

**AN INVESTIGATION OF THE EFFECTIVENESS OF CIVIL  
SOCIETY ORGANISATIONS IN PROMOTING GOOD GOVERNANCE IN  
ZAMBIA: A CASE STUDY OF SELECTED CIVIL SOCIETY ORGANISATIONS**

**BY**

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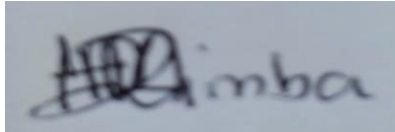
## DECLARATION

I hereby declare that this dissertation represents my own work, and that it has not previously been submitted for a degree or other qualification at this or any other university.

Date: 15<sup>th</sup> January 2024

H'lupekile Zimba

Signature:

A rectangular box containing a handwritten signature in black ink. The signature is written in a cursive style and appears to read "H'lupekile Zimba".

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**CERTIFICATE OF APPROVAL**

This dissertation for H’lupekile Zimba has been approved as partial fulfillment of the requirements for the award of the degree of Master of Political Science and International Relations.

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## **ABSTRACT**

This study aimed to assess the Effectiveness of Civil Society Organisations (CSOs) in Promoting Good Governance in Zambia, with a primary focus on identifying governance issues addressed by CSOs and examining their activities in this regard. The central research problem addressed the perceived ineffectiveness of CSOs in promoting good governance in Zambia. The general objective was to explore the effectiveness of civil society organizations in promoting good governance in Zambia. Specific objectives included identifying governance issues addressed by CSOs in Zambia and examining the activities undertaken by CSOs to promote good governance in the country.

A mixed-method approach was employed, combining qualitative and quantitative methods, incorporating desk research, semi-structured interviews, and questionnaires.

The research findings underscored the effectiveness of CSOs in fostering open, accountable, and responsible governance structures in Zambia. Through an extensive literature review and empirical survey, the study highlighted the pivotal role of CSOs as indispensable tools for promoting informed decision-making, transparency, and government accountability. The survey results revealed unanimous agreement among respondents on the significant impact of CSOs in promoting good governance.

The versatility and adaptability of CSOs were evident, with respondents reporting diverse specializations such as human rights, peace-building, poverty reduction, gender equality, and conflict resolution. This diversity showcased the multifaceted nature of CSOs' work and their critical roles in addressing various aspects of governance.

In summary, this study provided valuable insights into the multifaceted nature of CSOs' work, their diverse areas of specialization, and the critical roles they play in promoting informed decision-making, transparency, and government accountability in Zambia. The findings contribute to the growing body of knowledge on the effectiveness of CSOs in

promoting good governance and emphasize their importance as agents of positive change in the Zambian context.

## **DEDICATION**

This dissertation is dedicated to my son who I pray will draw inspiration to always believe in himself. Special thanks to my parents for always encouraging me to aim for greater heights and assuring me that “It shall be well”.

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## CHAPTER ONE: INTRODUCTION AND BACKGROUND

### 1.1 INTRODUCTION

Africa has emerged as a basin comprising arguably the largest concentration of impoverished countries in the world (Wong, 2012). Africa, despite its vast potential, faces numerous development challenges. One key aspect is the complex interplay between state, market, and civil society. While some argue that the "post-colonial state" has failed to deliver on development aspirations, it's crucial to recognize the interconnectedness of these sectors within society. Civil society organizations (CSOs) occupy a unique space, distinct from both the state and the market. Civil society is often referred to as the "third sector" of society, utilizing collective activity from citizens in order to advocate for human rights (State of Civil Society Report 2018). From this definition, individuals come together on a grassroots level to resolve issues with a locally based mindset. More specifically, civil society serves to address the three core civic freedoms: expression, peaceful assembly, and association (State of Civil Society Report 2018). They play a vital role in promoting good governance, development, and democratic values. This research specifically focuses on the effectiveness of civil society organisations in promoting good governance in Zambia. However, their lack of capacity to effectively manage development activities became evident, leading to economic decline, poor governance, decay in the provision of social services, and even violent conflicts (Thang, 2013). In response to this situation, civil society organizations have mushroomed, aiming to address the impasses and bottlenecks left by the state in the realms of good governance and development (Mulonda, 2018).

The donor community and other stakeholders actively encourage and financially support civil society organizations, especially when the state is perceived to be failing. Civil society assumes a significant role in positively influencing the state and bridging development gaps (Ikelegbe, 2003). Mlambo (2019) emphasizes that civil society is a necessary driver for fostering transparency, responsibility, accountability, and openness—fundamental aspects for upholding a democratic polity.

In this context, this research delves into the effectiveness of civil society organizations in promoting good governance in Africa, with a particular focus on Zambia. By examining the roles, specializations, and challenges faced by civil society organizations, the study seeks to contribute to the broader discourse on good governance, development, and the strengthening

of civil society's role in driving positive change on the continent. Through a comprehensive analysis of empirical data and alignment with existing literature, this research aims to shed light on the implications for policy and practice, ultimately striving to foster improved governance outcomes in the region.

## 1.2 BACKGROUND TO THE STUDY

The concept of civil society has gained widespread recognition and importance in both political and developmental spheres, as researchers acknowledge its key role in upholding good governance, supporting state institutions, and driving policy efforts (Curran, 2005). Civil society organizations (CSOs) play a significant role in providing social, cultural, and welfare services either independently or in collaboration with national governments and local public bodies (Curran, 2005).

According to David Korten (1987), the three generations of NGOs depict the evolution of Non-Governmental Organizations (NGOs) and their relationship with international institutions like the United Nations. Here's a breakdown of each generation:

**First Generation (Pre-1960s):** its focus was primarily on international organizations with a strong presence in Europe and North America. Its activities mainly focused on humanitarian aid, disaster relief, and development assistance in former colonies. The Relationship with the United Nations limited interaction. They primarily lobbied for specific causes but weren't extensively involved in UN decision-making processes.

**Second Generation (1960s-1990s):** its focus was on growth of national and regional NGOs alongside the international ones. Its activities expanded their scope beyond just humanitarian aid to address broader social, environmental, and human rights issues. Its relationship with United Nations Increased engagement with the UN. They actively participated in conferences, lobbied for policy changes, and advocated for a stronger role for civil society in global governance.

**Third Generation (1990s-Present):** its focus was on the explosion in the number and diversity of NGOs, including local and grassroots organizations across the globe. Its activities are highly diverse, encompassing a wide range of issues from human rights and sustainable development to internet governance and social entrepreneurship. Its relationship with United Nations include continued engagement with the UN, but also a more critical approach. They

hold the UN accountable for its actions, propose alternative solutions, and work to shape global agendas beyond just participation. Each generation builds upon the previous one, with a growing emphasis on participation, diversity, and holding international institutions accountable. The rise of information technology and globalization has facilitated the growth and networking of NGOs across the world. The boundaries between the generations are not always clear-cut, and some NGOs might exhibit characteristics of multiple generations. This framework provides a lens to understand how NGOs have evolved and become a significant force in shaping global issues and influencing international decision-making.

Market imperfections and failures of regional governments and global organizations have led to the emergence of CSOs as a response to fill the gaps left by the state in meeting citizens' diverse needs (Johnson & Prakash, 2007). Over the past few decades, the civil society sector has experienced rapid growth in numerous countries, including Zambia, where it has become a significant economic force, employing a considerable portion of the economically active population (John Hopkins University, 2005). Zambia has embraced the establishment of various civil society organizations, which aim to provide public goods and services while serving as checks and balances to the central government (Mulonda, 2018). Notable examples of CSOs in Zambia include Women's Lobby, FAWEZA, Action Aid, Civil Society for Poverty Reduction, Evangelical Fellowship of Zambia, Jesuit Centre for Theological Reflection, and Transparency International Zambia, among others, operating at both local and national levels to serve the population, public authorities, and businesses.

Civil societies play a vital role in the democratization process, acting as a crucial link between citizens and the state, facilitating community cohesion and decision-making, and promoting civic participation through the dissemination of information (Thang, 2013). Recognizing the importance of good governance and anti-corruption efforts, governments and donors increasingly acknowledge the value of involving civil society organizations and citizens in policymaking and governance initiatives (Oseremen, 2018). Research has shown that citizen involvement enhances development outcomes, reduces poverty, fosters peace, and encourages social inclusion, driving governments to engage more with citizens and civil society (Mlambo, 2019).

The relationship between the state and civil society has become a prominent topic in political sociology, characterized by varying dynamics, ranging from cooperation to tension and animosity, influenced by changing government regimes, interventions from civil society, and

other factors (Mulonda, 2018). In Zambia, like in other African nations, this interaction can be categorized into two broad aspects. On one hand, the state is commended for its delivery of public social services, fostering a relatively friendly working relationship with civil society in this context. These services directly impact human development, such as education, health, water, and sanitation, and are the state's responsibility to provide (Mumba, 2010).

However, when it comes to matters concerning governance, citizen involvement, and the rule of law, the relationship between civil society organizations and the state appears to be fraught with tension and hostility (Mulonda, 2018). Politically sensitive issues are often met with mistrust and suspicion, rooted in Zambia's historical authoritarian traditions from colonial and one-party government eras, as well as the Neopatrimonialism politics marked by patronage and corruption (Habasonda, 2010; Mulonda, 2018).

This research aims to comprehensively examine the state-civil society relationship in Zambia and its implications for good governance and development outcomes. By analyzing the successes and challenges faced by civil society organizations in their interactions with the state, this study seeks to provide valuable insights for policymakers, civil society actors, and other stakeholders in fostering a more effective and collaborative governance approach in Zambia.

The civil societies examined in this research are discussed below:

1. Transparency International Zambia (TIZ):

Transparency International is an international organization that fought against corruption and injustice in over 100 countries. Established in June 2000, its mission was to bring about change and promote democracy, rule of law, accountability, integrity, transparency, and human rights. TIZ aimed to be a leading anti-corruption advocate and support Zambia's development by fostering a culture of honesty, openness, and accountability through the promotion of good governance and zero tolerance for corruption. In a recent hackathon called Hack Corruption, TIZ's IT Officer, Hamulilo Moses Handia, and his team emerged as winners by proposing an innovative application called 'Citizen Watch' to combat corruption in public procurement (Transparency International Zambia Newsletter, 2022).

2. Foundation for Democratic Process (FODEP):

FODEP is a non-governmental organization registered under the Societies' Act of Zambia, no ORS/102/35/384. FODEP was formed in 1992 as a successor to the Zambia Election Monitoring and Coordinating Committee (ZEMCC) which was an Initiative of various church mother bodies, including the Zambia Episcopal Conference (ZEC), Council of Churches in Zambia (CCZ), and the Evangelical Fellowship of Zambia (EFZ) to coordinate and monitor Zambia's first round of multiparty elections in 1991. Concerned about peace and stability, 15 volunteers representing the three churches mother bodies formed what was known as the Christian Churches' Monitoring group (CCMG). Its main focus is to ensure free and fair elections, educate citizens about domestic rights, build capacity of CSOs to engage in governance issues and foster debates on governance and democracy.

### 3. Anti- Voter Apathy Project:

The Anti-Voter Apathy Project (AVAP) registered on 26th December 1995 with the registrar of societies. Its mandate is to educate citizens on voting rights, ensure transparency in elections, it advocates for change in electoral laws and encourages participation beyond elections.

## 1.3 STATEMENT OF THE PROBLEM

Civil society organizations play a crucial role in promoting good governance by ensuring that government does not abuse its powers and enabling citizens to understand their rights through civic education and advocacy (Salamon, 2000). They actively work to promote the participation of all citizens in political life, including marginalized groups such as the poor, disabled, and youth. Additionally, CSOs possess the power to hold the government accountable for its actions and can even initiate a change of government in the face of rampant corruption and other malpractices.

Despite the significant evidence supporting the importance of CSOs in providing checks and balances to promote good governance, civil society organizations in Zambia have not fully executed their core duty of bridging the mutual state-citizen relationship. This deficiency is evident from the numerous governance issues affecting citizens that have remained unanswered or unresolved. For example, cases of misappropriation of funds for farmer input support programs, COVID-19 funds, expenditure on fire truck procurement, and the rehabilitation of the famous 'Mukuyu' tree in Kabwe (Auditor General Report, 2018, 2020)

have raised concerns. These issues involve the use of public resources, making it essential for the state to be held accountable to foster good governance (Mlambo, 2019). Moreover, electoral malpractices and violence have continued to plague Zambia's electoral system, affecting the effectiveness of civil society in complementing government efforts to promote good governance.

Despite Zambia's reputation as a regional model of peaceful and multi-party political transitions, there are still significant challenges in achieving positive socio-economic conditions for the majority of its citizens. Recent climate-related disasters and epidemic outbreaks have further heightened the need for a swift and collaborative response across society. This presents an opportunity to create a transparent, equal, and effective partnership between civil society organizations advocating for change and government institutions that are responsive and value citizen engagement (Mulonda, 2018).

This research aims to comprehensively examine the challenges faced by civil society organizations in Zambia in fulfilling their role in promoting good governance. By analyzing the issues hindering their effectiveness and understanding the dynamics of the state-civil society relationship, this study seeks to provide valuable insights for policymakers and civil society actors to strengthen governance and foster positive socio-economic development in Zambia.

## **1.4 OBJECTIVES OF THE STUDY**

### **1.4.1 General Objective**

- (a) To explore the effectiveness of civil society organizations in promoting good governance in Zambia.

### **1.4.2 Specific Objectives**

- (a) To identify governance issues being addressed by CSOs in Zambia.
- (b) To examine the activities CSOs are undertaking in promoting good governance in Zambia.
- (c) To evaluate successes and/or failures of CSOs in promoting good governance in Zambia.

## **1.5 RESEARCH QUESTIONS**

1. What governance issues are being addressed by CSOs in Zambia?
2. What activities are CSOs undertaking in promoting good governance?
3. What successes do CSOs face in promoting good governance?
4. What challenges/ failures do CSOs face in promoting good governance in Zambia?

## **1.6 SIGNIFICANCE OF THE STUDY**

The research findings were intended to be highly beneficial for civil society organizations, the government, and the general public. For civil society organizations, the results aimed to help them review and implement effective approaches to promoting good governance. The research also intended to enhance CSOs' understanding of their role and status in promoting good governance.

In the case of the government, the research findings aimed to provide a platform for understanding and appreciating the collaborative role of CSOs, enabling informed decision-making in managing public resources. This, in turn, was intended to foster better cooperation between the government and CSOs, ultimately leading to improved governance.

Moreover, the research results were meant to broaden citizens' understanding of civil society's pivotal role in promoting good governance. By appreciating the core existence of CSOs in fostering inclusive participation in governance, citizens could actively engage in governance processes from the grassroots level.

## **1.7 SCOPE OF THE STUDY**

The study focused on the value and role of civil society organizations in promoting good governance, with a specific target population consisting of civil society organizations in Zambia. Foundation for Democratic Process (FODEP), Civil Society for Poverty Reduction (CSPR), and Anti Voter Apathy Project (AVAP) were the organizations under scrutiny. The research delved into examining the role and effectiveness of CSOs in promoting good governance while seeking to understand the challenges they encounter in this endeavor.

The study examined the period from 2021 to 2023 as the stated period witnessed significant changes in the government's leadership.

The geographical scope of the research was limited to Lusaka district, the capital, and largest city of Zambia. The CSOs are headquartered in Lusaka but operate countrywide.

## **CHAPTER TWO**

### **2.1 LITERATURE REVIEW**

### **2.2 INTRODUCTION**

The literature review explores the role of civil society organizations (CSOs) in promoting public servant accountability and good governance, particularly in developing countries facing challenges of over-centralization and inadequate stakeholder involvement. One critical issue plaguing these nations is corruption, which hampers effective governance by diverting funds meant for social safety nets and development programs (Lewis, 2002). This leads to reduced investment and inefficiency, negatively impacting economic progress.

In Zambia, CSOs such as Transparency International Zambia (TI-Z), Alliance for Community Action (ACA), Civil Society for Poverty Reduction (CSPR) and Zambia National Women's Lobby Group (ZNWL) play a vital role in advocating for accountability and transparency in public governance. Accountability can be categorized into three dimensions: financial, political, and administrative. Financial accountability involves managing public resources and overseeing their use, while political accountability entails holding public office holders accountable through checks and balances. Administrative accountability involves internal state regulation, including ethical codes, civil service performance standards, and reviews. Civil society actively monitors and exposes public official corruption, driving efforts for good governance (Ghaus-Pasha, 2004).

While many developing countries have established anti-corruption legislation and bodies, these measures often face challenges in achieving success without the support and involvement of civil society. CSOs' engagement is instrumental in bolstering the effectiveness of anti-corruption efforts and promoting a culture of transparency and accountability within the government (Ghaus-Pasha, 2004). By understanding the role of civil society in fostering accountability, it becomes possible to address governance issues and strengthen public institutions for the betterment of society as a whole.

## 2.2 EMPIRICAL STUDIES

According to Cristina. M( 2020),Civil society has been quite pro-active in contributing to solve the socio-economic problems generated by the Covid-19 pandemic, including by partnering with public institutions and private companies to join in the fight against the virus.

Through a fairly collaborative approach, many CSOs have (re-)focused their activities on service delivery, in order to help provide and distribute medical supplies, including through crowdfunding and partnerships with businesses.

In Romania, several prominent CSOs have started campaigns to raise money for purchasing medical equipment and supplies, mainly protection equipment for doctors and nurses, who have been severely affected by Covid-19.

The most pro-active has been the Red Cross Society of Romania, which has substantive expertise in preventing and combating disease, working in permanent collaboration with central and local authorities and offering logistical support in the fight against the coronavirus.

Red Cross Romania signed a memorandum with the government and launched a national fund-raising campaign. The CSO actually managed to gather substantial donations from various private sector companies. (Buzasau, 2020)

According to the UN press release of 1999, it states that in a globalizing world, preventing violent conflict and building sustainable peace requires complex strategies. These need to address structural causes of conflict, many of which may be inherent in the global system. To do so effectively requires cooperation between civil society actors at the local, national, regional and global levels and with governments, intergovernmental organizations and, in some cases, businesses. CSO-led processes are often focused on enabling ordinary people to articulate what they really need and then working to find a common ground from which they can work to establish peaceful co-existence. Instead of the use of force, civil society actors generally rely on their creativity by stimulating a new sense of what is possible and how it can be achieved. This capacity is rooted, ultimately, in a sense of agency: the ability to act together with others to change the world. They often combine formal legal strategies with approaches that aim to foster public awareness and the transformation of conflict attitudes and relationships. CSOs can bear witness to violations and undermine the moral authority and legitimacy of abusers. The very act of public disclosure and/or denouncing the situation can

make the truth evident in ways that are very difficult to ignore and may empower people to take action to change the situation. This exposure sometimes stimulates conditions that lead to the collapse of regimes over the long term. They can also dissuade the wider public from accepting or anticipating in acts that enable abuse and oppression. Civil society groups can analyze the situation, formulate recommendations, develop policy options and engage in policy dialogue to address conflicts. They can also mobilize advocacy campaigns to generate political will among decision-makers and implement strategies to achieve the desired results. Thus civil society efforts at raising public awareness about a particular set of problems is intertwined with efforts to motivate political decision-makers to take action to address them.

Civil society organisations can help consolidate democracy in a number of ways. As Diamond points out, civil society can play a role in checking, monitoring and restraining the exercise of power by the state and holding it accountable. This function can reduce political corruption, which is pervasive in emerging democracies. It can force the government to be more accountable, transparent, and responsive to the public, which strengthens its legitimacy. Civil-society organizations can play a vital role in making the elites and the mass public more committed to democracy by disseminating democratic principles and ideas. Organisations that are involved specifically in the protection of civil rights and freedoms, as well as political reform, can be particularly important in this regard.

Another role civil-society organisation play in consolidating democracy is by stimulating political participation. In several emerging democracies, voluntary political participation is not always high. Political indifference and apathy are may slow down the consolidation process. Civil-society organisations can supplement the role of political parties in encouraging people to get involved in politics, especially as voters in elections. Political participation strengthens the legitimacy and the institutionalisation of democratic government, which are essential for consolidation. Civil society's role in empowering the people is well recognized.

Civil-society organisations in many democracies perform the function of representing the interests and asserting the rights and power of the people. In several new democracies such as Indonesia and Thailand, many interest groups are loosely organized and unable to articulate their interests. Civil-society organizations can come in and help interest groups and people to fight more effectively for their interests, thereby empowering them. Civil-society organisations also can train future political leaders. Those who are involved in the activities

of such groups learn how to organize and motivate people, publicize programs, reconcile conflicts and build alliances. This teaches people to deal efficiently with political challenges and can mold competent political leaders. BUNBONGKARN (2001)

George. I (2020) in his commentary in civil societies and development suggests that If anyone needs a crash course in the critical role played by civil society organizations, COVID-19 is providing it—from increased need for the services they provide to those less fortunate, to the strain they are experiencing from lack of supplies and the need to “social distance,” to government having to act too quickly without civil society input.

But beyond the current crisis, civil society is an essential building block of development and national cohesion. In a country blessed with peace and stability, civil society fills the space untouched by government and the private sector. In a fragile and conflict-ridden country, it plays an even more important role of providing services normally the responsibility of the state and business and can lay the foundation for reconciliation.

Civil society comprises organizations that are not associated with government—including schools and universities, advocacy groups, professional associations, churches, and cultural institutions (business sometimes is covered by the term civil society and sometimes not). Civil society organizations play multiple roles. They are an important source of information for both citizens and government. They monitor government policies and actions and hold government accountable. They engage in advocacy and offer alternative policies for government, the private sector, and other institutions. They deliver services, especially to the poor and underserved. They defend citizen rights and work to change and uphold social norms and behaviors. Ingrams (2020)

A study conducted by Raymond (2012) represents an analysis of the role of civil society organisations/non-governmental organisations (CSOs/NGOs) in building human capabilities through knowledge construction. It assesses the effectiveness of community publishing in building human capabilities under challenges they face in the environment they are operating in. The complex environment CSOs/NGOs are operating in is dealt with. It will be demonstrated that CSOs/NGOs give marginalized communities, especially women, children and the disabled, a platform where they can organise themselves and give them an opportunity to influence policy and development of their community. Community development has many interpretations. This study focuses on communities as central agents responsible for their own development. When communities participate in their own

development, they are engaging in an educational process which is both formal and informal in nature. The education process helps them to understand their situations better. This type of education called 'popular education', is based on the belief that people involved in the process have important knowledge that they have acquired from their experiences in life and the education they receive mainly consists of dialogue between different knowledge sets that they possess. In the process, when people participate actively in the development of their communities, a sense of ownership is developed. For the purpose of designing the study, observation of the direct involvement of staff from local government, Africa Community Publishing Development Trust and partner organisations as well as working with communities from Shamva, Umzingwane and Buhera provided the basis. It is noted that party politics affects the development of a CSO/NGO sector that is capable of building human capabilities. It is, therefore, clear that government should create an enabling environment that is free from violence and rule of law should be respected as this helps CSOs/ NGOs to implement capability building programmes conducive for all communities to participate in the development of their areas. Manyuchi, R (2012)

Despite the general stability associated with Zambia, the space for civil society has been shrinking. As in much of Africa, there has been a backlash against civil society and democracy as a result of the postcolonial state's retention of excessive power, which in some cases has been used to silence opposing voices (Elone, 2009). The state has been known to use underhanded methods to reconquer the political arena and criminalize dissent, as if control of a country's government was a birthright for the ruling elites. While a wave of democracy has swept Zambia over the years (evidenced by the smooth transition of power through multiparty elections), the nature of this democracy still does not allow for the emergence of a vibrant civil society (Mutesa, 2009). CSOs remain sidelined and undermined. They do not enjoy the freedom and space to act freely and independently. It has been observed through history that Zambian CSOs have had to constantly negotiate for civic space whenever there has been a change in government (the presidency, to be precise). In this view, Diamond (1996) distinguishes between electoral democracy and liberal democracy. The former is concerned with electoral competition and calls for minimal levels of civic freedom, while the latter provides for a wide range of political and civic pluralism as well as individual and group freedoms. Political freedom of speech, free and independent media, and freedom of association are clearly being undermined in Zambia through the laws. This then casts Zambia's democracy within the "electoral democracy" tradition. Ironically, it takes an

independent and effective civil society to transition the country's democracy from its current "electoral" status into a liberal democracy. According to some CSOs interviewed, the relationship between the Zambian government and civil society organizations is laden "with suspicion, hostility and conflict." The government views CSOs involved in service provision as partners, whereas it finds those involved in advocacy and governance work to be unsettling and somewhat provocative. In like manner, CSOs involved in service provision get positive public media coverage, while the CSOs dealing with governance issues that may be critical of the government are rarely covered by the state media.<sup>6</sup> The suspicious relationship between the two actors could be attributed to the fact that most CSOs are tied to their funders ideologically and financially, which poses a threat of external influence on state operations (Mweshi, 2009). As such, these groups are considered to be in a hurry to access political power while advancing foreign interests rather than the interest of the societies they purport to serve. It can also be argued that since the country exhibits electoral democracy tendencies, the state lacks a strong sense of legitimacy and is therefore threatened by civic organizations. Liberal democracy governments welcome pluralistic views from different advocacy groups in society as these are seen to enhance their democratic societies. Nonetheless, the state has a vital role of shaping the relations between the two actors and devising effective rules of engagement so that they work as partners and not as adversaries.

### **2.3. THEORETICAL FRAMEWORK**

Civil society as an idea has a lengthy and rich history. While its roots can be seen in Cicerone's time (Kumar 1993:376), its genuine rise as a topic of intellectual and political debate occurred when a community's social order was threatened by the development of a market economy. The market economy began to emerge around the 12th century, giving people "new freedoms to buy, sell, and own as well as to make a choice" (Howell and Pearce 2001:18). These transformations liberated people from kinship and familial bonds, and they were also accompanied by aspirations for political equality and dominance. In their writings on civic society, western political philosophers of the era addressed these crucial themes (Howell and Pearce 2001).

Different schools of thought have developed as a result. Following the recent resurgence of civil society in Central and Eastern Europe, this diversity was amplified by the works of current thinkers (Kumar 1993). Civil society is currently understood to have several different definitions. Despite the fact that the notion is widely used, particularly in developing nations,

it is difficult to come to a consensus on a definition because of their diversity and complexity. Nevertheless, two approaches—liberal and communitarian—can be used to summarize the varied range of conceptions within the western theory of the concept (Cohen and Arato 1995, Barber 1999 in Bartkowski and Regis 2003).

From a historical standpoint, the liberal perspective is that Locke, a traditional liberal, eloquently articulates the liberal understanding of civil society. His conception of civil society is centered on the absence of impartial judges, which he sees as the primary deficiency in the natural order. Locke believed that only civil society could overcome this drawback of nature by giving each equal and autonomous person access to a legitimate political authority that would take on the responsibility of rendering unbiased decisions about their conflicts (Dunn 2001:50–55). According to Locke, a civil society is a lawful political arrangement in which neighbors can live in harmony after learning to control their behavior. In other words, it was in opposition to how nature was at the time (Khilnani 2001).

Locke believed that the government sprang from and represented various social classes in society (Khilnani 2001). Since society comes before the government, it has a "fiduciary relation to society." The society can't recover its freedom of action' in the event that the government violates the public's trust (Taylor 2006:92). In addition to representative political power, private property rights and religious freedom must be tolerated for civil society to be secure (Khilnani 2001).

One of the best expositions of the liberal stance in current discourse is Ernest Gellner's work on civic society. (2002) (Howell). His main contention is that individuals were subjugated by a social system of communities that was set up on the basis of familial ties. Each person had a certain place and function within the community that were independent of their free will. The violation of the laws of the community resulted in punishment (Gellner, 1994). Gellner contends that in order to protect against both communalism and central authoritarianism, or as he puts it, the "tyranny of kings" and the "tyranny of cousins," civil society must also be vigilant against the former. He emphasizes that only modular men should make up this social society. An individual who is unrestricted by kinship ties and customs and who is free to express his opinions and pursue his hobbies is known as a modular man. According to Gellner, the modular man should possess a precise set of moral and intellectual traits. He should be able to act solemnly and responsibly while taking on and upholding commitments and duties that he has made. In order for society to be flexible, he must also be able to think

clearly and Cartesianly, which requires both an intellectual capacity and moral willingness to break out social strands and prevent concerns from being confused. Gellner notes that having clear thinking is not something that comes naturally and needs to be learned (Gellner 1994).

The basic idea of Hegel's version of civil society, according to the communitarian perspective, is that human connection is predicated on more than just self-interest. Due to their sense of community and camaraderie, the people engage with one another (Femia 2001). According to Hegel, a person cannot accomplish their goals on their own. He makes his goals universal by making references to other people. In other words, Hegel's civil society is a setting where people work toward their common good. This implies that one's well-being depends on the well-being of others, or on civil society. Hegel argues that by "drawing people to itself and requiring them to owe everything to it and to do everything by its means," civil society transforms into a "universal family" and therefore becomes a "universal family" (Hegel 2001).

According to Kumar (1993), Hegel institutionalizes civil society through several corporations that "are concerned with social, religious, professional, and recreational life." He claims that their main duty is to represent and educate their members. The two primary corporations are trade unions and professional organisations. These are formally established organizations having the authority to choose who joins the workforce, to uphold professional standards, and to plan for the welfare of its members (Jones 2001). The full range of public institutions, such as courts, welfare organizations, and educational institutions, are among the other civil society institutions' (Kumar 1993). 'Fragmentation and diversity of power' inside the political system are made feasible by the wide range of civil society institutions (Taylor 2006). The link between the state and civil society is the key aspect of Hegel's civil society. The state and civil society can be seen as complimentary parts of a larger body.

According to Hegel, the state serves as a sign of people's "deep inner need to identify with social whole," not only as a "convenient partner" to help them meet their wants as it did for his liberal forebears (Femia 2001). The state also acts as a brake on the collapse of civil society. It oversees corporations and civil society organizations (Taylor 2006) and merges them into itself (Jones 2001). To put it another way, civil society is unable to regulate itself. It requires the state to act in its behalf (Taylor, 2006).

People may only "lead meaningful moral lives and enjoy true freedom on the basis of a shared conception of the good life and within the framework of a substantive ethical political community (with a specific political culture)," according to communitarians, who assert (Cohen 1995).

The two theories explained above will help to interpret the research in the following ways;

Liberals support a free market economy and the rule of law, as well as civil freedoms with a focus on individual autonomy, economic independence, political freedom, and freedom of expression. This study aims to determine whether civil societies support the inclusive government and the items listed above. Highlights the value of community in understanding human identity and well-being, in the operation of political life, and in the examination and evaluation of political institutions. Communists pay more attention to an individual's welfare and how it is dependent on others. The main cooperatives include trade unions and professional organizations. These organize member welfare and enforce standards and recruitment. Theoretical explanations of civil society organizations and how they interact with one another to promote effective governance will be helpful.

Yet Gellner is surely right in attributing the sudden popularity of the notion of civil society in both East and West not only to the brutality and squalor of communist practice, but also to the dead end reached by Marxist theory. As he points out, "one way of summarizing the central intuition of Marxism is to say: Civil Society is a fraud" Marx viewed the division between the state and civil society as both a mask worn by bourgeois domination and a sign of the unhealthy split in human life that class exploitation had created. This split was to be healed in the communist future by the withering away of the state and the emergence of a social order freed of all traces of coercion.

Despite the ingenious rescue attempts of the revisionists, however, Marxism could not forever withstand the evidence furnished by the regimes that governed in its name. The monolithic rule by a single party over all aspects of political, economic, social, and intellectual life had led only to tyranny, stagnation, and moral degradation. By the 1980s, no one—except perhaps Mikhail Gorbachev—could take seriously the idea of "Marxism with a human face." The dissidents who brought down the edifice of Marxist totalitarianism in Europe had become thoroughgoing anticommunists, and it was in explicit opposition to the all-pervasive rule of the party-state that they raised the banner of civil society. One may

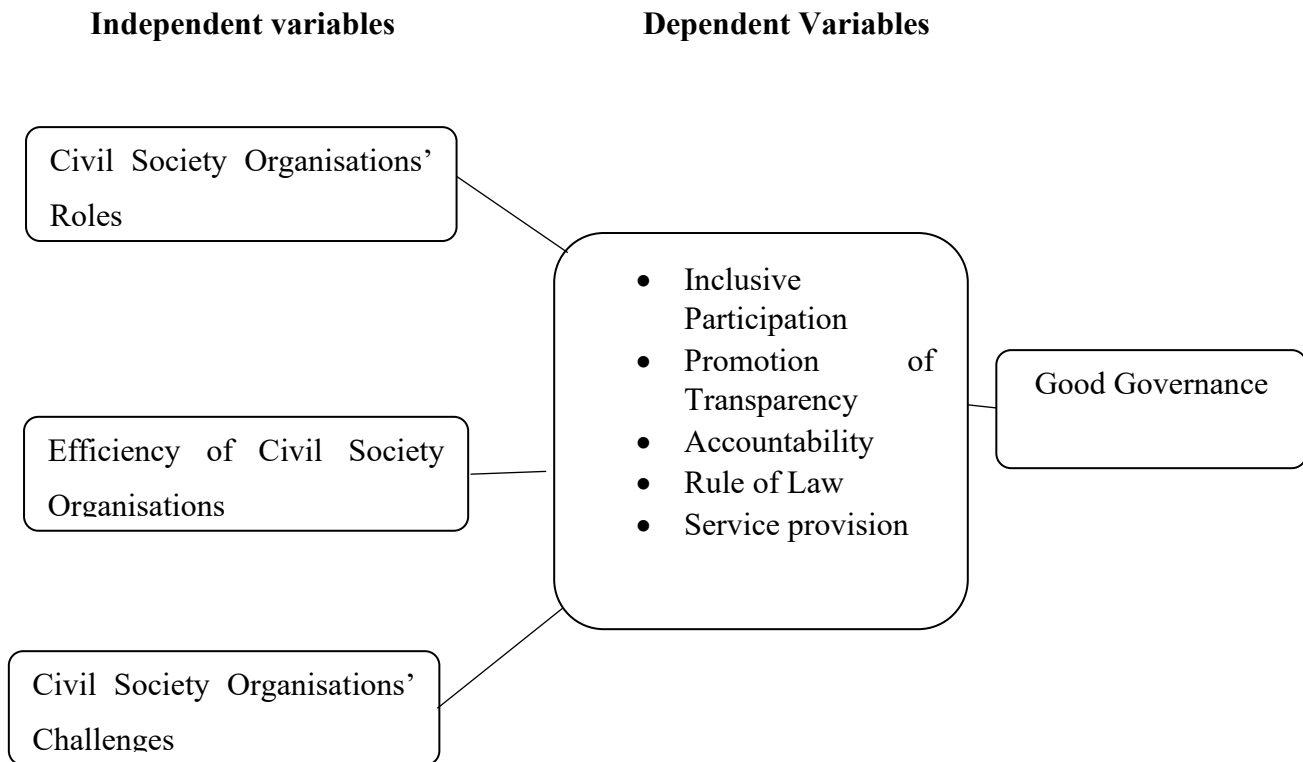
suspect, though, that the old Marxist dream of social life free from all coercion may have had some influence on their new attraction to the ideal of civil society (Gellner,1994).

According to Chandhoke, the political theory of civil society explores the space between the individual and the state, focusing on the importance of non-governmental organizations and institutions. It represents a realm outside of direct government control, where citizens can freely associate and pursue common interests. This includes groups like clubs, charities, religious organizations, and social movements. The concept has roots in Enlightenment thought, contrasting with absolute state power. Thinkers like Habermas emphasized civil society as a space for public reason and debate. The theory argues that the relationship between civil society and the state is complex. Cooperation and conflict can both occur. It also states that the strength and autonomy of civil society can vary depending on the political system and social context. Issues of inclusion and representation within civil society are ongoing concerns. Overall, the theory of civil society highlights the importance of a vibrant space for citizen participation and association, which is seen as crucial for a healthy democracy.

Chandhoke (1995) summarizes following six interpretations on civil society. In the first version all that do not belong to the state are part of the civil society, which includes religious bodies, cultural communities, health clubs and other such associations. Second, civil society may be considered as private sphere against state as a public sphere. However, in many of the liberal understanding of civil society except family every space including civil society and the state is a public sphere. Third, it is the mediation point between the state and the people in general. Fourth, civil society is a space which is intervened by the state to shape public opinion, thus having no autonomous existence of its own. Fifth, civil society is a political forum, an arena of political democracy and creating a community of participative and deliberative functions. The sixth is the civil society as an economic forum, thus an institution of market.

## 2.4 CONCEPTUAL FRAMEWORK

The conceptual framework aimed to establish and explore the relationship that exists between the dependent and independent variables.



It is noteworthy that issues related to good governance hold significant importance and concern, especially from the grassroots level of citizenship. Many citizens desire to actively participate in the governance of their country, but often lack access to platforms that enable such involvement. In this context, civil society emerges as a crucial player and watchdog for the general citizens. CSOs play a pivotal role in promoting good governance by advocating for inclusive participation, transparency, accountability, and upholding the Rule of Law. They effectively address various challenges that may hinder good governance, including exposing corrupt practices among government officials (Aung, 2013).

The relationship between the independent variable (CSOs) and the dependent variable (Good Governance) is illustrated in the framework above. The mission of civil societies can only be fulfilled if all members participate equally, and the organization itself adheres to principles of transparency and accountability in its governance. Additionally, CSOs must operate within

the legal framework to ensure effective service delivery and, ultimately, achieve good governance. The criteria outlined must be diligently considered for civil society organizations to function optimally and successfully promote good governance, as per their designated roles.

However, civil societies may encounter challenges if the government fails to uphold the rule of law, lacks openness and accountability, and excludes citizens from inclusive participation. In such circumstances, CSOs may face difficulties in advocating for effective governance and addressing issues related to good governance. Therefore, a conducive environment that fosters cooperation between civil society and the government is essential to advance the cause of good governance (Aung, 2013).

## **2.5 RESEARCH GAP**

It is important to note from the literature review that most studies focused on Service Delivery: A significant portion of the passage describes how CSOs provided services during the COVID-19 pandemic (Cristina M., 2020) and filled service gaps in fragile states (George. I, 2020). While service delivery is crucial, good governance goes beyond just providing basic necessities. The literature had a limited look at Advocacy: The reviews mentioned advocacy by CSOs but doesn't delve deep into how they promote good governance through this approach. It doesn't discuss how they: hold governments accountable for policies and actions (Ingrams, 2020), advocate for alternative policies promoting transparency and participation (Ingrams, 2020) and empower citizens to participate in the democratic process (Bunbongkarn, 2001). In the case of Zambia, The literature highlights the strained relationship between the Zambian government and advocacy-focused CSOs. It doesn't explore how a more collaborative approach could be fostered to promote good governance through combined efforts. In essence, the literature provides a general picture of CSO activities but lacks a specific focus on how they contribute to key aspects of good governance, such as: Transparency: How CSOs ensure access to information and hold governments accountable for their actions: Accountability: How CSOs monitor and advocate for fair and just practices within the government: Participation: How CSOs empower citizens to engage in the democratic process and hold government officials responsible: Rule of Law and how CSOs advocate for upholding the law and preventing its abuse by those in power.

While the passage offers valuable insights into CSO roles, it doesn't comprehensively explore their contribution to promoting good governance across these various dimensions.

## **CHAPTER THREE: METHODOLOGY**

### **3.1 INTRODUCTION**

This chapter provides a comprehensive overview of the methodology adopted for this study. It outlines and discusses the research design, target population, sample size, data collection procedures, data analysis procedure, and ethical considerations during the study.

### **3.2 RESEARCH DESIGN**

#### **3.2.1 Research Approach**

The study utilizes a mixed-method approach, which combines two main types of research methods:

**Qualitative methods:** These methods deal with understanding experiences, meanings, and processes. They typically involve collecting data in the form of words and observations. The method makes use of the following:

**Semi-structured interviews:** The researcher uses a prepared interview guide with open-ended questions to allow participants to elaborate on their experiences and perspectives.

**Desk research:** This involves analyzing existing documents like reports, newspaper articles, and scholarly publications.

Secondly the study will also make use of **Quantitative methods:** These methods focus on measuring and analyzing numerical data. They often involve surveys, experiments, and statistical analysis. The method will make use of the following:

**Questionnaires:** Standardized sets of questions used to collect data from a larger sample size in a structured way.

The study will make use of mixed method approach for the following reasons:

**Gaining a deeper understanding:** Qualitative methods (interviews) can provide rich insights into the "why" behind the issue being studied, while quantitative methods (questionnaires) can tell you "how widespread" it is.

**Triangulation:** By using multiple methods, the researcher can validate findings from one source with findings from another, strengthening the overall credibility of the research.

Comprehensiveness: Combining qualitative and quantitative data allows for a more complete picture of the research problem.

In this case, the study seems to be primarily qualitative, focusing on understanding the issue through interviews. However, incorporating secondary data (desk research) and questionnaires adds some quantitative aspects:

Secondary data provides background information and context for the interviews.

Questionnaires might be used to gather broader quantitative data on the prevalence of the issue being studied, complementing the in-depth insights from interviews (Creswell, 2012).

This mixed-method approach will allow the research to gain a nuanced understanding of the issue, identify statistical trends, and propose effective solutions based on both qualitative and quantitative evidence.

### **3.2.2 Case Study Research Strategy**

The case study approach excels at capturing context-specific details and facilitating a deeper understanding of the subject matter in several ways. It shows intensive focus unlike broader studies that might analyze many cases superficially, a case study focuses intensively on a single unit. This allows researchers to delve into the specifics of that unit - its history, internal dynamics, external pressures, and unique circumstances. It examines interactions by focusing on a single unit within its environment (context), the case study approach allows researchers to examine how various factors interact and influence the subject matter. For example, studying a specific community reveals how social structures, economic conditions, and cultural norms all play a role in shaping that community's experiences. It utilizes multiple methods which employ a variety of data collection methods to gather rich and detailed information. This might include:

- Interviews: In-depth interviews with members of the chosen unit provide firsthand accounts and perspectives.
- Observations: Researchers can observe interactions and activities within the unit, gaining valuable insights into its dynamics.
- Document Analysis: Analyzing documents, records, and other materials related to the unit can provide historical context and background information.

It provides an Understanding to the "Why" Behind the "What". The case studies don't just describe what's happening; they aim to understand the underlying reasons. By examining the context and interactions within the unit, researchers can uncover the "why" behind the observed phenomena (Creswell, 2012).

Through this in-depth exploration of context and interactions, the case study approach provides a much richer and more nuanced understanding of the subject matter than a broader study could achieve.

### **3.3 POPULATION**

The targeted population for this study consisted of employees working in various civil society organisations in Lusaka. Due to limitations in time and resources, the research focused on selected prominent and active Civil Society Organisations (CSOs) known for their commitment to promoting good governance. These organisations comprised representatives each from Foundation for Democratic Process, Anti Voter Apathy Project Zambia, and Transparency International Zambia.

### **3.4 SAMPLE SIZE AND SAMPLING TECHNIQUES**

#### **3.4.1 Sample Size**

Sample size is the number of observations or individuals included in a study or experiment. It is the number of individuals, items, or data points selected from a larger population to represent it statistically. The sample size is a crucial consideration in research because it directly impacts the reliability and extent to which you can generalize those findings to the larger population (Creswell, 2012). To determine the appropriate sample size, the researcher utilized the raosoft.com web-based sample size calculator at a 95% confidence level, with a population size of 44 and a 5% margin of error.

Based on the data input, the determined sample size for this research was 30 respondents, with 10 employees selected from each of the three civil society organizations: Foundation for Democratic Process, Anti Voter Apathy Project Zambia, and Transparency International Zambia.

### **3.4.2 Sampling Techniques**

The research employed Purposive sampling, also known as judgmental, selective, or subjective sampling, is a non-probability sampling technique used in research studies. In purposive sampling, researchers don't randomly select participants from a population. Instead, they choose participants based on their judgment about who will best provide information relevant to their research question (Creswell, 2014).

In this case the study picked the most responsive and active participants at the selected organisations who would provide vast knowledge concerning the research. The goal is to select participants who have relevant experiences, knowledge, or characteristics that can shed light on the research topic. Purposive sampling allows the research to gather rich data from participants with the most relevant experiences for the study. It can be a time and resource-efficient way to gather information from a specific target group, especially when randomly sampling the entire population is difficult.

### **3.5 DATA COLLECTION**

Data collection in this research involved systematically gathering information on established variables of interest to address the research questions. The study utilized interviews and questionnaires for data collection. The questionnaire consisted of open-ended questions, while the interview guide comprised open-ended questions aligned with the research objectives (Creswell, 2012). This combination of data collection methods aimed to provide a detailed and in-depth understanding of the issues surrounding civil society organizations and good governance.

Additionally, secondary data was collected from sources such as journal articles, theses, dissertations, and textbooks that focused on the effectiveness of civil society organizations in promoting good governance (Creswell, 2012).

### **3.6 DATA ANALYSIS**

This research design, employing a combination of data collection methods, suggests a mixed methods approach to data analysis would be most suitable. The method stated is appropriate because it gives Leveraging Strengths of Each Approach. Mixed methods analysis allows researchers to combine the strengths of qualitative and quantitative approaches. Qualitative data from interviews and open-ended questionnaires can provide in-depth understanding of

"why" things happen, while quantitative data from some secondary sources (if applicable) might reveal broader trends or "how widespread" certain phenomena are. By using multiple data sources and analysis methods, researchers can validate findings from one approach with findings from another. This strengthens the overall credibility of the research and shows triangulation

Combining qualitative and quantitative data analysis provides a more complete picture of the research problem. Qualitative analysis helps understand experiences and perspectives, while quantitative analysis can reveal underlying patterns or trends within the data (Creswell, 2014).

The qualitative data from interviews and open-ended questionnaires: This data can be analyzed using thematic analysis. This method involves identifying, analyzing, organizing, describing, and reporting themes found within the data.

The quantitative data from secondary sources (if applicable): This data might be analyzed using statistical methods depending on the specific nature of the data (e.g., frequency tables, correlation analysis).

By integrating the findings from both qualitative and quantitative analysis, the research will gain a richer and more nuanced understanding of the relationship between civil society organizations and good governance.

### **3.6.1 Validity and Reliability**

To ensure validity, this study took three approaches: First, ensuring that the instruments used for data collection were logical and comprehensive; second, conducting a validity test through a pilot study involving at least 5 research subjects to provide feedback on the clarity of the questionnaires; and third, triangulation with secondary data using two instruments.

Furthermore, to establish reliability, a Reliability Test was conducted. The researcher distributed 5 open-ended questionnaires to various stakeholders before administering them to the study participants. This was done to enhance the data collection's dependability (Creswell, 2014).

### **3.7 RESEARCH ETHICS**

The researcher obtained clearance from the University Ethics Committee, including approval for the data collection tools to ensure validity and reliability. In addition, the research subjects were required to sign consent forms and were assured of confidentiality, including not revealing their personal details such as names or contact information. An introductory letter from the university was presented to all participants prior to their consent to participate in the study. The researcher also ensured that the information provided by the participants would only be used for academic purposes.

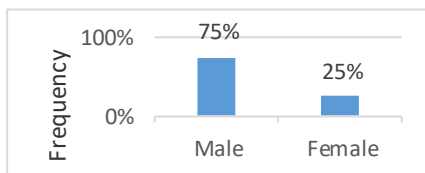
## CHAPTER FOUR

### 4.1 RESEARCH FINDINGS

#### 4.1.1 Data Presentation from the Research

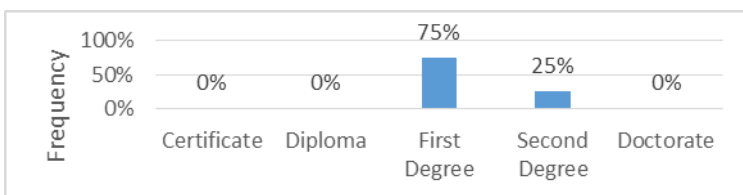
**Gender Distribution:** Figure 1 illustrates the gender distribution among the respondents. The data reveals that 75% of the respondents were male, while 25% were female.

**Figure 1: Gender Distribution**



The presentation of demographic characteristics is crucial in providing a clear understanding of the respondents' profiles, which helps contextualize the research findings. The subsequent sections will delve into the specific research results related to the effectiveness of civil society organizations in promoting good governance in Zambia.

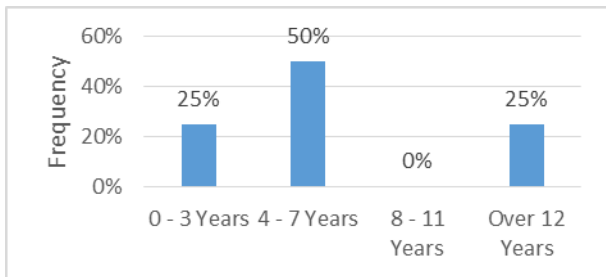
**Figure 2: Level of Education**



The data collected includes the gender, level of education, duration of work in civil society organizations, and the departments in which the respondents are employed.

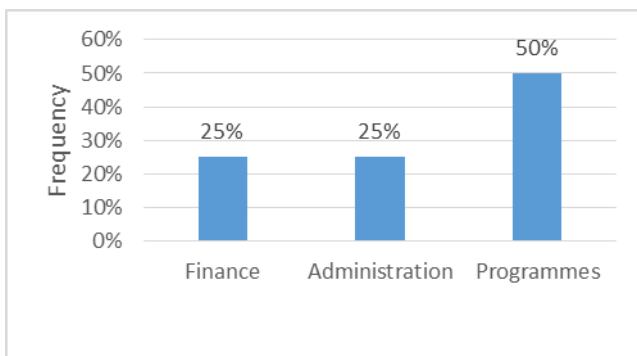
Figure 2 presents the level of education attained by the respondents. The findings indicate that 75% of the respondents have completed their first degree, and 25% have attained a second degree.

**Figure 3: Duration in Civil Society Organizations**



According to figure 3 the duration of respondents' employment in civil society organizations. It is observed that 50% of the respondents have been working in civil society organizations for 4 to 7 years, while 25% have served for 0 to 3 years. Additionally, another 25% of the respondents have an extensive experience of over 12 years in the sector.

**Figure 4: Departments in Civil Society Organizations**



The study provides an insight into the departments in which the respondents are employed. The data shows that 50% of the respondents work in the Programmes department, 25% are employed in the Finance department, and the remaining 25% are in the Administration department.

**Figure 5: Civil Society Organizations Tool for Good Governance**

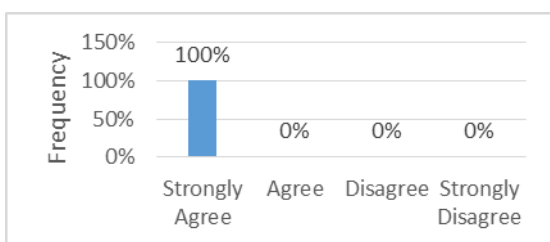


Figure 5 indicates that all respondents (100%) strongly agree that civil society organizations are an indispensable tool for promoting good governance in a country.

Mlambo (2019) conducted research on the function of civil society as a watchdog in promoting good governance in Africa. The study elucidated how African civil society contributed to the promotion of good governance. The research revealed that increased participation of civil society organizations in governance would enhance their watchdog role, ensuring efficient and responsive governance that meets the needs of the populace. Collaboration between civil society and democratically elected governments emerged as a critical factor in combatting corruption, advancing good governance, and fostering socioeconomic and political development in Africa (Mlambo 2019).

**Figure 6: Specialty of Civil Society Organizations**

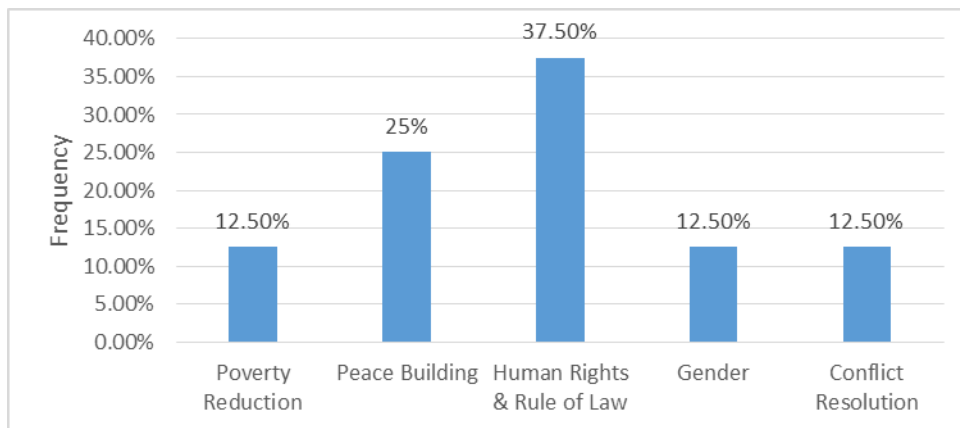


Figure 6 illustrates the areas of specialization among the respondents' civil society organizations. The findings show that 37.50% of the respondents' organizations specialize in Human Rights & Rule of Law, while 25% focus on Peace Building. Additionally, Poverty Reduction, Gender, and Conflict Resolution each represent 12.50% of the areas of specialization.

Raffaele M. (2010) extensively explored the substantial role played by global or transnational civil society in global governance. Over the past 30 years, civil society organizations (CSOs) gained significance in international affairs, especially since the end of the Cold War. Their contributions encompassed shaping global agendas, international lawmaking and governance, and addressing crucial global issues like trade, development, poverty reduction, human rights, peace, the environment, security, and the information society. As service providers, knowledge brokers, and watchdogs of state and intergovernmental actions, CSOs emerged as key international actors (Raffaele M. 2010).

**Figure 7: Roles Civil Society Organizations Play in Promoting Good Governance**

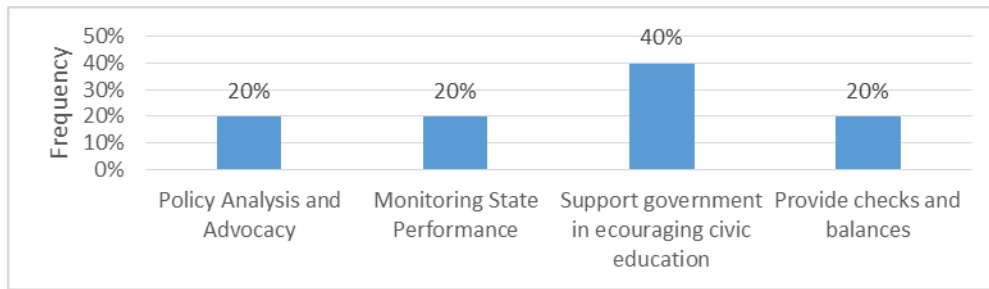
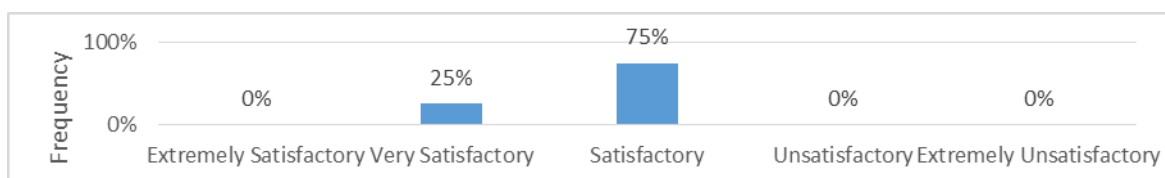


Figure 7 highlights the roles attributed to civil society organizations in promoting good governance, as perceived by the respondents. In figure 7, the findings indicate that 40% of the respondents identified "Supporting government in encouraging civic education" as a significant role. Policy Analysis and Advocacy, Monitoring State Performance, and Providing Checks and Balances each represent 20% of the identified roles.

According to Raffaele M. (2010), within a particular political constellation characterized by institutional support, socio-economic dynamics, technical innovation, and political ideology, global activism by civil society unfolded. International organizations, such as the United Nations and the European Union, actively promoted collaboration with civil society in global governance, with the UN advocating cooperation during world summits serving as forums for cross-cultural dialogue. Similarly, the European Union incorporated various forms of civil society organizations into its governance procedures. This research report was a result of the joint seminar on "Civil Society's Role in Global Governance," sponsored by the EUISS, European Commission/DG Research, and UNU-CRIS on October 1 in Brussels. It presented a summary of information presented and debates that followed, with the author bearing sole responsibility for its content (Raffaele M., 2010).

**Figure 8: Effectiveness of Civil Society Organizations in Promoting Inclusive Participation in Zambia**

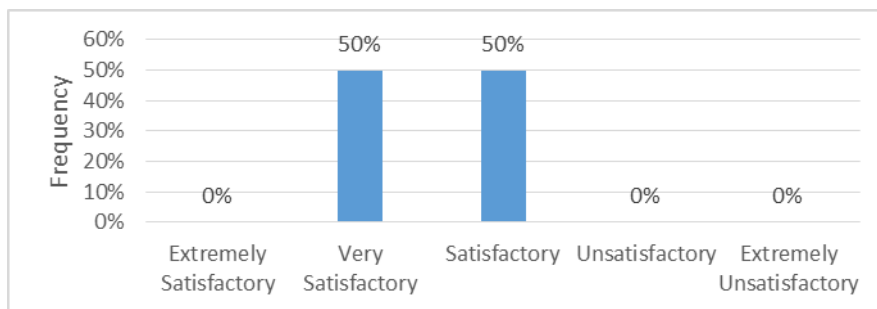


Furthermore, figure 8 showcases the respondents' views on the effectiveness of civil society organizations in promoting inclusive participation in Zambia. The data reveals that 75% of

the respondents find the effectiveness of civil society organizations to be satisfactory, while 25% perceive it as very satisfactory.

Ghaus-Pasha (2004) asserted the significance of civic organizations in governance, as they positively influenced both the people and the government. Civil society's critical characteristics, such as establishing social capital, enabling citizen expression, promoting civic norms and democratic behaviors, conducting policy research and advocacy, government regulation, and official monitoring, all contributed to the improvement of good governance. Civil society's mobilization of constituencies, particularly vulnerable and marginalized groups, encouraged active participation in politics and public affairs (Ghaus-Pasha, 2004).

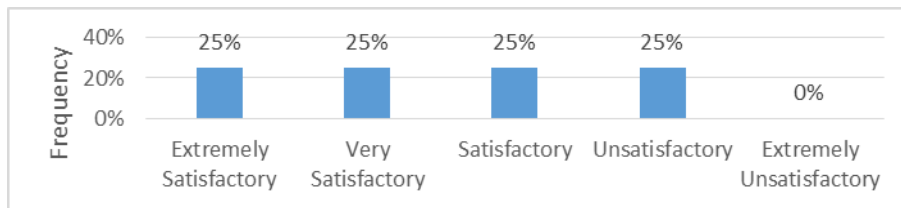
**Figure 9: Effectiveness of Civil Society Organizations in Promoting Accountability in Zambia**



In terms of accountability, Figure 9 displays the respondents' perspectives on the effectiveness of civil society organizations in promoting accountability in Zambia. The findings indicate that 50% of the respondents consider the effectiveness to be very satisfactory, while the other 50% perceive it as satisfactory.

According to Ghaus-Pasha (2004), CSOs play a vital role in advocating for accountability and transparency in public governance. Accountability can be categorized into three dimensions: financial, political, and administrative. Financial accountability involves managing public resources and overseeing their use, while political accountability entails holding public office holders accountable through checks and balances. Administrative accountability involves internal state regulation, including ethical codes, civil service performance standards, and reviews. Civil society actively monitors and exposes public official corruption, driving efforts for good governance (Ghaus-Pasha, 2004).

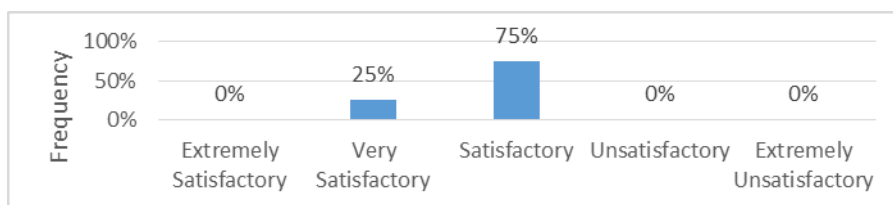
**Figure 10: Effectiveness of Civil Society Organizations in Promoting Rule of Law in Zambia**



In terms of rule of law, the study revealed that 25% of the respondents find the effectiveness to be extremely satisfactory, 25% perceive it as very satisfactory, another 25% find it satisfactory, and the remaining 25% consider it unsatisfactory.

According to Mulonda (2018), when it comes to matters concerning governance, citizen involvement, and the rule of law, the relationship between civil society organizations and the state appears to be fraught with tension and hostility. Politically sensitive issues are often met with mistrust and suspicion, rooted in Zambia's historical authoritarian traditions from colonial and one-party government eras, as well as the Neopatrimonialism politics marked by patronage and corruption (Habasonda, 2010; Mulonda, 2018).

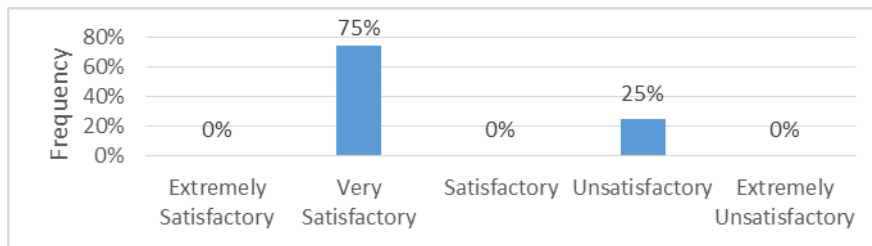
**Figure 11: Effectiveness of Civil Society Organizations in Promoting Transparency in Zambia**



In figure 11, the study presents the respondents' views on the effectiveness of civil society organizations in promoting transparency in Zambia. The findings indicate that 75% of the respondents perceive the effectiveness as satisfactory, while 25% find it very satisfactory.

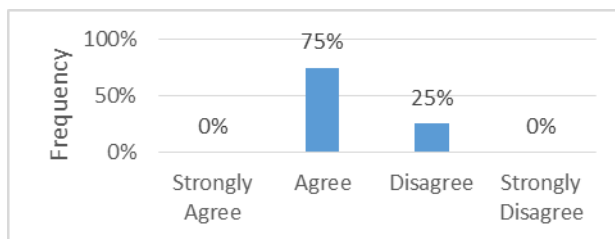
According to Aung (2013), CSOs play a pivotal role in promoting good governance by advocating for inclusive participation, transparency, accountability, and upholding the Rule of Law. They effectively address various challenges that may hinder good governance, including exposing corrupt practices among government officials (Aung, 2013).

**Figure 12: Effectiveness of Civil Society Organizations in Promoting Public Service Provision in Zambia**



In line with public service provision, Figure 12 showcases the respondents' perspectives on the effectiveness of civil society organizations in promoting public service provision in Zambia. The data reveals that 75% of the respondents find the effectiveness to be very satisfactory, while 25% consider it unsatisfactory.

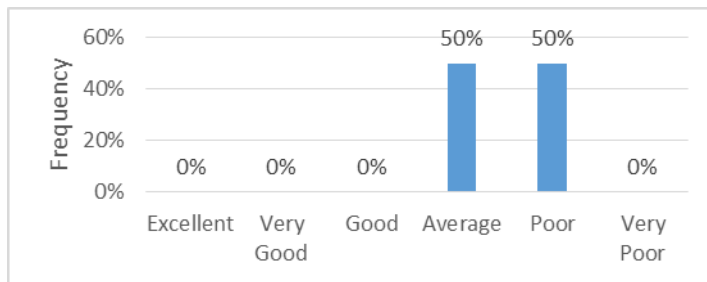
**Figure 13: Government Consistently Engages Civil Society Organizations in Policy Formulation and Implementation**



In figure 13, the study displays the respondents' opinions regarding the consistent engagement of civil society organizations by the government in policy formulation and implementation. The findings indicate that 75% of the respondents agree with this statement, while 25% disagree.

Ghaus-Pasha (2004), asserted the significance of civic organizations in governance, as they positively influenced both the people and the government. Civil society's critical characteristics, such as establishing social capital, enabling citizen expression, promoting civic norms and democratic behaviors, conducting policy research and advocacy, government regulation, and official monitoring, all contributed to the improvement of good governance. Civil society's mobilization of constituencies, particularly vulnerable and marginalized groups, encouraged active participation in politics and public affairs (Ghaus-Pasha, 2004).

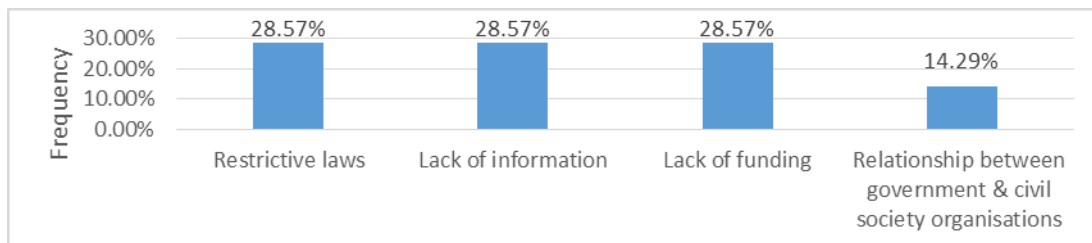
**Figure 14: Relationship Between Civil Society Organizations and Government in Zambia**



The study also revealed in Figure 14 the respondents' perceptions of the relationship between civil society organizations and the government in Zambia. The data shows that 50% of the respondents perceive the relationship to be average, while the other 50% find it poor.

According to Mlambo, (2019), Collaboration between civil society and democratically elected governments emerged as a critical factor in combatting corruption, advancing good governance, and fostering socioeconomic and political development in Africa (Mlambo, 2019).

**Figure 15: Failures that Civil Society Organizations Face in Promoting Good Governance in Zambia**



According to figure 15, the study highlighted the failures that civil society organizations face in promoting good governance in Zambia, as identified by the respondents. The findings reveal that 28.57% of the respondents cited restrictive laws as a challenge, while another 28.57% identified lack of information. Additionally, 28.57% of the respondents mentioned lack of funding as a significant failure, and the remaining 14.29% cited the relationship between the government and civil society organizations.

According to Hulse (2018), Donor funding influenced the networks in both policy sectors, implying that the SADC Secretariat was more answerable to donors than CSOs. The study

highlighted that challenges faced by civil society at the national level were also evident at the regional level, including issues of legitimacy, representation, and extra-regional funding, hampering the promise of people-centered regionalism (Hulse, 2018).

**Figure 16: Measures That Can Be Put in Place to Enhance Civil Society’s Role in Promoting Good Governance**

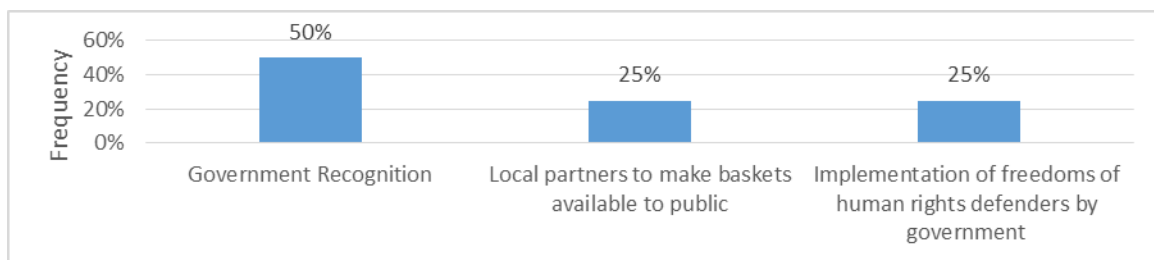


Figure 16 showcases the measures suggested by the respondents to enhance civil society's role in promoting good governance. The data reveals that 50% of the respondents believe that government recognition is a crucial measure. Additionally, 25% of the respondents recommend making baskets available to the public through local partners, while the other 25% emphasize the importance of government implementing freedoms for human rights defenders.

This section aims to showcase their initiatives and projects, thereby evaluating the effectiveness and success of civil society organizations in promoting good governance in Zambia.

#### **4.1.2 Governance Issues in Zambia**

The study highlights one prominent report that provides crucial insights into the state of corruption in Zambia is Transparency International Zambia's Corruption Perception Index (CPI) report released in 2021. This index highlights corruption as a persistent concern, permeating various levels of society and impacting government institutions. The report indicates that corruption poses significant obstacles to effective service delivery and undermines public trust in governance systems (Transparency International Zambia, 2021). The CPI report serves as a critical wake-up call, urging stakeholders to address corruption's root causes and implement robust measures to enhance transparency and accountability (Blansky & Fields, 2019).

Moreover, media outlets have played a pivotal role in exposing instances of misappropriation of public funds in Zambia. For example, the Farmer Input Support Program and COVID-19 funds have come under scrutiny, with reports in Lusaka Times (2022) raising questions about the accountability and transparency of government actions. Such media reports serve as essential watchdogs, keeping the public informed about potential malfeasance in the use of public resources. They highlight the urgent need for greater accountability mechanisms and effective checks and balances to prevent financial impropriety and ensure responsible governance. (Zambia: CSOs Discuss Roadmap of Zambia's Legal Reforms, 2022)

Additionally, electoral malpractices and violence during elections have been brought to the forefront by election observers and media reports. Organizations like Africa Elections Watch (2021) have documented instances of irregularities and violence, emphasizing the necessity for a fair and transparent electoral process. These reports underscore the significance of ensuring free and fair elections as a cornerstone of democratic governance. They also emphasize the role of civil society organizations and independent observers in promoting electoral integrity and holding authorities accountable for adhering to democratic principles.

These various reports and articles serve as a vital repository of information, offering in-depth analysis and evidence of governance challenges faced by Zambia. Their findings call for concerted efforts from both government institutions and civil society organizations to address corruption, enhance transparency, and strengthen democratic practices. The extensive documentation of governance issues not only raises awareness but also serves as a basis for evidence-based policy-making and advocacy for positive change. As stakeholders collaborate to tackle these challenges head-on, the path towards a more accountable, transparent, and inclusive governance system in Zambia becomes clearer.

#### **4.1.3 CSOs' Responses to Governance Issues**

Civil society organizations in Zambia have demonstrated proactive engagement in response to the governance issues prevalent in the country. Through a myriad of initiatives and projects, these organizations have been instrumental in advocating for good governance, transparency, and accountability.

Transparency International Zambia, as a leading anti-corruption organization, has been at the forefront of the fight against corruption in public institutions. Through extensive advocacy campaigns and policy dialogues, the organization aims to create awareness about the detrimental impact of corruption and push for effective measures to combat it (Transparency

International Zambia, n.d.). By holding public officials accountable and promoting transparency, Transparency International Zambia strives to foster a governance environment that is more resistant to corrupt practices.

Anti-Voter Apathy Project Zambia (AVAP) has played a crucial role in Zambia's electoral processes. As an election monitoring organization, AVAP is committed to ensuring free and fair elections in the country. By closely observing electoral activities, reporting on irregularities, and conducting voter education programs, AVAP seeks to empower citizens to participate actively in the democratic process and make informed choices (AVAP, n.d.). This active involvement contributes to enhancing the integrity and credibility of Zambia's elections, a fundamental aspect of good governance.

FODEP is involved in promoting transparency and accountability. It works to ensure citizens have access to information about government activities and hold officials accountable for their actions. This could involve activities like: monitoring government policies and budgets, filing Right to Information requests to access government documents, advocating for anti-corruption measures and supporting investigative journalism.

FODEP works to empower citizens to participate meaningfully in the democratic process. This could involve activities like: educating citizens about their rights and responsibilities, organizing voter education campaigns, mobilizing citizens to participate in elections and public consultations and providing platforms for citizen feedback on government policies.

It works to uphold the rule of law and ensure equal treatment under the law. This could involve activities like: monitoring legal proceedings and advocating for fair trials, supporting legal aid initiatives for marginalized groups and advocating for law reform to promote human rights and justice.

Lastly FODEP works to foster peaceful dialogue and resolve conflicts constructively. This could involve activities like: providing training in mediation and negotiation skills, facilitating dialogue between different stakeholders on critical issues and promoting tolerance and respect for diversity.

#### **4.1.4 Evaluating CSOs' Success in Promoting Good Governance**

The effectiveness of civil society organizations' (CSOs) work in promoting good governance in Zambia can be evaluated through various critical factors that demonstrate their impact and influence on governance processes and outcomes.

Firstly, one crucial indicator is the impact on policy change. CSOs' relentless advocacy efforts, as evidenced in reports and articles, may have led to significant policy changes and reforms aimed at addressing governance challenges. For instance, their anti-corruption campaigns may have played a pivotal role in driving increased transparency measures in public procurement and financial management (Transparency International Zambia,). The success of these initiatives can be gauged by assessing the extent to which policy changes have been implemented and their tangible effects on reducing corrupt practices and enhancing transparency within government institutions.

Secondly, the level of citizen engagement serves as another vital determinant of CSOs' success in promoting good governance. Reports may shed light on the extent to which CSOs have successfully engaged citizens and marginalized communities in governance processes and decision-making. Through their civic education initiatives and awareness campaigns, CSOs may have empowered citizens with knowledge about their rights and responsibilities, enabling them to actively participate in governance matters. This active citizen participation fosters a more informed and engaged citizenry that can hold public officials accountable and contribute to shaping effective governance practices (Civil Society for Poverty Reduction).

Furthermore, the government's responsiveness to CSOs' recommendations and efforts is a critical aspect in assessing the effectiveness of their work. Reports and scholarly articles may provide insights into instances where the government has acknowledged and acted upon CSOs' proposals, resulting in positive changes in governance practices and policies. The level of collaboration and interaction between CSOs and the government can indicate the government's receptiveness to civil society's input and its commitment to incorporating their suggestions into governance reforms (Africa Elections Watch, 2021).

All in all, civil society organizations in Zambia have demonstrated commendable efforts in promoting good governance through their initiatives and projects. By analyzing reports, newspaper articles, and scholarly publications, this section has highlighted CSOs' contributions in addressing corruption, electoral integrity, and citizen empowerment. The evaluation of their success in promoting good governance offers valuable insights into the impact of civil society organizations in shaping Zambia's governance landscape. As evidenced by various sources, the work of CSOs has been instrumental in advancing transparency, accountability, and citizen participation, paving the way for a more inclusive and democratic Zambia.

This chapter aims to present a balanced account of both quantitative and qualitative data, ensuring a holistic understanding of the role played by CSOs in shaping governance outcomes in the country.

The research sought to explore the extent to which CSOs have been successful in promoting good governance by examining their initiatives, projects, and advocacy efforts. The chapter will draw from various credible sources, including reports, newspapers, articles, surveys, and interviews, to analyze the impact and effectiveness of CSOs' work in addressing governance issues.

Quantitative data collected through surveys will be used to illustrate the respondents' perceptions and attitudes towards the effectiveness of CSOs in promoting good governance. The figures will provide valuable insights into the overall sentiment towards CSOs' contributions to governance processes.

Additionally, qualitative data collected from reports, newspapers, and articles was analysed to present a narrative-driven account of CSOs' initiatives and projects. By delving into specific examples, this chapter highlighted the real-life efforts undertaken by CSOs to address governance challenges and foster positive socio-economic change in Zambia.

The findings have been organised in a structured manner, aligning with the research objectives and research questions. The presentation will encompass a thorough exploration of the roles played by CSOs in promoting inclusive participation, accountability, transparency, rule of law, and public service provision.

Through this analysis, the chapter aims to showcase the successes and challenges faced by CSOs, providing valuable insights into their effectiveness in promoting good governance. The narrative-driven approach will serve to contextualize the quantitative data and add depth to the overall understanding of CSOs' contributions.

## **4.2 PRESENTATION OF SURVEY FINDINGS**

The quantitative findings in this research offer a statistical analysis of data obtained from structured questionnaires administered to respondents representing various civil society organizations (CSOs) in Zambia. These findings present an objective assessment of respondents' perceptions on the effectiveness of CSOs in promoting good governance.

Using standardised responses, the structured questionnaires enabled a systematic examination of numerical data.

#### **4.2.1 Effectiveness of Civil Society Organizations in Promoting Transparency**

To ascertain the effectiveness of civil society organisations in promoting transparency, participants were prompted to provide comprehensive descriptions of their experiences and observations. Their responses underscored the indispensable role of CSOs in advocating for heightened transparency and accountability in the actions of the Zambian government. A participants emphasised that

*“CSOs have been instrumental in exposing instances of corruption, advocating for access to information, and holding public institutions accountable for their actions, thereby fostering greater transparency in governance.”*

#### **4.2.2 Rating the Relationship between Civil Society Organisations and Government**

Understanding the dynamics between civil society organizations and the government in Zambia was a crucial aspect of the research. Participants were asked to rate the relationship on a spectrum ranging from collaborative and productive to challenging and tense. The diverse array of responses depicted a nuanced picture, with some participants highlighting positive and constructive engagement, while others pointed out challenges and tensions that may have emerged between CSOs and the government.

A responded indicated that

*“There have been signs of Government anxiety in the past, with CSOs being perceived as only being interested in mobilizing funds and resources from donors. Establishing and maintaining a relationship with government that is based on mutual trust and support is a major challenge for Zambian civil society. A process to build consensus needs to be initiated to break the impasse that can be traced back to the 1990s. There is a perception that government may be threatened by what they see as an undue influence on bilateral and multilateral development partners by CSOs and NGOs”*

### 4.2.3 Governance Issues Addressed by Civil Society Organizations

In exploring the governance issues addressed by civil society organizations in Zambia, participants provided in-depth insights into the multifaceted challenges the nation faces. The responses highlighted a wide range of issues that CSOs actively advocate for, including combating corruption, addressing human rights violations, addressing electoral malpractices, promoting gender equality, and engaging in poverty reduction initiatives. The active involvement of CSOs in advocating for policy changes and tackling socio-economic challenges underscored their commitment to promoting good governance in the country. A respondent highlighted that

*“One example of a government project that was supported by Civil Society Organisations (CSOs) in Zambia is the Basic Education Sub-Sector Investment Programme (BESSIP). This project aimed to improve the quality of basic education in Zambia by providing better access to education, improving the quality of teaching, and increasing the efficiency of the education system<sup>1</sup>. CSOs played a crucial role in this project by providing support in areas such as monitoring and evaluation, advocacy, and capacity building.”*

### 4.2.4 Activities Undertaken by Civil Society Organisations in Promoting Good Governance

Participants elaborated on the various activities undertaken by civil society organizations to promote good governance. The responses showcased a surplus of initiatives, including advocacy campaigns, civic education programmes, in-depth policy analysis, comprehensive election monitoring, and empowering citizens through awareness and empowerment efforts. These activities reflected the proactive and multifaceted approach adopted by CSOs to foster good governance and citizen participation.

According to Admin (2023), TI-Z’s strategic plan for 2023-2027 aims to contribute to the reduction of corruption through promotion of good governance in Zambia. The plan is designed to not only respond to the changing dynamics of the ever-fluid context but also to enable TI-Z to solidify its position as a critical player in Zambia’s anti-corruption and good governance arena.

#### **4.2.5 Successes of Civil Society Organisations in Promoting Good Governance**

The interview questions solicited reflections on the successes and achievements of civil society organizations in their pursuit of promoting good governance. Participants shared instances where CSOs' advocacy efforts led to tangible policy changes, increased citizen engagement in governance matters, improved government responsiveness, and strengthened democratic processes. These successes underscored the pivotal role played by CSOs in influencing governance outcomes and fostering positive societal changes. For instance according to the Tax Justice Network of Africa, CSOs in Zambia have committed to campaigning for changes to the country's taxation policies and pushing for equitable and just tax frameworks by adopting the United Nations Tax Resolution (Zambia CSOs Call for Reforms of International Tax System, 2023).

#### **4.2.6 Failures Faced by Civil Society Organizations in Promoting Good Governance**

Unveiling the challenges and failures faced by civil society organizations was a critical aspect of the research. Participants were invited to identify and articulate the obstacles hindering their efforts in promoting good governance. The responses highlighted challenges such as limited funding, restrictive legal frameworks, and at times, strained relationships with the government. These failures provided valuable insights into the barriers that CSOs encounter in their pursuit of promoting good governance.

A respondent from AVAP highlighted that

*“CSOs should adopt domestic resource mobilization a technique that will put funding in the hands of CSOs, encouraging monetary and resource sufficiency within Zambia without reliance on volatile support networks.”*

#### **4.2.7 Measures to Increase the Effectiveness of Civil Society Organisations in Promoting Good Governance**

Participants were encouraged to propose measures that could enhance the effectiveness of civil society organisations in promoting good governance in Zambia. The responses encompassed a wide range of potential solutions, including the need for the government

could work to strengthen the legal framework that governs civil society organizations, making it easier for them to operate and advocate for good governance. In addition the study showed that the government could provide more financial support and encourage collaboration. Furthermore, civil society organizations could work to promote transparency and accountability in government institutions, helping to reduce corruption and promote good governance and also make use of Leveraging technology.

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

### **5.1 INTRODUCTION**

This chapter discusses data from the field on the effectiveness of Civil Society Organizations in promoting good governance in Zambia. The study first discusses the first specific objective which was to identify governance issues being addressed by CSOs in Zambia. The second objective was to examine the activities CSOs were undertaking in promoting good governance in Zambia and lastly to evaluate successes and/or failures of CSOs in promoting good governance in Zambia.

### **5.2 Background Information**

Based on the data input, the determined sample size for this research was six respondents, with two employees selected from each of the three civil society organizations: Southern African Centre for the Constructive Resolution of Disputes, Civil Society for Poverty Reduction, and Transparency International Zambia. The respondents, from diverse CSOs, provided valuable insights on the promotion of good governance in Zambia. This demonstrates that most respondents had first-hand knowledge of the events that occur in the various CSOs that they are placed which made their reports reliable. The study also revealed the respondents viewpoints. The work experience of the respondents authenticated.

40% of the respondents identified "Supporting government in encouraging civic education" as a significant role. Policy Analysis and Advocacy, Monitoring State Performance, and Providing Checks and Balances each represent 20% of the identified roles.

### **5.3 Governance Issues being addressed by CSOs in Zambia:**

The Zambian Law Development Commission highlights that the CSOs in Zambia have been involved in reviewing and developing the anti-corruption policy. They have also been involved in reviewing the public order act and monitoring the implementation of the 7<sup>th</sup> National Development Plan. In addition, they participate in the country's targeted reviews on the contribution of tourism and mineral resources to the economy of Zambia.

The document analysis, survey, and interviews collectively shed light on the governance issues addressed by civil society organizations in Zambia. The focus areas included poverty reduction (50%), human rights and rule of law (25%), and gender equality (25%). These findings align with the literature, highlighting the diverse range of issues that CSOs address to promote good governance and address socio-economic challenges (Robert, 2000). The emphasis on poverty reduction, human rights, and gender equality underscores CSOs' commitment to addressing critical challenges affecting governance and society at large in Zambia.

According to an article by Lusaka Times in an article titled AVAP challenges communities to take development personal “Mwense District Anti-Voter Apathy Project (AVAP) Coordinator Juliano Musunga has appealed to members of the public in Mwense to take keen interest in the formation of Ward Development Committees (WDC).

Mr Musunga told ZANIS that government has actualized the decentralization and that people in the community should realize their role and initiate developmental projects in their wards.

He advised that people with expert knowledge should be included to sit as committee members for the Constituency Development Funds so as to promote prudent utilization of resources.

Mr Musunga also called for transparency during the formation of the committees so that representatives are elected on merit and not on political affiliation (Lusaka Times, 2012).”

#### **5.4 The activities CSOs are undertaking in promoting good governance in Zambia**

According to a report by the Southern African Institute for Policy and Research, CSOs in Zambia are working towards filling gaps and assisting citizens within areas that the public and private sector fail to reach<sup>1</sup>. The report also highlights that CSOs in Zambia are receiving much of their funding through grants and resources from large multinational organizations, which creates dependency on external support as opposed to fiscal sovereignty from within.

The Zambian government has continued to promote CSO engagement at national and local levels through various structures and platforms. For instance, in 2019, the Governance Department and other state institutions engaged CSOs in policy formulation and legislative reforms.

The United States Agency for International Development (USAID) is also working towards strengthening civil society participation in the governance sector in Zambia. Through the Local Impact Governance program, USAID is expanding the capabilities of district-level governance bodies to increase citizen and private-sector involvement in development planning and monitoring, improve public financial management and domestic revenue generation, and to deliver sustainable development outcomes.

According to a report by the Zambian Council for Social Development (ZCSD), CSOs have played a crucial role in promoting peacebuilding initiatives, enhancing local ownership of peacebuilding initiatives, and contributing towards democratization processes

Both the survey and interview responses elucidated the vital roles played by civil society organizations in promoting good governance. These roles included supporting the government in encouraging civic education (40%), conducting policy analysis and advocacy, monitoring state performance, and providing checks and balances (each representing 20%). The findings are consistent with the literature, emphasizing CSOs' active engagement in promoting civic education, policy analysis, and holding governments accountable for their actions (Raffaele, 2010). Such active involvement underscores the significance of CSOs in fostering informed decision-making and transparent governance practices.

In addition, CSOs have also been involved in climate advocacy activities, such as contributing to national budget submissions on environmental protection. Overall, CSOs in Zambia have made significant contributions to the country's development, and their work is essential in promoting social justice and human rights.

### **5.5 Successes and/or Failures of CSOs in promoting Good Governance in Zambia**

The survey and interview responses revealed varying perspectives on the effectiveness of civil society organizations in promoting inclusive participation, accountability, rule of law, transparency, and public service provision in Zambia. While the majority of respondents rated the effectiveness as satisfactory or very satisfactory, some identified certain aspects as needing improvement. This findings highlighted the importance of continuous assessment and refinement of CSOs' strategies and practices to enhance their effectiveness in promoting good governance. The diverse perceptions underscore the potential for growth and impact maximization of CSOs in promoting good governance in Zambia.

According to a report by the Southern African Institute for Policy and Research (Blansky & Fields, 2019), CSOs in Zambia have been instrumental in filling gaps and assisting citizens in areas that the public and private sectors fail to reach. The report also highlights that CSOs have played an important role in promoting good governance by offering checks and balances and prompting transparency. In addition, a survey conducted by the same report revealed that nearly 90% of the CSOs in Zambia claimed to address poverty reduction, while gender equality, reduced inequalities, and climate action were the most targeted Sustainable Development Goals.

It is worth noting that CSOs in Zambia face challenges such as inadequate funding and understaffing, which can hinder their ability to serve their target populations. However, the report suggests that CSOs should adopt domestic resource mobilization to encourage monetary and resource sufficiency within Zambia without reliance on volatile support networks.

Overall, CSOs in Zambia have made significant contributions to the country's development and continue to play an important role in promoting good governance and addressing social issues.

The survey and interview responses identified several challenges faced by civil society organizations in promoting good governance. These challenges included a lack of information (50%), a lack of funding (25%), and challenges related to the government-CSO relationship (25%). The findings correspond with the existing literature, recognizing the resource constraints and limited access to information that CSOs often encounter, hindering their effectiveness in promoting good governance (Linz & Stepan, 1996). Acknowledging these challenges highlights the importance of addressing them to bolster CSOs' capabilities in promoting good governance.

According to a research paper by Cornell University, CSOs in Zambia are facing a lack of funding and its subsequent sustainability. The same paper also revealed that CSOs are both understaffed and underfunded, and are receiving much of their funding through grants and resources from large multinational organizations<sup>1</sup>. Another report by Civicus suggests that civil society's influence has been limited by a lack of institutionalized mechanisms and weak links to government policy processes (The Status of Civil Society in Zambia: Challenges and Future Prospects, n.d.).

## **5.6 Measures to Enhance Effectiveness of Civil Society Organizations**

Both the survey and interview participants proposed measures to enhance the effectiveness of civil society organizations in promoting good governance. The proposed measures included implementing freedoms for human rights defenders (50%) and recognizing the role played by CSOs (50%). These suggestions align with the literature, emphasizing the importance of legal frameworks that protect CSOs' rights and foster an enabling environment for their work (Carothers, 2000). The proposed measures underscore the significance of strengthening CSOs' advocacy capabilities and ensuring an environment conducive to their operation.

Incorporating the findings from the document analysis, survey, and interviews, the research emphasizes the critical role of civil society organizations in promoting good governance in Zambia. The comprehensive analysis provides empirical evidence and valuable insights into the effectiveness, challenges, and potential enhancements within the civil society sector. The results emphasize the need for continuous collaboration between civil society organizations, the government, and other stakeholders to address the identified challenges and improve governance outcomes.

The implications of these findings for policy and practice underscore the importance of creating an enabling environment that supports the work of civil society organizations. This includes ensuring access to information, providing adequate funding and resources, fostering collaborative partnerships, and recognizing and protecting the rights of CSOs. By addressing these factors, policymakers can harness the potential of civil society organizations to actively contribute to promoting good governance in Zambia.

Overall, the comprehensive analysis and discussion of the research findings provide valuable insights into the effectiveness of civil society organizations in promoting good governance in Zambia. These findings, when considered alongside the existing literature, shed light on the roles of CSOs, highlight the challenges they face, and suggest measures to enhance their effectiveness. The subsequent chapters will delve deeper into the implications of these findings and provide recommendations for policymakers, civil society organizations, and other stakeholders to strengthen the promotion of good governance in Zambia.

## CHAPTER SIX

### 6.1 CONCLUSION AND RECOMMENDATIONS

#### 6.1.1 Conclusion

The research highlights CSOs' involvement in reviewing policies, monitoring government performance, and advocating for transparency and accountability. This suggests they act as watchdogs, ensuring the government operates within the bounds of the law and serves the public interest. Their advocacy for anti-corruption measures, Right to Information laws, and civic education further strengthens this role.

The focus areas of CSOs, such as poverty reduction, human rights, gender equality, and environmental protection, demonstrate their commitment to tackling critical socio-economic challenges faced by Zambia. This indicates they go beyond simply monitoring government actions to actively advocating for a more just and equitable society.

The research findings on CSO activities highlight their diverse range of contributions. However, the challenges they face, like limited funding, information access, and a strained relationship with the government, suggest a need for a more supportive ecosystem for civil society to thrive. Collaboration between CSOs themselves, with the government, and with other stakeholders (donors, private sector) is crucial for overcoming these challenges.

The reliance on external funding can be a double-edged sword. While it supports CSO activities, it also raises concerns about sustainability and potential influence from external actors. The report suggests exploring domestic resource mobilization strategies to reduce dependence on external funding and strengthen CSO autonomy.

The effectiveness of CSO advocacy can be further enhanced by using data and research to support their claims. This strengthens their arguments and positions them as credible sources of information.

Overall, the research paints a picture of CSOs in Zambia as active agents of positive change. They play a vital role in promoting good governance and addressing critical issues. However, for them to reach their full potential, an enabling environment that

fosters collaboration, strengthens their capacity, and addresses concerns about funding and autonomy is essential.

### 6.1.2 Recommendations

Based on the research findings, several key recommendations are proposed to enhance the effectiveness of civil society organizations in promoting good governance in Zambia:

#### 1. Fostering an Enabling Environment:

**Government:** The government can create an enabling legal framework that guarantees freedom of association, assembly, and expression. This allows CSOs to operate freely and without fear of reprisal.

**Collaboration:** The government can establish regular channels for communication and dialogue with CSOs. This fosters collaboration on policy issues and promotes a more inclusive approach to governance.

**Resource Mobilization:** The government can explore mechanisms to support domestic resource mobilization for CSOs. This could involve tax breaks for donations to CSOs or matching grants that incentivize private sector contributions.

#### 2. Strengthening CSO Capacity:

**Training and Skill Development:** Support programs can be designed to equip CSO members with skills in areas like project management, advocacy and communication, fundraising, and data analysis.

**Networking and Knowledge Sharing:** Initiatives that encourage collaboration and knowledge exchange among CSOs can strengthen their collective impact. This could involve creating online forums or platforms for sharing best practices.

#### 3. Addressing Funding Challenges:

**Diversifying Funding Sources:** CSOs can explore alternative funding sources beyond traditional donor dependence. This could include membership fees, social enterprises, or impact investing models.

Transparency and Accountability: CSOs should implement strong financial management practices and ensure transparency in their fundraising and spending activities. This builds trust with donors and the public.

#### 4. Enhancing Advocacy Efforts:

Evidence-Based Advocacy: CSOs should strengthen their advocacy efforts by using research and data to support their claims. This makes their arguments more persuasive and positions them as credible sources of information.

Public Engagement: CSOs can utilize various communication channels to raise public awareness about their activities and the importance of good governance. This can generate public support for their advocacy efforts.

#### 5. Collaboration among Stakeholders:

CSO Collaboration: CSOs can strengthen their collective voice by forming coalitions or alliances to advocate on common issues.

- **Public-Private Partnerships:** Collaboration between CSOs, the government, and the private sector can leverage the strengths of each sector to address complex governance challenges.

By implementing these recommendations, all stakeholders can contribute to creating a more supportive environment for CSOs in Zambia. This will enable them to play an even more significant role in promoting good governance, achieving sustainable development, and ensuring a more just and equitable society

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## APPENDIX I: WORK PLAN

MONTH	FEBRUARY 2023	MARCH 2023	JUNE 2023	JULY 2023	FEBRUARY 2024
ACTIVITIES					
Topic Start-up					
Introduction					
Proposal presentation					
Methodology of the research					
Collection of data					
Analysis of data					
Writing of the report					
Presentation of the report					

## APPENDIX II: QUESTIONNAIRE

**RESPONDENT NUMBER:**

**UNIVERSITY OF LUSAKA**

**SCHOOL OF POSTGRADUATE STUDIES**

### INTRODUCTION

This questionnaire contains a set of questions (Open and closed) aimed at clearly identifying and providing solutions to the established research problem. The research questions contained herein are therefore derived from the research objectives and questions.

### Dear Respondent

I am **H'lupekile Zimba** a postgraduate student at the University of Lusaka under the School of Postgraduate carrying out an academic research on the **Effectiveness of Civil Society Organisations in Promoting Good Governance in Zambia**. You have been selected as part of my sample to provide with the needed information. Please answer the questions as freely, honestly and sincerely as possible. Your responses will not have any bearing on you. It will be my obligation, therefore, to treat all your responses with maximum confidentiality.

### Instructions

Please answer the questions by:

1. Tick [] were there are square brackets.
2. You will be required to explain briefly when the question demands so.

### SECTION A: PERSONAL DETAILS

1. Gender

a) Male. [  ]

b) Female. [  ]

2. Level of Education

(a) College: i) Diploma [  ] ii) Certificate [  ]

(b) University: i) First Degree [  ] ii) Second Degree [  ] iii) Doctorate [  ]

3. How long have you been working for your civil society organisation? .....
4. Department?.....

**SECTION B:**

5. Civil society organisations are an indispensable tool for good governance in a country.

- a) Strongly Agree [ ]
- b) Agree [ ]
- c) Disagree [ ]
- d) Strongly disagree [ ]

6. In which areas does your civil society organisation specialise?

- a) Poverty reduction [ ]
- b) Peace building [ ]
- c) Human rights & Rule of Law [ ]
- d) Gender [ ]
- e) Other (s) specify .....

7. What role (s) do civil society organisations play in promoting good governance?

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

8. How do you describe the effectiveness of civil society organisations in promoting inclusive participation in Zambia?

- a) Extremely satisfactory [ ]
- b) Very satisfactory [ ]
- c) Satisfactory [ ]
- d) Unsatisfactory [ ]
- e) Extremely unsatisfactory [ ]

9. How do you describe the effectiveness of civil society organisations in promoting Accountability in Zambia?

- a) Extremely satisfactory [ ]

- b) Very satisfactory [ ]
- c) Satisfactory [ ]
- d) Unsatisfactory [ ]
- e) Extremely unsatisfactory [ ]

10. How do you describe the effectiveness of civil society organisations in promoting Rule of Law in Zambia?

- a) Extremely satisfactory [ ]
- b) Very satisfactory [ ]
- c) Satisfactory [ ]
- d) Unsatisfactory [ ]
- e) Extremely unsatisfactory [ ]

11. How do you describe the effectiveness of civil society organisations in promoting Transparency in Zambia?

- a) Extremely satisfactory [ ]
- b) Very satisfactory [ ]
- c) Satisfactory [ ]
- d) Unsatisfactory [ ]
- e) Extremely unsatisfactory [ ]

12. How do you describe the effectiveness of civil society organisations in promoting public service provision in Zambia?

- a) Extremely satisfactory [ ]
- b) Very satisfactory [ ]
- c) Satisfactory [ ]
- d) Unsatisfactory [ ]
- e) Extremely unsatisfactory [ ]

13. The government consistently engages civil society organisations in policy formulation and implementation.

- a) Strongly Agree [ ]
- b) Agree [ ]
- c) Disagree [ ]
- d) Strongly disagree [ ]

14. How do you rate the relationship between civil society organisations and government in Zambia?

- a) Excellent [ ]

- b) Very good [ ]
- c) Good [ ]
- d) Average [ ]
- e) Poor [ ]
- f) Very poor [ ]



15. What are the failures that civil society organisations face in promoting good governance in Zambia?

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

16. Outline measures that that can be put in place to enhance civil society’s role in promoting good governance?

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

***THANK YOU FOR YOUR TIME AND COOPERATION!!!***

## **APPENDIX III: INTERVIEW GUIDE**

### **UNIVERSITY OF LUSAKA**

### **SCHOOL OF POST GRADUATE STUDIES**

#### **INTRODUCTION**

This interview guide contains a set of questions (Open and closed) aimed at clearly identifying and providing solutions to the established research problem. The research questions contained herein are therefore derived from the research objectives and questions.

**Dear Respondent,**

I am **H'lupekile Zimba** a postgraduate student at the University of Lusaka under the School of Postgraduate carrying out an academic research on the **Effectiveness of Civil Society Organisations in Promoting Good Governance in Zambia**. You have been selected as part of my sample to provide with the needed information. Please answer the questions as freely, honestly and sincerely as possible. Your responses will not have any bearing on you. It will be my obligation, therefore, to treat all your responses with maximum confidentiality.

1. Which Civil Society Organisation do you represent?
2. How do you describe the effectiveness of Civil Society Organisations in promoting Transparency in Zambia?
3. How do you rate the relationship between Civil Society Organisations and government in Zambia?
4. What governance issues are being addressed by Civil Society Organisations in Zambia?
5. What activities are civil societies undertaking in promoting good governance?
6. What successes have civil societies faced in promoting good governance?
7. What failures do civil societies face in promoting good governance?
8. What measures can be put in place to increase the effectiveness of civil society organisations in promoting good governance?