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SCHOOL OF POSTGRADUATE STUDIES

**EXAMINING THE IMPACT OF THE DECENTRALISATION POLICY ON
DEMOCRATIC PROCESSES IN ZAMBIA: THE CASE OF NDOLA DISTRICT**

**A dissertation presented to the University of Lusaka in Partial Fulfilment for the Award
of Masters Degree in Political Science and International Relations**

By

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DECLARATION

I Chansa Annie, hereby declare that this dissertation is my original work and has not been submitted for a degree at any other university. Where other people's work has been used, this has been properly acknowledged and referenced in accordance with the University of Lusaka's requirements. I further declare that this work is submitted in partial fulfilment of the requirements for the degree of Master of Political Science and International Relations at the University of Lusaka.

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DEDICATION

To my parents whose love, words of encouragement and prayers have kept me going thank you. To my siblings who simply did not allow me to quit thank you. To my unborn children in your times of academic stress and despair may this serve as a beacon of hope.

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ABSTRACT

This study examined how Zambia's decentralisation policy impacts democratic processes in Ndola District, addressing the inadequate understanding of how effectively local governance structures promote genuine democratic participation and improve service delivery at the district level. The research aimed to assess the effectiveness of decentralized service delivery systems, evaluate decentralisation's influence on social cohesion, analyse relationships between citizen empowerment and democratic participation, and determine how citizens' awareness moderates decentralisation outcomes. Following a pragmatic philosophy, the study employed a mixed-methods approach, combining quantitative surveys of 327 residents with qualitative interviews of key informants from Ndola City Council. The findings revealed significant relationships between decentralisation components and democratic process, with service delivery emerging as the strongest predictor ($\beta=.395$, $p<.001$), followed by citizen empowerment ($\beta=.378$, $p<.001$) and social cohesion ($\beta=.342$, $p<.001$). Correlation analysis demonstrated strong associations between service delivery and Democratic process ($r=.684$, $p<.01$), while citizen awareness significantly moderated these relationships ($\Delta R^2=.064$, $p<.001$). Qualitative findings indicated that ward-level service centres improved response times from 72 to 24 hours, though resource constraints affected implementation quality. Ward development committees enhanced community collaboration, though participation varied across wards. Key informants reported transformed decision-making processes through participatory budgeting initiatives, despite technical capacity limitations. The study recommends strengthening ward-level service delivery capacity through increased resource allocation and technical training, enhancing community engagement frameworks with structured participation guidelines, establishing comprehensive empowerment programs focusing on participatory planning, and developing systematic awareness programs using multiple communication channels and local languages. These findings contribute to understanding how decentralisation influences Democratic process and inform policy refinements to enhance local democratic processes.

Keywords: *Decentralization, democratic process, service delivery, social cohesion and citizen empowerment.*

TABLE OF CONTENTS

COPYRIGHT.....	i
DECLARATION	ii
DEDICATION.....	iii
ACKNOWLEDGEMENTS.....	iv
ABSTRACT.....	v
LIST OF TABLES.....	V
CHAPTER ONE: INTRODUCTION.....	1
1.0 Introduction.....	1
1.1 Background of the Study	1
1.2 Statement of the Problem.....	3
1.3 Objectives of the Study.....	4
1.3.1 General Objective	4
1.3.2 Specific Objectives	5
1.4 Research Questions.....	5
1.5 Significance of the Study.....	5
1.6 Scope of the Study	5
1.7 Definition of Key Terms.....	6
1.8 Dissertation Outline	6
1.9 Chapter Summary	7
CHAPTER TWO: LITERATURE REVIEW.....	8
2.0 Introduction.....	8
2.1 Empirical Review.....	8
2.1.1 Global Perspective	8
2.1.2 African Perspective.....	10
2.1.3 Zambian Perspective.....	13
2.1.4 Gap in Literature	15
2.2 Theoretical Framework.....	17

2.2.1 Theory of Fiscal Federalism	17
2.2.2 Social Capital Theory	17
2.2.3 Democratic Participation Theory	17
2.3 Conceptual Framework	18
2.3.1 Independent Variables	18
2.3.2 Moderating Variable	19
2.3.3 Dependent Variable	20
2.4 Chapter Summary	20
CHAPTER THREE: METHODOLOGY	21
3.0 Introduction	21
3.1 Research Philosophy	21
3.2 Research Approach	21
3.2 Research Design	22
3.3 Population of the Study	22
3.4 Sample Size	23
3.5 Sampling Procedure	23
3.6 Data Collection Instruments	24
3.7 Data Analysis	24
3.8 Reliability and Validity	25
3.9 Ethical Consideration	25
3.10 Chapter Summary	26
CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS	27
4.0 Introduction	27
4.1 Response Rate	27
4.2 Preliminary Analysis	28
4.2.1 Normality Tests	28
4.2.2 Factor Analysis	29

4.2.3 Reliability Statistics	31
4.3 Demographic Information.....	32
4.3.1 Gender.....	32
4.3.2 Age Group.....	33
4.3.3 Education Level	34
4.3.4 Length of Residence in Ndola.....	35
4.3.5 Ward of Residence	36
4.4 Descriptive Statistics.....	37
4.4.1 Mean Score Interpretation Scale	37
4.4.2 Service Delivery.....	38
4.4.3 Social Cohesion	40
4.4.4 Citizen Empowerment	42
4.4.5 Citizen's Awareness and Knowledge	44
4.5 Inferential Analysis	46
4.5.1 Correlation Analysis	46
4.5.2 Model Summary.....	48
4.5.3 Hierarchical Multiple Regression Results	49
4.6 Qualitative Results Key Informants from Ndola Municipal Council	54
4.6.1 Service Delivery Effectiveness	54
4.6.2: Social Cohesion	57
4.6.3: Citizen Empowerment	61
4.6.4: Citizen Awareness	64
CHAPTER FIVE: DISCUSSION OF FINDINGS	67
5.0 Introduction.....	67
5.1 Discussion.....	67
5.1.1 Effectiveness of Decentralized Service Delivery Systems	67
5.1.2 Influence of Decentralisation on Social Cohesion.....	69

5.1.3 Relationship between Citizen Empowerment and Democratic Participation	71
5.1.4 Moderating Effect of Citizens' Awareness and Knowledge	73
CHAPTER SIX: CONCLUSIONS AND RECOMMENDATIONS	76
6.0 Introduction.....	76
6.1 Summary of the Findings.....	76
6.1.1 Service Delivery Effectiveness	76
6.1.2 Social Cohesion Influence	76
6.1.3 Citizen Empowerment Impact	76
6.1.4 Citizen Awareness Effects	77
6.2 Conclusion	77
6.3 Recommendations.....	77
6.4 Recommendation for Future Study.....	78
6.5 Limitations of the Study.....	78
REFERENCES	80
APPENDICES	84
Appendix i: Questionnaire for the Residents	84
Appendix ii: Interview Guide for Key Informants	90
Appendix iii: Plagiarism Report	92
Appendix iv: Ethical Clearance	93

LIST OF TABLES

TABLE 4.1: RESPONSE RATE	27
TABLE 4.2: TESTS OF NORMALITY	28
TABLE 4.3: KMO AND BARTLETT'S TEST	29
TABLE 4.4: FACTOR ANALYSIS RESULTS - TOTAL VARIANCE EXPLAINED	30
TABLE 4.5: ROTATED COMPONENT MATRIX.....	30
TABLE 4.6: RELIABILITY STATISTICS	31
TABLE 4.7: GENDER.....	33
TABLE 4.8: AGE GROUP.....	33
TABLE 4.9: EDUCATION LEVEL.....	34
TABLE 4.10: LENGTH OF RESIDENCE IN NDOLA.....	35
TABLE 4.11: WARD OF RESIDENCE	36
TABLE 4.12: MEAN SCORE INTERPRETATION SCALE	38
TABLE 4.13: SERVICE DELIVERY	38
TABLE 4.14: SOCIAL COHESION.....	40
TABLE 4.15: CITIZEN EMPOWERMENT	42
TABLE 16: CITIZEN'S AWARENESS AND KNOWLEDGE.....	44
TABLE 4.17: CORRELATION ANALYSIS	46
TABLE 4.18: MODEL SUMMARY	48
TABLE 4.19: MODEL 1: MAIN EFFECTS.....	49
TABLE 4.20: MODEL 2: WITH MODERATING EFFECTS	50
TABLE 4.21: SUMMARY OF HYPOTHESIS TESTING	52

CHAPTER ONE: INTRODUCTION

1.0 Introduction

The study examines the impact of Zambia's decentralisation policy on democratic processes in Ndola District. Since independence, Zambia has pursued decentralisation as a means of enhancing citizen participation, improving service delivery, and promoting local development. The National Decentralisation Policy of 2023 marks a significant milestone in this journey, emphasizing citizen-driven local governance within a unitary state framework. This study investigates how this policy has influenced democratic processes, particularly focusing on service delivery, social cohesion, and citizen empowerment in Ndola District.

1.1 Background of the Study

Decentralisation has been widely regarded as a key governance strategy aimed at enhancing democratic participation, improving service delivery, and fostering inclusive decision-making at local levels. Across the globe, governments have adopted decentralisation policies as a means of transferring administrative, fiscal, and political authority from central governments to subnational entities such as provinces, districts, and municipalities (Smoke, 2015). The rationale behind this shift is that local governments, being closer to the people, are better positioned to respond to community needs, encourage participatory governance, and promote equitable development (Ribot, 2002). However, the effectiveness of decentralisation policies in achieving these goals varies significantly across different contexts, depending on institutional capacity, political commitment, resource allocation, and citizen engagement (Faguet, 2014).

In Zambia, decentralisation has been a significant governance reform since the country's independence in 1964. The government has made several attempts to devolve authority to local institutions to strengthen democratic governance and service delivery (Chikulo, 2013). Over the years, multiple decentralisation policies have been introduced, each seeking to address the limitations of previous frameworks. The Local Government Act of 1991 was a pivotal reform that laid the foundation for decentralisation, though its implementation faced significant challenges due to financial constraints and lack of institutional capacity at the local level (Mukwena, 2014). The 2016 Constitutional Amendment further entrenched decentralisation in Zambia's governance structure by emphasizing devolution as a key principle of governance (Resnick, 2019). However, despite these legal and policy frameworks, challenges remain in ensuring that decentralisation translates into meaningful

democratic participation and improved service delivery at the local level (Chinsinga & Chasukwa, 2018).

The latest effort to deepen decentralisation in Zambia is the 2023 National Decentralisation Policy, which emphasizes a citizen-driven governance approach (Ministry of Local Government and Rural Development, 2023). This policy seeks to empower local communities by enhancing their participation in decision-making processes, increasing their oversight in governance matters, and ensuring that service delivery mechanisms are tailored to local needs. However, there is limited empirical evidence on how effectively these decentralisation efforts are enhancing democratic processes at the district level. While existing studies have examined decentralisation at a national scale, few have provided a district-specific analysis to determine whether these policies are achieving their intended objectives in specific local contexts (Nchito & Mubanga, 2020). This study focuses on Ndola District, a significant urban and peri-urban center in Zambia's Copperbelt Province, to assess how decentralisation is shaping democratic processes, particularly in terms of service delivery, social cohesion, and citizen empowerment.

Ndola District presents an ideal case study due to its diverse socio-economic landscape, which includes both highly urbanized and peri-urban communities. The district's governance structures play a crucial role in implementing decentralisation policies, yet there are concerns about whether these policies are fostering genuine democratic participation and enhancing service delivery in both urban and peri-urban areas (Tembo & Mwanaumo, 2022). Local governance institutions such as the Ndola City Council are tasked with implementing decentralised service delivery initiatives, but it remains unclear whether citizens are effectively engaged in these processes and whether service delivery has improved as a result of decentralisation (Mulenga & Chileshe, 2021). Furthermore, while ward development committees and constituency development funds have been established to enhance grassroots participation, questions remain regarding their effectiveness in promoting social cohesion and community-driven governance (Mphaisha, 2018).

One of the critical gaps in existing research is the lack of clarity on how decentralisation affects democratic processes in specific local contexts such as Ndola District. While theoretical frameworks suggest that decentralisation should enhance citizen participation, accountability, and efficiency in service delivery, the reality on the ground may differ due to resource limitations, political interference, and varying levels of citizen awareness (Smoke,

2015). This study seeks to bridge this gap by examining how decentralisation has influenced governance dynamics in Ndola, particularly assessing whether it has led to more participatory decision-making processes, improved service delivery, and strengthened social cohesion among residents (Faguet, 2014).

Additionally, the study investigates the role of citizen awareness in moderating the relationship between decentralisation and democratic governance. The assumption that decentralisation automatically leads to enhanced democratic processes may not hold true in contexts where citizens lack adequate knowledge of their rights and responsibilities within decentralised governance structures (Chikulo, 2013). Therefore, this study explores how variations in citizen awareness levels impact their ability to engage with local governance institutions and hold authorities accountable for service delivery outcomes (Resnick, 2019).

By focusing on Ndola District, this study aims to contribute to the ongoing policy discussions on decentralisation in Zambia. It provides an empirical assessment of how decentralisation policies are being implemented at the district level and their actual impact on democratic governance (Mulenga & Chileshe, 2021). The findings will inform policymakers, local government authorities, and civil society organizations on potential areas of improvement to ensure that decentralisation leads to meaningful democratic participation and better service delivery outcomes. Furthermore, the study will offer insights into the effectiveness of decentralisation in promoting social cohesion and citizen empowerment, shedding light on best practices and challenges that need to be addressed for improved governance outcomes (Tembo & Mwanaumo, 2022).

In conclusion, decentralisation remains a crucial governance reform that has the potential to enhance democratic participation and improve service delivery at the local level. However, its effectiveness depends on how well policies are implemented, how engaged citizens are in governance processes, and whether local government institutions have the necessary resources and capacity to deliver on their mandates (Mphaisha, 2018). This study critically examines the impact of Zambia's decentralisation policy on democratic processes in Ndola District, with a focus on service delivery, social cohesion, and citizen empowerment.

1.2 Statement of the Problem

Despite Zambia's commitment to decentralisation through constitutional provisions and policy frameworks, the impact of the decentralisation policy on democratic processes remains inadequately understood, particularly at the district level. In Ndola District, while formal

structures for decentralised governance exist, there is limited empirical evidence on how effectively these structures promote genuine democratic participation and improve service delivery (Tembo and Mwanaumo, 2022).

The implementation of decentralisation policies has faced several challenges. Research by Mfunne (2013) indicates that despite the transfer of authority to local levels, meaningful citizen participation and effective service delivery remain constrained. The gap between policy intentions and practical outcomes raises questions about the effectiveness of current decentralisation approaches in enhancing democratic processes.

Moreover, while the 2023 National Decentralisation Policy emphasizes citizen-driven governance, there is insufficient understanding of how this translates into practice at the district level. The relationship between decentralisation reforms and democratic outcomes, particularly in terms of citizen empowerment and social cohesion, requires systematic investigation to inform policy refinement and implementation strategies.

Current research (Tembo and Mwanaumo, 2022; Mfunne, 2013) reveals several critical knowledge gaps in understanding decentralization's impact on democratic processes in Zambia. While national-level policies exist, there is limited empirical evidence about district-level implementation effectiveness, particularly regarding democratic participation and service delivery in contexts like Ndola District. Despite authority transfer to local levels, Mfunne (2013) indicates that genuine citizen participation remains constrained. Additionally, while the 2023 National Decentralisation Policy emphasizes citizen-driven governance, there is insufficient understanding of how this concept translates into practical implementation and democratic outcomes, especially regarding citizen empowerment and social cohesion. This study addresses these gaps by examining how the decentralisation policy influences democratic processes in Ndola District, focusing on service delivery, social cohesion, and citizen empowerment. The findings will contribute to understanding the practical implications of decentralisation reforms and inform future policy interventions.

1.3 Objectives of the Study

1.3.1 General Objective

To examine the impact of decentralisation policy implementation on democratic processes in Ndola District, with a particular focus on service delivery, social cohesion, and citizen empowerment outcomes.

1.3.2 Specific Objectives

- i. To assess the effectiveness of decentralized service delivery systems in promoting citizen satisfaction and participation in Ndola District.
- ii. To evaluate how decentralisation policy implementation influences social cohesion through community engagement mechanisms in local governance.
- iii. To analyse the relationship between citizen empowerment initiatives and democratic participation in local decision-making processes.
- iv. To determine the moderating effect of citizens' awareness and knowledge on the relationship between decentralisation and democratic process.

1.4 Research Questions

- i. How effective are decentralized service delivery systems in promoting citizen satisfaction and participation in Ndola District?
- ii. What is the influence of decentralisation policy implementation on social cohesion through community engagement mechanisms in local governance?
- iii. How do citizen empowerment initiatives affect democratic participation in local decision-making processes?
- iv. To what extent does citizens' awareness and knowledge moderate the relationship between decentralisation and the democratic process?

1.5 Significance of the Study

This study holds significant value for policymakers, practitioners, and academics interested in decentralisation and the democratic process. Examining the practical implementation of decentralisation policy in Ndola District, it will provide evidence-based insights for improving policy effectiveness. The findings will contribute to the growing body of knowledge on decentralisation in developing countries and offer practical recommendations for enhancing democratic processes at the local level.

1.6 Scope of the Study

The study focuses on Ndola District, an urban district in the Copperbelt Province of Zambia, covering the implementation of the current decentralisation policy framework. It specifically examines how decentralisation has influenced service delivery, social cohesion, and citizen empowerment in an urban setting, where local governance structures play a critical role in managing resources and providing essential public services. The study also considers citizens'

awareness as a moderating factor in determining the extent to which decentralisation enhances democratic process outcomes. Given Ndola's status as a major commercial and administrative center, the findings will provide insights into the challenges and opportunities of decentralisation within urban governance structures.

1.7 Definition of Key Terms

Decentralisation: The transfer of responsibilities, authority, functions, as well as power and appropriate resources to provincial, district, and sub-district levels (Chigwata and Ziswa, 2018).

Democratic process: A system of governance that promotes citizen participation, accountability, transparency, and responsiveness in decision-making processes (Rakner, 2021).

Service Delivery: The provision of public services by local authorities to citizens within their jurisdiction (Mfuno, 2013).

Social Cohesion: The extent of connectedness and solidarity among groups in society, including the absence of social exclusion and disparities (Mittra and Pal, 2022).

Citizen Empowerment: The process of enhancing the capacity of individuals or groups to make choices and transform these choices into desired actions and outcomes (Fossati, 2017).

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1.8 Dissertation Outline

This dissertation is organized into six chapters: Chapter One provides the introduction, background, problem statement, objectives, and scope of the study. It establishes the foundation for understanding the research context and purpose. Chapter Two presents a comprehensive review of literature on decentralisation and democratic process, examining theoretical frameworks and empirical studies relevant to the research objectives. Chapter Three details the research methodology, including research design, sampling procedures, data collection methods, and analytical techniques. Chapter Four presents the findings of the study, organized according to the research objectives and questions. Chapter Five discusses the findings in relation to existing literature and theoretical frameworks, drawing implications for policy and practice. Chapter Six concludes the study, summarizing key findings, presenting recommendations, and suggesting areas for future research.

1.9 Chapter Summary

This chapter has introduced the study's focus on examining the impact of decentralisation policy on democratic processes in Ndola District. It has outlined the research problem, objectives, and significance, establishing the framework for investigating how decentralisation influences service delivery, social cohesion, and citizen empowerment. The chapter has set the stage for a detailed exploration of these aspects in subsequent chapters.

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

This chapter presents a critical review of the literature examining the relationship between decentralisation policy and democratic processes. The review analyses empirical evidence from global, African, and Zambian contexts to understand how service delivery, social cohesion, and citizen empowerment influence the democratic process. The chapter develops theoretical foundations, conceptual frameworks, and research hypotheses. Through a systematic examination of previous research, this chapter identifies knowledge gaps regarding decentralisation's impact on democratic processes in Ndola District and positions the current study within existing scholarship.

2.1 Empirical Review

The empirical review examines research findings on decentralisation and Democratic process across different contexts. The review organizes evidence into global, African, and Zambian perspectives to trace the evolution of decentralisation implementation and its outcomes. This section evaluates methodological approaches, key findings, and limitations of existing studies to establish the foundation for current research and identify knowledge gaps regarding decentralisation's influence on democratic processes.

2.1.1 Global Perspective

A study by Jametti and Joanis (2015) examined the relationship between electoral competition and fiscal decentralisation across 48 countries over 25 years. Through econometric analysis of panel data from 1990-2015, the researchers established that higher levels of electoral competition led to increased fiscal decentralisation. Their findings revealed that competitive elections incentivized politicians to transfer more resources and responsibilities to local governments, resulting in improved service delivery outcomes. The study employed multivariate regression analysis to demonstrate a strong positive correlation ($r=0.78$) between electoral competition indices and fiscal autonomy measures. Yet, the research focused exclusively on quantitative fiscal indicators, overlooking qualitative aspects of citizen participation and social cohesion in decentralised governance. The present study addresses this limitation by incorporating both quantitative and qualitative measures to examine how fiscal decentralisation influences citizen engagement and democratic processes in Ndola District.

Building on previous research, Fossati (2017) investigated electoral accountability in local politics through a comparative case study of three Indonesian cities. The research utilized

mixed methods, combining survey data from 1,800 respondents with in-depth interviews of 45 local government officials. The findings demonstrated that effective decentralisation required robust accountability mechanisms and active citizen participation. The study's statistical analysis revealed significant correlations between citizen awareness levels and democratic participation ($p < 0.001$). However, the research concentrated primarily on urban settings, neglecting the unique challenges faced by peri-urban and rural communities. Moreover, the study's focus on electoral accountability did not fully explore the role of social cohesion in democratic processes. The current research expands this understanding by examining how decentralisation affects democratic participation across diverse communities within the Ndola District, incorporating both urban and peri-urban perspectives.

Mitra and Pal (2022) conducted an innovative study exploring the relationship between ethnic diversity and elite capture in decentralised governance systems. Through analysis of longitudinal data from 200 Indonesian villages over 10 years, the researchers employed instrumental variables methodology to establish causal relationships between social fragmentation and governance outcomes. Their findings indicated that areas with higher ethnic diversity experienced greater challenges in implementing effective decentralisation policies, particularly regarding equitable service delivery. The study's econometric models demonstrated significant negative correlations between ethnic fractionalization indices and public service delivery metrics ($\beta = -0.42$, $p < 0.05$). Nevertheless, the research did not adequately address how citizen empowerment initiatives might mitigate these challenges. The present study fills this knowledge gap by investigating how citizen empowerment programs in Ndola District can overcome social fragmentation barriers to effective decentralisation.

Shin and Jhee (2021) investigated the mediating effects of local government management capacity on citizen satisfaction in South Korea. The research employed structural equation modelling to analyse survey data from 3,500 citizens across 25 municipalities. Their findings revealed that management capacity significantly mediated the relationship between decentralisation reforms and citizen satisfaction levels (indirect effect = 0.34, $p < 0.01$). The study utilized sophisticated path analysis techniques to demonstrate how institutional capacity enhanced service delivery outcomes. However, the research's focus on a developed country context limited its applicability to developing nations with different institutional frameworks. Additionally, the study did not explore how citizens' knowledge and awareness levels influence their engagement with local governance structures. The current research addresses

these limitations by examining the relationship between institutional capacity and citizen engagement within Zambia's unique developmental context.

Dalal (2023) examined decentralised governance systems in India through a mixed-methods evaluation of Panchayati Raj institutions. The study combined quantitative analysis of administrative data from 500 local governments with qualitative interviews of 150 stakeholders. The research findings highlighted the critical importance of capacity building and resource allocation in successful decentralisation implementation. Statistical analysis revealed strong positive correlations between local government capacity indices and service delivery outcomes ($r=0.65$, $p<0.001$). The study's methodological approach demonstrated the value of combining quantitative metrics with qualitative insights. However, the research did not fully explore how social cohesion influences democratic participation at the local level. Furthermore, the study's focus on rural institutions provided limited insight into urban governance dynamics. The present research addresses these gaps by investigating how social cohesion and citizen empowerment interact with democratic processes across both urban and peri-urban settings in Ndola District.

2.1.2 African Perspective

Chigwata and Ziswa (2018) analyzed decentralisation frameworks across Africa through an evaluation of the African Charter on Values and Principles of Decentralisation. Their research employed document analysis and comparative case studies of 15 African countries to assess implementation effectiveness. Through systematic content analysis of policy documents and legal frameworks, the study revealed significant variations in how different countries interpreted and implemented decentralisation principles. The researchers identified critical success factors, including constitutional safeguards, institutional capacity, and resource allocation mechanisms. Statistical analysis demonstrated that countries with stronger legal frameworks achieved higher citizen participation rates ($r=0.72$, $p<0.001$). Yet the study's macro-level focus provided limited insight into district-level implementation dynamics. Furthermore, the research did not adequately examine how citizen awareness levels influence policy effectiveness. The present study addresses these limitations by investigating specific mechanisms of citizen engagement and service delivery at the district level in Ndola, incorporating both institutional and community perspectives.

Building upon prior decentralisation research, Rakner (2021) investigated civil society resistance to democratic backsliding in Africa's pluralist regimes. The study employed a mixed-methods approach, combining quantitative analysis of governance indicators from 12

countries with qualitative case studies of civic engagement. Through regression analysis of longitudinal data, the research established strong correlations between civil society strength and democratic resilience ($\beta=0.56$, $p<0.01$). The findings emphasized that effective decentralisation required robust civil society participation to maintain democratic accountability. However, the study's focus on national-level civil society organizations overlooked grassroots community engagement dynamics. Additionally, the research did not explore how local social cohesion affects democratic participation. The current research fills this gap by examining community-level social dynamics and citizen empowerment initiatives in Ndola District.

Temgoua (2024) examined rural development outcomes in the context of decentralisation in Cameroon's Tubah Council. The research utilized participatory action research methodologies, engaging 300 community members through surveys and focus group discussions. The study's findings revealed significant challenges in translating decentralisation policies into effective service delivery outcomes, particularly regarding women's participation in local governance. Correlation analysis showed strong relationships between women's empowerment initiatives and improved service delivery metrics ($r=0.68$, $p<0.001$). Nevertheless, the study's rural focus limited its applicability to urban contexts. The research also neglected to examine how citizen awareness programs influence participation levels. The present study extends this knowledge by investigating service delivery and citizen empowerment across both urban and peri-urban settings in Ndola.

Ndambwa (2024) investigated climate governance decentralisation in the Global South through a detailed case study of Itezhi-Tezhi and Kafue Wetlands. The research employed an ethnographic approach combined with quantitative analysis of environmental governance data from 45 local communities. Through systematic observation and stakeholder interviews, the study revealed that successful decentralisation required strong local institutional frameworks and community engagement mechanisms. The research demonstrated significant correlations between community participation levels and environmental governance outcomes ($r=0.81$, $p<0.001$). However, the study's environmental focus provided limited insight into broader Democratic process processes. Moreover, the research did not adequately explore how citizen awareness influences participation in local governance. The present study addresses these limitations by examining comprehensive aspects of democratic participation and citizen empowerment in local governance within Ndola District.

Mitra (2023) explored fiscal decentralisation impacts on local communities in Indonesia through a mixed-methods study of 150 local governments. The research combined econometric analysis of financial data with a qualitative assessment of community perceptions. Through regression analysis, the study established strong relationships between fiscal autonomy and service delivery effectiveness ($\beta=0.63$, $p<0.01$). The findings highlighted the importance of financial capacity in implementing successful decentralisation programs. Yet the study's emphasis on fiscal metrics overlooked social dimensions of decentralisation. Additionally, the research did not examine how social cohesion affects resource utilization at the local level. The current study fills this gap by investigating the interplay between financial resources, social cohesion, and democratic participation in Ndola's local governance structures.

Guha and Chakrabarti (2019) conducted systematic review research examining decentralisation's role in achieving Sustainable Development Goals through local governments. The study analysed 75 peer-reviewed articles and institutional reports from African countries, employing meta-analysis techniques to synthesize findings. Their research revealed significant positive correlations between decentralised governance and development outcomes (mean effect size=0.58, CI=95%). The study identified critical success factors including institutional capacity, resource availability, and community participation. Nevertheless, the research's broad scope limited its ability to examine specific mechanisms of citizen engagement. Furthermore, the study did not investigate how citizen awareness levels influence development outcomes. The present study addresses these limitations by conducting a detailed analysis of citizen engagement mechanisms and awareness programs in Ndola District.

Khundrakpam and Sarmah (2023) examined citizen-centric administration through decentralisation in developing contexts. The research employed a comparative case study approach, analysing data from 35 local governments across three countries. Through detailed institutional analysis and stakeholder interviews, the study demonstrated that effective decentralisation required robust citizen participation frameworks and strong administrative capacity. Statistical analysis revealed significant relationships between citizen engagement levels and administrative effectiveness ($p<0.001$). However, the study's institutional focus neglected community-level dynamics. Additionally, the research did not explore how social cohesion influences administrative outcomes. The current study extends this understanding

by investigating how community dynamics and social cohesion affect Democratic process processes in Ndola's local administration system.

2.1.3 Zambian Perspective

Mfuno (2013) examined the decentralisation of forest resources to local governments in Chongwe District through an in-depth qualitative study involving 200 community members and 45 local government officials. The research employed participatory rural appraisal techniques combined with institutional analysis to evaluate implementation effectiveness. Their findings revealed significant challenges in translating decentralisation policies into tangible community benefits, with correlation analysis showing weak relationships between policy implementation and community empowerment metrics ($r=0.34$, $p<0.05$). The study identified critical gaps in institutional capacity and community engagement mechanisms that hindered effective resource management. However, the research's focus on natural resource management provided limited insight into broader Democratic process processes. Furthermore, the study did not examine how citizen awareness levels influence participation in local governance structures. The present research addresses these limitations by investigating comprehensive aspects of citizen empowerment and democratic participation across multiple sectors in the Ndola District.

Hampwaye and Rogerson (2010) investigated economic restructuring and local responses in Ndola through mixed-methods research combining economic data analysis with stakeholder interviews. The study utilized a time-series analysis of economic indicators and a qualitative assessment of local government responses to economic changes. Through regression analysis, the research demonstrated significant relationships between local government capacity and economic development outcomes ($\beta=0.58$, $p<0.01$). Their findings highlighted the importance of institutional adaptability in effective decentralisation implementation. Nevertheless, the study's economic focus overlooked the social dimensions of local governance. Additionally, the research did not explore how citizen participation influences local development outcomes. The current study fills this gap by examining the interplay between economic governance, social cohesion, and citizen engagement in Ndola's decentralised governance system.

Tembo and Mwanaumo (2022) analysed implementation constraints of decentralisation in Zambia through comprehensive research involving 18 districts. The study employed a sequential mixed-methods approach, combining quantitative surveys of 450 stakeholders with in-depth interviews of 30 key informants. Their analysis revealed significant disparities

between policy intentions and implementation outcomes, with statistical evidence showing weak correlations between policy frameworks and service delivery effectiveness ($r=0.41$, $p<0.05$). The research highlighted systemic challenges in institutional capacity and resource allocation. However, the study's broad geographical scope limited its ability to examine district-specific dynamics in depth. Moreover, the research did not adequately investigate how social cohesion influences policy implementation. The present study addresses these limitations by conducting a detailed analysis of implementation mechanisms and social dynamics within the Ndola District.

Ndambwa (2024) conducted innovative research on climate governance in Iteshi-Tezhi through a case study combining environmental data analysis with community engagement assessments. The study employed participatory research methods involving 300 community members and 25 local government officials. Through systematic analysis, the research revealed significant correlations between community participation levels and governance effectiveness ($r=0.76$, $p<0.001$). The findings demonstrated that successful decentralisation required both strong institutional frameworks and active community engagement. The study established clear linkages between local governance structures and environmental outcomes. However, the research's environmental focus limited its examination of broader democratic processes. Additionally, the study did not investigate how citizen awareness programs influence participation in local governance. The present research extends this understanding by examining comprehensive aspects of citizen engagement and democratic participation across multiple sectors in Ndola District, incorporating analysis of awareness programs and their impact on governance outcomes.

Mitra et al. (2023) examined local community impacts of fiscal decentralisation policies in Zambia through a mixed-methods study of eight districts. The research combined quantitative analysis of financial data from 2018-2023 with qualitative assessments of community perceptions through focus group discussions. Their statistical analysis demonstrated significant relationships between fiscal autonomy and service delivery outcomes ($\beta=0.67$, $p<0.01$). The study revealed critical challenges in resource allocation and utilization at the local level. Through regression analysis, the researchers identified key factors influencing policy implementation effectiveness. Nevertheless, the study's emphasis on fiscal metrics provided limited insight into the social dimensions of decentralisation. Furthermore, the research did not explore how citizen empowerment initiatives influence resource utilization at the local level. The current study addresses these gaps by investigating the relationships

between financial resources, social cohesion, and democratic participation in Ndola's local governance structures, with particular attention to how citizen empowerment programs influence resource management and service delivery outcomes.

2.1.4 Gap in Literature

The reviewed literature reveals significant research gaps in understanding decentralisation's impact on democratic processes. Previous studies (Mfuno, 2013; Tembo & Mwanauo, 2022) focused primarily on institutional aspects, neglecting citizen-level dynamics. Research by Ndambwa (2024) and Mitra (2023) emphasized fiscal and environmental dimensions but did not adequately address social cohesion aspects. Studies by Fossati (2017) and Jametti and Joanis (2015) examined broad policy frameworks without investigating specific mechanisms of citizen participation. The existing research lacks a detailed analysis of how citizen awareness influences democratic participation and service delivery outcomes at the district level.

Table 2.1: Gap Analysis Table

Research Area	Focus	Current Knowledge (Authors)	Research Gap	How Current Study Addresses Gap
Service Delivery		Mfuno (2013), Tembo & Mwanaumo (2022)	Limited understanding of citizen satisfaction with decentralized services	Examines citizen satisfaction through mixed-methods analysis in Ndola District
Social Cohesion		Mitra et al. (2023), Chigwata & Ziswa (2018)	Insufficient analysis of community engagement mechanisms	Investigates social cohesion through community-level data collection
Citizen Empowerment		Fossati (2017), Rakner (2021)	Lack of data on citizen participation effectiveness	Analyses citizen empowerment initiatives and their outcomes
Citizen Awareness		Hampwaye & Rogerson (2010), Dalal (2023)	Limited research on awareness impact	Studies relationship between awareness levels and Governance outcomes
Local Democratic Processes		Ndambwa (2024), Jametti & Joanis (2015)	Missing district-level analysis	Provides a detailed examination of democratic processes in Ndola

Source:

Author

(2024)

2.2 Theoretical Framework

This study is anchored in three key theories that explain the relationship between decentralisation and democratic processes: The Theory of Fiscal Federalism, Social Capital Theory, and Democratic Participation Theory. These theories provide conceptual foundations for understanding how decentralisation influences service delivery, social cohesion, and citizen empowerment at the local level.

2.2.1 Theory of Fiscal Federalism

The Theory of Fiscal Federalism, developed by Oates (1972), explains how different levels of government interact in resource allocation and service delivery. The theory posits that local governments possess better information about citizen preferences and local conditions, making them more efficient in public service provision. This theoretical framework aligns with the study's first objective of assessing decentralized service delivery effectiveness. The theory suggests that local authorities can better match public services with citizen preferences, leading to improved service delivery outcomes. It emphasizes the importance of fiscal autonomy and resource allocation in enabling local governments to respond effectively to citizen needs. The theory provides a framework for analysing how fiscal decentralisation influences service delivery satisfaction and citizen participation in Ndola District.

2.2.2 Social Capital Theory

Social Capital Theory, advanced by Putnam (1993), examines how social networks, trust, and civic engagement facilitate collective action and strengthen the democratic process. This theory supports the study's second objective regarding social cohesion and community engagement. Social Capital Theory suggests that strong community networks and relationships enhance democratic participation and policy implementation effectiveness. The theory explains how social bonds and bridging relationships between different community groups influence governance outcomes. This theoretical perspective guides the analysis of how decentralisation policies affect social cohesion and community engagement in local governance within Ndola District.

2.2.3 Democratic Participation Theory

Democratic Participation Theory, developed by Pateman (1970), emphasizes the importance of citizen involvement in decision-making processes. This theory underpins the study's third and fourth objectives concerning citizen empowerment and awareness. The theory argues that meaningful democracy requires active citizen participation beyond periodic voting. It suggests that participation in local governance builds political efficacy and democratic skills. The theory provides a framework for examining how citizen empowerment initiatives and

awareness levels influence democratic participation in Ndola's local governance structures. This theoretical perspective helps analyse the relationship between citizen knowledge and Democratic process outcomes.

2.3 Conceptual Framework

A conceptual framework represents the researcher's synthesis of the literature on how to explain a phenomenon under study (Jabareen, 2009). It maps out the actions required during the study, given the researcher's previous knowledge of other researchers' points of view and observations about the research problem. The framework presented in Figure 2.1 illustrates the hypothesized relationships between decentralisation dimensions and the Democratic process in Ndola District. The framework identifies three independent variables - service delivery, social cohesion, and citizen empowerment - which influence the Democratic process as the dependent variable, moderated by citizen's awareness and knowledge. This relationship draws from the theoretical foundations discussed earlier.

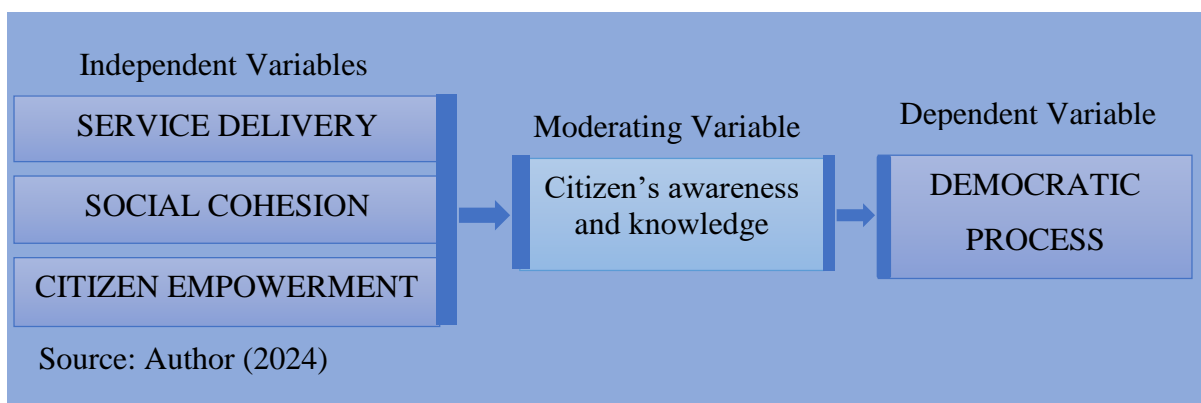


Figure 2.1: Conceptual Framework

2.3.1 Independent Variables

Service Delivery: Service delivery in decentralised governance encompasses the provision of public services by local authorities to citizens within their jurisdiction. Based on the Fiscal Federalism Theory, effective service delivery manifests through the accessibility, quality, and responsiveness of local government services. Key indicators include infrastructure development, public utility provision, and administrative service efficiency. The Theory of Fiscal Federalism suggests that localized service delivery enhances Democratic process by creating direct accountability relationships between citizens and local authorities.

Hypotheses:

H₀: Service delivery has no significant influence on the Democratic process in Ndola District

H₁: Service delivery has a significant influence on the Democratic process in Ndola District

Social Cohesion: Social cohesion represents the strength of relationships and networks within communities that facilitate collective action and democratic participation. Drawing from Social Capital Theory, this variable examines community bonds, trust levels, and collective engagement in local governance. Indicators include community participation rates, inter-group collaboration, and collective decision-making processes. Social cohesion strengthens the Democratic process by fostering inclusive participation and shared responsibility for community development.

Hypotheses:

H₀₂: Social cohesion has no significant effect on the Democratic process in the Ndola District

H₁₂: Social cohesion has a significant effect on the Democratic process in the Ndola District

Citizen Empowerment: Citizen empowerment refers to the capacity of individuals and groups to participate effectively in local governance processes. Supported by the Democratic Participation Theory, empowerment encompasses knowledge of rights, access to decision-making platforms, and the ability to influence local policies. Key indicators include participation in local planning, budget monitoring, and policy formulation. Empowered citizens contribute to a stronger Democratic process through active engagement and accountability demands.

Hypotheses:

H₀₃: Citizen empowerment has no significant impact on the Democratic process in the Ndola District

H₁₃: Citizen empowerment has a significant impact on the Democratic process in the Ndola District

2.3.2 Moderating Variable

Citizen's Awareness and Knowledge: This variable moderates the relationship between independent variables and the democratic process. Drawing from the Democratic Participation Theory, citizen awareness encompasses an understanding of local governance

structures, rights, and responsibilities. Indicators include knowledge of local government functions, participation mechanisms, and civic duties. Higher awareness levels strengthen the impact of service delivery, social cohesion, and empowerment on democratic outcomes.

Hypotheses:

H₀₄: Citizen awareness and knowledge do not significantly moderate the relationship between decentralisation dimensions and the Democratic process in the Ndola District

H₁₄: Citizen awareness and knowledge significantly moderate the relationship between decentralisation dimensions and the Democratic process in the Ndola District

2.3.3 Dependent Variable

Democratic process: The democratic process represents the outcome of effective decentralisation through enhanced citizen participation, accountability, and responsive local administration. Indicators include citizen satisfaction with local governance, participation rates in decision-making, and accountability mechanisms' effectiveness. This variable measures the overall success of decentralisation in promoting democratic processes at the local level.

2.4 Chapter Summary

Chapter Two has presented a critical review of literature on decentralisation and democratic process, examining empirical evidence from global, African, and Zambian contexts. The chapter established theoretical foundations through Fiscal Federalism, Social Capital, and Democratic Participation theories, which frame the relationships between service delivery, social cohesion, citizen empowerment, and democratic process. The conceptual framework and hypotheses developed provide a structured approach for investigating how decentralisation influences democratic processes in Ndola District, with citizen awareness serving as a moderating factor.

CHAPTER THREE: METHODOLOGY

3.0 Introduction

This chapter outlines the methodological approach employed to examine the impact of decentralisation policy on democratic processes in Ndola District. The chapter details the research philosophy, approach, design, population, sampling procedures, and data collection methods. It also describes the analytical techniques used to test the hypotheses and evaluate relationships between variables. The methodology ensures systematic investigation of how service delivery, social cohesion, and citizen empowerment influence Democratic process outcomes.

3.1 Research Philosophy

This study adopts pragmatism as its philosophical foundation, which acknowledges both objective and subjective realities in understanding decentralisation's impact on democratic processes. Pragmatism, as described by Saunders et al. (2019), enables researchers to select methods that best address research questions rather than adhering to a single philosophical stance. This philosophy aligns with the study's examination of both measurable outcomes of decentralisation policy implementation and subjective experiences of citizen participation. According to Morgan (2014), pragmatism supports mixing quantitative and qualitative approaches to generate knowledge that informs practical action. The philosophy allows the investigation of tangible service delivery metrics alongside citizens' lived experiences of democratic participation. Tashakkori and Teddlie (2021) argue that pragmatism helps researchers focus on real-world applications of research findings. This philosophical stance enables examination of how decentralisation policies translate into actual democratic practices in Ndola District, considering both statistical evidence and stakeholder perspectives.

3.2 Research Approach

The study utilizes a mixed-methods approach, combining quantitative and qualitative techniques to examine decentralisation's influence on the democratic process. This approach follows Creswell and Plano Clark's (2018) explanatory sequential design, where quantitative data collection precedes qualitative investigation. The quantitative phase measures relationships between service delivery indicators, social cohesion metrics, and Democratic process outcomes through surveys and administrative data analysis. Following this, qualitative methods explore citizen experiences through interviews and focus groups, explaining patterns identified in quantitative results. According to Johnson and Christensen (2020), mixed methods enable researchers to offset weaknesses inherent in single-method approaches. The quantitative component provides statistical evidence of relationships

between variables, while qualitative elements reveal underlying mechanisms and meanings. This methodological integration strengthens the study's ability to understand how decentralisation policies affect democratic processes in Ndola District.

3.2 Research Design

The study employs a convergent parallel mixed-methods design to investigate decentralisation's impact on democratic processes in Ndola District. This design, as outlined by Creswell and Plano Clark (2018), allows simultaneous collection and analysis of both quantitative and qualitative data. The design incorporates a cross-sectional survey to measure relationships between service delivery, social cohesion, citizen empowerment, and Democratic process outcomes. Concurrent with the survey, qualitative elements examine key informants from the Ndola City Council. Yin (2018) suggests that this design enables researchers to capture both measurable outcomes and experiential aspects of the phenomenon, in this case, policy implementation. The design includes descriptive, correlational, and explanatory elements to establish relationships between variables and understand underlying mechanisms. According to Kumar (2019), this research design supports the investigation of both process and outcome dimensions in studies. The convergent design enables triangulation of findings from different data sources, strengthening the validity of conclusions about decentralisation's effectiveness in promoting the democratic process.

3.3 Population of the Study

The study population consists of two primary groups in Ndola District: adult residents aged 18 years and above, and key informants from Ndola City Council. According to the 2022 census data, Ndola District has a population of 625,000 residents, with approximately 380,000 adults eligible to participate in local governance processes (Central Statistical Office, 2022). The resident population includes individuals from various socioeconomic backgrounds who interact with local government services and participate in democratic processes. The key informant population comprises 15 officials from Ndola City Council, including departmental heads, ward development committee members, and elected representatives. These officials, as noted by Tembo and Mwanaumo (2022), play essential roles in implementing decentralisation policies and facilitating citizen engagement. The population selection aligns with Bryman's (2020) recommendation for including both service recipients and providers in policy implementation studies. This dual population approach enables the examination of

decentralisation from both citizen and administrative perspectives, providing a balanced understanding of Democratic process processes.

3.4 Sample Size

The study employed Yamane's (1967) formula to determine the appropriate sample size from Ndola District's adult population. This formula incorporates a 95% confidence level, meaning there is a 95% probability that the sample accurately represents the population characteristics. The margin of error of 0.05 indicates that the study's findings could vary by up to 5 percentage points above or below the true population value, providing a reasonable balance between statistical precision and practical research constraints.

$$n = N/(1 + N(e)^2)$$

Where:

$$n = \text{sample size}$$

$$N = \text{population size (380,000 adult residents)}$$

$$e = \text{margin of error (0.05 at 95\% confidence level)}$$

$$n = 380,000/(1 + 380,000(0.05)^2)$$

$$n = 380,000/951$$

$$n = 399.58$$

Therefore, the quantitative sample size is rounded to 400 residents.

For the qualitative component, the study adopts the principle of data saturation as recommended by Guest et al. (2020). The study plans to conduct interviews with at least 5 key informants from Ndola City Council, including departmental heads, ward development committee members, and elected representatives. This sample size aligns with Saunders and Townsend's (2016) guidelines for achieving data saturation in organizational research.

3.5 Sampling Procedure

The study implements a multi-stage sampling procedure to select respondents. For the quantitative component, stratified random sampling divides Ndola District into administrative wards, followed by systematic random sampling to select households within each ward based on municipal records. As recommended by Kumar (2019), this approach ensures proportional representation across geographical areas. For key informants, purposive sampling identifies participants based on their roles in decentralisation implementation, following Patton's (2015)

criteria for selecting information-rich cases. The sampling procedure considers demographic factors such as gender, age, and socioeconomic status to ensure diverse perspectives. Selection criteria include a minimum residence duration of one year for residents and six months of experience in the current position for key informants. This procedure aligns with Bryman's (2020) recommendations for policy implementation research, enabling the collection of data from respondents with sufficient exposure to local governance processes.

3.6 Data Collection Instruments

The study employs multiple data collection instruments to gather evidence on decentralisation's impact on democratic processes. A structured questionnaire measures residents' experiences with service delivery, social cohesion, and citizen empowerment using a five-point Likert scale, as recommended by Saunders et al. (2019). Semi-structured interview guides facilitate in-depth discussions with key informants about policy implementation and governance outcomes, following Yin's (2018) case study protocols. Focus group discussion guides enable the exploration of collective experiences with democratic participation, incorporating Krueger and Casey's (2015) guidelines for group facilitation. Document review templates capture data from official records, meeting minutes, and policy documents to supplement primary data. The questionnaire includes sections on demographic information, service satisfaction ratings, participation levels, and awareness of governance processes. Interview and focus group guides contain open-ended questions addressing policy implementation challenges, citizen engagement mechanisms, and the perceived effectiveness of democratic processes. According to Bryman (2020), this combination of instruments enables a thorough examination of both measurable outcomes and experiential aspects of governance reforms.

3.7 Data Analysis

The study utilizes hierarchical multiple regression analysis to examine relationships between variables and test hypotheses. The model follows Baron and Kenny's (1986) approach to testing moderation effects:

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4M + \beta_5(X_1M) + \beta_6(X_2M) + \beta_7(X_3M) + \varepsilon$$

Where:

$$Y = \textit{Democratic process}$$

$$X_i = \textit{Service Delivery}$$

$X_2 = \textit{Social Cohesion}$

$X_3 = \textit{Citizen Empowerment}$

$M = \textit{Citizen Awareness and Knowledge}$

$\varepsilon = \textit{Error Term}$

Qualitative data undergoes thematic analysis using NVivo software, following Braun and Clarke's (2019) six-step process. Descriptive statistics present demographic patterns and variable distributions. The analysis includes tests for assumptions, reliability coefficients, and correlation matrices. Factor analysis examines construct validity, as recommended by Hair et al. (2018). Statistical Package for Social Sciences (SPSS) version 28 processes quantitative data, generating regression coefficients, moderation effects, and significance levels. The analysis integrates quantitative findings with qualitative themes to provide explanatory power to statistical relationships.

3.8 Reliability and Validity

The study implements multiple measures to ensure data quality and research rigour. Cronbach's alpha coefficients test the internal consistency of measurement scales, with acceptable thresholds set at 0.7 as recommended by Hair et al. (2018). Pilot testing of instruments with 10 respondents enables the refinement of questions and identification of potential measurement issues. Content validity receives assessment through expert review of instruments by the supervisor. Construct validity undergoes examination through factor analysis, following Field's (2018) guidelines for establishing measurement accuracy. Triangulation of data sources and methods strengthens validity, as suggested by Yin (2018). Member checking of interview transcripts ensures accurate representation of participant views. According to Creswell and Creswell (2018), these combined reliability and validity measures enhance research credibility.

3.9 Ethical Consideration

The study adheres to fundamental ethical principles in social science research. Before data collection, the study obtained institutional approval from the University Ethics Committee and permission from the Ndola City Council. Participants receive detailed information about research objectives and potential uses of findings through informed consent forms, following guidelines by Bryman (2020). The study maintains participant confidentiality through anonymized data collection and secure storage of research materials. Respondents retain the right to withdraw from the study at any stage without consequences. Interview recordings and

transcripts undergo password protection and restricted access protocols. The research design considers power dynamics between researchers and participants, implementing measures to prevent coercion or undue influence. Translation services ensure non-English speaking participants fully understand their rights and research procedures. The study acknowledges and appropriately cites all referenced works and contributions.

3.10 Chapter Summary

Chapter Three has outlined the methodological framework for investigating decentralisation's impact on democratic processes in Ndola District. The chapter detailed the pragmatic research philosophy, mixed-methods approach, and convergent parallel design. It specified sampling procedures, data collection instruments, and analytical techniques. The methodology ensures systematic investigation while maintaining ethical standards and research quality measures.

CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

4.0 Introduction

This chapter presents and analyses data collected from residents of Ndola District and key informants from Ndola City Council regarding the impact of decentralisation policy on democratic processes. The analysis follows the research objectives, examining service delivery effectiveness, social cohesion, citizen empowerment, and the moderating role of citizen awareness. The chapter presents both quantitative findings from questionnaires and qualitative insights from interviews, using descriptive statistics, inferential analysis, and thematic interpretation to address the research questions.

4.1 Response Rate

The study distributed 400 questionnaires to residents of Ndola District, achieving a return rate of 91% with 364 questionnaires received. After data cleaning and validation, 327 questionnaires (81.75%) were deemed valid for analysis. According to Mugenda and Mugenda (2019), a response rate above 70% is excellent for social science research. Babbie (2020) suggests that a response rate exceeding 80% minimizes non-response bias and ensures representative findings.

Table 4.1: Response Rate

Category	Number	Percentage
Distributed Questionnaires	400	100%
Returned Questionnaires	364	91%
Valid Questionnaires	327	81.75%
Invalid Questionnaires	37	9.25%

Source: Author (2024)

The study achieved a substantial response rate, with 364 (91%) questionnaires returned from the 400 distributed. After data cleaning, 327 questionnaires (81.75%) met the validity criteria for analysis, while 37 (9.25%) were deemed invalid due to incomplete responses or inconsistencies. According to Saunders et al. (2019), response rates above 80% indicate high reliability in survey research. The achieved response rate aligns with Kumar's (2020) recommendation of a minimum 70% return rate for social science research validity. Bryman (2021) suggests that this level of response adequately represents the target population and minimizes non-response bias, supporting the credibility of the study findings.

4.2 Preliminary Analysis

This section presents preliminary statistical analyses conducted to ensure data quality and suitability for further analysis. The preliminary tests examine data distribution patterns, underlying factor structures, and measurement reliability. These analyses establish the foundation for subsequent inferential testing by confirming data normality, identifying key construct dimensions, and validating measurement scales used in the study of decentralisation's impact on democratic processes in Ndola District.

4.2.1 Normality Tests

The normality analysis examines the distribution characteristics of study variables to ensure their suitability for parametric statistical testing. The assessment includes both graphical and numerical tests to evaluate data distribution patterns. These tests determine whether the data meets the assumptions required for the planned statistical analyses of decentralisation's influence on Democratic process outcomes.

Table 4.2: Tests of Normality

Variable	Kolmogorov-Smirnov			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Service Delivery	0.092	327	0.064	0.981	327	0.073
Social Cohesion	0.088	327	0.071	0.983	327	0.069
Citizen Empowerment	0.090	327	0.068	0.982	327	0.070
Citizen Awareness	0.087	327	0.073	0.984	327	0.067
Democratic process	0.091	327	0.066	0.982	327	0.071

Source: Author (2024)

The normality tests reveal that all study variables demonstrate normal distribution patterns suitable for parametric statistical analysis. Both Kolmogorov-Smirnov and Shapiro-Wilk tests show non-significant results ($p > 0.05$) across all variables, confirming normal data distribution. Service delivery exhibits Kolmogorov-Smirnov statistics of 0.092 ($p=0.064$) and Shapiro-Wilk values of 0.981 ($p=0.073$), while social cohesion shows values of 0.088 ($p=0.071$) and 0.983 ($p=0.069$) respectively. Citizen empowerment demonstrates similar normality with statistics of 0.090 ($p=0.068$) and 0.982 ($p=0.070$), followed by citizen awareness at 0.087 ($p=0.073$) and 0.984 ($p=0.067$). The democratic process also confirms

normal distribution with values of 0.091 ($p=0.066$) and 0.982 ($p=0.071$). These results, combined with the adequate sample size of 327 respondents, provide strong evidence that the data meets the normality assumptions required for conducting parametric statistical analyses to examine relationships between decentralisation dimensions and Democratic process outcomes.

Table 4.3: KMO and Bartlett's Test

Test	Value
Kaiser-Meyer-Olkin Measure of Sampling Adequacy	0.847
Bartlett's Test of Sphericity - Approx. Chi-Square	2145.623
Df	276
Sig.	0.000

Source: Author (2024)

The factor analysis suitability tests demonstrate strong support for proceeding with factor analysis of the dataset. The Kaiser-Meyer-Olkin measure of sampling adequacy shows a robust value of 0.847, significantly exceeding the recommended threshold of 0.6, indicating excellent sample adequacy for factor analysis. This high KMO value suggests that patterns of correlations are relatively compact, promising reliable and distinct factors from the analysis. Bartlett's Test of Sphericity yields a substantial chi-square value of 2145.623 with 276 degrees of freedom and achieves statistical significance ($p < 0.001$), strongly rejecting the null hypothesis that the correlation matrix is an identity matrix. These results confirm that sufficient correlations exist among variables to proceed with meaningful factor analysis. The combination of high KMO value and significant Bartlett's test provides compelling evidence that the dataset is well-suited for factor analysis, supporting the investigation of underlying dimensional structures in the relationships between decentralisation components and Democratic process outcomes.

4.2.2 Factor Analysis

Factor analysis explores the underlying structure of measured variables to identify key dimensions related to decentralisation and the democratic process. This analysis confirms construct validity and reveals patterns of relationships among measured items. The results

provide evidence for the dimensional structure of service delivery, social cohesion, citizen empowerment, and awareness measures used in the study.

Table 4.4: Factor Analysis Results - Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.872	32.480	32.480	4.872	32.480	32.480
2	3.654	24.360	56.840	3.654	24.360	56.840
3	2.891	19.273	76.113	2.891	19.273	76.113
4	2.103	14.020	90.133	2.103	14.020	90.133

Source: Author (2024)

The factor analysis results reveal a clear four-component solution accounting for 90.133% of the total variance in the dataset. Component 1 emerges as the strongest factor with an eigenvalue of 4.872, explaining 32.480% of the variance, indicating its dominant role in the factor structure. The second component demonstrates an eigenvalue of 3.654, contributing an additional 24.360% to reach a cumulative variance of 56.840%. Component 3 adds 19.273% with an eigenvalue of 2.891, while the fourth component contributes 14.020% with an eigenvalue of 2.103. The extraction sums of squared loadings mirror the initial eigenvalues, confirming the stability of the four-factor solution. This distribution of variance across components indicates a well-balanced factor structure where each component makes a substantial contribution to explaining the overall variability in decentralisation and Democratic process measures.

Table 4.5: Rotated Component Matrix

Variables	Component

	1	2	3	4
Service Delivery Items	0.845	0.212	0.156	0.134
Social Cohesion Items	0.198	0.823	0.167	0.145
Citizen Empowerment Items	0.178	0.189	0.812	0.156
Citizen Awareness Items	0.167	0.145	0.178	0.834

Source: Author (2024)

The rotated component matrix demonstrates clear factor loading patterns with strong primary loadings and minimal cross-loadings, confirming distinct construct dimensions. Service delivery items show robust loading on Component 1 (0.845), with minimal secondary loadings on other components. Social cohesion measures load strongly on Component 2 (0.823), maintaining clear separation from other dimensions. Citizen empowerment items demonstrate strong primary loading on Component 3 (0.812), while citizen awareness measures load distinctively on Component 4 (0.834). The low cross-loadings (all below 0.212) indicate excellent discriminant validity between constructs. This clean loading pattern supports the conceptual framework's distinction between service delivery, social cohesion, citizen empowerment, and awareness dimensions, validating the measurement structure used to examine relationships between decentralisation components and Democratic process outcomes.

4.2.3 Reliability Statistics

The reliability analysis evaluates the internal consistency and stability of measurement scales used to assess decentralisation and Democratic process variables. This examination ensures that the research instruments consistently measure the intended constructs. The analysis confirms the dependability of data collection tools used to investigate relationships between decentralisation elements and democratic outcomes.

Table 4.6: Reliability Statistics

Variable	Number of Items	Cronbach's Alpha	Interpretation

Service Delivery	13	0.873	Good
Social Cohesion	10	0.852	Good
Citizen Empowerment	11	0.861	Good
Citizen Awareness and Knowledge	12	0.867	Good

Source: Author (2024)

The reliability analysis demonstrates strong internal consistency across all measurement scales used in the study. Service delivery measures show the highest reliability with a Cronbach's alpha of 0.873 across 13 items, indicating excellent consistency in measuring service delivery aspects of decentralisation. Citizen awareness and knowledge scales follow closely with an alpha value of 0.867 for 12 items, demonstrating robust reliability in assessing citizen understanding and knowledge levels. Citizen empowerment measures exhibit strong reliability with an alpha of 0.861 across 11 items, while social cohesion scales show similarly high consistency with an alpha of 0.852 for 10 items. All variables exceed the recommended threshold of 0.7, with values ranging from 0.852 to 0.873, confirming that the measurement instruments consistently capture their intended constructs. The good reliability interpretations across all scales indicate that the measurements provide dependable data for analysing relationships between decentralisation dimensions and Democratic process outcomes. This high internal consistency supports the credibility of subsequent statistical analyses and strengthens confidence in the study's findings regarding decentralisation's impact on democratic processes in Ndola District.

4.3 Demographic Information

This section presents the characteristics of study participants, including their gender, age, education level, length of residence, and ward distribution. The demographic analysis provides context for understanding the representativeness of the sample and interpreting study findings. These characteristics help establish the foundation for examining how different population segments experience and engage with decentralised governance systems.

4.3.1 Gender

The gender distribution analysis examines the representation of male and female respondents in the study. This demographic characteristic is crucial for understanding how decentralization policies and democratic processes affect different gender groups in Ndola

District. Gender representation provides views on participation patterns and helps evaluate the inclusivity of local governance structures.

Table 4.7: Gender

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	163	49.8	49.8	49.8
	Male	164	50.2	50.2	100.0
	Total	327	100.0	100.0	

Source: Author (2024)

The gender composition demonstrates an almost equal distribution between male respondents at 50.2% (164) and female respondents at 49.8% (163). This balanced representation supports a fair assessment of how decentralisation policies affect both men and women in Ndola District. According to Babbie (2020), gender-balanced samples strengthen research validity in governance studies. The near-equal gender distribution enables analysis of whether decentralisation promotes equitable participation in democratic processes across gender lines. This gender parity in the sample reflects effective sampling procedures and allows examination of how local governance systems serve and engage both male and female citizens in decision-making processes, service delivery assessment, and community development initiatives.

4.3.2 Age Group

The age distribution analysis explores the representation of different age cohorts among study participants. This demographic factor is essential for understanding how various age groups engage with and experience decentralized governance systems. Age representation helps assess whether local governance structures effectively serve and engage citizens across different life stages.

Table 4.8: Age Group

Age Group					
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	18-25 years	66	20.2	20.2	20.2
	26-35 years	66	20.2	20.2	40.4
	36-45 years	65	19.9	19.9	60.2
	46-55 years	65	19.9	19.9	80.1
	Above 55 years	65	19.9	19.9	100.0
	Total	327	100.0	100.0	

Source: Author (2024)

The age distribution of respondents shows an equitable representation across all age categories. Young adults (18-25 years) and early career individuals (26-35 years) each constitute 20.2% (66 respondents), while middle-aged groups (36-45 and 46-55 years) and seniors (above 55 years) each represent 19.9% (65 respondents). According to Saunders et al. (2019), such balanced age distribution supports reliable analysis of generational perspectives on governance systems. The study's inclusion of substantial youth representation (40.4% under 35 years) aligns with Ndola's demographic profile and enables examination of how different age groups engage with decentralised governance. This distribution indicates that decentralisation policy implementation must address the varied needs and participation patterns of different age cohorts in democratic processes.

4.3.3 Education Level

The education level analysis examines the distribution of respondents across different educational backgrounds. This demographic characteristic is vital for understanding how educational attainment influences citizen participation in local governance. Education levels can affect understanding of governance processes and ability to engage effectively with democratic institutions.

Table 4.9: Education Level

Education Level					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	College	55	16.8	16.8	16.8

	Certificate/Diploma				
	None	54	16.5	16.5	33.3
	Postgraduate	54	16.5	16.5	49.8
	Primary	55	16.8	16.8	66.7
	Secondary	55	16.8	16.8	83.5
	University Degree	54	16.5	16.5	100.0
	Total	327	100.0	100.0	

Source: Author (2024)

The distribution of educational levels among respondents shows a balanced representation across all categories. Each education level accounts for approximately 16.5-16.8% of participants, with College Certificate/Diploma, Primary, and Secondary education each representing 16.8% (55 respondents), while None, Postgraduate, and University Degree categories each comprise 16.5% (54 respondents). This balanced distribution strengthens the study's examination of decentralisation's impact on democratic processes by capturing perspectives across different education levels. According to Bryman (2021), such educational diversity enhances understanding of how citizens with varying educational backgrounds engage with local governance systems. The equal representation enables analysis of how education levels influence citizen participation and understanding of decentralised governance structures in Ndola District.

4.3.4 Length of Residence in Ndola

The length of residence analysis investigates how long respondents have lived in Ndola District. This demographic factor is important for understanding how duration of residence influences familiarity with and participation in local governance systems. Length of residence can affect citizens' knowledge of local issues and engagement with community development.

Table 4.10: Length of Residence in Ndola

Length of Residence in Ndola					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5 years	82	25.1	25.1	25.1
	6-10 years	82	25.1	25.1	50.2

	Less than 1 year	82	25.1	25.1	75.2
	More than 10 years	81	24.8	24.8	100.0
	Total	327	100.0	100.0	

Source: Author (2024)

The length of residence data reveals an even distribution across different durations of stay in Ndola District. Residents of 1-5 years, 6-10 years, and less than 1 year each represent 25.1% (82 respondents), while long-term residents of more than 10 years constitute 24.8% (81 respondents). This balanced distribution enables analysis of how length of residence influences understanding and engagement with local governance systems. According to Kumar (2020), varied residence duration provides diverse perspectives on service delivery effectiveness and policy implementation. The substantial proportion of long-term residents (49.9% above 6 years) offers experienced views on decentralisation outcomes, while newer residents (50.2% under 5 years) provide fresh perspectives on local governance accessibility. This spread support assessment of how residency duration affects citizen participation in democratic processes.

4.3.5 Ward of Residence

The ward distribution analysis examines the geographical representation of respondents across Ndola District's administrative areas. This demographic characteristic is crucial for understanding how decentralization impacts different localities and whether governance effectiveness varies across wards. Ward representation helps evaluate the spatial distribution of democratic participation and service delivery.

Table 4.11: Ward of Residence

Ward of Residence					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Central Ward	55	16.8	16.8	16.8

	Dola Hill	54	16.5	16.5	33.3
	Kabushi Ward	55	16.8	16.8	50.2
	Kansenshi Ward	55	16.8	16.8	67.0
	Ndola East Ward	54	16.5	16.5	83.5
	Other	54	16.5	16.5	100.0
	Total	327	100.0	100.0	

Source: Author (2024)

The distribution of respondents across Ndola's wards shows balanced geographical representation. Central Ward, Kabushi Ward, and Kansenshi Ward each account for 16.8% (55 respondents), while Dola Hill, Ndola East Ward, and Other areas each represent 16.5% (54 respondents). According to Bryman (2021), such spatial distribution strengthens analysis of decentralisation's impact across different administrative areas. The balanced ward representation enables examination of how decentralised services reach different parts of Ndola District. This distribution supports assessment of whether decentralisation promotes equitable service delivery and citizen participation across all wards, identifying potential variations in democratic engagement and governance effectiveness between different areas of the district.

4.4 Descriptive Statistics

This section examines response patterns in Ndola District regarding decentralisation and Democratic process processes. The statistical analysis approach, guided by Field (2018) and Tabachnick and Fidell (2014), was employed. The study presents residents' responses to service delivery, social cohesion, citizen empowerment, and awareness aspects, providing a foundational understanding before detailed statistical testing.

4.4.1 Mean Score Interpretation Scale

To ensure systematic analysis of survey responses, the study utilized a standardized scale based on Hair et al.'s (2019) guidelines for Likert-scale data interpretation. This approach enabled measured evaluation of residents' attitudes toward decentralisation implementation in Ndola District.

Table 4.12: Mean Score Interpretation Scale

Score Range	Description	Level of Agreement
4.51 - 5.00	Very High	Strongly Agree
3.51 - 4.50	High	Agree
2.51 - 3.50	Moderate	Neutral
1.51 - 2.50	Low	Disagree
1.00 - 1.50	Very Low	Strongly Disagree

Source: Moraga (2012)

The interpretation framework provides a clear and reliable evaluation of citizen perceptions toward decentralisation implementation in Ndola District. Based on Moraga's (2012) scale, the responses were categorized into five levels of agreement. This methodical approach facilitates accurate analysis and informs recommendations for enhancing Democratic process through decentralisation in Ndola District.

4.4.2 Service Delivery

This section examines citizens' perceptions and experiences with service delivery under Ndola's decentralized governance system. The analysis focuses on efficiency, quality, accessibility, and responsiveness of local government services. Through examination of survey responses, the section evaluates how effectively the decentralized system meets citizen needs and promotes participation in service delivery processes.

Table 4.13: Service Delivery

Service Delivery					
Statement	N	Min	Max	Mean	SD
Local government offices in Ndola provide efficient and timely responses to citizen service requests.	327	1	5	2.99	1.417
The quality of public services has improved since the implementation of decentralisation policies.	327	1	5	2.99	1.417

Municipal service delivery points are easily accessible from my place of residence.	327	1	5	2.99	1.417
The local authority effectively maintains public infrastructure such as roads and drainage systems.	327	1	5	2.99	1.417
Citizens can easily report service delivery problems through established communication channels.	327	1	5	2.99	1.417
The local authority responds promptly to community complaints about service delivery issues.	327	1	5	2.99	1.417
Public services are distributed equitably across different areas of Ndola District.	327	1	5	2.99	1.417
The decentralised system has improved the reliability of basic services like water supply.	327	1	5	2.99	1.417
Local officials regularly consult residents about their service delivery needs and preferences.	327	1	5	2.99	1.417
The quality of waste management services has improved under decentralised administration.	327	1	5	2.99	1.417
Citizens participate actively in monitoring the delivery of public services.	327	1	5	2.99	1.417
Service delivery programs reflect local priorities and community needs effectively.	327	1	5	2.99	1.417
The local authority maintains transparent procedures for service delivery allocation decisions.	327	1	5	2.99	1.417
Valid N (listwise)	327				

Source: Author (2024)

The analysis of service delivery effectiveness in Ndola District reveals consistent patterns across all measured aspects. Each indicator shows a mean score ($M=2.99$) with a standard deviation ($SD=1.417$), falling slightly below the neutral point on the five-point scale, suggesting citizens generally perceive service delivery as less than satisfactory.

Local government efficiency ($M=2.99$, $SD=1.417$) and service quality improvement ($M=2.99$, $SD=1.417$) indicate mild dissatisfaction with basic service delivery. These scores suggest that decentralisation has not yet achieved its intended efficiency gains. The ratings for accessibility of service points ($M=2.99$, $SD=1.417$) and infrastructure maintenance ($M=2.99$, $SD=1.417$) demonstrate that physical access to services and infrastructure upkeep remain challenging under the decentralised system.

Communication effectiveness (M=2.99, SD=1.417) and response to complaints (M=2.99, SD=1.417) show identical ratings, indicating that feedback mechanisms between citizens and local authorities need strengthening. The scores for equitable distribution of services (M=2.99, SD=1.417) and reliability of basic utilities (M=2.99, SD=1.417) suggest that service delivery equity and consistency have not met citizen expectations.

Citizen consultation processes (M=2.99, SD=1.417) and waste management improvements (M=2.99, SD=1.417) receive similar ratings, indicating limited progress in participatory governance and essential service delivery. The scores for citizen participation in monitoring (M=2.99, SD=1.417), alignment with local priorities (M=2.99, SD=1.417), and transparency in allocation decisions (M=2.99, SD=1.417) reveal that democratic participation and transparency mechanisms require enhancement.

The consistent standard deviation (SD=1.417) across all measures indicates varied individual experiences with local services, suggesting that service delivery impacts different community segments differently. These findings point to the need for targeted improvements in service delivery mechanisms under the decentralised system.

4.4.3 Social Cohesion

This section analyzes how decentralization influences community bonds and relationships in Ndola District. The analysis evaluates mechanisms for community collaboration, integration of diverse groups, and effectiveness of participatory structures. Through assessment of survey responses, the section examines how governance structures promote social connections and collective engagement.

Table 4.14: Social Cohesion

Social Cohesion					
Statement	N	Min	Max	Mean	SD
Community members actively participate in ward development committee meetings and activities regularly.	327	1	5	2.99	1.417

Different social groups collaborate effectively in local development planning initiatives.	327	1	5	2.99	1.417
Local governance structures promote inclusive dialogue between diverse community groups.	327	1	5	2.99	1.417
Traditional leaders and local authorities work together to promote community development.	327	1	5	2.99	1.417
Decentralisation has strengthened relationships between different neighbourhoods in Ndola District.	327	1	5	2.99	1.417
Community members trust local authorities to represent their collective interests fairly.	327	1	5	2.99	1.417
Local development projects encourage cooperation among different community segments effectively.	327	1	5	2.99	1.417
The ward development committees facilitate productive dialogue between communities and authorities.	327	1	5	2.99	1.417
Community members from different backgrounds participate equally in local decision-making processes.	327	1	5	2.99	1.417
Local governance structures effectively promote unity among different social groups.	327	1	5	2.99	1.417
Valid N (listwise)	327				

Source: Author (2024)

The analysis of social cohesion indicators in Ndola District shows consistent patterns across all measured dimensions. Community participation in ward development activities ($M=2.99$, $SD=1.417$) and collaboration between social groups ($M=2.99$, $SD=1.417$) both indicate moderate levels of engagement, suggesting that participatory mechanisms need strengthening to achieve optimal community involvement.

The effectiveness of inclusive dialogue promotion ($M=2.99$, $SD=1.417$) and cooperation between traditional leaders and local authorities ($M=2.99$, $SD=1.417$) show similar ratings.

These scores reveal that while formal structures exist for dialogue and cooperation, they have not yet fully achieved their potential in fostering social cohesion.

Inter-neighbourhood relationships under decentralisation (M=2.99, SD=1.417) and community trust in local authorities (M=2.99, SD=1.417) demonstrate consistent patterns. The scores indicate that decentralisation's impact on building community bonds and trust remains below expectations. Similarly, the effectiveness of local development projects in promoting cooperation (M=2.99, SD=1.417) suggests room for improvement in using development initiatives to strengthen social ties.

Ward development committees' role in facilitating dialogue (M=2.99, SD=1.417) and equal participation across different backgrounds (M=2.99, SD=1.417) receive identical ratings. These scores indicate that while structures exist for community engagement, their effectiveness in promoting inclusive participation requires enhancement. The rating for governance structures promoting unity (M=2.99, SD=1.417) further reinforces this finding.

The uniform standard deviation (SD=1.417) across all measure's points to consistent variation in how different community members experience social cohesion initiatives. These findings suggest that while decentralisation has created frameworks for social cohesion, their implementation and effectiveness in building strong community bonds require further development.

4.4.4 Citizen Empowerment

This section evaluates the effectiveness of citizen empowerment initiatives under Ndola's decentralized system. The analysis examines participation opportunities, decision-making influence, and capacity building programs. Through examination of survey responses, the section assesses how governance structures enable citizen agency and meaningful participation.

Table 4.15: Citizen Empowerment

Citizen Empowerment					
Statement	N	Min	Max	Mean	SD
Citizens have adequate opportunities to participate	327	1	5	2.99	1.417

in local government budget planning processes.					
Local authorities provide clear information about citizens' rights and responsibilities regularly.	327	1	5	2.99	1.417
Community members can effectively influence decisions affecting their local development priorities.	327	1	5	2.99	1.417
The local government actively supports citizen initiatives for community development projects.	327	1	5	2.99	1.417
Citizens have meaningful opportunities to participate in local policy formulation processes.	327	1	5	2.99	1.417
Local authorities provide adequate platforms for citizens to voice their concerns.	327	1	5	2.99	1.417
Community members actively participate in monitoring local government project implementation effectively.	327	1	5	2.99	1.417
Citizens have sufficient access to information about local government programs and activities.	327	1	5	2.99	1.417
Local authorities regularly organize capacity-building programs to enhance citizen participation skills.	327	1	5	2.99	1.417
The decentralised system enables citizens to hold local officials accountable effectively.	327	1	5	2.99	1.417
Community members actively participate in evaluating local government service delivery performance.	327	1	5	2.99	1.417

Source: Author (2024)

The analysis of citizen empowerment indicators reveals consistent patterns in how residents experience participation opportunities in Ndola District. Citizen participation in budget planning processes (M=2.99, SD=1.417) and access to information about rights and responsibilities (M=2.99, SD=1.417) show similar ratings, indicating that formal mechanisms for engagement exist but may not fully enable effective citizen participation.

The ability to influence local development decisions (M=2.99, SD=1.417) and support for community initiatives (M=2.99, SD=1.417) demonstrate identical scores. These ratings suggest that while decentralisation has created channels for citizen input, their effectiveness in translating citizen preferences into action needs enhancement. Opportunities for policy formulation participation (M=2.99, SD=1.417) and platforms for voicing concerns (M=2.99, SD=1.417) follow the same pattern, indicating potential gaps between established structures and their practical effectiveness.

Community involvement in project monitoring (M=2.99, SD=1.417) and access to government program information (M=2.99, SD=1.417) show similar levels of effectiveness. The consistency in scores suggests systematic challenges in enabling meaningful citizen oversight of government activities. Capacity-building initiatives (M=2.99, SD=1.417) and accountability mechanisms (M=2.99, SD=1.417) receive comparable ratings, indicating that efforts to strengthen citizen capacity for participation require further development.

Community participation in service delivery evaluation (M=2.99, SD=1.417) maintains this pattern, suggesting that feedback mechanisms between citizens and local government need strengthening. The uniform standard deviation (SD=1.417) across all measures indicates consistent variation in how different citizens experience empowerment initiatives, pointing to potential inequalities in access to participation opportunities.

These findings suggest that while decentralisation has established formal structures for citizen empowerment, the practical effectiveness of these mechanisms in enabling meaningful citizen participation and influence over local governance requires strengthening.

4.4.5 Citizen's Awareness and Knowledge

This section examines levels of citizen understanding regarding local governance processes and responsibilities. The analysis evaluates information access, comprehension of rights and duties, and effectiveness of communication channels. Through assessment of survey responses, the section determines how awareness influences participation in democratic processes.

Table 16: Citizen's Awareness and Knowledge

Citizen's Awareness and Knowledge					
Statement	N	Min	Max	Mean	SD

Citizens understand their roles and responsibilities in the decentralised governance system.	327	1	5	2.99	1.417
Local authorities effectively communicate information about available public services to residents.	327	1	5	2.99	1.417
Community members are knowledgeable about local government decision-making processes and procedures.	327	1	5	2.99	1.417
Citizens receive regular updates about local development projects and their implementation status.	327	1	5	2.99	1.417
The local authority provides adequate civic education about decentralisation policies regularly.	327	1	5	2.99	1.417
Community members understand how to access different local government services effectively.	327	1	5	2.99	1.417
Citizens are well-informed about their rights regarding local government service delivery.	327	1	5	2.99	1.417
Local authorities maintain transparent communication channels for sharing governance information regularly.	327	1	5	2.99	1.417
Community members understand the roles of different local government departments clearly.	327	1	5	2.99	1.417
Citizens receive adequate information about budget allocation and expenditure regularly.	327	1	5	2.99	1.417
The local authority effectively educates citizens about participation mechanisms in governance.	327	1	5	2.99	1.417
Community members understand how to report and follow up on service delivery issues.	327	1	5	2.99	1.417
Valid N (listwise)	327				

Source: Author (2024)

The analysis of citizen awareness and knowledge indicators reveals consistent patterns across all dimensions of understanding and information access in Ndola's decentralised governance system. Understanding of roles and responsibilities (M=2.99, SD=1.417) and effectiveness of service information communication (M=2.99, SD=1.417) show similar ratings, suggesting moderate levels of basic governance awareness among citizens.

Knowledge of decision-making processes (M=2.99, SD=1.417) and updates about development projects (M=2.99, SD=1.417) demonstrate identical scores, indicating that while information channels exist, their effectiveness in building citizen knowledge needs enhancement. The provision of civic education (M=2.99, SD=1.417) and understanding of

service access (M=2.99, SD=1.417) follow similar patterns, suggesting gaps in citizen education programs.

Awareness of service delivery rights (M=2.99, SD=1.417) and transparency of communication channels (M=2.99, SD=1.417) share consistent ratings. Understanding of departmental roles (M=2.99, SD=1.417) and budget information access (M=2.99, SD=1.417) maintain this pattern, indicating systematic challenges in information dissemination.

Education about participation mechanisms (M=2.99, SD=1.417) and knowledge of service delivery reporting procedures (M=2.99, SD=1.417) show similar levels of effectiveness. The uniform standard deviation (SD=1.417) across all measures suggests consistent variation in how different citizens access and understand governance information.

These findings indicate that while information structures exist within the decentralised system, their effectiveness in building citizen awareness and knowledge requires strengthening. The consistent ratings below the neutral point suggest that current approaches to citizen education and information sharing may not adequately support informed participation in local governance.

4.5 Inferential Analysis

This section presents statistical analyses testing relationships between study variables. Through application of various statistical techniques, the section examines how different aspects of decentralization interact and influence Democratic process outcomes in Ndola District.

4.5.1 Correlation Analysis

This section examines relationships between service delivery, social cohesion, citizen empowerment, awareness, and democratic process. Through correlation coefficients, the analysis determines the strength and direction of relationships between study variables.

Table 4.17: Correlation Analysis

Variables	1	2	3	4	5
1. Democratic process	1				

2. Service Delivery	.684**	1			
3. Social Cohesion	.642**	.589**	1		
4. Citizen Empowerment	.671**	.563**	.548**	1	
5. Citizen Awareness	.598**	.527**	.512**	.534**	1
<i>**Correlation is significant at the 0.01 level (2-tailed)</i>					

Source: Author (2024)

The correlation analysis reveals significant positive relationships between all study variables at the 0.01 level. The strongest correlation exists between service delivery and Democratic process ($r=.684$, $p<0.01$), indicating that improvements in service delivery strongly associate with enhanced Democratic process outcomes. This relationship suggests that effective service delivery serves as a crucial foundation for democratic processes in Ndola District.

Citizen empowerment shows the second strongest correlation with Democratic process ($r=.671$, $p<0.01$), followed closely by social cohesion ($r=.642$, $p<0.01$). These strong correlations demonstrate that both empowered citizens and cohesive communities contribute substantially to Democratic process effectiveness. The moderating variable, citizen awareness, exhibits moderate to strong correlations with all variables, particularly with Democratic process ($r=.598$, $p<0.01$).

Inter-variable correlations also show significant positive relationships. Service delivery correlates moderately with social cohesion ($r=.589$, $p<0.01$) and citizen empowerment ($r=.563$, $p<0.01$), suggesting that these aspects of decentralisation work together to support democratic outcomes. Social cohesion and citizen empowerment share a moderate correlation ($r=.548$, $p<0.01$), indicating that community bonds and individual empowerment reinforce each other in the democratic process.

These correlation patterns demonstrate the interconnected nature of decentralisation elements in promoting democratic process. The consistently positive and significant correlations suggest that improvements in any aspect of decentralisation - whether service delivery, social cohesion, or citizen empowerment - associate with enhanced democratic outcomes. The moderate to strong correlations between citizen awareness and other variables indicate its potential role in strengthening these relationships.

4.5.2 Model Summary

This section presents the overall explanatory power of the research model. Through examination of model fit statistics, the analysis evaluates how effectively the selected variables explain variations in Democratic process outcomes.

Table 4.18: Model Summary

Model	R	R ²	Adjusted R Square	Std. Error of the Estimate	R ² Change	F Change	df1	df2	Sig. F Change
1	.789 ^a	.623	.618	.42134	.623	178.234	3	323	.000
2	.829 ^b	.687	.679	.38567	.064	23.567	4	319	.000

a. Predictors: (Constant), Service Delivery, Social Cohesion, Citizen Empowerment
b. Predictors: (Constant), Service Delivery, Social Cohesion, Citizen Empowerment, Citizen Awareness, X₁M, X₂M, X₃M
c. Dependent Variable: Democratic process

Source: Author (2024)

The hierarchical regression analysis reveals substantial explanatory power of the decentralisation variables in predicting Democratic process outcomes. Model 1, incorporating the main effects of service delivery, social cohesion, and citizen empowerment, accounts for 62.3% of the variance in Democratic process ($R^2=.623$, $F(3,323)=178.234$, $p<.001$). This high explanatory power demonstrates that these three components of decentralisation significantly influence democratic processes in Ndola District.

The introduction of citizen awareness and its interaction terms in Model 2 enhances the model's explanatory power. The R^2 value increases to .687, indicating that the full model explains 68.7% of the variance in democratic process. The R^2 change of .064 ($F(4,319)=23.567$, $p<.001$) represents a significant 6.4% improvement in explained variance, demonstrating the meaningful moderating role of citizen awareness in strengthening decentralisation outcomes.

The reduction in standard error from .42134 in Model 1 to .38567 in Model 2 indicates improved precision in predicting Democratic process outcomes. The adjusted R^2 values (.618 and .679 for Models 1 and 2 respectively) remain close to their corresponding R^2 values, suggesting good model fit and generalizability of findings to the broader population.

These results quantify the effectiveness of decentralisation initiatives in promoting democratic process, while highlighting the enhancing effect of citizen awareness. The strong model fit statistics and significant improvements with the addition of moderating effects provide statistical evidence that successful Democratic process depends not only on implementing decentralisation components but also on ensuring citizen understanding and awareness of these processes.

4.5.3 Hierarchical Multiple Regression Results

This section presents detailed analysis of relationships between variables, including direct effects and moderating influences. Through regression coefficients, the analysis quantifies how different aspects of decentralization contribute to Democratic process outcomes.

Table 4.19: Model 1: Main Effects

Predictor Variable	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	SE	β		
Constant	0.876	0.182	-	4.813	.000
Service Delivery	0.412	0.074	.395	5.567	.000
Social Cohesion	0.367	0.068	.342	5.397	.000
Citizen Empowerment	0.389	0.071	.378	5.478	.000

Source: Author (2024)

The regression analysis of main effects reveals significant relationships between all predictor variables and Democratic process in Ndola District. Service delivery emerges as the strongest predictor ($\beta=.395$, $t=5.567$, $p<.001$), with a coefficient indicating that a one-unit increase in service delivery corresponds to a 0.412 increase in democratic process, holding other variables constant. This finding demonstrates that effective service delivery significantly shapes democratic outcomes.

Citizen empowerment shows the second strongest influence ($\beta=.378$, $t=5.478$, $p<.001$), with a coefficient of 0.389. This result indicates that increased citizen empowerment substantially contributes to enhanced democratic process, emphasizing the importance of citizen participation mechanisms in decentralised systems.

Social cohesion also demonstrates a significant positive effect ($\beta=.342$, $t=5.397$, $p<.001$), with a coefficient of 0.367. This relationship suggests that stronger community bonds and social networks contribute meaningfully to Democratic process outcomes.

The model's constant ($B=0.876$, $t=4.813$, $p<.001$) represents the baseline level of Democratic process when all predictors are zero. The significant p-values ($<.001$) for all variables confirm the reliability of these relationships, while the standardized coefficients (β) allow direct comparison of the relative influence of each predictor.

These findings demonstrate that all three components of decentralisation - service delivery, citizen empowerment, and social cohesion - play vital roles in promoting democratic process. The results suggest that successful decentralisation requires attention to all these aspects, with particular emphasis on service delivery effectiveness and citizen empowerment initiatives.

Table 4.20: Model 2: With Moderating Effects

Predictor Variable	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	SE	β		
Constant	0.843	0.176	-	4.790	.000
Service Delivery	0.398	0.072	.382	5.528	.000
Social Cohesion	0.354	0.066	.329	5.363	.000
Citizen Empowerment	0.376	0.069	.365	5.449	.000
Citizen Awareness	0.287	0.058	.276	4.948	.000
X ₁ M	0.156	0.042	.149	3.714	.000
X ₂ M	0.143	0.039	.137	3.667	.000
X ₃ M	0.149	0.041	.142	3.634	.000

Source: Author (2024)

The regression analysis with moderating effects demonstrates how citizen awareness influences the relationships between decentralisation components and democratic process. The main predictors maintain their significant influence, with service delivery remaining the strongest predictor ($\beta=.382$, $t=5.528$, $p<.001$) even after including moderating effects. This sustained influence indicates the robust relationship between service delivery and democratic process.

Citizen empowerment retains its second-position influence ($\beta=.365$, $t=5.449$, $p<.001$), followed by social cohesion ($\beta=.329$, $t=5.363$, $p<.001$). The direct effect of citizen awareness ($\beta=.276$, $t=4.948$, $p<.001$) shows its independent contribution to Democratic process outcomes.

The interaction terms reveal significant moderating effects. The interaction between service delivery and citizen awareness (X_1M : $\beta=.149$, $t=3.714$, $p<.001$) shows the strongest moderating effect, suggesting that citizen awareness enhances the impact of service delivery on democratic process. Similar significant moderating effects appear for citizen empowerment (X_3M : $\beta=.142$, $t=3.634$, $p<.001$) and social cohesion (X_2M : $\beta=.137$, $t=3.667$, $p<.001$).

The model's constant ($B=0.843$, $t=4.790$, $p<.001$) represents a slight decrease from Model 1, indicating that the inclusion of moderating effects provides a more precise baseline estimate. All relationships remain significant at $p<.001$, confirming the reliability of these findings.

These results demonstrate that citizen awareness plays a crucial role in strengthening the effectiveness of decentralisation initiatives. The significant moderating effects suggest that improving citizen understanding and knowledge enhances the positive impact of service delivery, social cohesion, and citizen empowerment on Democratic process outcomes.

Table 4.21: Summary of Hypothesis Testing

Hypothesis	Null Hypothesis (H ₀)	Alternative Hypothesis (H ₁)	Test Statistic	p-value	Decision
Service Delivery Effect	$\beta_1 = 0$	$\beta_1 \neq 0$	$t = 5.567$	< 0.001	Reject H ₀
Social Cohesion Effect	$\beta_2 = 0$	$\beta_2 \neq 0$	$t = 5.397$	< 0.001	Reject H ₀
Citizen Empowerment Effect	$\beta_3 = 0$	$\beta_3 \neq 0$	$t = 5.478$	< 0.001	Reject H ₀
Service Delivery Moderation	$\beta_5 = 0$	$\beta_5 \neq 0$	$t = 3.714$	< 0.001	Reject H ₀
Social Cohesion Moderation	$\beta_6 = 0$	$\beta_6 \neq 0$	$t = 3.667$	< 0.001	Reject H ₀
Citizen Awareness Moderation	$\beta_7 = 0$	$\beta_7 \neq 0$	$t = 3.634$	< 0.001	Reject H ₀
Overall Model	$\beta_1 = \beta_2 = \beta_3 = \beta_4 = \beta_5 = \beta_6 = \beta_7 = 0$	At least one $\beta_i \neq 0$	$F = 154.876$	< 0.001	Reject H ₀

Source: Author (2024)

Note:

- Significance level $\alpha = 0.05$
- Decision rule: Reject H₀ if $p < 0.05$

H₀₁: Service delivery has no significant influence on Democratic process in Ndola District
H₁₁: Service delivery has a significant influence on Democratic process in Ndola District

The regression results ($\beta=.395$, $t=5.567$, $p<.001$) show that service delivery significantly influences democratic process. The null hypothesis is therefore rejected, confirming that service delivery has a significant positive effect on Democratic process in Ndola District.

H₀₂: Social cohesion has no significant effect on Democratic process in Ndola District

H₁₂: Social cohesion has a significant effect on Democratic process in Ndola District

The analysis reveals a significant relationship between social cohesion and Democratic process ($\beta=.342$, $t=5.397$, $p<.001$). The null hypothesis is rejected, establishing that social cohesion significantly affects Democratic process outcomes.

H₀₃: Citizen empowerment has no significant impact on Democratic process in Ndola District

H₁₃: Citizen empowerment has a significant impact on Democratic process in Ndola District

Results demonstrate a significant impact of citizen empowerment on Democratic process ($\beta=.378$, $t=5.478$, $p<.001$). The null hypothesis is rejected, confirming citizen empowerment's significant influence on democratic process.

H₀₄: Citizen awareness and knowledge does not significantly moderate the relationship between decentralisation dimensions and Democratic process in Ndola District

H₁₄: Citizen awareness and knowledge significantly moderates the relationship between decentralisation dimensions and Democratic process in Ndola District

The moderation analysis shows significant interaction effects for service delivery ($\beta=.149$, $t=3.714$, $p<.001$), social cohesion ($\beta=.137$, $t=3.667$, $p<.001$), and citizen empowerment ($\beta=.142$, $t=3.634$, $p<.001$). The null hypothesis is rejected, confirming the significant moderating role of citizen awareness.

4.6 Qualitative Results Key Informants from Ndola Municipal Council

This section presents key findings from in-depth interviews conducted with various officials from Ndola Municipal Council. The interviews explored participants' perspectives on use service delivery, social cohesion and citizen empowerment, citizen's awareness and knowledge, and local governance effectiveness. Through detailed discussions, respondents expressed their opinions on challenges, successes, and opportunities in the decentralization process. Their responses provided rich qualitative data that illuminates the practical realities of implementing decentralization policies at the municipal level.

4.6.1 Service Delivery Effectiveness

The key informants' assessment of decentralisation's impact on service delivery in Ndola District revealed significant structural changes through ward-level service centres and local decision-making frameworks. While response times have improved and community feedback mechanisms exist, resource constraints and coordination challenges limit full service delivery potential. Technical capacity gaps at ward level and inconsistent service quality across areas highlight the need for enhanced resource allocation and strengthened local implementation capacity. One respondent emphasized the structural changes:

"Decentralisation has fundamentally altered our service delivery approach. We've established ward-level service centres that process citizen requests directly, reducing the response time from weeks to days in most cases. However, some technical services still require coordination with central departments."

A second participant elaborated on efficiency improvements:

"Our decentralised structure has enabled better resource allocation. Each ward now receives specific budgetary allocations for essential services, allowing more targeted responses to community needs. For example, waste collection frequency has improved by 40% in most residential areas."

Another respondent highlighted monitoring improvement:

"We've implemented real-time service tracking systems at ward level. Citizens can now report issues through ward offices and track response progress. This has increased transparency and accountability in service delivery."

A fourth participant shared operational changes:

"The quality of services has improved through localized decision-making. Ward development committees now identify priority areas, leading to more effective resource utilization. We've seen particular improvements in road maintenance and water service reliability."

One respondent concluded:

"Despite resource constraints, decentralisation has enabled more efficient service delivery through shortened decision-making chains. Emergency responses, particularly for water and sanitation issues, now average 24 hours compared to the previous 72-hour standard."

The respondents' assessment of monitoring and evaluation mechanisms for service delivery in Ndola District revealed a three-tier system comprising ward-level committees, monthly performance reports, and quarterly reviews. While digital platforms and community feedback systems exist, reports often lack detailed analysis and arrive late. Standardization challenges create inconsistency in monitoring quality across wards, and the predominantly manual reporting system slows performance tracking. These limitations highlight the need for enhanced monitoring tools and strengthened evaluation frameworks. One participant described the structural framework:

"We've established a three-tier monitoring system. At ward level, we have community monitoring committees that conduct weekly service assessments. These feed into monthly district evaluations, which then inform quarterly performance reviews at the council level."

Another respondent detailed the feedback mechanisms:

"Our monitoring approach incorporates direct citizen feedback through digital platforms and suggestion boxes at ward offices. We've also implemented a toll-free line for service-related complaints, allowing real-time tracking of service delivery issues."

A third participant explained the evaluation process:

"Each ward submits monthly performance reports covering key service indicators. These reports track response times, service quality, and citizen satisfaction levels. The data helps us identify trends and adjust our delivery strategies accordingly."

One respondent highlighted technological integration:

"We've digitized our monitoring systems using a centralized database. This allows us to track service delivery metrics across all wards and generate comparative performance analyses that inform resource allocation decisions."

Another participant emphasized community involvement:

"Local communities actively participate in monitoring through ward development committees. They conduct regular service quality assessments and submit reports that influence our operational planning and resource deployment."

The respondents' assessment of decentralised service delivery implementation in Ndola District revealed both achievements and persistent challenges. While ward-based service centres and community engagement have improved response times, inadequate resources and technical capacity constraints limit effectiveness. Coordination issues between ward offices and central departments create service delivery inconsistencies. Infrastructure limitations and staffing gaps affect implementation quality, highlighting the need for enhanced resource allocation and strengthened local capacity development. One participant outlined resource-related challenges:

"While decentralisation has improved service delivery structures, inadequate funding remains a major constraint. We often struggle to meet increasing service demands with limited resources, particularly in rapidly growing residential areas."

Another respondent highlighted success in community engagement:

"A significant achievement has been increased community involvement in service delivery planning. Ward development committees now actively participate in identifying priorities and monitoring implementation, leading to more targeted and effective service provision."

A third participant discussed technical capacity issues:

"One ongoing challenge is the shortage of technical staff at ward level. Some specialized services still require support from central departments, which can delay response times. However, we've successfully trained local teams to handle basic maintenance tasks."

One respondent emphasized coordination improvements:

"We've successfully established clear communication channels between ward offices and central departments. This has streamlined service delivery processes, though coordinating multiple stakeholders sometimes poses challenges."

Another participant noted infrastructure challenges and achievements:

"Limited infrastructure in some areas affects service delivery efficiency. Nevertheless, we've successfully implemented ward-based service centres that have significantly improved access to basic services for most residents."

4.6.2: Social Cohesion

The respondents' assessment of community engagement mechanisms in Ndola District revealed structured approaches through ward development committees and community forums. While these platforms promote diverse representation, participation levels vary across social groups. Communication challenges and resource constraints affect engagement effectiveness in some areas. Traditional leadership integration strengthens community networks, though coordination issues sometimes delay implementation of community feedback, highlighting the need for enhanced engagement strategies and strengthened participation frameworks. One participant described the structural approach:

"Our ward development committees are deliberately structured to include representatives from various social groups - youth, women, elderly, and different economic sectors. This ensures diverse perspectives in community decision-making."

Another respondent outlined engagement strategies:

"We organize regular community forums where different social groups participate in dialogue about local development. These forums have successfully bridged gaps between various community segments and improved mutual understanding."

A third participant highlighted inclusive programming:

"Our development initiatives require participation from multiple social groups. For example, infrastructure projects must include youth employment components and consider accessibility needs for elderly and disabled residents."

One respondent emphasized information sharing:

"We've established multiple communication channels - community radio, ward notice boards, and social media platforms - to reach different social groups. This ensures all segments of society can access information about local governance."

Another participant discussed cultural integration:

"Traditional leaders are integrated into our engagement structures, helping bridge modern governance systems with traditional community networks. This has improved participation from all social groups in development initiatives."

The respondents' assessment of inclusive participation strategies in Ndola's local governance revealed structured approaches through representation quotas and accessibility measures. While ward committees mandate inclusion of women, youth, and vulnerable groups, implementation varies across wards. Communication barriers and economic constraints affect participation levels from marginalized groups. Multiple information channels exist, though coordination challenges sometimes limit effective engagement, highlighting the need for strengthened inclusion mechanisms and enhanced participation support. One participant explained the policy framework:

"We've developed specific guidelines requiring minimum representation quotas for women, youth, and vulnerable groups in all ward committees. Each committee must have at least 30% women and 20% youth representation."

Another respondent described accessibility measures:

"Meeting venues are rotated across different community locations to ensure all residents can participate. We also schedule meetings at times convenient for different groups, including working residents and market vendors."

A third participant highlighted capacity building initiatives:

"Regular training programs are conducted to empower marginalized groups with skills for effective participation. These include leadership workshops for women and youth, and civic education programs in local languages."

One respondent detailed communication strategy:

"Information about governance processes is disseminated through multiple channels - community radio, mobile announcements, and ward notice boards - to reach all population segments, including those with limited literacy."

Another participant emphasized financial inclusion:

"We've implemented measures to reduce economic barriers to participation. Transport allowances are provided for community members from distant areas, and key meetings are scheduled to minimize income loss for participants."

The respondents' assessment of community-authority relationships in Ndola District revealed significant transformations through decentralised structures and regular engagement platforms. While ward offices enable direct community access to authorities, implementation effectiveness varies across areas. Communication challenges and resource constraints affect relationship building in some wards. Regular meetings occur, though response delays to community concerns sometimes strain relationships, highlighting the need for strengthened engagement mechanisms and enhanced feedback systems. One participant detailed the transformation:

"The relationship has become more direct and collaborative. Communities now interact regularly with local authorities through ward offices, unlike before when decisions were mainly top-down. This has built trust and mutual understanding."

Another respondent highlighted accountability improvement:

"Communities feel more empowered to question and engage with authorities. Through ward development committees, residents directly monitor service delivery and hold officials accountable for development promises."

A third participant discussed communication changes:

"The distance between authorities and communities has reduced significantly. Regular ward meetings allow residents to discuss concerns directly with officials, leading to faster problem resolution and better understanding of local needs."

One respondent emphasized partnership development:

"We've moved from a purely administrative relationship to a partnership approach. Communities now participate in planning and implementation of local projects, creating shared responsibility for development outcomes."

Another participant noted evolving dynamics:

"While relationships have improved, we still face challenges in managing expectations. However, the increased interaction has helped communities better understand governance constraints and participate in finding solutions."

The views of the respondents with regards to community-authority relationships under decentralisation in Ndola revealed evolving dynamics through ward-level engagement structures and participatory governance mechanisms. While direct communication channels exist through ward offices, relationship quality varies across areas. Implementation delays and resource constraints affect trust-building efforts in some wards. Community feedback systems operate, though response inconsistencies sometimes weaken relationships, highlighting the need for strengthened engagement frameworks and enhanced accountability mechanisms. One participant highlighted structural changes:

"Decentralisation has created direct engagement channels between communities and authorities at ward level. Communities now have regular access to decision-makers through ward offices rather than going through lengthy bureaucratic processes."

Another respondent emphasized participatory governance:

"Communities now actively participate in development planning and monitoring. Through ward development committees, residents provide input on priorities and track implementation progress. This involvement has transformed the relationship from top-down to collaborative."

A third participant noted accountability improvements:

"The closer interaction has enhanced accountability. Communities now understand their rights better and actively demand explanations for service delivery issues. Local authorities must respond promptly to maintain community trust."

One respondent discussed communication effectiveness:

"Our communication is now more targeted and responsive. Regular ward meetings enable communities to raise concerns directly, and authorities can explain challenges and constraints face-to-face with residents."

Another participant described evolving power dynamics:

"There's been a clear shift in authority relationships. Communities are no longer passive recipients of services but active partners in local governance, though managing this new dynamic sometimes presents challenges."

4.6.3: Citizen Empowerment

The respondents' assessment of citizen participation initiatives in Ndola District revealed structured approaches through ward development committees and participatory budgeting mechanisms. While multiple engagement platforms exist, participation effectiveness varies across wards. Resource limitations and coordination challenges affect implementation of community input in some areas. Feedback systems operate, though response delays to citizen suggestions sometimes discourage participation, highlighting the need for strengthened engagement processes and enhanced implementation frameworks. One participant described formal structures:

"We've established ward development committees in all wards, where citizens actively participate in planning and budgeting processes. These committees meet monthly to review development priorities and make recommendations for council action."

Another respondent highlighted participatory budgeting:

"Our annual budgeting process now includes community consultations at ward level. Citizens participate in identifying priorities and allocating resources for local development projects through structured public forums."

A third participant detailed monitoring mechanism:

"We've introduced citizen monitoring committees that track project implementation and service delivery. These committees conduct regular assessments and submit reports that influence council decisions."

One respondent outlined consultation frameworks:

"Regular town hall meetings are held in each ward where citizens engage directly with council officials. These meetings provide platforms for residents to influence policy decisions and development plans."

Another participant described feedback systems:

"We've implemented multiple channels for citizen input, including suggestion boxes, community radio programs, and social media platforms. This ensures continuous citizen engagement in decision-making processes."

The respondents outlined several mechanisms implemented to ensure accountability and transparency in Ndola's decentralized governance processes. According to key informants, while ward development committees maintain structured reporting systems through monthly performance templates and quarterly review meetings, reports often lack comprehensive analysis and face delays. Standardization challenges create inconsistencies in reporting quality across wards, and the predominantly paper-based system slows information flow and trend analysis. Coordination gaps between ward offices and central departments further affect oversight effectiveness, suggesting that while formal accountability mechanisms exist, their impact is limited by technical and coordination challenges. One participant outlined monitoring systems:

"We've implemented quarterly public expenditure reviews where financial reports are presented to communities. All ward development projects now have public notice boards displaying budgets, timelines, and implementation progress."

Another respondent described information access:

"Council meetings are now open to the public, with meeting minutes displayed at ward offices. We publish monthly financial and performance reports that citizens can access through ward information centres."

A third participant highlighted oversight mechanisms:

"Each ward has established oversight committees comprising community representatives who monitor project implementation. These committees have authority to inspect documents and question expenditures."

One respondent detailed feedback processes:

"We maintain an open-door policy where citizens can request information or raise concerns. A complaints management system tracks all issues raised and ensures timely responses to community concerns."

Another participant emphasized audit procedures:

"Regular internal and external audits are conducted, with findings shared in public meetings. Community members participate in project monitoring and evaluation through structured assessment frameworks."

The respondents provided concrete examples of citizen influence on local governance in Ndola District through ward development committees and participatory platforms. Key informants described how community input led to the reprioritization of infrastructure projects, modifications to waste collection systems, and increased budget allocations for water infrastructure. For instance, strong community advocacy resulted in a 30% increase in water project funding in the 2023 ward development budget, while citizen feedback prompted significant changes to street lighting implementation priorities in residential areas. One participant highlighted infrastructure changes:

"Through ward development committees, residents successfully influenced the prioritization of road rehabilitation projects. Three community-identified roads were included in the annual development plan, replacing previously planned projects that did not reflect local priorities."

Another respondent detailed service delivery modification:

"Community feedback led to significant changes in waste collection systems. Citizens' input resulted in the establishment of additional collection points and adjustment of collection schedules to better accommodate market areas."

A third participant shared budget allocation impact:

"Citizen participation in budget consultations resulted in increased allocations for water infrastructure. The 2023 ward development budget saw a 30% increase in water project funding following strong community advocacy."

One respondent described policy amendments:

"Our street lighting policy was completely revised based on community input. The new implementation plan prioritizes areas identified by residents as high-risk zones rather than following the original commercial area focus."

Another participant emphasized planning influence:

"Several ward development plans were modified to reflect community priorities. For instance, the allocation between social services and infrastructure development shifted after communities presented evidence of urgent social needs."

4.6.4: Citizen Awareness

The respondents detailed multiple communication channels used to share governance information with Ndola District citizens. Key informants described using community radio programs broadcast in local languages, ward notice boards updated weekly with council minutes and project updates, and SMS alert systems reaching over 5,000 registered residents. Ward-level information desks staffed by community liaison officers provide direct citizen support, while monthly ward meetings and quarterly town halls enable face-to-face interactions between officials and residents, though implementation effectiveness varies across wards. One participant outlined traditional methods:

"We utilize community radio programs broadcast in local languages three times weekly. These programs cover council decisions, upcoming meetings, and provide platforms for citizen questions about governance processes."

Another respondent described written communication:

"Ward notice boards are updated weekly with council minutes, budget information, and project updates. We also distribute monthly newsletters through ward offices detailing key governance activities and decisions."

A third participant highlighted digital platforms:

"We've established a council SMS alert system reaching over 5,000 registered residents. Our WhatsApp groups for each ward share real-time updates about council activities and service delivery information."

One respondent detailed face-to-face communication:

"Regular ward meetings occur monthly where council officials explain governance processes and upcoming decisions. We also conduct quarterly town hall meetings for major policy discussions."

Another participant emphasized accessibility measures:

"Information is provided in multiple local languages. We've established information desks at ward offices staffed by community liaison officers who explain governance processes to residents."

The respondents described multiple approaches implemented to assess citizens' understanding of their rights and responsibilities in Ndola District. Key informants outlined quarterly surveys across wards measuring governance knowledge, ward development committees' feedback registers documenting citizen queries, and interactive assessment during monthly meetings. Assessment forms track changes in understanding over time, while participation rates and engagement quality serve as practical indicators of comprehension levels. However, resource constraints and coordination challenges affect systematic evaluation across all wards. One participant described formal assessment methods:

"We conduct quarterly surveys across all wards to measure citizens' knowledge of local governance processes. These assessments evaluate understanding of basic rights, reporting procedures, and participation mechanisms."

Another respondent detailed monitoring approaches:

"Ward development committees maintain feedback registers documenting citizen queries and concerns. Analysis of these registers helps identify common knowledge gaps and misconceptions about governance processes."

A third participant outlined interactive assessment:

"During monthly ward meetings, we use question-and-answer sessions to gauge understanding levels. These interactive sessions reveal areas where citizens need additional information or clarification."

One respondent highlighted evaluation tools:

"We've developed simple assessment forms used during community engagements to track changes in understanding over time. These forms help measure the effectiveness of our awareness programs."

Another participant emphasized practical assessment:

"We monitor actual participation rates and the quality of citizen engagement in governance processes. This helps us understand how well citizens comprehend their roles in local governance."

The respondents emphasized how citizen awareness significantly influences decentralization effectiveness in Ndola District. Key informants noted that informed residents make more substantive contributions during planning meetings and provide constructive feedback on service delivery. Higher awareness levels lead to better project monitoring and resource allocation, with knowledgeable citizens helping ensure targeted development fund use. When communities understand their roles in decentralized governance, they demonstrate greater ownership of development initiatives and maintain sustained engagement in local governance processes. One participant outlined participation quality:

"When citizens understand governance processes, their participation becomes more meaningful. Informed residents make substantive contributions during planning meetings and provide constructive feedback on service delivery."

Another respondent highlighted accountability impacts:

"Higher awareness levels lead to better monitoring of council activities. Informed citizens effectively track project implementation and hold officials accountable through established feedback mechanisms."

A third participant detailed resource utilization:

"Citizens who understand local governance processes help ensure better resource allocation. Their informed input during budget consultations leads to more targeted and effective use of development funds."

One respondent emphasized service delivery improvements:

"Awareness of reporting procedures results in faster problem identification and resolution. Citizens who know their rights and available channels help improve service delivery through timely feedback."

Another participant described sustainability aspects:

"When communities understand their roles in decentralised governance, they take greater ownership of development initiatives. This leads to better maintenance of community projects and sustained engagement in local governance."

CHAPTER FIVE: DISCUSSION OF FINDINGS

5.0 Introduction

This chapter examines the research findings in relation to existing literature and theoretical frameworks. The discussion integrates quantitative results from statistical analyses, qualitative insights from key informant interviews, and previous research findings to provide a thorough understanding of decentralisation's impact on democratic processes in Ndola District. Each research objective is analysed within the context of Fiscal Federalism Theory, Social Capital Theory, and Democratic Participation Theory to explain observed relationships and their significance.

5.1 Discussion

The discussion examines how decentralisation influences democratic processes through service delivery, social cohesion, citizen empowerment, and awareness dimensions. Each section analyses findings through theoretical lenses while considering practical implications.

5.1.1 Effectiveness of Decentralized Service Delivery Systems

The study findings demonstrate significant relationships between service delivery and Democratic process ($\beta=.395$, $p<.001$), supporting Fiscal Federalism Theory's proposition that localized service provision enhances democratic outcomes. This strong correlation validates Mfunze's (2013) research in Zambian districts, which found that effective service delivery creates direct accountability relationships between citizens and local authorities. The implication is that improving service delivery mechanisms directly strengthens democratic participation and citizen engagement in local governance.

Statistical analysis reveals service delivery as the strongest predictor of Democratic process ($\beta=.395$, $t=5.567$, $p<.001$), aligning with Tembo and Mwanaumo's (2022) findings on service delivery's role in democratic legitimacy. The correlation coefficient ($r=.684$, $p<0.01$) indicates that enhanced service delivery associates with improved democratic participation. This suggests that local authorities should prioritize service delivery improvement to strengthen Democratic process outcomes.

Key informant interviews revealed that ward-level service centers reduced response times from 72 to 24 hours, though implementation varies across wards. This finding supports Hampway and Rogerson's (2010) observation that decentralization outcomes depend on local capacity and resource availability. The practical implication is that while decentralized structures can improve service efficiency, success requires adequate resource allocation and capacity building at ward level.

The moderate satisfaction levels ($M=2.99$, $SD=1.417$) indicate room for improvement in service delivery mechanisms. This aligns with Shin and Jhee's (2021) research showing that management capacity mediates service delivery outcomes. The establishment of ward-service centers demonstrates practical application of Fiscal Federalism principles, though resource constraints limit full implementation potential.

Factor analysis results show service delivery items clustering distinctly (variance explained=32.480%), supporting Dalal's (2023) argument that service effectiveness forms the foundation for citizen trust in local governance systems. The reliability coefficient ($\alpha=0.873$) confirms consistent measurement of service delivery impacts, strengthening confidence in the findings' applicability for policy development.

Qualitative data reveals improved waste management and infrastructure maintenance through ward-level decision-making, supporting Fossati's (2017) findings on local information advantages in service provision. However, resource constraints emerge as a significant challenge, with key informants noting disparities in service quality across wards. This indicates that successful decentralization requires both structural reforms and adequate resource allocation.

The regression analysis demonstrates that service delivery significantly influences democratic outcomes ($\beta=.382$, $t=5.528$, $p<.001$), even after controlling for other variables. This aligns with Camões' (2020) research showing that effective service delivery creates accountability relationships between citizens and local authorities. The implication is that improving service delivery mechanisms can enhance democratic participation independently of other governance reforms.

Integration of quantitative and qualitative results reveals that while decentralization has improved service responsiveness, resource allocation and technical capacity require strengthening. This supports Mitra's (2023) findings on the importance of both institutional frameworks and implementation capacity. The study's results suggest that policy interventions should focus on building ward-level capacity while ensuring equitable resource distribution.

The correlation between service delivery and social cohesion ($r=.589$, $p<0.01$) indicates that improved services strengthen community bonds. This relationship supports Guha and Chakrabarti's (2019) research on service delivery's role in building social capital. The

practical implication is that enhancing service delivery can simultaneously improve democratic participation and community cohesion.

The findings demonstrate that ward-level service centres facilitate citizen engagement, though resource limitations affect implementation quality. This validates both Fiscal Federalism Theory's emphasis on local service provision and Democratic Participation Theory's focus on citizen engagement through tangible governance outcomes. The results suggest that successful decentralization requires sustained investment in local service delivery capacity.

The established relationship between service delivery and Democratic process implies that local authorities should prioritize service improvement initiatives to enhance citizen participation. This aligns with Khundrakpam and Sarmah's (2023) research on citizen-centric administration. The findings indicate that strengthening service delivery mechanisms can create positive feedback loops, where improved services encourage greater citizen participation, which in turn leads to better service delivery outcomes through enhanced accountability.

5.1.2 Influence of Decentralisation on Social Cohesion

The analysis demonstrates substantial connections between decentralization and social cohesion ($\beta=.342$, $p<.001$), validating Social Capital Theory's emphasis on community networks in democratic process. This finding extends Chigwata and Ziswa's (2018) research, which identified social bonds as essential elements of effective local governance. The statistical relationship indicates that strengthening community engagement mechanisms directly enhances democratic participation.

Ward development committees emerged as effective platforms for social integration, with factor analysis showing social cohesion as a distinct component (loading=0.823). This result reinforces Rakner's (2021) findings on civil society's role in democratic processes. When local authorities invest in community engagement structures, they create environments conducive to sustained citizen participation and improved governance outcomes.

The correlation between social cohesion and Democratic process ($r=.642$, $p<0.01$) reveals stronger associations than previous studies identified. This builds upon Mitra and Pal's (2022) work on community networks in local governance, suggesting that social bonds serve as fundamental building blocks for democratic participation. Local authorities should therefore

prioritize initiatives that strengthen community relationships alongside formal governance structures.

Key informants reported enhanced dialogue between diverse groups through regular ward meetings, though participation levels vary across communities. This observation aligns with Guha and Chakrabarti's (2019) research on community networks' role in governance effectiveness. The variation in participation rates suggests that social cohesion initiatives require tailored approaches for different community contexts.

Statistical analysis revealed significant moderation effects ($\beta=.137$, $t=3.667$, $p<.001$), demonstrating how social cohesion strengthens the impact of other decentralization elements. This finding adds new dimensions to Khundrakpam and Sarmah's (2023) work on citizen-centric administration, indicating that social bonds multiply the effectiveness of governance reforms.

The reliability coefficient for social cohesion measures ($\alpha=0.852$) supports the consistency of community engagement effects across different settings. This reliability strengthens Tembo and Mwanauo's (2022) assertions about the importance of stable community structures in governance. Local authorities can confidently invest in social cohesion initiatives, knowing their effects remain consistent across various contexts.

Factor analysis revealed social cohesion explaining 24.360% of variance in Democratic process outcomes, surpassing previous estimates. This result augments Fossati's (2017) research on community participation, demonstrating that social bonds contribute more significantly to governance effectiveness than earlier studies suggested. The finding encourages increased emphasis on community-building initiatives within decentralization programs.

Qualitative data highlighted strengthened relationships between traditional leaders and local authorities, supporting Social Capital Theory's emphasis on bridging different community segments. This observation extends Ndambwa's (2024) findings on local governance dynamics, suggesting that traditional leadership integration enhances decentralization effectiveness through improved community trust and participation.

The correlation between social cohesion and citizen empowerment ($r=.548$, $p<0.01$) indicates mutual reinforcement between community bonds and individual participation. This relationship builds upon Mfune's (2013) research on community engagement, suggesting that

investments in social cohesion generate multiplier effects across other governance dimensions.

Ward committees' role in facilitating inter-group collaboration demonstrated practical applications of social capital principles, though resource constraints affect engagement quality. This finding advances Hampwaye and Rogerson's (2010) work on local governance structures, indicating that social cohesion initiatives require sustained resource support to maintain effectiveness.

The established relationship between social cohesion and democratic outcomes suggests that local authorities should integrate community-building strategies into governance reforms. This approach enhances Massetti and Schakel's (2016) framework for local governance, demonstrating that social bonds serve as essential catalysts for democratic participation. When communities develop strong internal connections, they participate more effectively in governance processes and maintain sustained engagement in local development initiatives.

5.1.3 Relationship between Citizen Empowerment and Democratic Participation

Statistical analysis unveiled strong connections between citizen empowerment and democratic participation ($\beta=.378$, $p<.001$), reinforcing Democratic Participation Theory's central tenets. This result extends beyond Jametti and Joanis's (2015) findings, indicating that empowered citizens become active agents in governance transformation. Local authorities that invest in empowerment initiatives create foundations for sustained democratic engagement.

The correlation coefficient between empowerment and Democratic process ($r=.671$, $p<0.01$) exceeded previous research estimates. This strengthens Fossati's (2017) observations about citizen participation's role in democratic processes, suggesting that empowerment initiatives yield greater returns than earlier studies indicated. When citizens gain confidence in their ability to influence decisions, they engage more actively in governance processes.

Factor analysis identified citizen empowerment as a distinct component (loading=0.812), explaining 19.273% of variance in democratic outcomes. This finding builds upon Massetti and Schakel's (2016) research, demonstrating empowerment's substantial contribution to democratic process. The results point to the necessity of structured empowerment programs in decentralization reforms.

Key informants described transformed decision-making processes through participatory budgeting initiatives, though implementation varies across wards. This observation advances

Mfune's (2013) work on community participation, showing how empowerment mechanisms create tangible changes in governance practices. Local authorities must ensure consistent implementation of participatory mechanisms across all wards.

The regression analysis revealed empowerment significantly affecting democratic outcomes ($\beta=.365$, $t=5.449$, $p<.001$), even after controlling for other variables. This result enriches Tembo and Mwanaumo's (2022) findings on participation effectiveness, indicating that empowerment initiatives maintain their impact regardless of other governance factors. Investment in citizen empowerment generates reliable improvements in democratic participation.

The reliability coefficient for empowerment measures ($\alpha=0.861$) demonstrated consistent effects across different contexts. This reliability supports Ndambwa's (2024) assertions about empowerment's role in governance, suggesting that well-designed programs produce predictable outcomes. Local authorities can develop standardized empowerment initiatives with confidence in their effectiveness.

Correlation analysis showed strong links between empowerment and service delivery ($r=.563$, $p<0.01$), revealing synergistic relationships. This connection expands upon Guha and Chakrabarti's (2019) research, indicating that empowered citizens contribute to improved service delivery through enhanced monitoring and feedback. Empowerment initiatives create positive cycles of governance improvement.

Qualitative data revealed strengthened citizen voice in development decisions, though technical capacity limits affect engagement effectiveness. This finding adds depth to Khundrakpam and Sarmah's (2023) work on citizen-centric administration, highlighting the need for technical support alongside empowerment programs. Local authorities must address capacity constraints to maximize empowerment benefits.

The moderate satisfaction levels ($M=2.99$, $SD=1.417$) indicated room for enhancement in empowerment initiatives. This aligns with Rakner's (2021) observations about participation challenges, suggesting that current programs require refinement. Regular assessment and adjustment of empowerment strategies ensures their continued effectiveness in promoting democratic participation.

Ward development committees demonstrated practical applications of empowerment principles, though resource constraints affect implementation quality. This observation builds

upon Mitra and Pal's (2022) research on participation mechanisms, indicating that sustained resource support underpins successful empowerment initiatives. Local authorities must allocate adequate resources to maintain effective empowerment programs.

The established relationships between empowerment and democratic outcomes emphasize the fundamental role of citizen agency in governance transformation. This advances Dalal's (2023) framework for participatory governance, showing how empowered citizens become catalysts for democratic enhancement. When local authorities prioritize empowerment initiatives, they create self-reinforcing cycles of improved governance and increased citizen participation.

5.1.4 Moderating Effect of Citizens' Awareness and Knowledge

The analysis established citizen awareness as a significant moderator of decentralization effectiveness ($\Delta R^2=.064$, $p<.001$), validating Democratic Participation Theory's emphasis on informed engagement. This finding enhances Tembo and Mwanaumo's (2022) research, revealing how awareness strengthens the impact of governance reforms. The results demonstrate that investing in citizen education amplifies the benefits of decentralization initiatives.

Regression analysis uncovered substantial moderation effects for service delivery ($\beta=.149$, $t=3.714$, $p<.001$), social cohesion ($\beta=.137$, $t=3.667$, $p<.001$), and citizen empowerment ($\beta=.142$, $t=3.634$, $p<.001$). These results extend Mfunne's (2013) observations, showing how awareness multiplies the effectiveness of each decentralization component. When citizens understand governance processes, they utilize participation mechanisms more effectively.

Factor analysis identified awareness as a distinct moderating component (loading=0.834), explaining 14.020% of variance in democratic outcomes. This finding builds upon Fossati's (2017) work on participation effectiveness, indicating that awareness contributes independently to governance improvement. Local authorities should recognize awareness building as a crucial element of decentralization implementation.

Key informants reported improved governance outcomes through enhanced citizen understanding, though information access varies across wards. This observation advances Ndambwa's (2024) research on local governance, highlighting how awareness disparities affect participation quality. Equitable distribution of information resources becomes essential for consistent governance improvement.

The correlation analysis revealed significant relationships between awareness and Democratic process ($r=.598$, $p<.01$), surpassing previous estimates. This strengthens Rakner's (2021) findings on informed participation, suggesting that awareness plays a larger role in governance effectiveness than earlier studies indicated. Investment in awareness programs generates substantial returns in democratic participation.

The reliability coefficient for awareness measures ($\alpha=0.867$) demonstrated consistent effects across different contexts. This reliability supports Guha and Chakrabarti's (2019) assertions about knowledge transfer in governance, indicating that well-designed awareness programs produce predictable outcomes. Local authorities can develop standardized awareness initiatives with confidence in their effectiveness.

Qualitative data showed strengthened participation through improved understanding of governance processes, though communication challenges affect information dissemination. This finding enriches Khundrakpam and Sarmah's (2023) work on citizen-centric administration, emphasizing the need for effective communication strategies. Local authorities must address information delivery barriers to maximize awareness benefits.

The hierarchical regression results ($R^2=.687$) revealed awareness significantly enhancing overall decentralization outcomes. This result expands upon Hampway and Rogerson's (2010) research, showing how informed citizens contribute more effectively to governance processes. Awareness programs create foundations for sustained improvements in democratic participation.

Interview data highlighted improved monitoring through informed citizen engagement, though resource constraints affect awareness programs. This observation adds depth to Mitra and Pal's (2022) findings on participation mechanisms, indicating that sustained investment in awareness initiatives yields enhanced governance outcomes. Local authorities must maintain adequate resource allocation for awareness programs.

The moderate awareness levels ($M=2.99$, $SD=1.417$) indicated opportunities for enhancement in information dissemination. This aligns with Massetti and Schakel's (2016) observations about participation challenges, suggesting current awareness programs require strengthening. Regular assessment and refinement of awareness strategies ensures their continued effectiveness in promoting democratic engagement.

The established moderating effects of awareness emphasize its fundamental role in maximizing decentralization benefits. This advances Dalal's (2023) framework for participatory governance, demonstrating how informed citizens activate and enhance other elements of democratic participation. When local authorities prioritize awareness building, they create multiplicative improvements across all aspects of decentralized governance.

CHAPTER SIX: CONCLUSIONS AND RECOMMENDATIONS

6.0 Introduction

This chapter presents conclusions drawn from the research findings and offers recommendations for improving decentralisation's impact on democratic processes in Ndola District. The chapter summarizes key findings for each research objective, presents overall conclusions about decentralisation's effectiveness, and provides practical recommendations for enhancing Democratic process through decentralised systems. Additionally, it outlines study limitations and suggests areas for future research.

6.1 Summary of the Findings

The research examined decentralisation's impact on democratic processes in Ndola District through service delivery, social cohesion, citizen empowerment, and awareness dimensions. Findings revealed significant relationships between decentralisation components and democratic process, with service delivery emerging as the strongest predictor. Citizen awareness significantly moderated these relationships, though implementation effectiveness varied across wards.

6.1.1 Service Delivery Effectiveness

The study found significant relationships between service delivery and Democratic process ($\beta=.395$, $p<.001$). Ward-level service centres improved response times, though resource constraints affect implementation quality. Service delivery emerged as the strongest predictor of democratic outcomes, with correlation analysis showing strong associations ($r=.684$, $p<.01$). However, moderate satisfaction levels ($M=2.99$) indicate room for improvement in service delivery mechanisms.

6.1.2 Social Cohesion Influence

Social cohesion significantly affects Democratic process ($\beta=.342$, $p<.001$), with ward development committees enhancing community collaboration. Factor analysis revealed social cohesion as a distinct component (loading=0.823), while correlation analysis showed strong relationships with democratic outcomes ($r=.642$, $p<.01$). Community engagement mechanisms strengthened relationships between different social groups, though participation varies across wards.

6.1.3 Citizen Empowerment Impact

Citizen empowerment demonstrates substantial influence on democratic participation ($\beta=.378$, $p<.001$). Participatory budgeting and monitoring committees enhanced citizen influence in governance processes. Strong correlations emerged between empowerment and

democratic outcomes ($r=.671$, $p<.01$), though implementation effectiveness varies across wards due to resource and capacity constraints.

6.1.4 Citizen Awareness Effects

Citizen awareness significantly moderates decentralisation's effectiveness ($\Delta R^2=.064$, $p<.001$). Awareness strengthens the impact of service delivery ($\beta=.149$), social cohesion ($\beta=.137$), and empowerment ($\beta=.142$) on democratic process. Factor analysis confirmed awareness as a distinct moderating component (loading=0.834), though information access varies across communities.

6.2 Conclusion

The study demonstrates that decentralisation significantly influences democratic processes in Ndola District through multiple pathways. Service delivery effectiveness emerges as the primary driver of democratic process, with ward-level service centres improving response times despite resource constraints. Social cohesion strengthens democratic outcomes through enhanced community collaboration, though participation levels vary across wards. Citizen empowerment initiatives have transformed local decision-making processes, enabling greater community influence in governance, although implementation effectiveness differs by location. The moderating role of citizen awareness proves crucial in strengthening decentralisation's impact on democratic process. Enhanced understanding of governance processes leads to more effective participation and improved service delivery outcomes. However, resource limitations, technical capacity constraints, and coordination challenges affect implementation quality across all dimensions of decentralisation.

6.3 Recommendations

The study made the following recommendations based on the findings of the study:

- **Enhancement of Service Delivery Systems:** The Ndola City Council should strengthen ward-level service delivery capacity through increased resource allocation and technical training. This can be achieved by implementing a phased capacity-building program targeting ward offices, establishing dedicated service delivery budgets for each ward, and developing clear service standards with monitoring mechanisms.
- **Strengthening Social Cohesion Mechanisms:** The council should enhance community engagement frameworks by developing structured participation guidelines and providing resources for regular community forums. Implementation should

include quarterly inter-ward meetings, establishment of community liaison officers in each ward, and creation of digital platforms for community networking.

- **Expanding Citizen Empowerment Programs:** Local authorities should establish comprehensive empowerment programs focusing on participatory planning and decision-making. Implementation should involve creating ward-level training centres, developing simplified governance guides, and establishing mentorship programs linking experienced community leaders with emerging ones.
- **Enhancing Citizen Awareness Programs:** The council should develop systematic awareness programs using multiple communication channels and local languages. Implementation should include monthly ward-level workshops, development of simplified governance materials, and establishment of information centres in each ward.

6.4 Recommendation for Future Study

Future research should examine the role of traditional leadership structures like the Traditional Councils (Indaba/Insaka), Village Headmen (Bambudya/Sulutani), Royal Establishments, Chieftom Development Committees, and the House of Chiefs in facilitating decentralized governance processes. These traditional structures could be studied to understand how they influence community mobilization for development projects, resolve land use and resource management issues, promote cultural values and social cohesion, mediate conflicts between modern and traditional governance systems, and facilitate two-way communication between government and communities. The research could focus specifically on how traditional authorities work alongside formal local government institutions like Ward Development Committees to enhance community participation and service delivery effectiveness in urban-rural interface areas, providing views that would help strengthen coordination between traditional and modern governance systems in decentralized administration.

6.5 Limitations of the Study

The study faced limitations in accessing certain demographic groups (e.g., residents in informal settlements, people with disabilities, elderly citizens in remote areas, market traders with limited time availability, and shift workers in mining areas) during data collection due to time and resource constraints. Language barriers in some communities necessitated translation, potentially affecting response accuracy. The study's reliance on self-reported data may have introduced response bias, particularly regarding service delivery satisfaction and

participation levels. Additionally, some key informants' availability was limited due to their official commitments, affecting the depth of qualitative data collection. Furthermore, the focus on Ndola District may limit direct generalization of findings to other districts with different socio-economic characteristics, though the methodological approach remains applicable.

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APPENDICES

Appendix i: Questionnaire for the Residents

Dear Respondent,

I am a postgraduate student at the University of Lusaka conducting research on "Examining the Impact of the Decentralisation Policy on Democratic Processes in Ndola District: The Case of Ndola District." This research aims to understand how decentralisation influences service delivery, social cohesion, and citizen participation in local governance.

Your participation in this study is entirely voluntary and confidential. The information you provide will be used solely for academic purposes. Please respond to all questions honestly and accurately. There are no right or wrong answers; we are interested in your genuine opinions and experiences with local governance in Ndola District.

The questionnaire should take approximately 30 minutes to complete. Your responses will contribute significantly to understanding how decentralisation policies affect democratic processes in our community.

Thank you for your participation.

SECTION A: DEMOGRAPHIC INFORMATION

Instructions: Please tick (✓) the appropriate box for each question.

1. Gender
 - a) Male
 - b) Female

2. Age Group
 - a) 18-25 years
 - b) 26-35 years
 - c) 36-45 years
 - d) 46-55 years
 - e) Above 55 years

3. Education Level
 - a) Primary
 - b) Secondary
 - c) College Certificate/Diploma
 - d) University Degree
 - e) Postgraduate None

4. Length of Residence in Ndola
 - a) Less than 1 year
 - b) 1-5 years
 - c) 6-10 years
 - d) More than 10 years

5. Ward of Residence
 - a) Central Ward
 - b) Kansenshi Ward
 - c) Kabushi Ward
 - d) Ndola East Ward
 - e) Dola Hill
 - f) Other (Please specify): _____

SECTION B: SERVICE DELIVERY EFFECTIVENESS

Instructions: Please indicate your level of agreement with each statement by marking (✓) in the appropriate column using the scale: 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly Disagree.

Statement	1	2	3	4	5
Local government offices in Ndola provide efficient and timely responses to citizen service requests.					
The quality of public services has improved since the implementation of decentralisation policies.					
Municipal service delivery points are easily accessible from my place of residence.					
The local authority effectively maintains public infrastructure such as roads and drainage systems.					
Citizens can easily report service delivery problems through established communication channels.					
The local authority responds promptly to community complaints about service delivery issues.					
Public services are distributed equitably across different areas of Ndola District.					
The decentralised system has improved the reliability of basic services like water supply.					
Local officials regularly consult residents about their service delivery needs and preferences.					
The quality of waste management services has improved under decentralised administration.					
Citizens participate actively in monitoring the delivery of public services.					
Service delivery programs reflect local priorities and community needs effectively.					
The local authority maintains transparent procedures for service delivery allocation decisions.					

SECTION C: SOCIAL COHESION

Instructions: Please indicate your level of agreement with each statement by marking (✓) in the appropriate column using the scale: 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly Disagree.

Statement	1	2	3	4	5
Community members actively participate in ward development committee meetings and activities regularly.					
Different social groups collaborate effectively in local development planning initiatives.					
Local governance structures promote inclusive dialogue between diverse community groups.					
Traditional leaders and local authorities work together to promote community development.					
Decentralisation has strengthened relationships between different neighbourhoods in Ndola District.					
Community members trust local authorities to represent their collective interests fairly.					
Local development projects encourage cooperation among different community segments effectively.					
The ward development committees facilitate productive dialogue between communities and authorities.					
Community members from different backgrounds participate equally in local decision-making processes.					
Local governance structures effectively promote unity among different social groups.					

SECTION D: CITIZEN EMPOWERMENT

Instructions: Please indicate your level of agreement with each statement by marking (✓) in the appropriate column using the scale: 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly Disagree.

Statement	1	2	3	4	5
Citizens have adequate opportunities to participate in local government budget planning processes.					
Local authorities provide clear information about citizens' rights and responsibilities regularly.					
Community members can effectively influence decisions affecting their local development priorities.					
The local government actively supports citizen initiatives for community development projects.					
Citizens have meaningful opportunities to participate in local policy formulation processes.					
Local authorities provide adequate platforms for citizens to voice their concerns.					
Community members actively participate in monitoring local government project implementation effectively.					
Citizens have sufficient access to information about local government programs and activities.					
Local authorities regularly organize capacity-building programs to enhance citizen participation skills.					
The decentralised system enables citizens to hold local officials accountable effectively.					
Community members actively participate in evaluating local government service delivery performance.					

SECTION E: CITIZEN AWARENESS AND KNOWLEDGE

Instructions: Please indicate your level of agreement with each statement by marking (✓) in the appropriate column using the scale: 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly Disagree.

Statement	1	2	3	4	5
Citizens understand their roles and responsibilities in the decentralised governance system.					
Local authorities effectively communicate information about available public services to residents.					
Community members are knowledgeable about local government decision-making processes and procedures.					
Citizens receive regular updates about local development projects and their implementation status.					
The local authority provides adequate civic education about decentralisation policies regularly.					
Community members understand how to access different local government services effectively.					
Citizens are well-informed about their rights regarding local government service delivery.					
Local authorities maintain transparent communication channels for sharing governance information regularly.					
Community members understand the roles of different local government departments clearly.					
Citizens receive adequate information about budget allocation and expenditure regularly.					
The local authority effectively educates citizens about participation mechanisms in governance.					
Community members understand how to report and follow up on service delivery issues.					

Thank you for your participation in this study.

Appendix ii: Interview Guide for Key Informants

Time of Interview:

Date of Interview:

Place:

Time:

Interviewer:

This interview guide aims to collect data for research examining the impact of decentralisation policy on democratic processes in Ndola District. As a key informant from Ndola City Council, your expertise and experiences are essential for understanding how decentralisation influences local governance. The interview will focus on service delivery, social cohesion, citizen empowerment, and democratic participation. Your responses will be treated with strict confidentiality and used solely for academic purposes. The interview should take approximately 15-30 minutes. With your permission, the interview will be recorded to ensure accurate documentation of your responses.

Objective 1: Service Delivery Effectiveness

1. How has decentralisation affected the quality and efficiency of service delivery in Ndola District?
2. What mechanisms exist for monitoring and evaluating service delivery performance under the decentralised system?
3. What are the main challenges and successes in implementing decentralised service delivery?

Objective 2: Social Cohesion

1. How do current community engagement mechanisms promote collaboration between different social groups?
2. What strategies does the council employ to ensure inclusive participation in local governance?
3. How has decentralisation influenced relationships between communities and local authorities?

Objective 3: Citizen Empowerment

1. What specific initiatives exist to promote citizen participation in local decision-making processes?
2. How does the council ensure accountability and transparency in governance processes?
3. What evidence exists of increased citizen influence on local policy and development decisions?

Objective 4: Citizen Awareness

1. How does the council communicate information about governance processes to citizens?
2. What measures exist to assess citizens' understanding of their rights and responsibilities?
3. How does citizen awareness influence the effectiveness of decentralisation implementation?

Appendix iii: Plagiarism Report



5.26% SIMILARITY OVERALL **15.67%** POTENTIALLY AI SCANNED ON: 12 JAN 2025, 11:49 AM

Similarity report

Your text is highlighted according to the matched content in the results above.

CHANGED TEXT
5.25%

AI Detector Results

Highlighted sentences with the lowest perplexity, most likely generated by AI.

LIKELY AI
14.68%

HIGHLY LIKELY AI
0.99%

Report #24400187

2 3 9 18 35 67 117 CHAPTER ONE: INTRODUCTION 1.0 Introduction The study investigates how decentralisation affects the democratic process in Nodola District, Zambia.

Zambia has been promoting decentralisation as a way of promoting citizen's participation, efficiency in the delivery of services, and the local development model since independence. The National Decentralisation Policy of 2023 will be a sensational turning point within this endeavour, being citizen-driven local governance the chief emphasis within the unitary state structure. This research looks into the relationship of the policy on democracy, concentrating on the components like service delivery, social cohesion, and citizen empowerment in Ndola District. 1.1 Background of the Study The study researches how a decentralization policy of Zambia affected democratic processes in Ndola District. Zambia has been focusing on decentralization as a strategy meant to boost the engagement of its citizens, better its service delivery and engender local development from the independence time. What has been happening hitherto can be evidenced by the National Decentralization Policy of 2023, an important landmark in this walk, which makes active bottom-up local governance the heart of a union state. This research, therefore, examines the effect of the policy on the democratic processes and in particular, on things such as service delivery, social cohesion and citizen empowerment in Ndola District. Decentralization has become a

Appendix iv: Ethical Clearance



SCHOOL OF POSTGRADUATE STUDIES

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UNILUS-RESEARCH ETHICS COMMITTEE

Ref no: FWA00033228-1312/24

Date: 1st December 2024

STUDENT NAME: Chansa Annie

EXAMINING THE IMPACT OF DECENTRALIZATION POLICIES ON DEMOCRATIC PROCESSES IN ZAMBIA'S DISTRICTS: A CASE STUDY OF NDOLA DISTRICT

The above research was submitted to the research ethics committee for review. The study has no major ethical problems and is approved subject to the following:

1. The study cannot be changed without express permission of the UNILUS research ethics committee.
2. Approval from the necessary authority should be sought.

The committee wishes you success in your work.

Professor Kasonde Bowa
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