continent have demonstrated how these organizations contribute to the improvement of essential services such as healthcare, education, and community development. For instance, in Ethiopia, NPOs significantly enhance access to healthcare and education, particularly in rural regions where public service provision is inadequate (Gebremedhin et al., 2019). Similarly, in Kenya, non-profit organizations have been instrumental in implementing community-based programs, with a particular focus on areas where government services are limited. Kimani and Nyaka (2021) highlight how NPOs bridge gaps in education by providing scholarships, infrastructure improvements, and learning materials to underserved communities.

In Tanzania, non-profit organizations have a major role in tackling the HIV/AIDS epidemic. Mgonja and Chibula (2020) highlight the collaboration between NPOs and government health services to provide prevention programs, treatment, and essential support services to communities. Likewise, in Uganda, NPOs have contributed significantly to the promotion of education and gender equality, offering programs aimed at increasing access to education for girls and addressing issues like gender-based violence (Kamanzi et al., 2021; Kabanda & Lwanga, 2019). These organizations work to empower women and girls, often overcoming social and cultural barriers to improve their access to education and healthcare.

In South Africa, NPOs have been crucial in alleviating the challenges posed by high unemployment rates and poverty. Chikafu and Jena (2020) show that NPOs in the region have expanded their efforts in providing community-based social services, including food security programs, vocational training, and education for marginalized groups. However, the study also

reveals that many of these organizations face significant challenges in securing consistent funding and ensuring the sustainability of their services, which affects the effectiveness of their interventions in poverty-stricken communities.

However, despite their substantial contributions, NPOs in Africa face several challenges. Mohale and van der Merwe (2018) argue that inconsistent funding, dependence on donor support, and operational inefficiencies often undermine the quality and reach of services, particularly in areas with poor infrastructure. These challenges are further exacerbated in South Africa, where non-profit organizations, though vital in poverty alleviation, struggle with financial instability, which affects their ability to deliver social services effectively (Chikafu & Jena, 2020). Similarly, NPOs in Zimbabwe have faced criticisms regarding service reliability and long-term sustainability. Chikafu and Jena (2020) emphasize that, although NPOs fill critical service gaps, community trust and consistent service delivery remain major concerns.

In addition, accessibility is a critical factor influencing the success of non-profit service delivery. Kimani and Nyaka (2021) identify geographic location, infrastructure, and the efficiency of information dissemination as key determinants of service accessibility in Kenya. The importance of trust, transparency, and reliability in maintaining positive relationships with communities is further emphasized by Lungu and Kalimbwe (2019), who argue that consistent and transparent operations are necessary for NPOs to ensure long-term impact. Moreover, in Tanzania, the integration of non-profit organizations into community health initiatives has proved effective in overcoming barriers to healthcare access, demonstrating the potential of decentralized service models (Temba & Ndyanabari, 2019).

In Ghana, the role of NPOs in public service delivery has been pivotal in advancing the education sector. A study by Appiah and Osei (2018) emphasizes how these organizations collaborate with local authorities to improve access to quality education in remote areas. The research highlights successful initiatives such as community schools, teacher training programs, and mobile classrooms, which have helped address the challenges of educational inequity. However, Appiah and Osei (2018) also point out the complexities of scaling these programs due to funding constraints and the challenge of ensuring quality education in rural areas with limited resources.

Similarly, in Nigeria, non-profit organizations have become key players in providing public health services, especially in response to outbreaks like Ebola and Lassa fever. According to Nwachukwu and Ogunlade (2019), NPOs in Nigeria have worked closely with government agencies to provide health education, distribute medical supplies, and implement disease prevention programs. Their research also emphasizes the need for stronger partnerships between NPOs and the government to improve the sustainability and effectiveness of these health interventions. Despite the successes, Nwachukwu and Ogunlade (2019) caution that the dependency on external funding and the occasional duplication of efforts among various organizations complicates the overall impact.

In Malawi, non-profit organizations have focused on improving food security and agricultural productivity in rural communities. Research by Banda et al. (2021) highlights the critical role of NPOs in promoting sustainable farming techniques, distributing seeds, and offering training on climate change adaptation. While these initiatives have led to increased agricultural output in some regions, the study reveals that inconsistent funding and poor infrastructure limit the potential for broader, long-term impact in improving food security.

Overall, while NPOs across Africa are indispensable in addressing service delivery gaps, their ability to provide sustainable, high-quality services hinges on overcoming financial, logistical, and operational challenges. Innovative approaches, such as forming partnerships with local governments and adapting decentralized service models, have proven effective in overcoming some of these barriers, ultimately ensuring that these organizations remain essential players in Africa's public service delivery landscape.

## **2.5 Local Context: Nonprofit Organizations in Zambia**

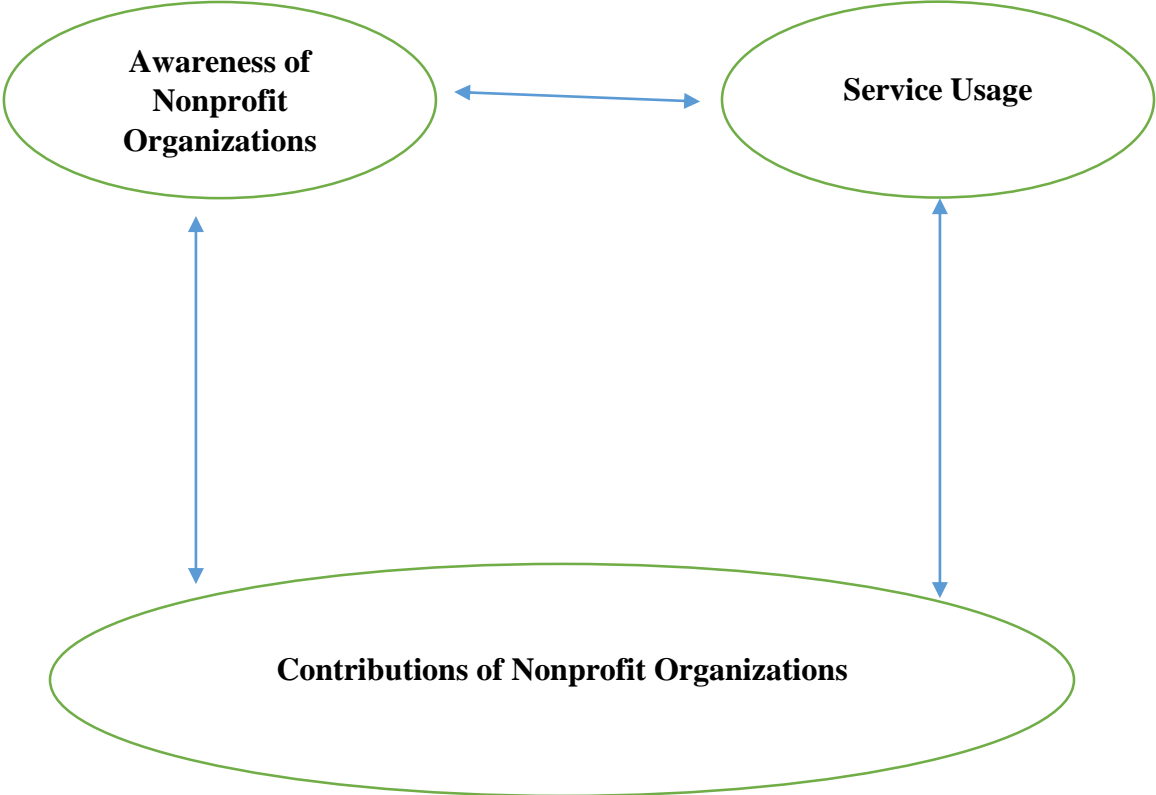
In Zambia, non-profit organizations play a crucial role in supporting government efforts to tackle socio-economic issues. Research by Mufune (2019) and Mulenga et al. (2020) underscores the significant impact of NPOs in urban areas such as Lusaka, where public service delivery often struggles to keep up with the demands of a growing population. In the Munali Constituency, which is marked by informal settlements and high levels of poverty, NPOs contribute to improving access to essential services like healthcare, education, water, and sanitation.

However, Chikumbi (2022) highlights that while non-profit organizations offer vital services, concerns about their long-term sustainability and their alignment with community needs persist. There is limited research on how effectively these organizations collaborate with government bodies and whether their interventions effectively address the underlying causes of social challenges.

Further studies by Lungu and Kalimbwe (2019) reveal that while awareness of NPOs is high in urban areas, this awareness does not necessarily result in increased utilization of their services. This gap suggests the need for more focused awareness initiatives that demonstrate the relevance and accessibility of the services provided by NPOs.

### 2.6 Conceptual Framework

Figure 2.1 Conceptual Framework



This simplified conceptual framework ties together the key aspects of your study: awareness, nonprofit contributions, and service usage. By evaluating how these elements interconnect, the study assesses how effectively nonprofit organizations deliver public services in the Munali Constituency. Awareness and the contributions made by NPOs are expected to influence the extent to which community members use these services, providing a clear structure for understanding nonprofit impact in the area.

## **Conclusion**

This review examined the role of nonprofit organizations (NPOs) in public service delivery, focusing on global, regional, and local perspectives. It highlighted the importance of Stakeholder Theory and Resource Dependence Theory in understanding how NPOs manage relationships and resources.

Globally, NPOs address gaps in services like healthcare, education, and sanitation, particularly in developing regions like Africa, where they face challenges related to funding and infrastructure. Locally, in Zambia, NPOs play a key role but struggle with resource constraints and community engagement, despite high awareness of their services. The review emphasizes the need for a deeper understanding of these challenges to improve NPO sustainability and service delivery.

## CHAPTER THREE

### METHODOLOGY

#### 3.0 Introduction

This chapter describes the research methodology used in the study. It includes the research approach, study design, target population, sampling procedures, data collection methods, data analysis techniques, and ethical considerations. The chapter provides a comprehensive overview of the strategies employed to collect, analyze, and interpret the data relevant to understanding the role of nonprofit organizations (NPOs) in public service delivery within the Munali Constituency.

#### 3.1 Study Approach

The study employed a mixed-method approach, combining quantitative and qualitative methodologies to explore the role of non-profit organizations (NPOs) in public service delivery.

- **Quantitative** methods were used to gather numerical data on awareness, usage, and satisfaction levels regarding NPO services in the Munali Constituency.
- **Qualitative** methods explored perceptions, attitudes, and experiences through interviews with key informants.

This combination was chosen to ensure a comprehensive understanding of the topic, integrating measurable data with rich contextual insights.

#### 3.2 Study Design

A cross-sectional research design was adopted for this study. This design was selected because it allows for data to be gathered at a specific point in time, facilitating a snapshot of the current state of nonprofit organizations' contributions to public service delivery within the Munali Constituency. Cross-sectional studies are commonly used to describe and measure the prevalence of certain variables in a population and to explore the relationships between them. In this study, data was collected via structured questionnaires. The questionnaires focused on gathering data from a broad sample of community members.

### 3.3 Study Population

This study targeted residents of Munali Constituency, Lusaka, Zambia, specifically individuals aged 14 years and above who have interacted with or are aware of the services provided by non-profit organizations. Munali Constituency, with its diverse population comprising urban settlements, offers a representative setting to assess the role of non-profit organizations across various community contexts. The total population of Munali Constituency, as reported by the Electoral Commission of Zambia (ECZ), is approximately 151,573. It is important to note that this figure is the most current and reliable source available, as no additional population data was accessible at the time of the study. Therefore, the approximately total population number cited here is based solely on the ECZ's population estimate for the constituency.

### 3.4 Sample Size

To ensure statistically significant and representative results, a sample size of **200 participants** was chosen for this study. This sample size was calculated using the following formula:

$$n = \frac{N}{1 + e^2}$$

Where:

- $n$  = sample size
- $N$  = population size (151,573)
- $e$  = margin of error (as a decimal, so 0.05 for 5%)

Applying these values to the formula, we get:

$$n = \frac{151573}{1 + 151573 \cdot (0.05)^2}$$

This calculation yields a sample size that is deemed adequate considering the large population size and the desired level of precision. The chosen sample size of **200 participants** aligns with this calculated value and ensures that the findings from the study are likely to be representative of the broader population within Munali Constituency, allowing for reliable conclusions about the impact of non-profit organizations in the area.

### 3.5 Sampling Procedure

A **simple random sampling** technique was employed to select participants from the resident population, ensuring that every individual had an equal chance of being included in the study. For the qualitative aspect, key informants were purposively sampled based on their expertise and involvement with NPOs.

### 3.6 Data Collection

Data were collected through the following methods:

- **Structured Questionnaires:** Administered to residents to collect quantitative data on their awareness, usage, and satisfaction with NPO services. The questionnaires included both closed-ended and open-ended questions to capture detailed responses.
- **Semi-structured Interviews:** Conducted with key informants to gather qualitative insights on the effectiveness, challenges, and sustainability of NPO interventions.

### 3.7 Data Analysis

- **Quantitative Data:** Analyzed using descriptive statistics (frequencies, percentages) and inferential statistics (cross-tabulations, regression analysis) to identify trends and relationships between variables. Data were processed using SPSS software.
- **Qualitative Data:** Thematic analysis was applied to interview transcripts to identify recurring themes and patterns.

### 3.8 Ethical Considerations

Ethical approval was obtained from the University of Zambia Ethical Review Committee. Key ethical principles were adhered to throughout the study:

1. **Informed Consent:** Participants were briefed about the study objectives and voluntarily signed consent forms.
2. **Confidentiality:** Personal data were anonymized, and access to sensitive information was restricted to the researcher.

3. **Voluntary Participation:** Participants were free to withdraw from the study at any point without repercussions.

## CHAPTER FOUR

### PRESENTATION FINDINGS

#### 4.0 Introduction

This chapter shows the analysis and presentation of findings of the study. The analysis of data in this study was restricted to descriptive statistics. Descriptive statistics are forms of analysis which organizes data to come up with a meaningful analysis. Figures and frequency tables have been used in the presentation of findings.

The researcher prepared 200 copies of questionnaires for this study that were issued to 200 respondents. The response rate was 90 per cent (180) which is a very good rate that one can depend on to make conclusion and recommendation. According to Hagger et al., (2003) the researcher should strive to achieve a response rate of 50 per cent, 60 per cent or 75 per cent

#### 4.1 Demographic Data

Figure 4.1 Gender of the respondents

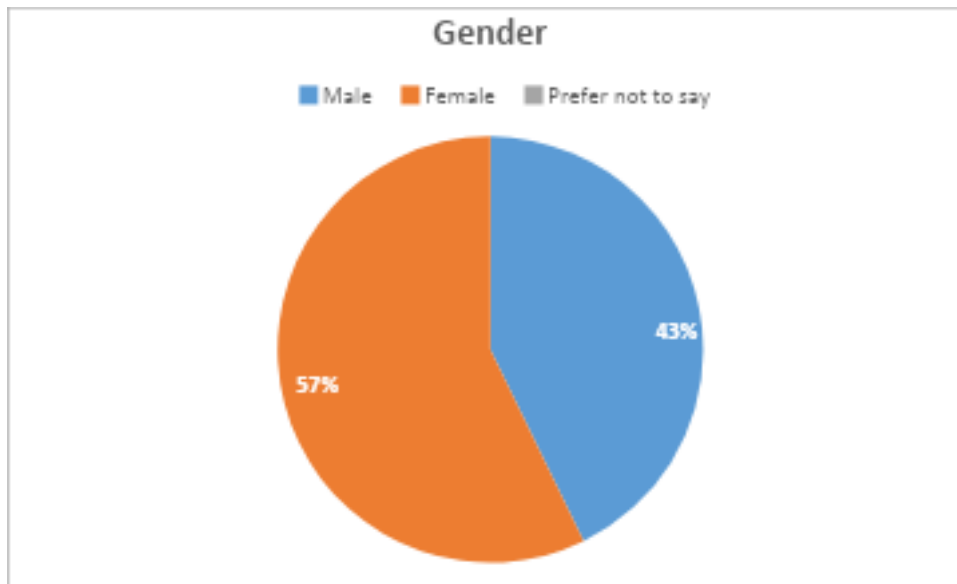


Figure 4.1 shows gender of the respondents, out of a total sample size of 180 respondents, 57% were female, while 43% were male. This indicates a slightly higher representation of females compared to males in the study population. Although the difference in gender representation is

minimal, it reflects a relatively balanced sample. The predominance of female respondents may be attributed to a variety of factors, including increased availability or willingness to participate.

Figure 4.2 Age of respondents

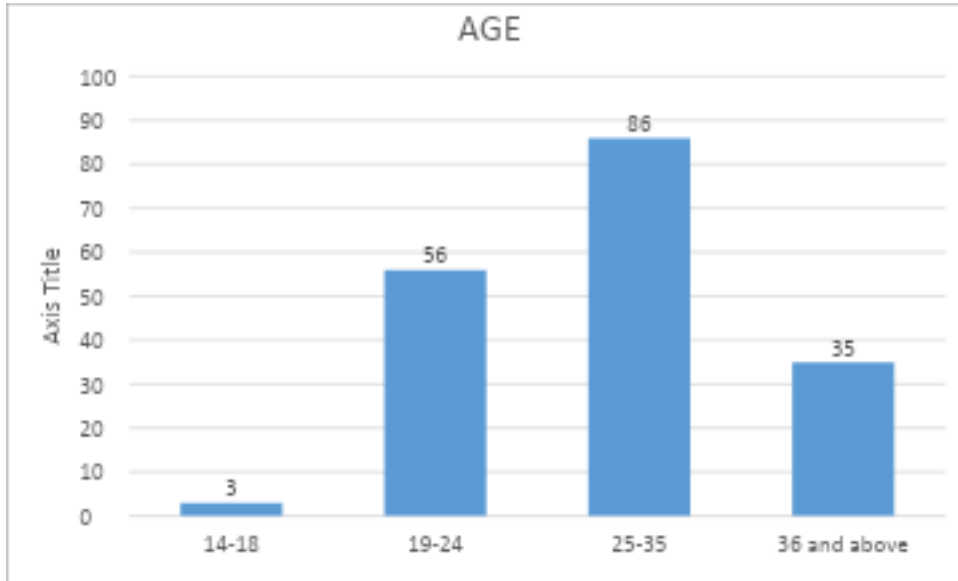


Figure 4.2 above shows the age distribution of the respondents, 1.7% of the respondents were between 14-18 years old, 31.1% of the respondents were between 19-24 years old, 47.8% of the respondents were 25-35 years old and 19.4% of the respondents were 36 and above years old.

**Table 4.1: Occupation of Respondents**

<i>Occupation</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Still in school (secondary/university)</i>	100	55.6%
<i>Not in school (employed/self-employed)</i>	70	38.9%
<i>Both in school and working</i>	10	5.6%
<b><i>Total</i></b>	180	100%

Table 4.1 above shows that more than half of the respondents (55.6%) were still in school and the rest of the respondents (38.9%) were employed or self-employed, indicating the potential impact of nonprofits on students and also working adults.

#### 4.2 Awareness of Nonprofit Organizations Section:

**Table 4.3: Awareness of Nonprofit Organizations**

<i>Question</i>	<i>Yes</i>	<i>No</i>	<i>Total</i>
<i>Do you know what a nonprofit organization is?</i>	160	20	180
<i>Have you heard of any nonprofit organizations based in Lusaka?</i>	150	30	180

Table 4.3 above shows 88.9% of respondents are aware of what nonprofit organizations are, and 83.3% of the respondents have heard of nonprofits in Lusaka. This shows good awareness of nonprofits, mainly in Lusaka.

**Table 4.4: Sources of Awareness**

<i>Source of Awareness</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Social media</i>	90	50%
<i>Outreach events</i>	50	27.8%
<i>Word of mouth</i>	30	16.7%
<i>Other (community programs, advertisements, etc.)</i>	10	5.6%

Table 4.4 above shows that 50% of the respondents indicated **social media** as the primary source of awareness. This suggests that online platforms play a major role in promoting nonprofit organizations in Lusaka. **Outreach events** (27.8%) and **word of mouth** (16.7%) are also significant, stressing the significance of community-based communication.

### 4.3 Nonprofit Organizations and Public Service Delivery Section:

**Table 4.5: Perceived Role of Nonprofits in Public Service Delivery**

<i>Question</i>	<i>Yes</i>	<i>No</i>	<i>Sometimes</i>	<i>Total</i>
<i>Do you think nonprofit organizations help the government in public service delivery?</i>	140	20	20	180

Majority of respondents (77.8%) in the table 4.5 above believe that nonprofit organizations help the government in public service delivery. This shows strong support for the idea that nonprofits help the government in public service delivery.

**Table 4.6: Perceived Improvement in Public Service Delivery Due to Nonprofits**

<i>Question</i>	<i>Yes</i>	<i>No</i>	<i>Fairly</i>	<i>Total</i>
<i>Has the quality of public service delivery improved due to nonprofit organizations?</i>	120	30	30	180

The table 4.6 above shows a significant majority (66.7%) of respondents believe that non-profit organizations have enhanced public service delivery, whereas 16.7% disagree. This indicates that, overall respondents perceive non-profit organizations as improving the quality of services available to the public.

**Table 4.7: Rating of Contribution to Public Service Delivery**

<i>Rating</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Very Positive</i>	60	33.3%
<i>Somewhat Positive</i>	80	44.4%
<i>Neutral</i>	30	16.7%
<i>Somewhat Negative</i>	10	5.6%
<i>Very Negative</i>	0	0%

A majority of (77.7%) of respondents rate the contribution of nonprofit organizations to public service delivery as either **Very Positive** or **Somewhat Positive**, demonstrating robust support for the vital role of non-profits organizations in public service.

**4.5 Usage of Nonprofit Services Section:**

**Table 4.8: Have You Ever Used a Service Provided by a Nonprofit Organization?**

<i>Response</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Yes</i>	100	55.6%
<i>No</i>	80	44.4%
<b><i>Total</i></b>	180	100%

A majority of the respondents (55.6%) have utilized services provided by nonprofit organizations, whereas 44.4% have not. This indicates that nonprofit services are relevant, accessible and widely used within the community.

**Table 4.9: Types of Services Used**

<i>Service Type</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Health services</i>	40	22.2%
<i>Educational support</i>	60	33.3%
<i>Food and nutrition assistance</i>	20	11.1%
<i>Vocational training or workshops</i>	30	16.7%
<i>Other (specify)</i>	20	11.1%

Table 4.9 above shows educational support and health services were the most commonly used services, with educational services accounting for 33.3% of response and 22.2% citing health services. Vocational training or workshops (16.7%) also identified as a key service, indicating a strong demand for skills development.

**Table 4.10: Rating of Service Quality**

<i>Rating of Service Quality</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Excellent</i>	30	16.7%
<i>Good</i>	70	38.9%
<i>Fair</i>	40	22.2%
<i>Poor</i>	30	16.7%
<i>Very Poor</i>	10	5.6%

Table 4.10 shows that the majority of respondents rated the services as "Good" (38.9%). A notable proportion rated the services as "Fair" (22.2%), while 16.7% rated the services as either "Excellent" or "Poor." Only 5.6% of respondents rated the services as "Very Poor."

**Table 4.11: Frequency of Using Nonprofit Services**

<i>Frequency of Use</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Occasionally</i>	50	27.8%
<i>Often</i>	30	16.7%
<i>Very often</i>	10	5.6%
<i>Never</i>	90	50%

**Table 4.11** shows that 50% of respondents have never used nonprofit services, while 27.8% use them occasionally, 16.7% use them often, and 5.6% use them very often. This suggests that while nonprofit organizations are generally viewed positively, not all individuals have direct experience with their services. This may indicate potential issues such as lack of awareness, accessibility challenges, or unmet needs within the community.

**Table 4.12: Factors Influencing the Use of Nonprofit Services**

<i>Factor</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Accessibility (location, ease)</i>	80	44.4%
<i>Reputation of the organization</i>	50	27.8%
<i>Personal need for service</i>	60	33.3%
<i>Awareness of the service</i>	40	22.2%

Table 4.12 above shows primary factors influencing service usage are **accessibility** (44.4%) and **personal need for service** (33.3%). This underscores the importance of ensuring that nonprofit services are both easily accessible and closely aligned with the immediate needs of the community.

**Table 4.13: Could Nonprofits Improve Service Quality?**

<i>Response</i>	<i>Frequency</i>	<i>Percentage (%)</i>
<i>Yes</i>	140	77.8%
<i>No</i>	20	11.1%
<i>Not sure</i>	20	11.1%
<b><i>Total</i></b>	180	100%

A significant proportion of respondents (77.8%) believe that nonprofits could improve the quality of their services, while 11.1% disagreed, and 11.1% were unsure.

## CHAPTER FIVE

### DISCUSSION OF THE FINDINGS AND CONCLUSION

#### 5.0 Overview

This chapter discusses the findings from the study on the role of nonprofit organizations in public service delivery in Munali Constituency. The results are interpreted within the context of existing research, with a focus on the research questions. The implications of these findings are explored, and recommendations for enhancing NPOs effectiveness are provided.

#### 5.1 Awareness of Nonprofit Organizations

The study revealed that a significant majority of respondents in 88.9% were aware of non-profit organizations (NPOs), with social media being the primary source of awareness for 50% of participants. This high level of awareness aligns with similar studies conducted. Nyambura and Mwaniki (2016) found that 45% of respondents in Nairobi, Kenya, first learned about NPOs through social media, particularly Facebook and Twitter. Likewise, Olanrewaju and Adebayo (2020) reported that 40% of respondents in Lagos, Nigeria, cited community-based outreach programs as their primary source of awareness, emphasizing the role of direct, local engagement in raising awareness. This trend mirrors global patterns where digital platforms are playing an increasingly critical role in connecting NPOs with communities. These findings highlight the growing influence of online platforms in shaping perceptions of non-profit work.

However, despite the high awareness of NPOs, the study found a notable gap between awareness and active engagement. While media campaigns were successful in generating awareness, many respondents indicated that they did not feel personally connected to or motivated to engage with these organizations. This disconnection between awareness and service utilization mirrors similar findings from Mohale and van der Merwe (2018) in South Africa, who observed that, despite high awareness of non-profit initiatives, active participation remained low, especially among disadvantaged groups. These findings suggest that while NPOs are effective at generating visibility, there is a need for more targeted efforts to translate awareness into tangible engagement.

This could include strategies focused on outreach, trust-building, and fostering a deeper sense of personal connection with the organizations' missions.

## **5.2 Nonprofit Organizations and Public Service Delivery**

The majority of respondents (69.4%) believe that NPOs play a positive role in enhancing public service delivery, particularly in areas such as healthcare, education, and community development. Only a small proportion (8.3%) perceive them as having a negative impact. This aligns with global perspectives on the complementary role of NPOs in filling gaps left by government services, especially in resource-constrained settings. Similar findings have been reported in other studies, including Gebremedhin et al. (2019) in Ethiopia, where 71% of respondents acknowledged the positive impact of NPOs in supplementing government efforts in healthcare and education. In Nigeria, Olanrewaju & Adebayo (2020) found that 65% of participants believed NPOs help bridge service gaps, especially in rural areas where government services are limited. Studies in Zimbabwe, such as Chikafu & Jena (2020), also highlight the positive role of NPOs in addressing educational and healthcare deficits.

However, while many respondents perceive non-profits as positively contributing to public service, there is a significant number (22.2%) who believe that the quality-of-service delivery is only "fair." This suggests that while non-profits are appreciated for their contributions, there are areas for improvement, particularly in ensuring service consistency and reliability. This aligns with findings from a study by Chikafu & Jena (2020) in Zimbabwe, which noted that while community members acknowledged the positive impact of non-profits in areas such as education and healthcare, concerns about service quality, consistency, and long-term sustainability were common.

## **5.3 Usage of Nonprofit Services**

Despite high awareness levels, only 55.6% of respondents reported NPO services, highlighting significant barriers to service utilization. This pattern aligns with findings from Lungu and Kalimbwe (2019) in Lusaka, where awareness often did not translate into engagement due to challenges like poor knowledge of available programs, inconvenient locations, and a lack of trust in NPOs. Similar barriers have been identified in Tanzania (Temba & Ndyanabari, 2019) and

Ghana (Appiah & Osei, 2018), where logistical issues and limited outreach hindered access to services, particularly for low-income and rural populations. Accessibility remains a critical factor in NPO service uptake. For example, Harris and Armstrong (2021) in the U.S. emphasized that logistical challenges, such as transportation and location, significantly deter underserved populations from utilizing these services. Accessibility concerns were also evident in the findings, where 44.4% of respondents identified this as the most influential factor in deciding whether to use NPO services.

A broader look at service usage revealed that 50% of respondents had never used NPO services, suggesting barriers like limited access, lack of awareness, or socio-economic factors. Only 27.8% used these services occasionally, 16.7% often, and 5.6% very often. These patterns indicate potential gaps in service delivery or accessibility. Studies in other regions corroborate these findings. In Kenya, Kimani and Nyaka (2021) found that 56% of respondents considered accessibility both geographic and informational the primary determinant of service usage, with rural populations particularly affected by limited outreach and poor communication. Similarly, Gebremedhin et al. (2019) in Ethiopia reported that 40% of respondents cited accessibility issues such as long distances and lack of awareness as key barriers to engagement.

## **5.4 CONCLUSION**

In conclusion, the study reveals both the strengths and challenges faced by non-profit organizations (NPOs) in their efforts to serve communities effectively. Awareness of NPOs is widespread, with social media playing a pivotal role in disseminating information and shaping perceptions about their work. This indicates that NPOs have been successful in leveraging digital platforms to increase their visibility and connect with broader audiences. However, despite this widespread awareness, there remains a significant gap between knowing about NPOs and actively engaging with their services. Many individuals feel disconnected from these organizations, citing barriers such as limited access to services, insufficient outreach, and a lack of trust or personal connection.

Additionally, while respondents acknowledged the vital role NPOs play in enhancing public service delivery in sectors like healthcare, education, and community development, concerns remain regarding the quality and consistency of these services. Some perceive NPO services as

unreliable or difficult to access, pointing to logistical and communication gaps that limit their effectiveness. These issues are particularly evident in communities where geographical and informational barriers prevent people from fully utilizing the services provided.

The findings emphasize the need for NPOs to go beyond creating awareness and focus on fostering deeper engagement with the communities they serve. Strategies to build trust, improve accessibility, and ensure consistent service delivery are critical. Strengthening local outreach and addressing logistical challenges can help bridge the gap between awareness and participation, enabling NPOs to deliver on their mission of supporting underserved populations more effectively.

## **5.5 RECOMMENDATIONS**

To address the gaps identified in the study, it is essential to consider the following recommendations.

1. **Enhance Outreach Efforts:** NPOs should invest in robust community-based outreach programs to create stronger connections with local populations. While social media has proven effective for raising awareness, combining it with face-to-face interactions can foster trust and a sense of personal engagement.
2. **Build Community Trust:** NPOs must address trust issues by maintaining transparency in their operations, providing consistent quality services, and involving community members in decision-making processes. Regular feedback mechanisms can also help build stronger relationships with the communities served.
3. **Tailored Service Delivery:** NPOs should conduct needs assessments to better understand the specific challenges and requirements of their target populations. This will allow them to design programs that are more relevant and effective, thereby increasing service uptake.
4. **Continuous Monitoring and Evaluation:** Establishing regular evaluation mechanisms to assess the effectiveness and impact of programs can help identify areas for improvement and ensure long-term sustainability. This includes tracking service usage, gathering community feedback, and adapting strategies accordingly.

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## APPENDIX A

### QUESTIONNAIRE

Dear respondent,

REF: RESEARCH INTRODUCTORY LETTER

My name is Kalenga Mwansa, a student at University of Lusaka, I am doing Research on non profit organizations and the role they play in the Munali Constituency of Lusaka District. I would greatly appreciate if you could take the time to help me by participating in my research by filling out this survey. Your answers will remain anonymous and confidential. This study is for academic purposes and nothing but your time and honesty is required. Thank you in advance.

#### SECTION: DEMOGRAPHICS

1. **Age Group:**
    - a) 14-18
    - b) 19-24
    - c) 24-35
    - d) 36 and above
  2. **Gender:**
    - a) Male
    - b) Female
    - c) Prefer not to say
  3. **Occupation:**
    - a) Still in school (Please specify whether secondary or university)
    - b) Not in school (Please specify occupation)
    - c) Both in school and working
  4. **Location:**
    - a) What area of the Munali Constituency do you live in? (*Open-ended*)
-

## SECTION 2: AWARENESS OF NONPROFIT ORGANIZATIONS

5. **Do you know what a nonprofit organization is?**
  - b) Yes
  - a) No
6. **Have you heard of any nonprofit organizations based in Lusaka?**
  - a) Yes
  - b) No
7. **If yes, which nonprofit organizations have you heard of?**  
*(Open-ended response)*

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8. **How did you first learn about nonprofit organizations?**
  - a) Through social media
  - b) Through an outreach event
  - c) Through word of mouth
  - d) Other (please specify)

## SECTION 3: NONPROFIT ORGANIZATIONS AND PUBLIC SERVICE DELIVERY

9. **Do you think nonprofit organizations help the government in public service delivery?**
  - a) Yes
  - b) No
  - c) Sometimes

10. **In your opinion, has the quality of public service delivery improved due to nonprofit organizations?**
- a) Yes
  - b) No
  - c) Fairly
11. **How would you rate the overall contribution of nonprofit organizations to public service delivery in Lusaka?**
- a) Very positive
  - b) Somewhat positive
  - c) Neutral
  - d) Somewhat negative
  - e) Very negative

**SECTION 4: USAGE OF NONPROFIT ORGANIZATION SERVICES**

12. **Have you ever used a service provided by a nonprofit organization?**
- a) Yes
  - b) No
13. **If yes, which services have you used? (*Open-ended response*)**
- 

14. **How would you rate the quality of the service you received from the nonprofit organization?**
- a) Excellent
  - b) Good
  - c) Fair
  - d) Poor
  - e) Very Poor

15. **How often have you used services provided by nonprofit organizations?**
- a) A few times
  - b) Fairly often
  - c) Very often
16. **What factors influence your decision to use nonprofit services?** (Select all that apply)
- a) Accessibility (location, ease of access)
  - b) Reputation of the organization
  - c) Personal need for the service
  - d) Awareness of the service
  - e) Recommendation from others
  - f) Other (please specify)
17. **Do you think nonprofit organizations could do more to improve the quality of services they provide?**
- a) Yes
  - b) No
  - c) Not sure

**SECTION 5: FINAL COMMENTS**

18. **Do you have any suggestions for nonprofit organizations on how they could improve their services or increase their impact in your community?**  
*(Open-ended response)*

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19. **Any additional comments about nonprofit organizations in your area?**

*(Open-ended response)*

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**THANK YOU FOR YOUR PARTICIPATION!**

## APPENDIX B

### BUDGET AND TIME FRAME

#### BUDGET

NO.	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE
1	Transportation	Trips to and from selected sample site	K550	K550
2	Food	Lunch x 10	K30	K300
3	Pencils, Pens, Erasers	5 of each	Pens K5, Pencils, K2 Erasers k3	K50
4	A4 Ream of paper	03	K110	K330
5	Stapler and Staples	01 and 01 packet	Stapler K80, Staples 50	K130
6	Ethical Clearance			K500
7	Printing and Photocopy of Questionnaire	05	K20	K3000
8	Printing and Binding of Final Research Report	04	K130	K520
9	Miscellaneous			K300
	Total			K5,180

### TIME FRAME

ACTIVITY	2024 FEB	2024 MAR	2024 APR	2024 MAY	2024 AUG	2024 SEP	2024 OCT	2024 NOV	2024 DEC	2025 JAN
Proposal Writing										
Proposal submission										
Selecting research assistance										
Ethical Clearance from UNILUS-REC and funding authorities and data collection										
Data entry and Cleaning										
Data analysis and write up										
Dissertation submission										