

UNIVERSITY
OF
LUSAKA

SCHOOL OF POSTGRADUATE STUDIES

**AN EXAMINATION OF MUNICIPAL SERVICES DELIVERED TO LOW COST HOUSING
AREAS: A COMPARATIVE STUDY OF MIKOMFWA FORMAL AND FISENGE
INFORMAL LOW COST HOUSING AREAS IN LUANSHYA MUNICIPAL COUNCIL.**

BY

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**A DISSERTATION SUBMITTED TO THE SCHOOL OF POSTGRADUATE STUDIES, UNIVERSITY OF
LUSAKA IN PARTIAL FULFILLMENT OF THE AWARD OF THE MASTER OF ARTS IN
DEVELOPMENT STUDIES**

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DECLARATION

I, LUCY PHIRI, hereby declare that the proposal titled "An Examination Of Municipal Services Delivered To Low Cost Housing Areas: A Comparative Study Of Mikomfwa Formal And Fisenge Informal Low Cost Housing Areas In Luanshya Municipal Council" is my own original work, and all sources have been duly acknowledged in accordance with the rules and regulations of University of Lusaka. I confirm that the work presented complies with the University's policies on academic writing, copyright, and research ethics. I also declare that this work has not been submitted for any other degree or examination at any other academic institution.

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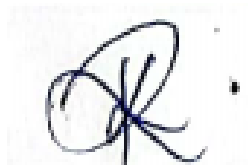
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CERTIFICATE OF APPROVAL

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Signature of the Supervisor

A handwritten signature in blue ink, appearing to be 'M.G.', enclosed in a light blue rectangular box.

Date

17th January 2025

DEDICATION

I dedicate this work to my dearest mother Engiwe Kelidah Phiri whose unwavering support, encouragement, and love have been my constant source of strength throughout this journey. Your belief in me has made this achievement a reality. Thank you for standing strong by my side.

ACKNOWLEDGEMENTS

I would like to express my deepest gratitude to those who supported me throughout this research journey. First and foremost, I extend my heartfelt thanks to my supervisor, Dr Glynn Khonje, for his invaluable guidance, feedback, and encouragement. Their expertise and insights were instrumental in shaping this work.

I also wish to acknowledge the contributions of my peers, who provided assistance and advice that greatly enhanced the quality of this research.

Lastly, to my family and friends, your patience, love, and unwavering faith in me kept me going through the most challenging times. This work is as much yours as it is mine.

Thank you all for your contributions and support.

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ABSTRACT

This comparative study examines the quality of municipal service delivery in Mikomfwa (formal) and Fisenge (informal) low-cost housing areas within Luanshya Municipal Council. The study aims to assess the types of municipal services provided, evaluate their adequacy, examine their accessibility, and determine residents' satisfaction with these services in both areas. By comparing disparities in service delivery between formal and informal settlements, the study seeks to identify effective policy interventions that can enhance equitable urban governance and improve living conditions for residents in both contexts.

A mixed-methods approach was employed, combining both qualitative and quantitative research designs. The study adopted a descriptive and exploratory research design, using random sampling to select a representative sample of community members (respondents) and purposive sampling to select key informants, such as local authorities and community leaders with in-depth knowledge and experience. Data was collected using questionnaires and interview with both closed and open ended questions allowing for a balanced analysis of both numerical trends and contextual insights. The quantitative data was analyzed using descriptive statistics, while qualitative data was examined using thematic analysis. This combined approach enabled a comprehensive exploration of service delivery challenges in the study areas.

The findings revealed significant disparities in municipal service provision between Mikomfwa and Fisenge. While formal settlements such as Mikomfwa receive relatively better services, including road maintenance, drainage systems, and emergency responses, informal settlements like Fisenge lack essential services such as waste management, consistent water supply, adequate drainage maintenance, and street lighting. The absence of structured service delivery mechanisms in Fisenge led to higher dissatisfaction among residents, as they face greater infrastructural and environmental challenges. The study further found that these disparities are exacerbated by systemic governance challenges, inequitable resource allocation, and a lack of community engagement in municipal decision-making processes. Residents in informal settlements

reported limited consultation and participation in urban planning, which negatively impacts service provision and long-term infrastructure development.

Based on the findings, the study recommends several policy interventions to improve service delivery in low-cost housing areas. These include formalizing informal settlements to facilitate structured service provision, ensuring equitable resource allocation, and strengthening community participation in urban governance. Furthermore, public-private partnerships should be leveraged to support government efforts in service provision, particularly in waste management and water supply. The study also highlights the importance of sustainable and inclusive governance models that prioritize marginalized communities.

This research contributes to the growing body of knowledge on municipal service delivery in developing countries by offering a comparative analysis of service provision in formal and informal settlements. It identifies critical areas for further research, including cross-municipal comparisons, the impact of urbanization on service delivery, and innovative governance models that enhance service efficiency in resource-constrained environments. By addressing these challenges, policymakers, urban planners, and stakeholders can develop targeted solutions that promote equitable and sustainable municipal service delivery in Zambia and beyond. The study underscores the urgent need for inclusive urban planning frameworks to ensure that all residents, regardless of housing status, have fair access to essential municipal services and opportunities for improved livelihoods.

Keywords: *Municipal services, Luanshya, low cost housing areas, disparities in service provision and equitable service delivery*

LIST OF ACRONYMS

GRZ : Government of the Republic of Zambia

CLGF: Commonwealth Local Government Forum

NGOs: Non-Governmental Organizations

LMC : Luanshya Municipal Council

SADC: Southern African Development Community

8NDP: Eighth National Development Plan

CHAPTER ONE

INTRODUCTION

1.0 INTRODUCTION

This chapter outlines key aspects of the study, including the background, operational definitions, statement of the problem, research objectives and research questions. It lays the groundwork for the research by presenting the context, significance, and focus of the study.

1.1 BACKGROUND OF THE STUDY

Municipal councils worldwide play a crucial role in delivering essential public services, including water supply, sanitation, waste management, public infrastructure, and urban planning. These services are fundamental to improving the quality of life and ensuring sustainable urban development (World Bank, 2021). In developed nations, municipal service delivery is well-regulated and adequately financed, resulting in efficient and equitable service provision (OECD, 2021). However, in developing regions, particularly sub-Saharan Africa, resource constraints, weak governance, and rapid urbanization pose significant challenges to effective municipal service delivery (UN-Habitat, 2020).

In many sub-Saharan African countries, low-cost housing areas account for a large portion of urban populations. However, service delivery in these areas is often inadequate and inconsistent, leading to poor living conditions, public health crises, and growing urban inequalities (African Development Bank, 2022). Municipal councils struggle with financial limitations, heavy dependence on government grants, and weak local revenue collection mechanisms, which hinder effective service provision (Resnick, 2020). The increasing demand for housing, water, sanitation, and waste management overwhelms municipal capacity, and governance inefficiencies such as corruption and weak policy implementation further reduce service efficiency (Transparency International, 2022). Poorly planned road networks, drainage systems, and electricity supply exacerbate service inequalities (African Development Bank, 2021). Despite these challenges, some African cities have adopted innovative governance models to improve service delivery. Cape Town in South Africa has leveraged public-private partnerships to enhance waste

management, while Kigali in Rwanda has adopted digital monitoring systems to track service efficiency (World Bank, 2021). However, many secondary cities and towns, like Luanshya, still struggle with resource mobilization and equitable service provision.

Zambia's local government system is decentralized, with 116 local authorities responsible for municipal services under the Local Government Act No. 2 of 2019 (Ministry of Local Government and Rural Development, 2024). However, many local councils, including Luanshya Municipal Council, face persistent challenges in providing adequate and sustainable services, particularly in low-cost housing areas (Chigunta et al., 2020). Luanshya, a former mining hub in Copperbelt Province, has experienced economic decline, high unemployment, and deteriorating infrastructure over the years (Chikonde, 2020). As a result, its municipal council struggles to maintain essential services such as waste collection, drainage, water supply, road maintenance, and market facilities. These challenges disproportionately affect low-cost housing areas, where inadequate service delivery worsens socio-economic inequalities (Chibuye, 2011).

Within Luanshya, the disparity in municipal service delivery is evident between Mikomfwa (formal) and Fisenge (informal) low-cost housing areas. Formal settlements like Mikomfwa benefit from structured urban planning, land tenure security, and relatively better services. In contrast, informal settlements like Fisenge lack proper infrastructure and planning, leading to inconsistent service provision (Mulenga, 2003). Studies by Kudimbana et al. (2018) and Chigunta et al. (2020) highlight these disparities but fail to provide a comparative analysis within the same municipal context, leaving a critical research gap.

Existing studies on municipal service delivery in Zambia focus primarily on major urban centers like Lusaka and Ndola, with little attention to smaller municipalities like Luanshya (Chigunta et al., 2020). Additionally, most research examines formal and informal settlements separately rather than analyzing disparities within a single municipal area. This study, therefore, seeks to fill this gap by providing a comparative analysis of municipal service delivery in Mikomfwa (formal) and Fisenge (informal). Understanding the types, adequacy, accessibility, and satisfaction levels of municipal services in both

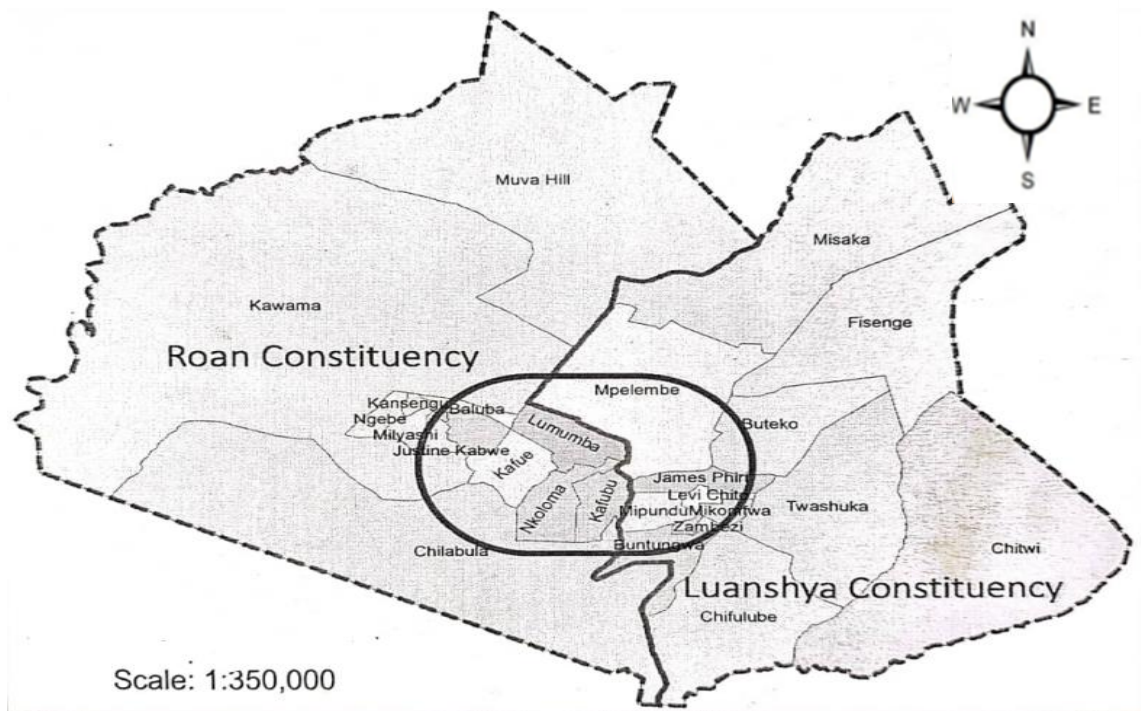
areas will help identify service delivery gaps and inform more effective urban governance strategies.

As Luanshya continues to expand, it is imperative that municipal services are distributed fairly and efficiently to ensure inclusive urban development. This study will contribute to the body of knowledge on municipal service delivery and offer practical recommendations for improving service provision in low-cost housing areas in Luanshya and similar urban settings.

1.1.2 LUANSHYA MUNICIPALITY MAP

Luanshya District is located on the Copperbelt Province of Zambia. The District is 337 kilometers from the country's capital city, Lusaka and 35 kilometers from Ndola, the Provincial headquarters of the Copperbelt Province. Luanshya lies on an approximate latitude of 130 7' 59.880" s and longitude 280 23' 60.00". Additionally, it has an altitude of 1257metres above sea level and boasts of an area of 1, 007.6087 km². Furthermore, the District has two (2) constituencies and thirty (30) wards as shown in figure 1. It shares boundaries with Ndola District on the North East, Masaiti District on the South, Kitwe District on the North West and Lufwanyama District (particularly Chief Lupuma's chieftdom) on the north-west, (Luanshya District Integrated Development Plan 2023-2033).

Figure 1: Luanshya Municipality by Wards



SOURCE: Luanshya District Integrated Development Plan 2023-2033

1.2 STATEMENT OF THE PROBLEM

In sub-Saharan Africa, municipal councils play a fundamental role in delivering essential services to urban residents, particularly those in low-cost housing areas, where a significant proportion of the population resides. However, municipal service delivery in these areas is often inadequate due to interrelated challenges, including limited financial resources, rapid urbanization, weak governance structures, and insufficient infrastructure (UN-Habitat, 2020). These challenges hinder municipal councils from effectively meeting the basic needs of residents, such as access to clean water, sanitation, waste management, healthcare, and education (World Bank, 2021). As a result, the quality of life in low-cost housing areas is significantly compromised, leading to social instability, health crises, and deepening urban poverty (African Development Bank, 2022).

Luanshya Municipal Council, like many municipalities in Zambia, is responsible for the provision of municipal services to both formal and informal low-cost housing areas.

However, the effectiveness of service delivery remains inconsistent, with disparities between formal settlements, such as Mikomfwa, and informal settlements, such as Fisenge. Existing research on municipal service delivery in Zambia has primarily focused on larger urban centers like Lusaka and Ndola, overlooking smaller towns like Luanshya, which face unique service delivery challenges due to historical economic shifts, particularly the decline of the mining industry (Chigunta et al., 2020). Unlike Lusaka and Ndola, which have relatively larger municipal budgets, smaller municipalities often struggle with service financing and resource allocation, limiting their ability to provide adequate and sustainable municipal services (Mulenga, 2003).

Additionally, while various studies (e.g., Kudimbana et al., 2018; Chigunta et al., 2020) have explored service provision in formal and informal settlements separately, there is limited research that offers a comparative analysis of service disparities within the same municipal context. Most studies tend to highlight differences between formal and informal settlements but fail to explore how these disparities manifest within a single local authority jurisdiction. This knowledge gap makes it difficult for policymakers to develop integrated, equitable service delivery strategies that address both types of settlements simultaneously.

Given the growing demands of urban low-cost housing populations and the limited capacity of municipal councils to respond effectively, there is an urgent need for a deeper investigation into the factors affecting service provision in these areas. This study, therefore, aims to examine the types, adequacy, accessibility, and resident satisfaction of municipal services in Mikomfwa (formal) and Fisenge (informal) within Luanshya Municipal Council. By providing a comparative analysis, the study seeks to offer practical recommendations to strengthen municipal service delivery, enhance urban governance, and improve the living conditions of vulnerable urban communities in Luanshya and similar settings elsewhere.

1.3 RESEARCH OBJECTIVES

1.3.1 GENERAL RESEARCH OBJECTIVE

To examine and compare the delivery of municipal services in Mikomfwa (formal) and Fisenge (informal) low-cost housing areas within Luanshya Municipal Council.

1.3.2 SPECIFIC RESEARCH OBJECTIVES

1. To assess the types of services delivered by the Council in Mikomfwa formal low cost housing area and Fisenge informal low cost housing area
2. To examine the adequacy of services provided by the council Mikomfwa formal low cost housing area and Fisenge informal low cost housing area
3. To examine the accessibility of services provided by the council in Mikomfwa formal low cost housing area and Fisenge informal low cost housing area
4. To find out the residents' satisfaction with the delivery of municipal services by Luanshya Municipal Council in Mikomfwa formal low cost housing area and Fisenge informal low cost housing area

1.4 RESEARCH QUESTIONS

1. What types of services are delivered by the Council in Mikomfwa formal low-cost housing area and Fisenge informal low-cost housing area?
2. How adequate are the services provided by the Council in Mikomfwa formal low-cost housing area and Fisenge informal low-cost housing area?
3. How accessible are the services provided by the Council in Mikomfwa formal low-cost housing area and Fisenge informal low-cost housing area?
4. What is the level of residents' satisfaction with the delivery of municipal services by the Council in Mikomfwa formal low-cost housing area and Fisenge informal low-cost housing area?

1.5 THE SCOPE OF THE STUDY

The study focuses on municipal service delivery in two low-cost housing areas within Luanshya District specifically on Mikomfwa (a formal low-cost housing area) and Fisenge (an informal low-cost housing area). The study investigates the types, adequacy, accessibility, and residents' satisfaction with municipal services such as road

maintenance, water supply, solid waste collection, control of development in the area, street lighting, fire services and drainage maintenance. The study aims to evaluate service disparities between the two housing areas and identify systemic challenges affecting service delivery. The study also employs a mixed-methods approach, integrating quantitative and qualitative data from community members and key informants to understand service delivery dynamics and challenges specific to these settlements.

1.6 THE SIGNIFICANCE OF THE STUDY

The research highlights disparities in service provision between formal and informal settlements, contributing to the understanding of systemic issues in municipal governance. It provides valuable insights for policymakers, local authorities, and stakeholders aiming to enhance equitable service delivery in resource-constrained settings. By addressing service delivery gaps, the study supports sustainable development initiatives and improved quality of life for marginalized communities, particularly in low-cost housing areas.

Globally, the study aligns with SDG 11 which aims to make cities and human settlements inclusive, safe, resilient, and sustainable. By examining municipal service delivery challenges and opportunities in low-cost housing areas, this research provides critical insights for policymakers and urban planners worldwide. Regionally, the study is important to the Southern African Development Community (SADC) as it addresses challenges faced by several member countries in managing urbanization and providing equitable municipal services. The findings can support regional efforts to harmonize policies and improve service delivery frameworks, promoting sustainable urban development and poverty alleviation. Nationally, the study emphasizes the need for actionable recommendations to address service disparities in Luanshya's low-cost housing areas, aligning with Zambia's Vision 2030 and the Eighth National Development Plan (8NDP).

In Zambia, this study is particularly important for policymakers, local authorities, and communities as it provides evidence-based insights into the disparities in municipal service delivery between formal and informal low-cost housing areas. It informs Luanshya Municipal Council on gaps in service provision and suggests practical strategies to

enhance service adequacy and accessibility. The research supports Zambia's Vision 2030 and 8NDP which emphasizes sustainable urbanization and improved living standards for all citizens as well as fostering equitable economic growth and improve the quality of life through efficient and effective local governance.

1.7 OPERATIONAL DEFINITIONS

Accessibility of Services: Accessibility of services denotes the ease with which residents can obtain and use municipal services. It encompasses physical, financial, and procedural barriers that may impact equitable access, especially in marginalized areas (Mulenga, 2003).

Adequacy of Services: Adequacy of services refers to the extent to which municipal services meet the basic needs and standards required for residents to lead healthy and productive lives. This includes considerations of sufficiency, quality, and timeliness (Chigunta et al., 2020).

Formal Settlements: Formal settlements are planned residential areas developed with adherence to zoning regulations, infrastructure planning, and legal property ownership frameworks. They are typically equipped with basic services and regulated by municipal authorities (Kudimbana et al., 2018).

Informal Settlements: Informal settlements, also known as slums, are unplanned residential areas where housing is often constructed without legal permissions and lacks adequate infrastructure, basic services, and tenure security (UN-Habitat, 2020).

Local Authorities: Local authorities refer to decentralized government institutions responsible for administering specific geographical areas, such as cities, towns, or rural regions. They manage and provide essential municipal services, including urban planning, infrastructure development, and social services, directly impacting the quality of life of residents (Commonwealth Local Government Forum, 2017).

Low-Cost Housing Areas: Low-cost housing areas are residential zones characterized by affordable housing, often targeting lower-income populations. These areas may include formal settlements with planned infrastructure and informal settlements lacking proper urban planning and legal recognition (UN-Habitat, 2020).

Municipal Services: Municipal services are basic services provided by local governments to support the daily needs of residents. These include water supply, waste management, sanitation, road maintenance, public health services, and urban planning, which are critical for fostering sustainable and inclusive urban environments (UN-Habitat, 2015).

Residents' Satisfaction: Residents' satisfaction measures the perceptions and experiences of residents regarding the quality, adequacy, and accessibility of services delivered by municipal authorities. High satisfaction typically indicates efficient and effective service delivery (Creswell & Creswell, 2018).

Service Delivery: Service delivery refers to the mechanisms, processes, and performance of public institutions in providing essential services such as water, electricity, sanitation, and healthcare to the population. Effective service delivery is critical for improving living standards and fostering trust in governance (World Bank, 2018).

1.8 THE ORGANIZATION OF THE REPORT

Chapter one offers an introduction to the study and it comprises the following: study background, problem statement, research objectives, research questions, aim of the study, study scope, significance of the study, and an outline of the dissertation's organizations. **Chapter two** gives a review of significant related literature on assessing municipal services in low-cost housing. It begins by defining the empirical review, then the theoretical framework, ending with the conceptual framework. **Chapter three** outlines the methodology of the study, it includes the following: research approach, research design, study population, sampling methodology, sample size, data collection tools, and ethical considerations. **Chapter four** shows the findings of the study with the use of graphs, pie charts, and tables. **Chapter five** summarizes the discussions of study findings and lastly, **Chapter six** gives the study's conclusions and suggestions. The pages that then follow are references and appendices.

CHAPTER TWO

LITERATURE REVIEW

2.0 INTRODUCTION

This chapter provides literature review on municipal service delivery at global, African, and Zambian levels. It examines the structure of municipal councils, quality of services, challenges, and impacts of inadequate services in low-cost housing areas. Additionally, it explores the adequacy and accessibility of municipal services. By examining these factors in the context of Luanshya Municipal Council, this study aims to contribute to a deeper understanding of service delivery dynamics in both formal and informal low-cost housing areas.

2.1 EMPIRICAL REVIEW

2.1.1 GLOBAL PERSPECTIVE ON MUNICIPAL SERVICE DELIVERY

Municipal service provision varies significantly across the world, depending on governance structures, economic development, and urban planning policies. In developed countries such as the United States, Canada, and the United Kingdom, municipal councils are well-structured, with clear mandates for service delivery, including waste management, public health, road maintenance, and housing regulation (Harrison, 2019). The high level of accountability, financial independence, and public participation in service provision ensures better quality services.

However, in developing countries, municipal service delivery is often constrained by financial limitations, bureaucratic inefficiencies, and rapid urbanization (UN-Habitat, 2020). Many cities in Latin America and Asia struggle with inadequate sanitation, housing shortages, and inefficient waste management systems, particularly in low-income communities. For example, in India, informal settlements often lack access to clean water and sanitation due to weak municipal governance structures (World Bank, 2021). The disparity in municipal service delivery globally highlights the need for context-specific policy interventions.

In low-cost housing areas, municipal services are crucial for improving living conditions, with access to water, sanitation, and waste management directly impacting public health and overall community well-being. However, challenges such as inadequate planning, limited resources, and governance inefficiencies often hinder service delivery, especially in informal settlements. While formal low-cost areas may receive relatively stable services, issues like low water pressure and unreliable electricity remain persistent (Patel & Singh, 2022). Informal settlements, on the other hand, often lack basic infrastructure, exacerbating health risks and contributing to poverty (Ndubisi et al., 2023; Karanja, 2022). Service accessibility is another major concern, as informal areas face barriers like high service costs, inadequate infrastructure, and lack of awareness, resulting in underutilization of available services (Schmidt et al., 2021; Zhang et al., 2022). Resident satisfaction, a key indicator of service quality, tends to be higher in formal areas due to more reliable services, while residents in informal areas often report dissatisfaction (Davis & McMillan, 2021; Hernandez, 2020; Khan et al., 2023). Enhancing community engagement and participation in decision-making can improve satisfaction, foster trust, and contribute to better municipal service delivery.

2.1.2 MUNICIPAL SERVICE PROVISION IN SUB-SAHARAN AFRICA

Structure of Municipal Councils in Africa

Municipal governance in sub-Saharan Africa varies, with some countries adopting decentralized governance while others maintain a centralized system. Countries like South Africa have well-defined municipal structures under the Local Government Municipal Systems Act, which mandates service delivery by local authorities (CoGTA, 2018). The following are the Common Features:

Form and Composition: Municipal councils are usually composed of elected representatives (mayors and councilors) and appointed officials who manage specific departments such as public works, health, education, and housing.

Legal Framework: The councils operate under national and local laws which dictate their functions, service delivery obligations, and the funding mechanisms for projects.

Funding: Municipal councils often rely on a combination of government transfers, local taxes, fees for services (e.g., waste collection), and external aid to finance their activities.

However, many African countries struggle with weak implementation of decentralization policies, leading to poor municipal service delivery. Municipal councils are tasked with managing public resources and ensuring efficient service provision, but financial constraints, governance inefficiencies, and political interference hinder their effectiveness (UNDP, 2022)

QUALITY OF SERVICE DELIVERY

The quality of municipal services in sub-Saharan Africa is often compromised by inadequate funding, corruption, and poor urban planning. Municipalities in Nigeria, Kenya, and Ghana struggle with waste management, inadequate road infrastructure, and unreliable water supply (Amoako & Cobbinah, 2019). The urban poor are disproportionately affected, as informal settlements often receive limited or no municipal services. The Common municipal services and quality include:

Water and Sanitation: Access to clean water and reliable sanitation systems is often limited in low-cost housing areas. Municipal councils struggle with inadequate water supply, poor drainage, and sewage systems that affect the health and well-being of residents.

Waste Management: Waste collection and disposal are major issues in many low-cost housing areas. Municipal councils often lack the resources to implement efficient waste management systems, leading to uncollected garbage, littering, and contamination.

Infrastructure: Inadequate road networks, poor street lighting, and lack of recreational spaces are common in low-cost housing developments. These deficiencies can result in reduced mobility, safety concerns, and lower quality of life for residents.

Health and Education Services: Low-cost housing areas often face limited access to quality healthcare and education services. Municipal councils are

responsible for ensuring access to public clinics, schools, and social services, but challenges such as overcrowding and insufficient facilities hinder service provision.

Security: In many cases, municipalities may struggle to provide adequate policing or safety measures in low-cost housing areas, leading to concerns about crime and insecurity.

CHALLENGES IN MUNICIPAL SERVICE PROVISION

Key challenges affecting municipal service delivery in Africa include rapid urbanization, insufficient revenue collection, weak institutional capacity, and lack of public participation. Many municipalities rely on government transfers, which are often inadequate to meet the growing demand for services. Additionally, land tenure issues in informal settlements complicate service provision, as municipalities struggle to integrate these areas into urban planning frameworks. According to UNDP (2022) these are further explained as ;

Limited Financial Resources: Municipal councils often face budget constraints that make it difficult to invest in infrastructure and services.

Corruption: Mismanagement of funds or corruption within local councils can lead to inefficiencies and neglect of service delivery.

Rapid Urbanization: Fast population growth in urban areas places immense pressure on municipal councils to provide essential services.

Political Influence: Local political dynamics, including partisan influence, can affect how resources are allocated and services are delivered.

Poor Planning and Implementation: Lack of strategic planning or expertise in project execution can result in poorly executed service delivery systems.

IMPACT OF INADEQUATE MUNICIPAL SERVICES

The lack of adequate municipal services in African cities has far-reaching consequences, including poor sanitation, increased disease outbreaks, environmental degradation, and social unrest (World Bank, 2023). In Nairobi's Kibera slum, for instance, poor waste management has led to severe health risks, highlighting the urgent need for improved municipal services in informal settlements. The quality of service delivery by municipal councils has direct and significant impacts on residents in low-cost housing areas:

Health and Hygiene: Poor sanitation and lack of clean water lead to increased health risks, including the spread of diseases such as cholera and malaria.

Social Stability: Effective municipal services contribute to greater social stability by ensuring a safe and clean environment, reducing crime, and improving quality of life.

Economic Development: Well-managed infrastructure and services can improve residents' productivity and create opportunities for local economic development.

Social Cohesion: Access to public spaces, good roads, and transportation networks can enhance social interactions and community cohesion.

2.1.3 Municipal Service Delivery in Zambia

The Local Government in Zambia

Zambia is a lower middle income country in Southern Africa with a population of about 20 million. It is a unitary state which is demarcated into 10 provinces and every province further divided into districts. The country has two spheres of government that is; national and local, of which the local authorities fall under the local government sphere. There are currently a total of 116 local authorities in Zambia consist of 5 city councils, 15 municipal councils and 96 district/town councils (Ministry of Local Government and Rural Development, 2024). The functions of local authorities are quite diverse and may vary by type of council, however the Local Government Act No. 2 of 2019 mandates the local authorities to provide the following services summarized in table 1.1 below:

2.1.3 Table 1: Major Services Offered by the Local Authorities

| Principle Service | Includes |
|--------------------------|--|
| Agriculture | Preserve of agricultural produce; conserve natural resources; prevention of soil erosion; control of plant and insect pests and diseases; protect forests and wood lands; control the keeping and movement of livestock; control the slaughtering of animals for human consumption; control the movement of the carcasses of animals, etc. |
| Public street and street | Establish and maintain local roads; prohibit and control the erection of street decorations, structures etc ; control traffic and the parking of vehicles and establish; promote road safety |

| | |
|--|---|
| Community Development | Community Development Street lighting, firefighting and prevention services; establish markets, and prohibit and control the development and use of land and buildings and the erection of buildings, in the interests of public health, public safety, and the proper and orderly development of the area of the local authority |
| Public Amenities and Public Order | Establish and maintain parks, zoos, gardens, pleasure grounds; establish and maintain art galleries, libraries, museum and film services; social and recreational facilities and public entertainments etc. Control places of entertainment; preserve public decency; prevent damage and trespass to property |
| Public Health | Establish and maintain environmental health services; Establish and maintain cemeteries; promote public health; prevent and abate of nuisances and disease causing organisms. |
| Registration | Registration of property, births, marriages and deaths, clubs etc. |
| Sanitation and drainage | Establish and maintain sanitary convenience and ablution facilities; sanitary services, sewer, drainages; provide and maintain supplies of water. |
| Additional devolved functions of a local authority | Carry out communication services; maintain pontoons, ferries, jetties, piers and harbors; develop trading regulations; manage museums; manage refuse removal, refuse dumps and disposal of solid waste. |

Source: Local Government Act number 2 of 2019 Section 16.

Local authorities in Zambia derive their powers from the **Local Government Act No. 2 of 2019**, which establishes the framework for local governance. The **Ministry of Local Government and Housing** oversees these authorities with the mission of promoting a decentralized, democratic system and ensuring the efficient delivery of quality housing, infrastructure, and social services for sustainable development (CLGF, 2019). However, local authorities face significant challenges, particularly in raising sufficient revenue to fulfill their functions. These revenue streams include property rates, levies, user charges, personal levies, and licenses, as well as intergovernmental fiscal transfers such as the **Local Government Equalization Fund**, **Grants-in-Lieu of Rates**, and the **Constituency Development Fund**, each designated for specific purposes. According to the **Local Government Act No. 2 of 2019**, 20% of the **Local Government Equalization**

Fund is allocated to capital projects, while the remaining 80% is used for operational expenses, including salaries. The **Constituency Development Fund** finances community-based micro-projects, and the **Grants-in-Lieu of Rates** compensate local authorities for central government buildings exempt from property rates within their jurisdiction.

The Local authority offers a wide range of services as listed above, however this study focuses on a selected few namely; **Road maintenance, Solid Waste collection, Domestic animal control, Street lighting, Control of development in the area, Water Supply, Drainage maintenance Fire services and Market facilities**, all of which fall under the jurisdiction of local authorities according to the Local Government Act No. 2 of 2019 in Zambia. The selected services represent core municipal responsibilities that directly influence the daily lives of residents and reflect basic needs such as access to clean water, proper waste disposal, safety, and the environment. Low-cost housing areas in both formal and informal settlements, often face challenges in accessing municipal services thus, these selected services are those where gaps in delivery are most likely to exist, making them key indicators of municipal performance. Therefore, the inclusion of the services in this research study allows for a comprehensive evaluation of the quality, reach, and challenges in service delivery, particularly in addressing the needs of vulnerable populations in both formal and informal settings.

Low-cost housing areas in Zambia, such as Mikomfwa and Fisenge, often experience inadequate municipal services due to limited resources and rapid population growth. Water supply, waste management, and road maintenance remain major concerns, affecting residents' quality of life (Zambia Institute for Policy Analysis and Research, 2021). And accessibility to municipal services in Zambia varies between formal and informal settlements. While formal settlements like Mikomfwa receive relatively better services, informal areas like Fisenge struggle with infrastructure deficits. Factors such as distance to service centers, affordability, and bureaucratic inefficiencies further hinder service accessibility (Chigunta, 2019).

2.2 LITERATURE GAPS

The existing literature reveals several gaps in the study of municipal service delivery in low-cost housing areas, particularly within the Zambian context. While global and regional studies provide insights, there is limited focus on Zambia, and precisely on Luanshya, where the unique socio-economic and governance dynamics remain underexplored. Comparative analyses between formal and informal settlements are fragmented, with insufficient attention to differences in service adequacy, accessibility, and resident satisfaction. In addition, emerging urban challenges like rapid informal settlement expansion, governance practices, and innovative solutions such as technology and community-led initiatives are not adequately addressed. Research also lacks a comprehensive approach to service accessibility, longitudinal studies tracking policy impacts, and in-depth qualitative insights into residents' lived experiences and perceptions. Furthermore, the environmental and health impacts of inadequate services are underrepresented, leaving major gaps for this research to address.

2.3 THEORETICAL FRAMEWORK

The theoretical framework provides a foundation by grounding the study in existing theories that explain the delivery of municipal services in urban areas, particularly low-cost housing areas. Thus the following theories can be applicable to this study.

2.3.1. URBAN GOVERNANCE THEORY

The Urban Governance Theory focuses on how various actors, institutions, and processes in cities interact to shape the delivery of public services and the overall management of urban spaces. It emphasizes the importance of governance mechanisms, how decisions are made, who participates, and how power is distributed in determining the quality and distribution of municipal services such as waste management, street lighting, road maintenance, and others, (Satterthwaite: 2016). This theory explains how governance structures impact service delivery in urban areas. Effective urban governance is essential for the equitable distribution of services. Kooiman (2003) discusses the importance of multi-level governance in urban settings, emphasizing how local governments can better address the needs of marginalized communities through participatory approaches. This aligns with findings by Satterthwaite (2016), who argues

that local authorities must engage with residents to understand their needs and improve service delivery mechanisms. It argues that the quality and efficiency of municipal services depend on the interaction between local government authorities, residents, and other stakeholders.

In applying the Urban Governance Theory to the study of municipal service delivery in Luanshya, it becomes clear that governance structures directly impact the disparity in service delivery between formal and informal low-cost housing areas. The theory highlights the importance of inclusive, transparent, and accountable decision-making, as well as the need for equitable resource distribution and community involvement. Addressing these governance challenges can lead to improved service delivery and greater social equity in both formal and informal housing areas of Luanshya. In the context of Luanshya Municipal Council, this theory can help explain how political, social, and economic forces shape service provision in both formal and informal low-cost housing areas when applied.

2.3.2 SOCIAL CAPITAL THEORY

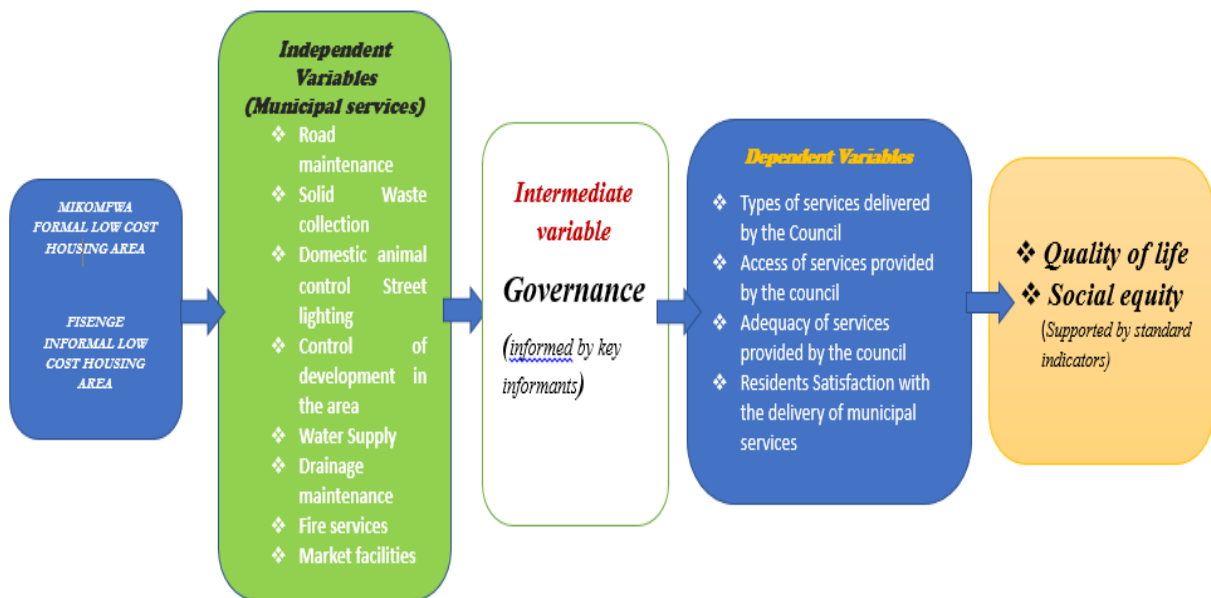
Social Capital Theory, primarily developed by scholars such as Pierre Bourdieu, James Coleman, and Robert Putnam, focuses on the value of social networks, relationships, and norms of trust and reciprocity in facilitating collective and individual actions. Bourdieu introduced the concept as a form of power embedded in social networks, while Coleman emphasized its role in reducing transaction costs and fostering cooperation. Putnam further popularized the theory, highlighting the importance of social capital in community life, democracy, and civic engagement. Social capital is often categorized into three types: bonding, bridging, and linking capital. Bonding capital refers to close-knit, often homogeneous social networks, while bridging capital connects different social groups, and linking capital refers to connections to institutions or people in positions of power, (Bourdieu, 1986; Coleman, 1988; Putnam, 2000).

The relevance of Social Capital Theory to the study of municipal services in low-cost housing areas lies in understanding how social networks and community trust impact the delivery and accessibility of services. In communities with strong social capital, residents

are more likely to collaborate and advocate for better services, making it easier for municipal councils to address their needs effectively. Additionally, the theory helps explain how collective action and social cohesion can improve the adequacy of services provided, as cooperation within communities can foster greater involvement in service-related decisions. The presence of social capital in low-cost housing areas could thus be crucial in assessing residents' satisfaction with municipal services and in identifying ways to enhance service delivery through community-driven initiatives and partnerships.

2.4 CONCEPTUAL FRAMEWORK

This conceptual framework provides a useful lens for analyzing urban planning, service delivery, and governance in different housing contexts in areas with mixed settlements (formal and informal) while accounting for variables that influence these outcomes. This framework emphasizes the linear linkage—from municipal service provision (informed by different housing areas) to governance, then to service outcomes, and finally to overall societal improvements (quality of life and equity).



Source: researcher 2024

Figure 2. conceptual framework

The demand for municipal services, such as road maintenance, solid waste collection, water supply, and drainage, is present in both Mikomfwa (formal) and Fisenge (informal) low-cost housing areas, impacting residents' experiences of their environment. Governance plays a crucial role in how these services are planned, executed, monitored, and maintained. Key informants, including elected officials and municipal staff, shape the quality of service delivery through transparency, accountability, efficiency, and inclusiveness. Governance determines how services are distributed across housing areas and influences residents' access and satisfaction with services. Effective service delivery leads to improved living conditions, health, and social equity, benefiting marginalized groups and ensuring equitable access. This framework provides a valuable lens for examining urban planning and service provision in mixed housing contexts, where formal and informal settlements coexist.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 INTRODUCTION

This chapter outlines the methods and data collection strategies that were used in the study to gain, examine and present quantitative and qualitative data. This includes the research methodology, research design, study population, study sample size, sampling techniques, data collection instruments, procedure and timeline and limitations of the study.

3.1 RESEARCH APPROACH

A mixed research approach, combining quantitative and qualitative methods, was used to explore the challenges in municipal service delivery in **Luanshya Municipal Council**, offering both statistical data and deeper insights into service quality in low-cost housing areas. This approach effectively addressed the research objectives and aligned with current trends in research methodology (Creswell & Creswell, 2018; Bryman, 2006).

3.2 RESEARCH DESIGN

This study adopted a descriptive and exploratory research design to understand the current status of service delivery by municipal councils in low-cost housing areas, specifically Mikomfwa formal low cost housing area and Fisenge informal low cost housing area. It is particularly relevant as it provides a deeper insight into statistical results as it examines the service provision in the context of urban poverty, governance, and community engagement, focusing on the quality, availability, and sustainability of services such as water, sanitation, healthcare, and waste management.

3.3 TARGET POPULATION

The study focuses on the Local Authority, specifically Luanshya Municipal council officials, such as councilors, service department heads, and frontline service delivery personnel responsible for service provision and governance in the areas under study. Additionally, the study engaged residents, including household heads, community leaders, and

residents of low-cost housing areas within Mikomfwa and Fisenge. As recipients of the services and their perceptions and experiences offer critical insight into the quality of service delivery.

Thus, the study population comprises of Mikomfwa and Fisenge area with a population of 18,834 and 17,116 respectively. It is important to mention that these areas are further demarcated into zones, with Five (05) zones in Mikomfwa and Six(06) zones in Fisenge.

3.4 STUDY SAMPLING

3.4.1 SAMPLING TECHNIQUES

Probability Sampling was used to select a representative sample of community members (respondents) whereas Purposive sampling was used to select key informants.

Probability Sampling: A random sampling technique was used to select a representative sample of community residents. This helped ensure that the findings can be generalized to the broader population of the Luanshya Municipal Council.

Purposive Sampling: Purposive sampling was used to select key informants, who were selected from elected officials (councilors), ward development committee chairperson, administrative and management staff, such as heads of key departments, the frontline service delivery personnel, like community development officers, health inspectors and infrastructure maintenance staff, who possess in-depth knowledge and experience related to the research topic. This sampling technique allowed to gain valuable insights from individuals who are directly involved in decision-making processes within the council.

3.4.2 STUDY SAMPLE SIZE

The study sample focused on two (02) low cost housing areas in Luanshya District namely; Mikomfwa which is a formal low cost housing area and Fisenge an informal low cost housing areas, precisely One (01) zone each.

The two (02) selected zones are representative of the broader areas in terms of housing types, demographic composition, and service delivery challenges and closely reflect the

average conditions of other zones. As a result, the findings broadly extrapolated to low-cost housing areas, both formal and informal, without the logistical challenges of covering the entire area. This approach made data collection more practical while still yielding valuable insights. Also, in the case of Fisenge the selected zone was more accessible than others making it easier to navigate and facilitate for smoother data collection. This is particularly relevant for Fisenge because like most informal housing areas road infrastructure and housing arrangements are difficult to navigate.

Thus the calculated sample size for each zone, combined **Solvin's formula** and **proportional allocation method**.

Firstly , Calculate Total Sample Size for the Study Population

The combined study population for Fisenge and Mikomfwa is

$$N_{\text{total}} = 17,116 \text{ (Fisenge)} + 18,834 \text{ (Mikomfwa)} = 35,950$$

Using Solvin's formula,

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

Where:

n = sample size

N = total population size

e = margin of error (usually 0.05 for 5% margin of error)

$$n_{\text{total}} = \frac{35,950}{1 + 35,950 \cdot (0.05)^2}$$

$$n_{\text{total}} = \frac{35,950}{1 + 35,950 \cdot 0.0025}$$

$$n_{\text{total}} = \frac{35,950}{1 + 89.875} = \frac{35,950}{90.875}$$

$$n_{\text{total}} \approx 395.58$$

*Rounding to the nearest whole number, the total sample size for the study population is 396. Then to apply **proportional allocation**, divide the total sample size (396) between Fisenge and Mikomfwa based on their respective zonal populations since the two zones are part of the larger study population, that is;*

1. Fisenge's Proportional Sample Size:

$$n_{Fisenge} = \frac{3585}{35,950} \times 396 = \frac{3585 \times 396}{35,950} = 39.5 \approx 40$$

2. Mikomfwa's Proportional Sample Size:

$$n_{Mikomfwa} = \frac{2972}{35,950} \times 396 = \frac{2972 \times 396}{35,950} = 32.8 \approx 33$$

Using Slovin's formula, we calculated the total sample size for the combined population of Fisenge and Mikomfwa to be 396. Thereafter the proportional allocation method was used to distribute this sample size between the two zones, resulting in **40** respondents for Fisenge and **33** respondents for Mikomfwa. This approach ensured that the sample sizes are proportionate to the population sizes of each zone. In addition, **12** key informants were interviewed bringing the total sample size to **85**. It is important to mention that, the sample comprised of two categories that is, key informants as well as respondents who are community members from the two respective settlements.

3.5 DATA COLLECTION METHODS

The study used questionnaires and interviews with both open-ended and closed-ended questions to gather data. Separate questionnaires were designed for municipal officials and residents to capture their perspectives on service challenges, governance, and resource allocation.

Surveys (Quantitative): Structured questionnaires assessed the availability, accessibility, and quality of services in low-cost housing areas, as well as residents' satisfaction levels. These surveys were administered face-to-face in Mikomfwa and Fisenge.

Interviews (Qualitative): Semi-structured interviews with municipal officials and residents explored their experiences and perceptions of municipal service delivery, focusing on service adequacy, challenges, and stakeholder collaboration, providing deeper insights into service effectiveness and governance dynamics.

3.6 DATA ANALYSIS INSTRUMENTS AND PROCEDURES

In this study, data analysis was done for qualitative and quantitative data.

3.6.1 Quantitative Data Analysis

Quantitative data was analyzed descriptively, starting with database creation in IBM SPSS and Microsoft Excel. Post-coding and data cleaning were conducted for open-ended questionnaire responses and followed by basic computations to identify patterns. Results were then summarized making use of frequency distribution tables, cross-tabulations, and pictured through tables, graphs, and pie charts. Additionally, a Comparative Analysis; Cross-tabulations and chi-square tests were used to examine relationships between key variables such as education level, employment status, household size, and access to specific municipal services delivered.

3.6.2 Qualitative Data Analysis

The study used thematic analysis to examine qualitative data for systematic identification, organizing, and offering insight into, patterns of meaning (themes) across a dataset. These themes and reports were generated using Nvivo software which included the interpretation of the different aspects of the analyzed data in the form of narrations without alteration of the responses from the study participants.

3.6.3 Validity and Reliability

To establish validity, the study used triangulation of data. Creswell (2014) defines triangulation as the use of several data sources, such as interviews, observations, and

previous publications, to analyse a phenomenon from various perspectives. This study verified validity by collecting data using qualitative and quantitative methodologies. Multiple data gathering methods were used, including, semi-structured questionnaire and direct observations. Additionally, the researcher gathered information from secondary sources, including books, journals and research papers. To verify reliability, the a pilot study on five respondents was conducted to look for any inconsistencies or difficulties with the questionnaires. This also guaranteed that the data gathering tools met the research objectives and answered the research questions.

3.7 ETHICAL CONSIDERATIONS

This study followed strict ethical standards to protect participants' rights and maintain research integrity. Informed consent was obtained from all participants, ensuring they understood the purpose, voluntary involvement, and right to withdraw at any time. Confidentiality was maintained, and personal data was handled to protect respondent identities. The study also respected cultural sensitivities and local norms in Mikomfwa and Fisenge. Ethical approval and an introductory letter were obtained from the University of Lusaka and Luanshya Municipal Council, ensuring compliance with institutional and national research standards

3.8 STUDY LIMITATIONS

The study encountered several challenges, these include;

Stakeholder Unavailability: Some key participants were unable to take part in interviews or surveys due to time constraints.

Response Bias: Respondents may have provided socially desirable answers, especially regarding governance and service quality.

Resource Constraints: Budget limitations restricted the study's scope, potentially affecting sample size and geographic coverage.

Political Sensitivity: In politically tense areas, some residents and officials were reluctant to provide critical feedback on municipal governance.

CHAPTER FOUR

PRESENTATION OF RESEARCH FINDINGS

4.0 Introduction

This chapter presents the research findings derived from data collected from respondents in Mikomfwa and Fisenge, along with key informants from Luanshya Municipal Council. The findings are structured to address the study's objectives related to the examination of municipal services provided to low-cost housing areas, specifically focusing on both formal and informal low-cost housing in Luanshya Municipal Council. The dissertation used a mixed methods approach and both quantitative and qualitative data are presented to offer a broader understanding of the research findings. Quantitative data is illustrated through percentages, tables, and graphs, while qualitative data is summarized in narrative form. The findings are organized according to the following Specific Research Objectives;

- 1.To assess the types of services delivered by the Council in Mikomfwa formal low cost housing area and Fisenge informal low cost housing area
- 2.To examine the adequacy of services provided by the council Mikomfwa formal low cost housing area and Fisenge informal low cost housing area
- 3.To examine the accessibility of services provided by the council in Mikomfwa formal low cost housing area and Fisenge informal low cost housing area
- 4.To find out the residents' satisfaction with the delivery of municipal services by Luanshya Municipal Council in Mikomfwa formal low cost housing area and Fisenge informal low cost housing area

4.1 Demographic Information for Respondents

In this section, descriptive statistics are presented to show various demographic characteristics of the respondents from Fisenge and Mikomfwa, who participated in the questionnaire. The demographic characteristics include factors such as Age, Gender, Educational Level, Duration of Residence in the respective areas. The main results derived from the research are explained with the aid of tables and figures.

4.1.1 Age Distribution of Respondents

The table below presents the age distribution of respondents in Fisenge and Mikomfwa.

The majority of the age group in Fisenge was those aged 50 years and above, accounting for 50% of the respondents (20 out of 40). This was followed by the 40-49 years age group, which made up 20% (8 respondents). The 30-39 years group contributed 15% (6 respondents), while the 20-29 years group comprised 10% (4 respondents). The smallest group was those below 20 years, at 5percent (2 respondents).

In Mikomfwa, the largest group was those aged 30-39 years, comprising 30% (10 respondents). The 20-29 years age group followed closely with 24% (8 respondents). The 40-49 years group accounted for 15% (5 respondents), while the 50 years and above group represented 21% (7 respondents). The smallest age group was those under 20 years, making up 9percent (3 respondents).

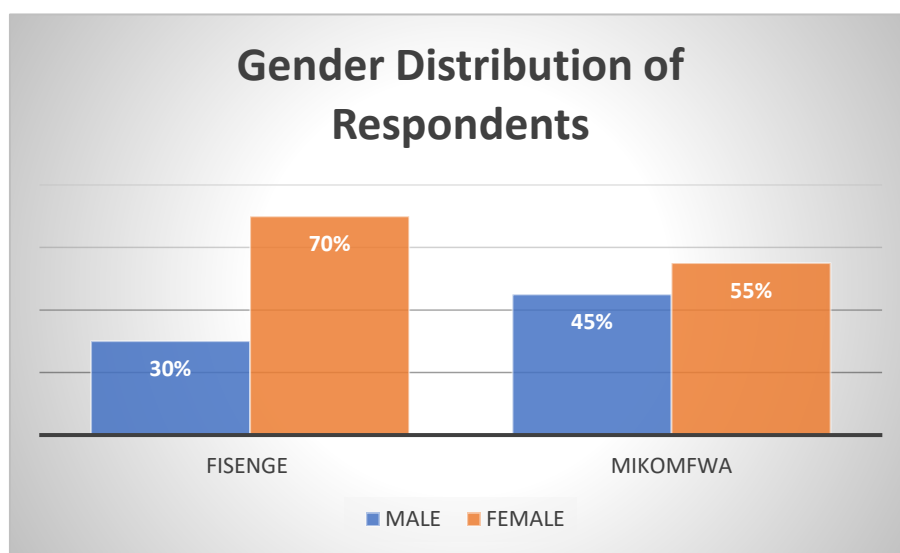
4.1.1. Table 3: Age Distribution of Respondents

| Age Group | Fisenge (%) | Mikomfwa(%) |
|--------------------|-------------|-------------|
| Below 20 years | 2 (5%) | 3 (9%) |
| 20-29 years | 4 (10%) | 8 (24%) |
| 30-39 years | 6 (15%) | 10 (30%) |
| 40-49 years | 8 (20%) | 5 (15%) |
| 50 years and above | 20 (50%) | 7 (21%) |
| TOTAL | 40 (100%) | 33 (100%) |

4.1.2 Gender Distribution of Respondents

The findings presents the gender distribution of respondents in Fisenge and Mikomfwa. Out of the 40 respondents in Fisenge, 12 (30%) were male, while 28 (70%) were female. This indicates a significant female majority in Fisenge, with women representing a larger portion of the population surveyed. In Mikomfwa, the gender distribution was a lot more balanced, with 15 males (45%) and 18 females (55%) out of the 33 respondents. While females still formed the majority, the difference is less noticeable compared to Fisenge.

4.1.2. *Figure 3: Gender Distribution of Respondents*



4.1.3 Household Size Distribution Of Respondents

The findings in the table presents the distribution of household sizes among respondents in Fisenge and Mikomfwa. In Fisenge, the majority of households surveyed had 7 or more members, accounting for 40% of respondents (16 out of 40). This was followed by households with 5-6 members, which made up 38% of respondents (15 out of 40). Households with 3-4 members comprised 20% (8 out of 40), while the smallest group was households with 1-2 members, accounting for just 3% (1 out of 40). For Mikomfwa, the largest group was also households with 5-6 members, which represented 52% of respondents (17 out of 33). Households with 3-4 members followed closely, making up 21% (7 out of 33). A smaller portion of respondents (9%) had 1-2 members (3 out of 33), and only 18 % (6 out of 33) had 7 or more members.

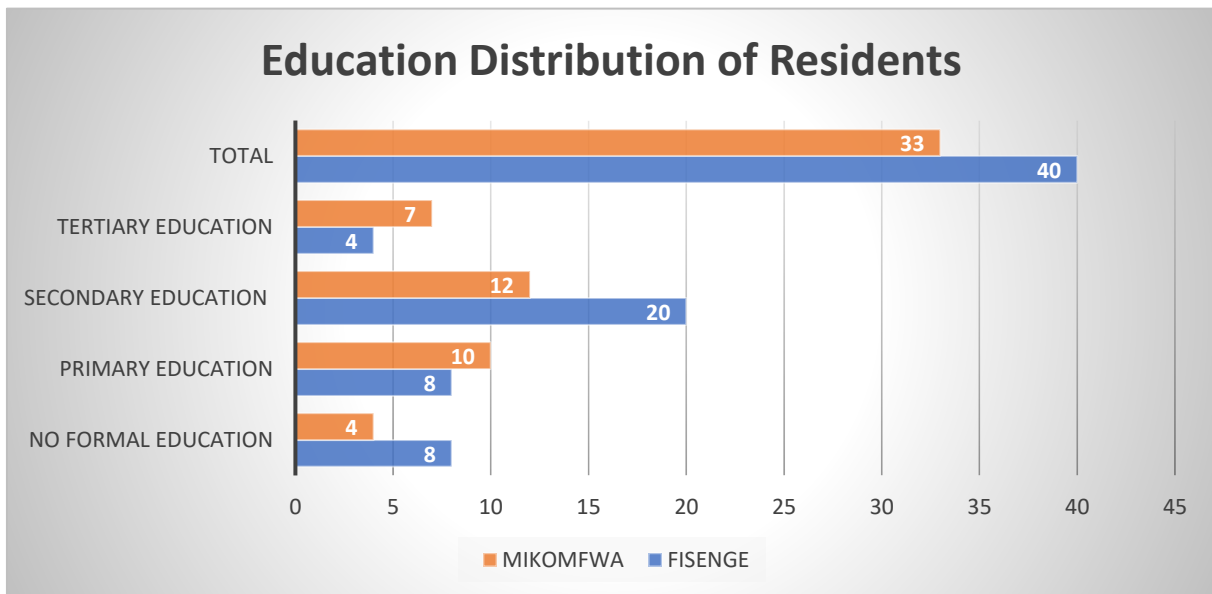
4.1.3. Table 4: Household Size Distribution of Respondents

| Household Size | Fisenge | Percentage % | Mikomfwa | Percentage % |
|-------------------|-----------|--------------|-----------|--------------|
| 1-2 Members | 1 | 3% | 3 | 9% |
| 3-4 Members | 8 | 20% | 7 | 21% |
| 5-6 Members | 15 | 38% | 17 | 52% |
| 7 or More Members | 16 | 40% | 6 | 18% |
| TOTAL | 40 | 100% | 33 | 100% |

4.1.4 Education Distribution of Respondents

The research findings below show the education levels of respondents in Fisenge and Mikomfwa. Among the respondents in Fisenge, 20 (50%) had completed secondary education, making it the largest group. Eight respondents (20%) reported having no formal education, and another eight respondents (20%) had completed primary education. Only four respondents (10%) had tertiary education. In Mikomfwa, 12 respondents (36%) had completed secondary education, while 10 (30%) had completed primary education. Four respondents (12%) had no formal education, and seven respondents (21%) had tertiary education.

4.1.4 Figure 4: Education Distribution Of Respondents

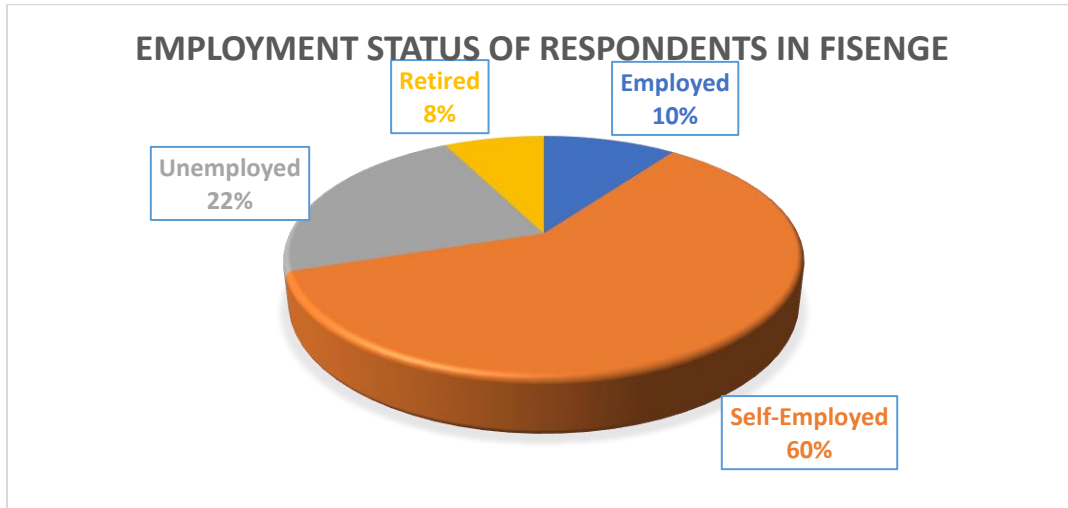


4.1.5 Employment Status Distribution of Respondents

The Table presents the employment status of respondents in Fisenge; 4 respondents (10%) are employed, indicating a small portion of the population has formal employment. The largest group, comprising 24 respondents (60%), is self-employed, highlighting the reliance on informal work and entrepreneurial activities within the community. 9 respondents (22.5%) reported being unemployed, which reflects a notable portion of the population without access to stable income sources. Lastly, 3 respondents (7.5%) are

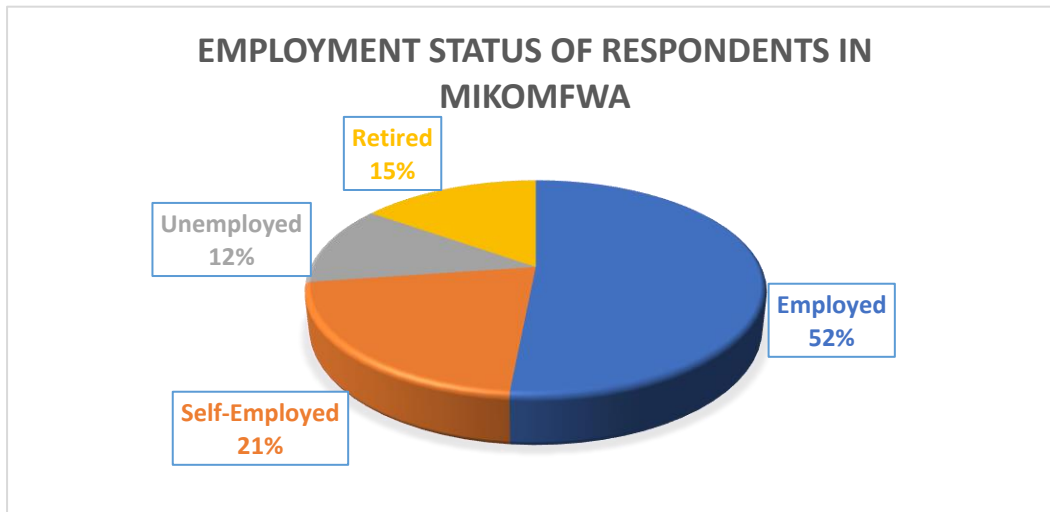
retired, representing a small group who potentially may have fixed income sources from pensions or other retirement benefits.

4.1.5. Figure 5: Employment Status Distribution of Fisenge Respondents



The Table below presents the employment status of respondents in Mikomfwa and 17 respondents (51.5%) are employed, indicating a significant portion of the population has formal employment. 7 respondents (21.2%) are self-employed, showing that while a minority of the population relies on informal work, it still represents a notable group. 4 respondents (12.1%) are unemployed, which is a relatively low unemployment rate compared to other communities, suggesting better access to income-generating activities. 5 respondents (15.2%) are retired, which represents a moderate portion of the community.

Figure 6: Employment Status Distribution Of Mikomfwa Respondents

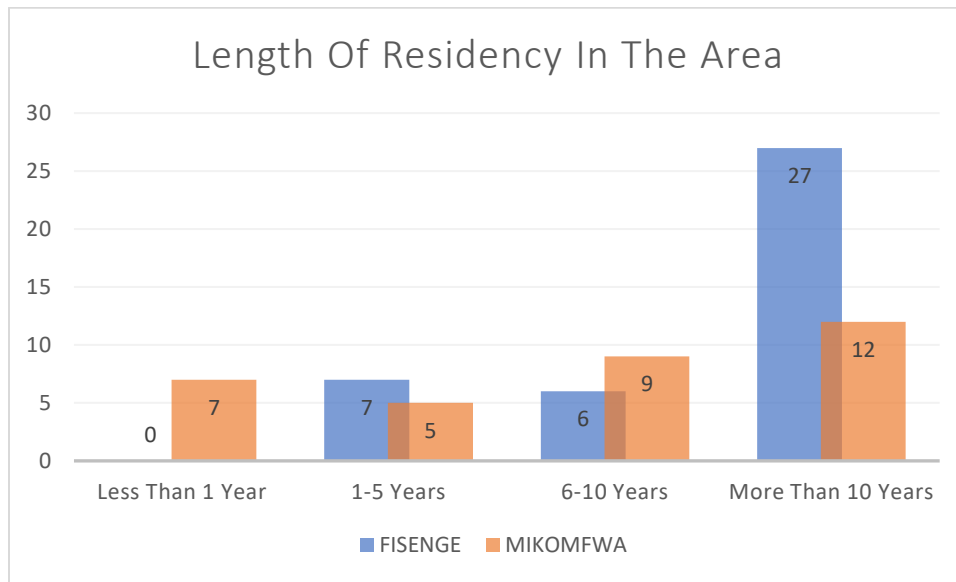


4.1.6 Distribution of Length of Residence in the Area of Respondents

The findings shown in the table below presents the length of residence of respondents in Fisenge and Mikomfwa. For Fisenge, no respondents (0%) have lived in the area for less than a year, suggesting that most individuals have been long-term residents of the area, 7 respondents (17.5%) have lived in Fisenge for 1-5 years, which is a relatively small proportion compared to those who have been there longer. 6 respondents (15%) have lived in Fisenge for 6-10 years, showing that there is a steady group of residents who have been in the area for several years. And lastly a significant majority of 27 respondents (67.5%), have lived in Fisenge for more than 10 years, indicating that Fisenge has a stable, long-term population with deep roots in the community.

In Mikomfwa, 7 respondents (21.2%) in the area have lived there for less than a year. This indicates that Mikomfwa may be experiencing some influx of new residents, perhaps due to urbanization or relocation. 5 respondents (15.2%) have lived in Mikomfwa for 1-5 years, showing that there is also a modest group of relatively recent residents. 9 respondents (27.3%) have been residents of Mikomfwa for 6-10 years, which is a notable portion of the population and reflects a longer-term commitment to the area. 12 respondents (36.4%) have lived in Mikomfwa for more than 10 years, a smaller proportion than in Fisenge but still a significant part of the community.

4.1.6. Figure 7: Distribution Of Length Of Residence In The Area Of Respondents



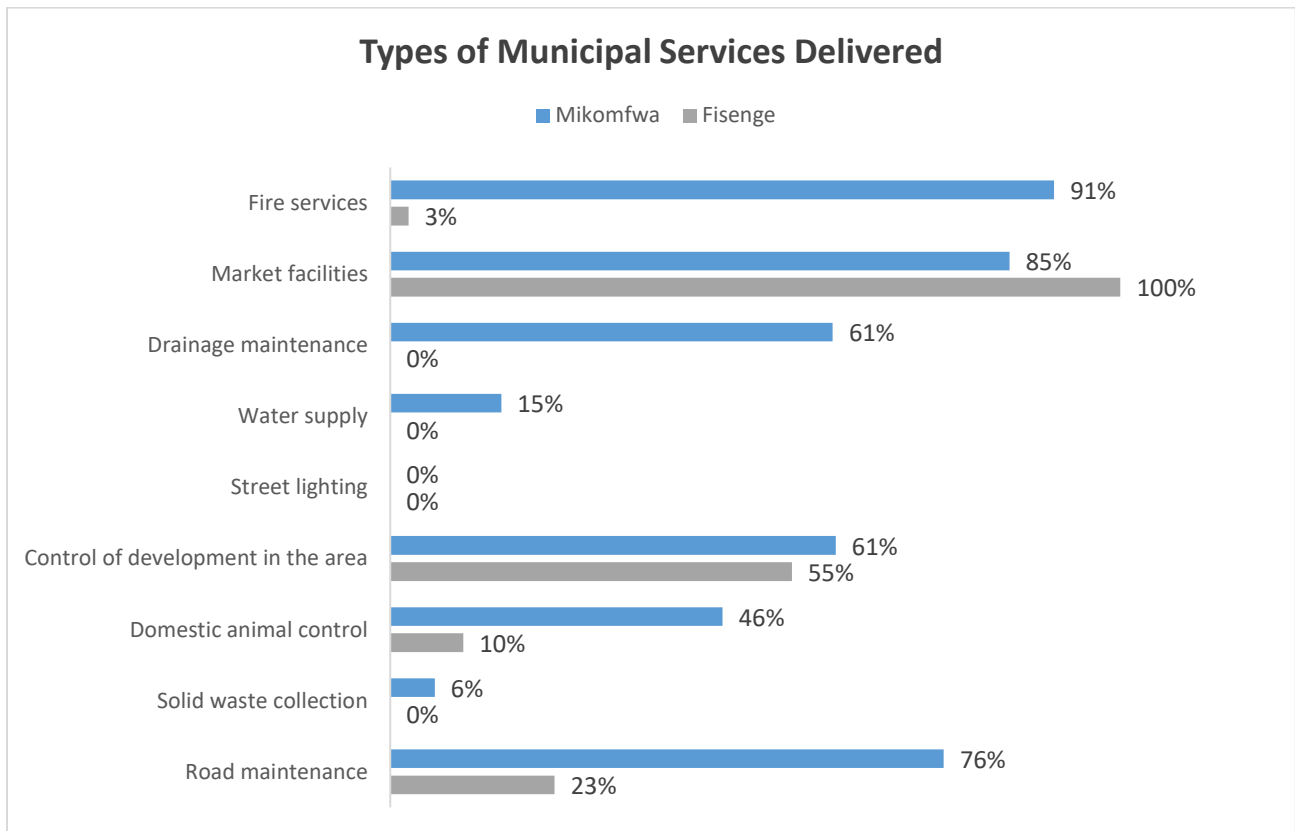
5.0 Types of Municipal Services Delivered in Fisenge and Mikomfwa

Research findings on the types of services respondents received from the council showed that Market facilities were the only universally recognized service in Fisenge, with all 40 respondents (100%) acknowledging their presence and Control of development was reported by 22 respondents (55%). Only 9 respondents (23%) reported road maintenance services, Domestic animal control was cited by 4 respondents (10%) and Fire services were reported by 1 (3%), suggesting significant gaps in safety and emergency response. Also findings showed that essential municipal services such as solid waste collection, street lighting, water supply, and drainage maintenance were entirely absent, as confirmed by all 40 respondents (0%).

For Mikomfwa, Fire services were the most widely available service, with 30 respondents (91%) acknowledging their presence. This was followed by market facilities 28 (85%) and road maintenance 25 (76%), reflecting the council's focus on providing critical infrastructure and safety services in Mikomfwa. Drainage maintenance 20 (61%), Control of development 20 (61%) and domestic animal control 15 (46%) were moderately available, indicating periodic but not comprehensive coverage of these services. Solid waste collection was reported by only 2 respondents (6%), highlighting significant gaps

in sanitation services. Similarly, water supply was accessed by 5 residents (15%) all confirming individual connection, this suggests reliance on alternative sources for the majority, such as wells. None of the 33 respondents (0%) reported the availability of street lighting, indicating a critical gap in infrastructure that affects safety and security.

5.0 Figure 8: Types of Municipal Services Delivered in Fisenge and Mikomfwa



6.0 Adequacy of Services in Fisenge and Mikomfwa

In order to assess the adequacy of Services, respondents in Fisenge and Mikomfwa were asked to rate various types of municipal services, 1 to 5 (1 = *Very Inadequate*; 2 = *Inadequate*; 3 = *Neither Adequate or Inadequate*; 4 = *Adequate*; 5 = *Very Adequate*) . "Adequacy" in the context of this research referred to the degree to which the municipal services meet the basic needs and expectations of the residents and whether the services are sufficient and appropriate to fulfill the required standards for the local population. The quantitative results are presented in Tables below;

Table 5: Adequacy of Services in Fisenge

| Service Type | Very Inadequate (%) | Inadequate (%) | Neither Inadequate nor Adequate (%) | Adequate (%) | Very Adequate (%) |
|-------------------------|---------------------|----------------|-------------------------------------|--------------|-------------------|
| Road maintenance | 18 (45%) | 12 (30%) | 4 (10%) | 4 (10%) | 2 (5%) |
| Solid waste collection | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Domestic animal control | 24 (60%) | 12 (30%) | 2 (5%) | 2 (5%) | 0 (0%) |
| Street lighting | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Control of development | 8 (20%) | 12 (30%) | 12 (30%) | 8 (20%) | 0 (0%) |
| Water supply | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Drainage maintenance | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Market facilities | 8 (20%) | 12 (30%) | 12 (30%) | 8 (20%) | 0 (0%) |
| Fire services | 32 (80%) | 8 (20%) | 0 (0%) | 0 (0%) | 0 (0%) |

Critical services such as solid waste collection, water supply, drainage maintenance, and street lighting were unanimously rated as "very inadequate" (100%). Findings on road maintenance were mixed, with 45% rating it as "very inadequate", 10% finding it "neither adequate or inadequate", "adequate" and 5% "very adequate." Most respondents (60%) rated domestic animal control as "very inadequate," while 5% rated it as "adequate." Control of development and Market facilities received a more balanced response, with 30% rating them as "neither inadequate nor adequate" and another 20% finding them "adequate. Fire services were largely rated as "very inadequate" (80%), reflecting significant gaps in emergency response infrastructure.

Qualitative data collected from questions that permit for open-ended responses when the score given was either 1 "very inadequate" or 5 "very adequate" provide further insight in these matters. The "Very Inadequate" scores were primarily due to critical gaps in service delivery and infrastructure such as poorly maintained roads, absence of waste collection systems leading to illegal dumping, ineffective animal control and minimal enforcement of bylaws and control of development. In addition, a lack of streetlights which presented insecurities and challenges for residents moving at night. Also, non-existent Water supply and drainage systems resulting in unsafe sources and flooding. Overcrowded Market facilities and lacked essential amenities such as toilets and waste bins, while no nearby fire station, jeopardize fire services as there is delayed responses and inadequate resources to manage emergencies. On the other hand the few reasons for a 5 "Very

adequate” score were attributed to regular maintenance road works that were been carried out in an effort to establish proper road network in the area.

6.2 Table 6: Adequacy of Services in Mikomfwa

| Service Type | Very Inadequate (%) | Inadequate (%) | Neither Inadequate nor Adequate (%) | Adequate (%) | Very Adequate (%) |
|-------------------------|---------------------|----------------|-------------------------------------|--------------|-------------------|
| Road maintenance | 5 (15%) | 3 (9%) | 2 (6%) | 15 (45%) | 8 (24%) |
| Solid waste collection | 17 (51%) | 10 (30%) | 6 (18%) | 0 (0%) | 0 (0%) |
| Domestic animal control | 7 (21%) | 10 (30%) | 7 (21%) | 6 (18%) | 3 (9%) |
| Street lighting | 33 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Control of development | 7 (21%) | 10 (30%) | 7 (21%) | 6 (18%) | 3 (9%) |
| Water supply | 23 (70%) | 6 (18%) | 4 (12.1%) | 0 (0%) | 0 (0%) |
| Drainage maintenance | 5 (15%) | 5 (15%) | 0 (0%) | 15 (45%) | 8 (24%) |
| Market facilities | 3 (9%) | 7 (21%) | 10 (30%) | 10 (30%) | 3 (9%) |
| Fire services | 0 (0%) | 3 (9%) | 2 (6%) | 10 (30%) | 18 (54%) |

The findings on the adequacy of municipal services in Mikomfwa reveal varied levels of performance. Road maintenance was the most positively rated service, with 69% of respondents finding it either "adequate" or "very adequate," reflecting consistent efforts in this area. Similarly, drainage maintenance and fire services were well-received, with 69% and 84% of respondents, respectively, rating them as "adequate" or "very adequate," indicating strong performance in emergency response and infrastructure maintenance. However, solid waste collection was poorly rated, with 81% of respondents considering it "very inadequate" or "inadequate," highlighting significant gaps in waste management. Street lighting was unanimously rated as "very inadequate" (100%), underscoring its complete absence in the area. Water supply also performed poorly, with 88% of respondents finding it inadequate, reflecting persistent challenges in access to clean and reliable water. Domestic animal control and control of development showed mixed responses, with 27% rating them as "adequate" or "very adequate," indicating some progress but ongoing challenges. Market facilities received varied ratings, with 39% of

respondents rating them as adequate or better, while 30% found them lacking, reflecting uneven satisfaction with accessibility and infrastructure conditions. Overall, while some services like road maintenance, drainage, and fire services show strong performance, others like waste collection, street lighting, and water supply remain critical areas for improvement.

Qualitative data collected from questions that allowed for open-ended responses when the score given was either 1 “very inadequate” or 5 “very adequate” provide further insight in this matter. The 1 "Very Inadequate" scores revealed inadequacies in Solid Waste Collection owing to the lack of a structured waste management system. Respondents reported that no regular collection schedules were in place, leaving households to dispose of waste through unsafe methods such as open dumping or burning, which poses serious health and environmental risks. Also, Street Lighting received a unanimous "very inadequate" rating because of its total absence in Mikomfwa. Respondents stated a lack of streetlights created safety concerns, limiting mobility during the night and contributing to a sense of insecurity among residents. Water Supply was also rated "very inadequate" due to irregular access to clean water. Residents reported unreliable infrastructure, frequent disruptions, and a dependence on unsafe alternative sources such as shallow wells, which fail to meet their basic needs.

Road Maintenance was mostly rated 5 as "very adequate", with respondents stating reasons of consistent upkeep and rehabilitation efforts in key areas. Respondents appreciated the improved accessibility and reduced travel disruptions in well-maintained sections of Mikomfwa. Drainage Maintenance received "very adequate" ratings in areas where effective drainage systems were in place, and proper maintenance of these systems ensured that residents experience of waterlogging during rainy seasons was significantly reduced if not eliminated, contributing to the higher scores. Also other reasons for Fire Services were rated "very adequate" due to prompt response times during emergencies, and sufficient personnel. These factors gave residents confidence in the municipality's ability to manage fire-related risks and emergencies.

6.3 Accessibility of Services in Fisenge and Mikomfwa

In order to assess the Accessibility of Services, respondents in Fisenge and Mikomfwa were asked to rate various types of municipal services, 1 to 5 (1 = *Very difficult*; 2 = *difficult*; 3 = *Neither difficult nor easy* ; 4 = *easy*;5 = *Very Easy*) . "Accessibility" in this research refers to the ease with which residents can utilize or reach the municipal services provided in their area. It includes factors such as physical proximity, affordability, availability, and whether there are any barriers (e.g., time, distance, or cost). The quantitative results are presented in Tables below;

6.3.1 Table 7: Accessibility of Services in Fisenge

| Service Type | Very Difficult (%) | Difficult (%) | Neither Difficult nor Easy (%) | Easy (%) | Very Easy (%) |
|-------------------------|--------------------|---------------|--------------------------------|----------|---------------|
| Road maintenance | 20 (50%) | 12 (30%) | 4 (10%) | 4 (10%) | 0 (0%) |
| Solid waste collection | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Domestic animal control | 24 (60%) | 12 (30%) | 2 (5%) | 2 (5%) | 0 (0%) |
| Street lighting | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Control of development | 8 (20%) | 12 (30%) | 12 (30%) | 8 (20%) | 0 (0%) |
| Water supply | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Drainage maintenance | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Market facilities | 8 (20%) | 12 (30%) | 12 (30%) | 8 (20%) | 0 (0%) |
| Fire services | 32 (80%) | 8 (20%) | 0 (0%) | 0 (0%) | 0 (0%) |

The accessibility of services in Fisenge reveals significant challenges across most categories. Road maintenance was predominantly rated as "very difficult" (50%) or "difficult" (30%) to access, with only 10% finding it "neither difficult nor easy" or "easy." Solid waste collection, street lighting, water supply, and drainage maintenance were unanimously rated as "very difficult" (100%), indicating a complete lack of accessibility to these services. Domestic animal control was also largely inaccessible, with 60% rating it as "very difficult" and 30% as "difficult." Control of development and market facilities received mixed ratings, with 20% finding them "easy" and another 20% "very difficult," while the majority (30%) rated them as "difficult" or "neither difficult nor easy." Fire services were largely inaccessible, with 80% rating them as "very difficult" and 20% as "difficult," reflecting severe gaps in emergency response accessibility.

Qualitative data obtained from questions that allow for open-ended responses when the score given was either 1 “very difficult” or 5 “very easy” provide further insight into these matters. Respondents gave the the "Very Difficult" scores for all services in Fisenge due to the severe barriers residents face in accessing essential municipal services. Respondents stated that the Physical proximity to the council to access service points was very difficult, with many services either absent or located too far for easy access. Affordability is another significant barrier, as many residents cannot afford to pay for services that may be sporadically available such as waste collection as well as providing own transportation or covering this cost to get officers on the ground to get land services (control of development). Additionally, the lack of infrastructure, such as waste collection systems, streetlights, water supply, and drainage maintenance, makes it almost impossible for residents to utilize these services effectively. The absence of clear access points or systems exacerbates the difficulty, creating challenges for residents to obtain basic services.

6.3.2 Table 8 : Accessibility of Services in Mikomfwa

| Service Type | Very Difficult (%) | Difficult (%) | Neither difficult nor easy (%) | Easy (%) | Very Easy (%) |
|-------------------------|--------------------|---------------|--------------------------------|----------|---------------|
| Road maintenance | 5 (15%) | 3 (9%) | 2 (6%) | 15 (45%) | 8 (24%) |
| Solid waste collection | 17 (52%) | 10 (30%) | 6 (18%) | 0 (0%) | 0 (0%) |
| Domestic animal control | 7 (21%) | 10 (30%) | 7 (21%) | 6 (18%) | 3 (9%) |
| Street lighting | 33 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Control of development | 4(12%) | 6(18%) | 11(33%) | 12(36%) | 0(0%) |
| Water supply | 23 (70%) | 6 (18%) | 4 (12%) | 0 (0%) | 0 (0%) |
| Drainage maintenance | 5 (15%) | 5 (15%) | 0 (0%) | 15 (46%) | 8 (24%) |
| Market facilities | 3 (9%) | 7 (21%) | 10 (30%) | 10 (30%) | 3 (9%) |
| Fire services | 0 (0%) | 3 (9%) | 2 (6%) | 10 (30%) | 18 (55%) |

The accessibility of services in Mikomfwa shows varied results across different service categories. Road maintenance was generally accessible, with 69% of respondents finding

it either "easy" (45%) or "very easy" (24%), though 24% still rated it as "very difficult" or "difficult." Solid waste collection faced significant challenges, with 82% of respondents rating it as "very difficult" (52%) or "difficult" (30%), and no respondents found it easy to access. Domestic animal control was moderately accessible, with 30% rating it as "difficult" and 18% as "easy" or "very easy." Street lighting was entirely inaccessible, as all respondents rated it as "very difficult" (100%). The control of development showed mixed accessibility, with 36% finding it "easy" and 33% rating it as "neither difficult nor easy," indicating moderate access to development management. Water supply was highly inaccessible, with 70% of respondents rating it as "very difficult" and 18% as "difficult." Drainage maintenance was more accessible, with 70% rating it as "easy" or "very easy," although 30% still found it "very difficult" or "difficult." Market facilities were moderately accessible, with 30% rating them as "easy" or "very easy," while another 30% rated them as "neither difficult nor easy." Fire services were the most accessible service, with 85% of respondents rating them as "easy" (30%) or "very easy" (55%), indicating a strong response capability in this area.

The "Very Difficult" scores for road maintenance, solid waste collection, domestic animal control, street lighting, control of development, water supply, drainage maintenance, and market facilities in Mikomfwa were given by respondents due to significant barriers to accessibility. Many respondents stated poor infrastructure or lack of regular provision, such as the absence of street lighting, waste collection systems, and reliable water supply, making access physically difficult or non-existent. Additionally, services like domestic animal control and control of development were hampered by inadequate enforcement further complicating accessibility. For road maintenance, despite some ongoing efforts, certain areas were still poorly maintained, contributing to difficulties in access.

On the other hand, the "Very Easy" scores for road maintenance, domestic animal control, drainage maintenance, market facilities, and fire services reflect better service delivery in these areas. Road maintenance was relatively accessible due to better infrastructure in some sections, while domestic animal control and drainage maintenance benefited from more regular enforcement and maintenance efforts. Market facilities were relatively easy to access, with traders and residents able to reach them without major issues, and fire

services were highly accessible due to well-established emergency response systems and a visible municipal presence, ensuring quick response times during emergencies. These services were thus rated as very easy to access, reflecting effective delivery and availability.

8.0 Satisfaction with Services

In order to assess the **Satisfaction** of Services, respondents in Fisenge and Mikomfwa were asked to rate various types of municipal services, 1 to 5 (*1 = Very Dissatisfied, 2 = dissatisfied; 3 = Neither dissatisfied or satisfied; 4 = Satisfied, 5 = Very Satisfied*) . The quantitative results are presented in Tables below;

8.1 Table 9: Satisfaction Ratings in Fisenge

| Service Type | Very Dissatisfied (%) | Dissatisfied (%) | Neither dissatisfied or satisfied (%) | Satisfied (%) | Very Satisfied (%) |
|-------------------------|-----------------------|------------------|---------------------------------------|---------------|--------------------|
| Road maintenance | 18 (45%) | 12 (30%) | 4 (10%) | 4 (10%) | 2 (5%) |
| Solid waste collection | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Domestic animal control | 24 (60%) | 12 (30%) | 2 (5%) | 2 (5%) | 0 (0%) |
| Street lighting | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Control of development | 10 (25%) | 12 (30%) | 14 (35%) | 4 (10%) | 0 (0%) |
| Water supply | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Drainage maintenance | 40 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Market facilities | 8 (20%) | 12 (30%) | 12 (30%) | 8 (20%) | 0 (0%) |
| Fire services | 32 (80%) | 8 (20%) | 0 (0%) | 0 (0%) | 0 (0%) |

The satisfaction ratings for services in Fisenge reveal widespread dissatisfaction across most categories. Road maintenance had mixed reviews, with 75% of respondents either "very dissatisfied" (45%) or "dissatisfied" (30%), while 15% expressed satisfaction. Solid waste collection, street lighting, water supply, and drainage maintenance were unanimously rated as "very dissatisfied" (100%), highlighting critical gaps in service delivery. Domestic animal control also faced significant dissatisfaction, with 90% of respondents rating it negatively and only 5% expressing satisfaction. Control of development received varied ratings, with 35% remaining neutral, 25% "very dissatisfied," and 10% satisfied, reflecting moderate engagement in regulating development. Market

facilities had a more balanced response, with 50% of respondents dissatisfied and 20% satisfied. Fire services were overwhelmingly rated as "very dissatisfied" (80%), with the remaining 20% dissatisfied, reflecting severe limitations in emergency response capabilities. Overall, the findings indicate a distributive lack of satisfaction with most services provided in Fisenge.

Respondents in Fisenge rated services as "1 - Very Dissatisfied" due to critical shortcomings across all categories. Road maintenance was poorly rated because of deteriorated roads and a lack of regular maintenance. Solid waste collection also received similar dissatisfaction with respondents stating reasons of having no waste management system in place, forcing residents to resort to unsafe disposal practices like open dumping. Domestic animal control was criticized for minimal enforcement of regulations and safety concerns. Street lighting was entirely absent, leaving residents vulnerable to insecurity and restricted movement at night. Control of development was rated poorly due to weak enforcement, leading to unplanned and haphazard growth in the area. Water supply systems was also non-existent, leaving residents dependent on unsafe sources such as shallow wells. Drainage maintenance was also very inadequate, with a lack of infrastructure leading to flooding and stagnant water, particularly during the rainy season. Furthermore, Market facilities were overcrowded and poorly maintained, lacking essential amenities such as toilets and waste disposal systems, making them inconvenient and unhygienic. Finally, fire services were rated "very dissatisfied" due to the absence of fire stations, inadequate emergency response systems, and limited resources, leaving the community highly vulnerable to fire-related disasters.

In Fisenge, a few respondents reported very satisfied for road maintenance services received in specific sections where targeted interventions, such as grading or patchwork repairs, improved road conditions significantly. These ratings reflect areas where municipal efforts met or exceeded residents' expectations, contributing to better service satisfaction.

8.2.2 Table 10: Satisfaction Ratings in Mikomfwa

| Service Type | Very Dissatisfied (%) | Dissatisfied (%) | Neither dissatisfied or satisfied (%) | Satisfied (%) | Very Satisfied (%) |
|-------------------------|-----------------------|------------------|---------------------------------------|---------------|--------------------|
| Road maintenance | 5 (15%) | 3 (9%) | 2 (6%) | 15 (46%) | 8 (24%) |
| Solid waste collection | 17 (51%) | 10 (30%) | 6 (18%) | 0 (0%) | 0 (0%) |
| Domestic animal control | 7 (21%) | 10 (30%) | 7 (21%) | 6 (18%) | 3 (9%) |
| Street lighting | 33 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Control of development | 5(15%) | 10 (30%) | 17 (52%) | 6 (18%) | 3 (9%) |
| Water supply | 23 (70%) | 6 (18%) | 4 (12%) | 0 (0%) | 0 (0%) |
| Drainage maintenance | 5 (15%) | 5 (15%) | 0 (0%) | 15 (46%) | 8 (24%) |
| Market facilities | 3 (9%) | 7 (21%) | 10 (30%) | 10 (30%) | 3 (9%) |
| Fire services | 0 (0%) | 3 (9%) | 2 (6%) | 10 (30%) | 18 (56%) |

The satisfaction ratings for services in Mikomfwa reveal generally higher levels of satisfaction though significant gaps remain. Road maintenance received positive feedback, with 70% of respondents rating it as either "satisfied" (46%) or "very satisfied" (24%), while 24% were dissatisfied. Solid waste collection was poorly rated, with 81% expressing dissatisfaction ("very dissatisfied" 51%, "dissatisfied" 30%) and no respondents satisfied. Domestic animal control had mixed ratings, with 51% dissatisfied, while 27% expressed satisfaction. Street lighting was unanimously rated as "very dissatisfied" (100%), indicating its complete absence. Control of development received mostly neutral ratings (52%), while 39% were dissatisfied and 27% expressed satisfaction. Water supply was overwhelmingly rated as "very dissatisfied" (70%), reflecting significant challenges, with no respondents satisfied. Drainage maintenance was better rated, with 70% of respondents expressing satisfaction ("satisfied" 46%, "very satisfied" 24%). Market facilities had evenly distributed ratings, with 39% dissatisfied, 30% neutral, and 39% satisfied. Fire services were the most positively rated, with 86% expressing satisfaction ("satisfied" 30%, "very satisfied" 56%), highlighting strong emergency response services in Mikomfwa.

Respondents in Mikomfwa rated certain services as "1 - Very Dissatisfied" due to significant gaps in service delivery. Road maintenance received dissatisfaction in areas where roads were neglected or poorly maintained, making accessibility difficult despite some improvements elsewhere. Solid waste collection was rated poorly due to irregular or absent collection schedules, leaving residents to rely on unsafe disposal methods such as open dumping. Domestic animal control faced criticism for insufficient enforcement. Street lighting was entirely absent, leading to safety and security concerns, particularly at night and Control of development was rated low where ineffective regulation allowed unplanned construction and encroachments, disrupting urban organization. Water supply was unreliable, with many residents lacking access to clean and safe water sources, contributing to dissatisfaction. Drainage maintenance, though better in some areas, was criticized in zones where infrastructure was insufficient, leading to localized flooding during heavy rains. Market facilities were rated poorly in areas where infrastructure was inadequate, with issues such as overcrowding and insufficient amenities like waste collection bins and unsanitary conditions.

The "5 - Very Satisfied" scores for road maintenance, domestic animal control, drainage maintenance, market facilities, and fire services in Mikomfwa, were attributed to specific successes in service delivery. In Mikomfwa, road maintenance received high ratings in areas where consistent repairs and upgrades improved accessibility and travel conditions, demonstrating effective municipal efforts. Similarly, domestic animal control was praised in zones where active enforcement of bylaws. Drainage maintenance received satisfaction in areas with well-maintained drainage systems that effectively prevents flooding and stagnant water during rains. Market facilities were rated highly in parts of Mikomfwa where markets were accessible, functional, and equipped with basic amenities, supporting both traders and buyers. Fire services were considered exemplary due to the presence of well-equipped fire station, timely responses during emergencies, and reliable resources, instilling confidence in the municipality's preparedness.

9.0 Key Challenges Faced By Residence Regarding Municipal Services in Fisenge and Mikomfwa

Qualitative data obtained from questions that allow for open-ended responses when the Respondents were asked what were the key challenges they faced regarding municipal service delivery in their area are presented in the tables below;

9.1 Table 11: Key Challenges in Fisenge

| Key Challenges in Fisenge | Number of Respondents | Percentage (%) |
|--|-----------------------|----------------|
| Absence of council presence on the ground | 7 | 17% |
| Inability of the council to deliver services | 4 | 10% |
| Poor communication between the council and community | 7 | 17% |
| absent waste management services | 3 | 7% |
| Lack of drainage systems | 2 | 5% |
| Lack of water supply | 8 | 20% |
| Neglected road network | 4 | 10% |
| Land encroachments | 3 | 7% |
| poorly planned market facilities | 2 | 5% |
| Absence of fire services | 1 | 25% |

Table 9.1: Key Challenges in Fisenge presents the major issues identified by respondents. The lack of water supply is the most cited challenge, affecting 20% of respondents (8 individuals). Poor communication between the council and the community and the absence of council presence on the ground were each reported by 17% of respondents (7 individuals). The inability of the council to deliver services and the neglected road network were highlighted by 10% (4 respondents each). Absent waste management services and land encroachments were noted by 7% (3 respondents each), while poorly planned market facilities and the lack of drainage systems were reported by 5% (2 respondents each). Lastly, the absence of fire services was mentioned by 25% (1 respondent), indicating varied but significant challenges requiring attention from the local authorities.

9.2 Table 12 : Key Challenges in Mikomfwa

| Key Challenge in mikomfwa | Number of Respondents | Percentage (%) |
|---|-----------------------|----------------|
| Non-provision of municipal services | 2 | 6% |
| Poor communication with the community | 4 | 12% |
| Poor sanitation services | 5 | 15% |
| Vandalism of public infrastructure | 3 | 9% |
| Unregulated illegal mushrooming of bars | 5 | 15% |
| Inadequate water supply | 8 | 24% |
| Absence of street lighting | 6 | 18% |

Table 9.2: Key Challenges in Mikomfwa outlines the critical issues faced by residents. The most frequently reported challenge is inadequate water supply, affecting 24% of respondents (8 individuals). The absence of street lighting was highlighted by 18% (6 respondents), while poor sanitation services and the unregulated illegal mushrooming of bars were each noted by 15% (5 respondents). Poor communication with the community was identified by 12% of respondents (4 individuals), and vandalism of public infrastructure was cited by 9% (3 respondents). Lastly, the non-provision of municipal services was reported by 6% (2 respondents). These findings point to specific areas requiring targeted interventions in Mikomfwa.

10. Suggested Improvements To Better Services in Fisenge and Mikomfwa

Qualitative data obtained from questions that allow for open-ended responses when the respondents were asked what improvements they suggest for better service delivery in the area is shown in the tables below;

10.1 Table 13: Suggested Improvements for Fisenge

| Suggested Improvements | Number of Respondents | Percentage (%) |
|---|-----------------------|----------------|
| Establish council presence (satellite offices) | 13 | 32% |
| Provide water supply infrastructure | 5 | 12% |
| Regular community sensitization campaigns | 7 | 18% |
| Maintenance and repair of road networks | 10 | 25% |
| Proper planning and regulation of market facilities | 3 | 8% |

| | | |
|--------------------------------|---|----|
| Establishment of fire services | 2 | 5% |
|--------------------------------|---|----|

Table 13 Suggested Improvements for Fisenge highlights the key recommendations for enhancing service delivery in the area. Establishing council presence through satellite offices emerged as the top priority, suggested by 32% of respondents (13 individuals). Maintenance and repair of road networks were also emphasized, with 25% (10 respondents) advocating for improvements in this area. Regular community sensitization campaigns were suggested by 18% (7 respondents), while the provision of water supply infrastructure was recommended by 12% (5 respondents). Proper planning and regulation of market facilities were highlighted by 8% (3 respondents), and the establishment of fire services was noted by 5% (2 respondents). These findings underscore the need for focused interventions to address critical infrastructure and governance gaps in Fisenge.

10.2 Table 14 :Suggested Improvements for Mikomfwa

| Suggested Improvements | Number of Respondents | Percentage (%) |
|--|-----------------------|----------------|
| Improve water supply or provide alternatives | 10 | 30% |
| Installation of street lighting | 5 | 15% |
| Enhanced sanitation services | 6 | 18% |
| Regulation of illegal bars | 5 | 15% |
| Regular community engagement and communication | 4 | 12% |
| Increase maintenance of public infrastructure | 3 | 9% |

Table 14 Suggested Improvements for Mikomfwa outlines the key recommendations for improving service delivery in the area. The top suggestion, cited by 30% of respondents (10 individuals), is improving the water supply or providing alternative solutions. Enhanced sanitation services were recommended by 18% (6 respondents), while the installation of street lighting and the regulation of illegal bars were each suggested by 15% (5 respondents). Regular community engagement and communication were highlighted by 12% (4 respondents), and increased maintenance of public infrastructure was noted by 9% (3 respondents). These recommendations indicate critical areas requiring intervention to address service delivery challenges in Mikomfwa effectively.

11.0 Any Other Comments by Respondents

Qualitative data obtained from questions that allow for open-ended responses when the respondents were asked for additional comments by respondents and is shown in the table below;

11.1 Table 15 Additional Comments by Respondents in Fisenge

| Comment | Number of Respondents | Percentage (%) |
|--|-----------------------|----------------|
| "The council should work closely with residents to address our service delivery issues." | 9 | 23% |
| "We feel neglected; the council does not care about our problems." | 12 | 30% |
| "More officers should be sent to this area to assess our needs directly." | 16 | 40% |
| "The absence of waste collection is making our area unhygienic and unsafe." | 3 | 7% |

Table 15 Additional Comments by Respondents in Fisenge highlights key feedback from residents regarding service delivery issues. The most frequently mentioned comment, cited by 40% of respondents (16 individuals), is the need for more officers to be sent to the area to directly assess residents' needs. A sense of neglect was expressed by 30% of respondents (12 individuals), who feel that the council does not care about their problems. Additionally, 23% (9 respondents) emphasized the importance of the council working closely with residents to address service delivery challenges. Lastly, 7% (3 respondents) highlighted the absence of waste collection, which is contributing to unhygienic and unsafe living conditions. These comments underscore the urgency of improved engagement and targeted interventions in Fisenge.

11.2 Table 16: Additional Comments by Respondents in Mikomfwa

| Comment | Number of Respondents | Percentage (%) |
|---|-----------------------|----------------|
| "We need streetlights to improve safety, especially at night." | 33 | 100% |
| "The council should address illegal bars; they are causing noise and disorder." | 20 | 61% |
| "Waste collection needs to be more regular and reliable." | 25 | 76% |
| "More markets and public spaces are needed for the growing population." | 15 | 46% |

| | | |
|---|----|-----|
| "Communication from the council is poor; we are rarely informed about plans." | 18 | 55% |
|---|----|-----|

Table 16: Additional Comments by Respondents in Mikomfwa captures critical feedback from residents regarding service delivery concerns. The need for streetlights to improve safety, especially at night, was unanimously emphasized by 100% of respondents (33 individuals). Waste collection issues were highlighted by 76% (25 respondents), while 61% (20 respondents) called for action to address the proliferation of illegal bars causing noise and disorder. Poor communication from the council was noted by 55% (18 respondents), with residents expressing frustration over the lack of information about plans. Additionally, 46% (15 respondents) pointed out the need for more markets and public spaces to cater to the area's growing population. These comments highlight key priorities for improving the quality of life in Mikomfwa.

12.0 Comparative Analysis: Cross-Tabulations and Chi-Square Tests

To examine relationships between key variables, **cross-tabulations and chi-square tests** were conducted. These statistical tests help determine whether significant associations exist between demographic characteristics such as employment status, education level, household size, and access to specific municipal service.

12.1 Employment status vs. Access to services

12.1 Table 17: Cross Tabulation Between Employment Status And Access To Municipal Services

| Employment Status | Fisenge Difficult | Fisenge Not Difficult | Mikomfwa Difficult | Mikomfwa Not Difficult |
|-------------------|-------------------|-----------------------|--------------------|------------------------|
| Employed | 3 | 1 | 8 | 9 |
| Self-Employed | 21 | 3 | 3 | 4 |
| Unemployed | 8 | 1 | 2 | 2 |
| Retired | 3 | 0 | 3 | 2 |
| TOTAL | 35 | 5 | 16 | 17 |

Chi-Square Test:

$$\chi^2 = 4.23, df = 3, p\text{-value} \approx 0.24$$

Conclusion: No significant association ($p > 0.05$). Employment status does not influence access.

12.2 Education level vs. Access to services

12.2 Table 18: Cross Tabulation Between Education Level And Access To Municipal Services

| Education Level | Fisenge Difficult | Fisenge Not Difficult | Mikomfwa Difficult | Mikomfwa Not Difficult |
|-----------------|-------------------|-----------------------|--------------------|------------------------|
| None | 7 | 1 | 2 | 2 |
| Primary | 7 | 1 | 5 | 5 |
| Secondary | 17 | 3 | 6 | 6 |
| Tertiary | 4 | 0 | 3 | 4 |
| TOTAL | 35 | 5 | 16 | 17 |

Chi-Square Test:

$$\chi^2 = 1.89, df = 3, p\text{-value} \approx 0.60$$

Conclusion: No significant association ($p > 0.05$). Education level does not influence access.

12.3 Household Size vs. Access to services

12.3 Table 19: Cross Tabulation Between Household Size And Access To Municipal Services

| Household Size | Fisenge Difficult | Fisenge Not Difficult | Mikomfwa Difficult | Mikomfwa Not Difficult |
|----------------|-------------------|-----------------------|--------------------|------------------------|
| 1 to 2 | 1 | 0 | 1 | 2 |
| 3 to 4 | 7 | 1 | 3 | 4 |
| 5 to 6 | 13 | 2 | 9 | 8 |
| 7+ | 14 | 2 | 3 | 3 |
| TOTAL | 35 | 5 | 16 | 17 |

Chi-Square Test:

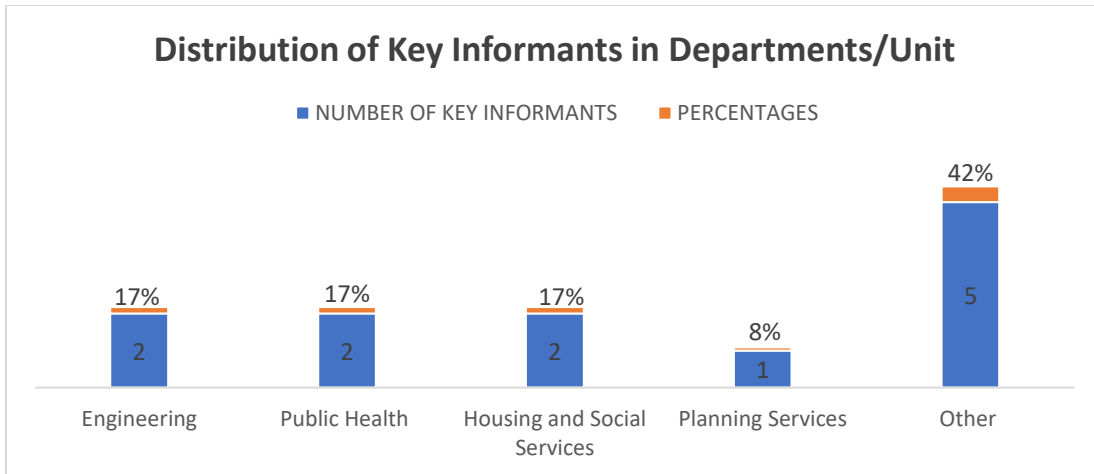
$$\chi^2 = 2.34, df = 3, p\text{-value} \approx 0.50$$

Conclusion: No significant association ($p > 0.05$). Household size does not influence access.

13. KEY INFORMANTS

13.1 Demographic Information for Key Informants

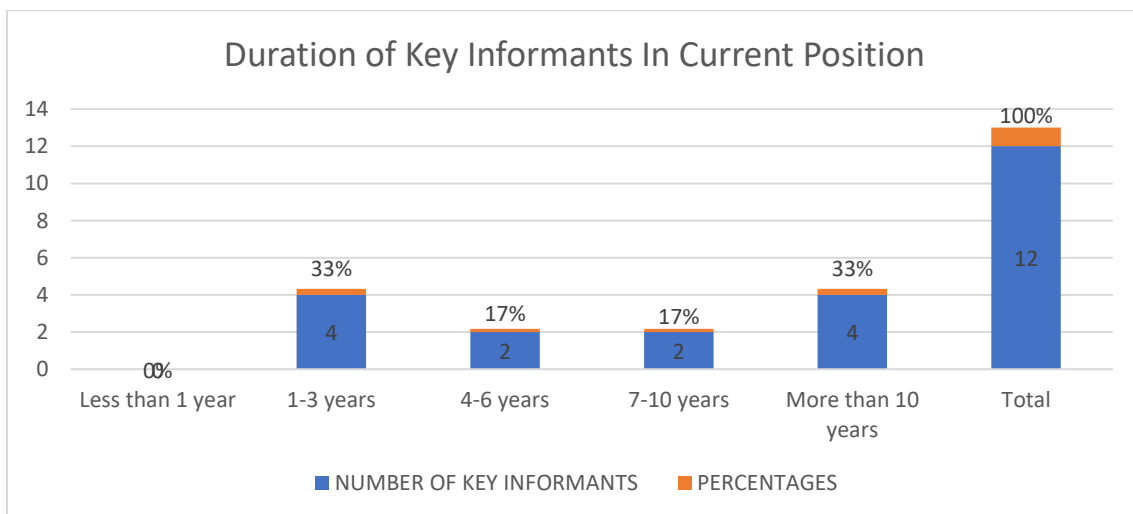
In this section, descriptive statistics are presented to show various demographic characteristics for key respondents that participated in the questionnaire. The demographic characteristics include factors such as Job title, Department and Duration in current position. The main results derived from the research are therefore explained with the aid of tables and figures.



13.1.3 DURATION IN CURRENT POSITION

Figure 10 reveals that the majority of key informants (33%) have held their current positions for both 1-3 years and over 10 years, indicating significant experience within these range. This is followed by those with 4-6 years and 7-10 years, with only 17% of informants falling into both categories. Notably, no informants had been in their current position for less than 1 year, suggesting a relatively stable workforce among the participants.

13.1.3 Figure 11: Duration of Key Informants In Current Position



13.2 KEY INFORMANTS DESCRIPTION OF SERVICES PROVIDED BY THE COUNCIL IN FISENGE AND MIKOMFWA

Key informants were asked to describe the municipal services delivered to Fisenge and Mikomfwa and the research findings are presented in the Tables below;

Table 20: Description of Services Provided By The Council In Fisenge

Table 20 below revealed that Key informants echoed various concerns, highlighting poor accessibility, limited resources, and inadequate infrastructure. The findings suggest a need for urgent improvements in service provision to enhance residents' quality of life as Fisenge faces severe service gaps.

| Department | Description of Services |
|---|---|
| Housing and Social Services | Limited provision of housing services for Fisenge despite several efforts implemented, a lot more must be done. Resources can be distributed more evenly to benefit everyone. The community is generally under-served |
| Engineering | For a long time Fisenge was neglected with inadequate infrastructural development hence limited infrastructural works owing to limited resources but that is changing, services are delivered gradually and done in conjunction with other departments. |
| Public Health | Fisenge faces significant disadvantages in municipal service delivery due to its distance from the council. The lack of consistent transportation from the council exacerbates the community's challenges. While the council makes efforts to address these issues when resources permit, the quality of service delivery remains below expectations. Additionally, the Fisenge community struggles to engage with the council effectively, as the long distance poses a barrier to accessing support and addressing their needs. |
| Planning Services | There has been minimal emphasis on urban planning initiatives, resulting in limited efforts to promote structured and organized development. This lack of focus has led to uncoordinated growth, with insufficient infrastructure, poorly planned layouts, and a general absence of strategic planning to address the needs of the growing population. As a result, key areas such as housing, roads, and public utilities remain underdeveloped, hindering sustainable urban growth and efficient service delivery |
| Others (Councillors, Community Leaders and Devolved Officers) | service is below par with challenges stemming from the community's remote location and there is need for equitable resource allocation to the area. with challenges stemming from the community's remote location |

Table21: Description Of Services Provided By The Council In Mikomfwa

| Service Category | Description of Services |
|---|---|
| Housing and Social Services | The area has benefited from the provision of social services for vulnerable groups through skills training services, market infrastructure and land services. There is more that can be done |
| Engineering | Infrastructure maintenance works are carried out to different parts of Mikomfwa such as road rehabilitation and construction; development and maintenance of drainage systems, only as much as resources allow because all activities are tied to a budget, which is a limiting factor |
| Public Health | Service is okay, and implementation of pest control measures; disease prevention programs; support for solid waste management and sanitation are conducted. |
| Planning Services | Urban planning services are provided this is important for shaping the area’s development. This involves managing infrastructure projects, monitoring land use to align with designated purposes, and guiding overall urban growth. Ensuring compliance with planning regulations is also critical to maintaining orderly development. This is done. However, challenges such as limited resources and enforcement gaps sometimes hinder the effectiveness of these efforts which can affect the quality services provided in the area. |
| Others (Councillors, Community Leaders and Devolved Officers) | There is need for better services and a better relationship with the community. |

Table 21 reveals that Key Informants suggest that Mikomfwa had relatively better service availability, particularly in road maintenance, fire services, and drainage, though challenges remained in solid waste collection, water supply, and street lighting.

13.3 FACTORS INFLUENCING ADEQUACY OF SERVICES

Key informants were asked what factors influence the adequacy of these services to Fisenge and Mikomfwa , and the qualitative research findings are presented in the Tables below;

Table 22: Factors Influence The Adequacy Of These Services To Fisenge

| Department | <i>Factors that influence the adequacy of these services</i> |
|---|---|
| Housing and Social Services | The adequacy of housing services in Fisenge is impacted by uneven resource allocation and limited focus on the area’s needs. |
| Engineering | Infrastructure development in Fisenge is constrained by inadequate resources and historical neglect. This makes it hard to purchase necessary equipment and deliver services and meet all the needs and demands of a growing community. |
| Public Health | The remoteness of Fisenge significantly hampers the delivery of health services. Challenges such as a lack of consistent transportation, limited council visits, and resource shortages affect the quality and frequency of public health interventions, leaving many community needs unmet. |
| Planning Services | The lack of structured urban planning in Fisenge has contributed to uncoordinated growth, insufficient infrastructure, and poorly organized layouts. The absence of strategic planning to address population needs has resulted in underdeveloped housing, roads, and utilities, limiting the adequacy of services. |
| Others (Councillors, Community Leaders and Devolved Officers) | Equitable resource allocation is a key factor influencing service adequacy in Fisenge. The community’s remote location and lack of representation in decision-making processes often result in delayed interventions and insufficient services to meet the population’s needs. |

Table 22 summarizes the responses from key respondents stating that Municipal service delivery in Fisenge is attributed to factors such as resource constraints, historical neglect, and inadequate planning. Also, uneven resource distribution, isolation, irregular council support, while limited community representation in decision-making further delays interventions and deepens service disparities.

Table 23: Factors Influencing Adequacy Of Services To Mikomfwa

| Department | <i>Factors influencing adequacy of services</i> |
|------------------------------------|---|
| Housing and Social Services | The provision of services in Mikomfwa is influenced by a growing population and increasing demand for affordable services. While the council has made efforts to address these needs, resource limitations and the aging infrastructure impact the adequacy and quality of services delivered. Also, limited monitoring frameworks for development projects and a lack of community feedback mechanisms weakens advocacy efforts. |

| | |
|---|--|
| Engineering | Mikomfwa benefits from more consistent infrastructural development compared to other areas. However, the adequacy of these services is influenced by limited funding and equipment, which slows down the implementation of major projects. The area requires regular maintenance and upgrades to meet the needs of its residents. Additionally, weak coordination with other departments delays project implementation and affects adequacy. |
| Public Health | The proximity of Mikomfwa to the council allows for better service delivery compared to remote areas. Also, factors such as limited staffing, inadequate equipment, and lack of collaboration from the community due to non-compliance and resistance to payment; this continues to affect the quality of services provided to the community. |
| Planning Services | Urban planning in Mikomfwa has been more structured than in remote areas, but challenges persist. Rapid population growth and limited land availability strain existing plans, while gaps in enforcement of planning regulations lead to occasional uncoordinated development. |
| Others (Councillors, Community Leaders and Devolved Officers) | Community leaders in Mikomfwa report that while services are more accessible than in distant areas, resource allocation and the growing population place pressure on existing services which affects the adequacy of services and ability to handle merging needs. |

Table 23 reflects Key informants responses that municipal service adequacy in Mikomfwa is affected by a growing population, resource constraints, aging infrastructure, and weak coordination. Challenges include limited funding, inadequate equipment, weak enforcement of regulations, and community resistance, all of which strain public health, infrastructure, and urban planning efforts.

13.4. MAIN COMPLAINTS RECEIVED FROM FISENGE AND MIKOMFWA

Key informants were asked what the main complaints raised by the residents in Fisenge and Mikomfwa were with regards to the provision of municipal service. Thus, the qualitative research findings are presented in the Tables below;

Table 24: Main Complaints Received From Fisenge

| Department | Main complaints received |
|------------------------------------|---|
| Housing and Social Services | The main complaints involves is the poor condition of the market and a lack of support services and initiation of skills training programmes in the area. |

| | |
|---|---|
| | Also, issues of land encroachment are common, land conflicts , unregulated development and poorly managed land allocation |
| Engineering | Complaints about poor road conditions, lack of proper drainage, and limited access to clean water are frequent. |
| Public Health | Nuisance of smell from people keeping animals due to lack of proper disposal of manure. Also, uncollected waste and illegal dumping |
| Planning Services | Complaints primarily center on illegal constructions and unregulated development. Lack of proper parks and recreational facilities |
| Others (Councillors, Community Leaders and Devolved Officers) | Complaints about the lack of responsiveness from the council and a lack controlled development and land related issues. Also neglected community with little to non execution of developmental initiatives. |

Table 24 summarises the key complaints received according to the key informants include poor market conditions, lack of skills training programmes, land disputes, and unregulated development. Residents frequently raise concerns about poor road conditions, inadequate drainage, limited clean water access, uncollected waste, illegal dumping, and nuisances from improper animal waste disposal. Complaints also highlight illegal constructions, lack of recreational facilities, and poor council responsiveness, with community leaders expressing frustration over neglected development and land management issues.

Table 25: Main Compliants Recieved From Mikomfwa

| Department | Description of Complaints |
|------------------------------------|--|
| Housing and Social Services | The main complaints involve the unsanitary maintenace of market facilities with inadequate staffing and cleaning equipment and materials . also uncontrolled erection of infrastructure such as shops, makeshift structures and mobile booths |
| Engineering | Complaints related to poor road conditions and inadequate infrastructure are frequent. Although Mikomfwa has seen some development, residents report ongoing issues with potholes, lack of proper drainage, and inconsistent water supply. Infrastructure projects are often delayed or incomplete due to limited resources. |
| Public Health | Complaints of increasingly alarming levels of mushrooming of illegal bars and tarvens, and noise pollution |

| | |
|---|--|
| Planning Services | Complaints in this area mainly revolve around illegal constructions, and a lack of enforcement of planning regulations, which leads to overcrowding and uncoordinated development. |
| Others (Councillors, Community Leaders and Devolved Officers) | Members of the community often report complaints about the councils lack of proactiveness in delivering services unless prompted by community reports or complaints as well as slow responses from the council to community needs, including delays in addressing basic service issues like water supply, waste collection and street lightings. Also members complain about vandalism activities in the area especially to public property. |

Table 25 summarises the key complaints received according to the Key complaints include poor market maintenance, uncontrolled erection of makeshift structures, inadequate road and drainage infrastructure, and inconsistent water supply. Residents also express concerns about illegal bars, noise pollution, and lack of enforcement of planning regulations, leading to overcrowding and uncoordinated development. Additionally, there are complaints about the council's lack of proactiveness, slow responses to basic service needs, and vandalism of public property.

13.5. KEY CHALLENGES FACED BY LUANSHYA MUNICIPAL COUNCIL IN SERVICE DELIVERY IN FISENGE AND MIKOMFWA

Key informants were asked what key challenges the Luanshya Municipal Council faces in delivering services to in Fisenge and Mikomfwa. Thus, the qualitative research findings are presented in the Tables below;

Table 26: Key challenges faced by Luanshya Municipal Council in delivering services in Fisenge

| Department | Key Challenges |
|------------------------------------|--|
| Housing and Social Services | Insufficient resources to facilitate for fuel, staff, and equipment, hinder service delivery and absence of local service delivery infrastructure further exacerbate the issue. |
| Engineering | Budgetary constraints and lack of modern equipment to carry out engineering works effectively. Delayed project implementation due to coordination challenges between departments. |
| Public Health | Remoteness of Fisenge, Inadequate transportation, staffing shortages, and lack of resources prevent regular inspections and effective service delivery. Also, minimal collaboration with external stakeholders |

| | |
|---|---|
| Planning Services | Lack of socio-economic and planning data, weak enforcement of zoning laws, and insufficient field officers to manage unauthorized developments hinder effective urban planning and development. Additionally, Budgetary constraints result in prioritization of urban centers, enforce planning laws and monitor ongoing developments |
| Others (Councillors, Community Leaders and Devolved Officers) | Limited budget, poor collaboration with stakeholders, logistical challenges, and the inaccessibility of council offices reduce community access to services and delay responses to needs. |

Table 26 summarises the response to key challenges in delivering services to Fisenge which included insufficient resources, staffing shortages, outdated equipment, and budget constraints across departments. The remoteness of the area, weak enforcement of planning laws, poor inter-departmental coordination, and minimal stakeholder collaboration further hinder service delivery. Additionally, the lack of planning data, logistical challenges, and prioritization of urban centers exacerbate delays and limit community access to essential services.

Table 27: Key challenges faced by Luanshya Municipal Council in delivering services in Mikomfwa

| Department | Key Challenges |
|---|--|
| Housing and Social Services | Insufficient funding and lack of compliance from the community in safeguarding and not vandalizing infrastructure. |
| Engineering | Budgetary constraints and lack of modern equipment to carry out engineering works effectively . Delayed project implementation due to coordination challenges between departments. |
| Public Health | Lack of resources for timely service provision and enforcement of public health regulations |
| Planning Services | Limited resources to enforce planning laws and monitor developments. |
| Others (Councillors, Community Leaders and Devolved Officers) | Limited budgetary constraints and minimal collaboration with external stakeholders. Limited prioritization of urban centers over low-cost areas |

Table 27 summarizes the key informant responses on the challenges Luanshya Municipal Council faces in delivering services in Mikomfwa, these included such as insufficient funding, resource shortages, outdated equipment, poor coordination, and limited enforcement of regulations, particularly in housing, engineering, public health, and planning services. Community leaders also cite budget constraints, minimal external collaboration, and neglect of low-cost areas.

13.6 RECOMMENDATION TO IMPROVE SERVICE DELIVERY IN MIKOMFWA AND FISENGE

Table 28: Recommendation to improve service delivery in Fisenge

| Department | Recommendations |
|---|--|
| Housing and Social Services | <p>Increase funding to fisenge community and increase community participation and involvement in developmental projects.</p> <p>Establish mobile units or adequate satellite offices to address service concerns in remote areas.</p> <p>Introduce community-based monitoring systems for urban planning</p> |
| Engineering | <p>Allocate more resources for road maintenance, drainage systems, and water infrastructure and Procure modern equipment to enhance infrastructure development.</p> <p>Increase funding to improve the frequency and quality of maintenance activities.</p> |
| Public Health | <p>Conduct sensitization campaigns on proper waste disposal and health risks. Increase funding to improve waste management programs and services in general and Recruit additional health staff and allocate resources for regular inspections.</p> |
| Planning Services | <p>Introduce participatory planning forums to prioritize community needs. Strengthen enforcement of zoning regulations and address unregulated development. Allocate resources for regular monitoring and socio-economic data collection.</p> |
| Others (Councillors, Community Leaders and Devolved Officers) | <p>Improve collaboration between the council, NGOs, and private sector for community development. Conduct regular community needs assessments to inform planning and service delivery. Decentralize council offices to improve responsiveness and reduce delays.</p> |

To improve service delivery in Fisenge, recommendations include increasing funding and community involvement in development projects, establishing mobile units for remote access, and implementing community-based monitoring systems. Engineering should focus on enhancing infrastructure with modern equipment and increased maintenance funding. Public health efforts should prioritize waste disposal education, improved waste management, and more staff for regular inspections. Planning services should introduce participatory forums, enforce zoning regulations, and allocate resources for ongoing monitoring. Community leaders recommend better collaboration with NGOs, conducting regular needs assessments, and decentralizing council offices for quicker response times.

Table 29: Recommendation to improve service delivery in Mikomfwa

| Department | Recommendations |
|---|--|
| Housing and Social Services | Increase resource allocation for housing maintenance and monitoring and recruit additional staff to address housing needs and improve service delivery. Develop community-based programs for waste disposal and urban planning awareness. |
| Engineering | Improve inter-departmental coordination to prevent delays in project implementation and Increase funding to improve the frequency and quality of maintenance activities. |
| Public Health | Increase resources for timely service delivery, including staffing and equipment. Enhance enforcement of public health regulations through regular inspections and education campaigns Increase funding to improve waste management programs |
| Planning Services | Allocate more resources to enforce planning laws and monitor urban developments effectively. |
| Others (Councillors, Community Leaders and Devolved Officers) | Increase budget allocation for low-cost areas to address service delivery gaps. Strengthen collaboration with external stakeholders such as NGOs and the private sector to address resource constraints |

The recommendations to improve service delivery in Mikomfwa focus on increasing resources for housing maintenance, staffing, and community-based programs, as well as enhancing inter-departmental coordination and funding for engineering and maintenance activities. Public health efforts should focus on improving staffing, equipment, and enforcement of regulations. Planning services should prioritize urban development monitoring and enforcement, while community leaders advocate for increased funding for low-cost areas and better collaboration with external stakeholders to address resource constraints.

13.7 KEY INFORMANTS ADDITIONAL COMMENTS

Key informants were asked if they wanted to give any other comment and this is was summarized in the table below;

Table 30: Additional comments by Key Informants

| Department | Any Other Comment |
|---|--|
| Housing and Social Services | If the council works hand in hand with the community, much more can be achieved. Services are generally below par and not admirable. |
| Engineering | Greater collaboration with residents to maintain and safeguard public spaces is essential. |
| Public Health | Improved council-community dialogue will enhance service delivery |
| Planning Services | Council always strives to reach the people and is trying their best despite resource challenges |
| Others (Councillors, Community Leaders and Devolved Officers) | Council needs to strive to equally distribute services in all areas, not just in townships. |

CHAPTER FIVE

DISCUSSION OF RESEARCH FINDINGS

5.0 Introduction

This chapter discusses the findings of the study presented in chapter five corresponding with the specific study objectives. The discussion focuses on the types, adequacy, accessibility, and satisfaction with municipal services delivered in Mikomfwa (formal low-cost housing area) and Fisenge (informal low-cost housing area), as well as the challenges and recommendations for improving service delivery. Thus, the discussion will interpret the findings of the study while it integrates the perspectives of both respondents and key informants while drawing comparisons with existing literature to contextualize the findings.

5. 1 Demographic Information

5.1.1 Age Distribution of Respondents

The age distribution of respondents in Fisenge and Mikomfwa reveals significant demographic differences, which have implications for municipal service delivery and community needs. In Fisenge, the majority of respondents (50percent) are aged 50 years and above, suggesting an much older population. This trend may reflect rural-to-urban migration, where younger individuals seek better economic opportunities in urban areas, leaving older generations in informal settlements such as Fisenge. The majority of older age groups implies that services such as healthcare, social welfare, and accessible infrastructure become critical to addressing the needs of aging populations (WHO, 2021). Additionally, the low representation of younger respondents below 20 years (5percent) and those aged 20-29 years (10percent) might indicate a lack of educational and economic opportunities for youth in this area, further contributing to migration patterns.

In contrast, Mikomfwa displays a younger demographic structure, with the largest group being aged 30-39 years (30percent), followed by the 20-29 years group (24percent). This distribution highlights a more economically active and younger population compared to Fisenge, aligning with Mikomfwa's status as a formal low-cost housing area where employment opportunities and access to education may be relatively better. A younger

population also implies greater demand for services such as education, employment opportunities, housing, and recreational facilities (UN-Habitat, 2020). The presence of 21percent of respondents aged 50 years and above in Mikomfwa, though lower than Fisenge, still mirrors a need for social support and healthcare services tailored to older adults.

5.1.2 Gender Distribution of Respondents

The gender distribution in Fisenge and Mikomfwa reveals notable differences in representation. In Fisenge, women constitute 70percent of respondents, indicating their significant role in household management, community activities, and informal economic endeavors. This imbalance may be influenced by men migrating for employment, leaving women to handle domestic responsibilities. Targeted interventions in Fisenge should prioritize women's needs, such as improved access to healthcare, water, sanitation, and economic empowerment programs (Chant, 2019).

In Mikomfwa, the gender distribution is more balanced, with 55percent female and 45percent male respondents. This reflects its formal housing status, where both genders have relatively equal participation in economic and social activities. The higher male presence may come from better access to employment and infrastructure, which supports male retention.

These findings highlight the importance of gender-sensitive municipal planning. Fisenge would benefit from services addressing women's specific challenges, while Mikomfwa requires inclusive policies to ensure equal engagement of men and women in decision-making, service delivery, and development initiatives.

5.1.3 Household Size Distribution of Respondents

The household size distribution in Fisenge and Mikomfwa reflects notable differences in demographic and socio-economic patterns. In Fisenge, larger households are most common, with many families comprising seven or more members, followed closely by households with five to six members. This trend is typical of informal settlements, where extended families often live together due to economic challenges, limited housing options,

and cultural norms (UN-Habitat, 2020). Smaller households, such as those with one to two members, are rare, reflecting a preference for collective living arrangements driven by necessity. The predominance of large households in Fisenge places significant strain on housing, sanitation, water supply, and social services.

In Mikomfwa, medium-sized households, typically with five to six members, are the most prevalent, reflecting the stability and improved living conditions associated with formal housing areas. Smaller households, including nuclear families or single individuals, are more common than in Fisenge, indicating better socio-economic conditions that allow for reduced household sizes. Larger households, with seven or more members, are less frequent, suggesting reduced overcrowding and better access to infrastructure and services.

These variations in household size have important implications for municipal service delivery. In Fisenge, the dominance of larger households creates a heightened demand for basic services such as water, sanitation, waste management, and educational facilities. Addressing the needs of densely populated households will require targeted infrastructure investments. In Mikomfwa, the prevalence of medium-sized households and the growing presence of smaller households suggest a more balanced demand for services. However, evolving demographic patterns, including urban migration and a shift toward smaller family units, highlight the need for flexible and forward-looking planning to accommodate these changes.

5.1.4 Education Distribution of Respondents

The employment status distribution between Fisenge and Mikomfwa highlights significant socio-economic disparities between informal and formal low-cost housing areas. In Fisenge, only 10percent of respondents reported being employed, reflecting limited access to formal job opportunities in the informal settlement. This finding underscores the economic vulnerability of the community, with 60percent of respondents relying on self-employment, which is indicative of a dependence on informal entrepreneurial activities such as trading, small-scale farming, or artisanal work. The unemployment rate in

Fisenge, at 23 percent, further compounds the challenges faced by the community, particularly in accessing stable income sources and improved living standards.

Conversely, Mikomfwa demonstrates a more robust employment profile, with 52 percent of respondents reporting formal employment. This suggests greater access to job opportunities and possibly proximity to industrial or service-sector employment hubs. The self-employed group in Mikomfwa, comprising 21 percent of respondents, also indicates economic diversification, albeit on a smaller scale compared to Fisenge. A lower unemployment rate (12 percent) in Mikomfwa highlights comparatively better economic resilience, while the retired population (15percent) suggests access to formal retirement systems or benefits.

The contrasting employment patterns between the two communities can be attributed to their formal and informal settlement statuses. Informal settlements often lack infrastructure and services that support economic growth, such as transportation, marketplaces, and training facilities. Formal settlements, tend to benefit from municipal planning and investments that facilitate job creation and access to services (World Bank, 2020).

5.1.5 Employment Status Distribution of Respondents

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self-employed group in Mikomfwa, comprising 21percent of respondents, also indicates economic diversification, albeit on a smaller scale compared to Fisenge. A lower unemployment rate (12 percent) in Mikomfwa highlights comparatively better economic resilience, while the retired population (15percent) suggests access to formal retirement systems or benefits.

The contrasting employment patterns between the two communities can be attributed to their formal and informal settlement statuses. Informal settlements like Fisenge often lack infrastructure and services that support economic growth, such as transportation, marketplaces, and training facilities. Formal settlements, such as Mikomfwa, tend to benefit from municipal planning and investments that facilitate job creation and access to services (World Bank, 2020).

5.1.6 Distribution Of Length Of Residence In The Area of Respondents

The findings reveals notable differences in residency patterns between Fisenge and Mikomfwa. In Fisenge, 68percent of respondents have lived in the area for more than 10 years, indicating a stable, long-term population with limited residential mobility. This stability is typical of informal settlements, where residents often face economic constraints, lack of housing options, and strong social ties that discourage relocation (UN-Habitat, 2020). In contrast, Mikomfwa shows greater mobility, with 21percent of respondents having lived there for less than a year, suggesting an influx of new residents, likely due to urbanization and better access to formal housing services. The area's more dynamic population is further reflected in the even distribution of residence durations, highlighting Mikomfwa's appeal to both long-term and new residents.

For municipal planning, Fisenge requires targeted interventions to improve services for long-term residents, including housing upgrades, sanitation, and infrastructure. Mikomfwa, on the other hand, needs strategies to manage its growing and diverse population, ensuring equitable service delivery while addressing the challenges of urbanization, such as overcrowding and resource strain (World Bank, 2021).

5.2 Types of Municipal Services Delivered

The findings reveal significant disparities in municipal services between Fisenge and Mikomfwa. In Fisenge, market facilities were the only universally acknowledged service, while essential services like road maintenance, fire services, solid waste collection, street lighting, water supply, and drainage maintenance were either limited or absent. This highlights the council's challenges in providing basic infrastructure and services in informal settlements, as noted by UN-Habitat (2020). Key informants attributed these gaps to historical neglect, limited resources, and inadequate planning, exacerbated by the community's remote location and irregular council visits.

In contrast, Mikomfwa, being a formalized area, had a broader range of services, including fire services, road maintenance, and drainage systems. However, gaps remained in sanitation, solid waste collection, and water supply. The complete absence of street lighting and challenges with enforcement and resources in urban planning highlighted ongoing service delivery issues. These findings align with the World Bank (2021), which emphasizes that even formal settlements face challenges in achieving service equity. The disparity between the two areas underscores the need for the council to adopt a more equitable and inclusive approach to service delivery.

5.3 Adequacy of Services

The findings highlight disparities in municipal service delivery between Fisenge and Mikomfwa, reflecting challenges in providing equitable services to informal and formal low-cost housing areas. In Fisenge, respondents overwhelmingly rated services as “very inadequate,” citing the absence of critical services such as solid waste collection, street lighting, water supply, and drainage maintenance. Road maintenance and fire services, while present, were seen as insufficient. Respondents linked these deficiencies to systemic neglect, poor infrastructure, and ineffective enforcement of bylaws. The remoteness of Fisenge further limited council intervention. These findings resonate with ILO (2022), which highlights the challenges faced by informal settlements in accessing adequate municipal services due to governance and financial limitations.

In Mikomfwa, while respondents expressed higher satisfaction with services like road maintenance and fire services, significant inadequacies were noted in solid waste collection and water supply. Inefficient waste collection and unreliable water services forced residents to rely on unsafe alternatives. The absence of street lighting also contributed to safety concerns. Key informants attributed these issues to increased population growth, strained infrastructure, and weak inter-departmental coordination. The findings align with UNDP (2021), which emphasizes the need for strategic planning to ensure the adequacy of services in growing urban areas, similarly the findings align with the World Bank (2021), which highlights that formal settlements like Mikomfwa often attract greater investments but still face systemic issues in scaling and sustaining service delivery.

5.4 Accessibility of Services

Accessibility to municipal services in Fisenge and Mikomfwa reveals significant disparities. In Fisenge, all respondents rated services like waste collection, street lighting, water supply, and drainage maintenance as "very difficult" to access due to the area's remote location and lack of infrastructure. Affordability, particularly for services like waste collection, also posed a challenge. Key informants suggested decentralizing service delivery to improve accessibility, aligning with WHO (2021), which emphasizes proximity as crucial for equitable access.

In Mikomfwa, services like road maintenance and fire services were relatively accessible, but challenges persisted for solid waste collection and water supply, attributed to poor communication and collaboration with the council. Despite Mikomfwa's formal status and better proximity to council offices, aging infrastructure and limited resources affected service delivery. This corresponds with the World Bank (2021), which highlights the importance of integrated urban planning in addressing accessibility gaps.

5.5 Satisfaction with Services

Satisfaction with municipal services in Fisenge and Mikomfwa reveals significant disparities in service delivery. In Fisenge, satisfaction was overwhelmingly negative, with

residents expressing dissatisfaction with essential services like waste collection, street lighting, water supply, and drainage maintenance. Issues such as poor infrastructure, the lack of council presence, and inadequate service delivery were central to residents' frustrations. Market facilities were criticized for overcrowding and poor management, while the absence of critical services like waste collection and water supply left residents feeling neglected. Key informants stressed the importance of participatory governance and community involvement to improve satisfaction. The findings correspond with UN-Habitat (2020), which emphasizes the importance of inclusive governance in fostering community trust.

In Mikomfwa, satisfaction levels were generally higher, particularly for road maintenance and fire services. However, significant dissatisfaction with waste collection and water supply remained. Residents highlighted irregular waste collection, reliance on unsafe water sources, and the lack of street lighting as major issues. While market facilities and drainage systems were well-regarded in some areas, they faced criticism for overcrowding and poor maintenance in others. Key informants emphasized the need for improved communication and community participation in service delivery.

These findings suggest that a balanced approach is needed, focusing on addressing critical gaps in underserved areas like Fisenge while maintaining and improving services in Mikomfwa. Strategic investments in infrastructure, stronger regulation enforcement, and enhanced community engagement are key to improving satisfaction levels.

5.6 Key Challenges Faced By Residence Regarding Municipal Services

The challenges in Fisenge and Mikomfwa reflect systemic gaps in municipal service delivery, infrastructure development, and governance. In Fisenge, key issues include the absence of water supply, poor communication with the council, lack of council presence, neglected roads, and absent waste management services. These challenges stem from systemic neglect, logistical barriers, and inadequate resource allocation. Key informants agreed with these findings, emphasizing poor market conditions, inadequate drainage, and uncollected waste, as well as a lack of council responsiveness and developmental

initiatives. The findings align with UN-Habitat (2020), which identifies inadequate municipal engagement as a key barrier to service delivery in informal settlements.

In Mikomfwa, insufficient water supply, lack of street lighting, and poor sanitation were the primary concerns. Issues like unregulated bars, poor communication with the council, and vandalism of public infrastructure also emerged. These challenges were credited to insufficient enforcement of regulations, weak coordination, and limited resources. Key informants highlighted poor market facilities, housing management, and the slow council response to service requests. These findings align with the World Bank (2021), which highlights the importance of planning and enforcement in mitigating urban challenges.

Both areas face significant infrastructure and governance challenges. Fisenge requires foundational investments in infrastructure and governance, while Mikomfwa needs better regulatory enforcement and service efficiency. The Luanshya Municipal Council struggles with limited resources, outdated equipment, weak zoning enforcement, and poor inter-departmental coordination, exacerbating service gaps. Addressing these issues demands resource mobilization, decentralization of services, enhanced community engagement, and stronger regulatory frameworks to better serve both formal and informal settlements.

5.7 Suggested Improvements to Better Services

The recommendations for improving service delivery in Fisenge and Mikomfwa reflect their unique challenges. In Fisenge, the most common suggestion was the establishment of satellite offices to improve local council accessibility and responsiveness. Other priorities included road maintenance, community sensitization campaigns, water supply infrastructure, market regulation, and the establishment of fire services. Key informants emphasized increased funding, community involvement, and collaboration with NGOs to enhance service delivery.

For Mikomfwa, the top recommendation was improving water supply, followed by enhanced sanitation services, street lighting, and regulating illegal bars. Residents also highlighted the need for regular communication and better infrastructure maintenance. Key informants suggested increasing resources for housing maintenance, staff

recruitment, and improving waste management and urban planning. Both areas need investments in infrastructure, improved communication, participatory planning, and expanded waste management to address critical gaps.

5.8 Any Other Comments by Respondents

5.8.1 Additional Comments by Respondents in Fisenge

In Fisenge, residents expressed concerns about the need for more council officers to assess community needs, a perceived neglect from the council, and the absence of waste collection, leading to poor living conditions. There was also a call for closer collaboration between the council and residents to improve service delivery and foster mutual understanding. These issues highlight the need for better infrastructure, equitable resource allocation, and regular engagement from the council

5.8.2 Additional Comments by Respondents in Mikomfwa

Residents of Mikomfwa highlighted key concerns, including the need for street lighting to improve safety, reliable waste collection to address sanitation, and better communication from the council. Issues such as illegal bars causing noise and disorder and the lack of markets and public spaces for the growing population were also noted. These priorities underscore the need for targeted infrastructure, sanitation, and community engagement improvements.

5.8.3 Additional Comments by Key Informants

Key informants emphasized the potential for improved service delivery through stronger collaboration between the council and the community. For housing and social services and engineering, closer cooperation with residents was seen as essential for maintaining public spaces and addressing community needs. In public health, enhanced dialogue was recommended, while planning services highlighted the council's efforts to provide services despite resource challenges. Community leaders stressed equitable service distribution, urging a focus on underserved areas rather than just townships.

The feedback from respondents and key informants highlights systemic challenges in municipal service delivery, including poor communication, limited engagement, and inadequate infrastructure. These issues are particularly pronounced in Fisenge, where residents feel neglected and underserved, while in Mikomfwa, concerns focus on safety, sanitation, and the lack of public spaces. Addressing these issues requires a balanced approach that prioritizes community engagement, infrastructure development, and equitable resource distribution.

CHAPTER SIX

CONCLUSION AND RECOMMENDATIONS

6.0 Introduction

This chapter points out the conclusions and recommendations of the study in line with the results attained and suggestions recommendations for policymakers and stakeholders to improve the quality of service in low cost housing areas. The chapter also identifies key areas that call for further research that could build on the findings of this study and contribute to a deeper understanding of municipal services delivered to low cost housing areas.

6.1 Conclusion

This study examined and compared the municipal services delivered to low-cost housing areas within Luanshya Municipal Council, specifically on Mikomfwa (formal) and Fisenge (informal) housing areas. The findings revealed notable disparities in the adequacy, accessibility, and satisfaction levels concerning municipal services between the two areas. The study's key conclusions indicate that formal areas like Mikomfwa receive better municipal services, such as road maintenance and emergency response, whereas informal settlements like Fisenge lack basic services, including solid waste management, water supply, and street lighting. The adequacy of services varies significantly, with Mikomfwa showing relatively higher adequacy in fire services and drainage maintenance, while Fisenge residents rate all services—including waste management and water supply—as grossly inadequate.

Accessibility remains a significant challenge, especially in informal settlements. Fisenge residents face physical and procedural barriers in accessing services, exacerbated by inadequate infrastructure. Satisfaction levels are markedly lower in Fisenge, with dissatisfaction driven by inconsistent service delivery and poor infrastructure. Mikomfwa residents, while relatively more satisfied, still report challenges in areas such as solid waste management and water supply. Furthermore, systemic issues in governance, coupled with inequitable resource allocation, hinder the municipality's ability to provide uniform and quality services across formal and informal areas.

The research underscores the urgency of adopting inclusive governance and participatory urban planning approaches to bridge service delivery gaps, in order to ensure equitable quality of life across all residential zones in Luanshya. Key insights include that formal areas are prioritized in municipal planning and resource distribution, Informal areas face significant barriers to accessing basic services due to infrastructural deficits and socio-economic challenges and lastly both formal and informal settlements require improvements in waste management and water supply systems.

6.2 Recommendations

This study recommends the following with respect to specific objectives:

6.2.1 Strengthening Policy Frameworks for Informal Settlements - Objectives 1 & 2:

The **Luanshya Municipal Council**, in collaboration with the **Ministry of Local Government and Rural Development**, should develop policies to integrate informal settlements like Fisenge into the formal urban planning system. This should include prioritizing infrastructure development, enforcing land-use regulations to control unplanned expansion, and introducing sustainable waste management and water conservation policies to improve living conditions in these areas.

6.2.2 Equitable Resource Allocation and Monitoring - Objectives 2 & 3: To ensure fair distribution of resources, the **Luanshya Municipal Council** should implement an equity-based budgeting system that allocates funds according to the specific needs of both formal and informal low-cost housing areas. Establishing independent monitoring mechanisms, such as community audit committees, will enhance transparency and accountability in the management of these resources, ensuring efficiency in municipal service delivery.

6.2.3 Capacity Building for Municipal Staff and Stakeholders (Linked to Objective 3): Municipal authorities, in collaboration with **training institutions and NGOs**, should implement structured capacity-building programs to enhance the skills of municipal staff in service delivery and resource management. This should include training workshops,

inter-departmental coordination meetings, and performance evaluation frameworks to improve efficiency and responsiveness in municipal service provision.

6.2.4 Enhancing Community Engagement and Participation - Objectives 3 & 4: The **Luanshya Municipal Council** should strengthen community engagement by establishing regular consultation forums where residents can contribute to decision-making processes. Awareness campaigns should be conducted to educate residents on available municipal services and encourage participatory budgeting. Additionally, feedback mechanisms should be strengthened to ensure continuous community involvement in service delivery improvements.

6.2.5 Leveraging Public-Private Partnerships (PPPs) -Objectives 2 & 3: To address resource constraints, the **Luanshya Municipal Council** should collaborate with the **private sector and NGOs** to improve service delivery, particularly in critical infrastructure projects such as waste management and water supply. Establishing clear PPP frameworks and introducing incentive schemes will encourage private-sector participation and investment in municipal service provision.

6.2.6 Use of Technology for Efficient Service Delivery - Objectives 2 & 3: Municipal authorities, in partnership with **technology service providers**, should implement digital systems to enhance service delivery, resource management, and communication with residents. This includes developing digital platforms to track service delivery progress, introducing mobile applications for residents to report service deficiencies, and utilizing **GIS-based mapping** for real-time monitoring of infrastructure projects, thereby improving operational efficiency and transparency

By integrating these strategies, policymakers and stakeholders can work hand in hand to address existing service delivery gaps, promote equitable access to municipal services, and improve the quality of life for residents in low-cost housing areas.

6.3 Areas for Further Research

While this study does provide vital understanding into municipal service delivery in low cost housing areas, there are several areas for future research that could build on these findings and contribute to a deeper understanding of the problem.

Comparative Studies: Future research could involve comparative studies across several municipalities to identify patterns and best practices in service delivery to low-cost housing areas. Such studies could expose systemic issues and innovative solutions applicable to various urban settings.

Impact of Urbanization: Research on the impact of rapid urbanization on municipal service delivery in both formal and informal settlements would provide insights into managing resource allocation and planning in fast-growing urban areas.

Governance Models: Examining innovative governance models that promote inclusivity, transparency, and accountability in local government can help improve strategies for equitable service delivery.

Sustainability Initiatives: Exploring sustainable approaches to service delivery, such as renewable energy solutions for street lighting and community-based waste management systems, could enhance the efficiency and environmental impact of municipal services.

Community-Centric Approaches: Further studies could investigate the role of community-driven initiatives and partnerships in improving service delivery in informal settlements, providing a participatory model for municipal governance.

By addressing these areas mentioned above, future research could build on the findings of this study and contribute to a more comprehensive understanding of municipal service delivery challenges and solutions in low-cost housing areas.

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RESPONDENTS' QUESTIONNAIRE

Research Topic

An examination of municipal services delivered to Low-cost housing areas: A Case Study of formal and informal Low-cost housing areas in Luanshya Municipal Council

The purpose of this research is to gain insights into the delivery of municipal services to low-cost housing areas by the Luanshya Municipal Council. The information you provide will significantly contribute to understanding the challenges and opportunities in service delivery. Your responses will be kept confidential and used solely for research purposes.

MIKOMFWA AREA

FISENGE AREA

SECTION A: DEMOGRAPHIC INFORMATION

1. Age:

1. Below 20 years
2. 20-29 years
3. 30-39 years
4. 40-49 years
5. 50 years and above

2. Gender:

1. Male
2. Female

3. Household Size:

1. 1-2 members
2. 3-4 members
3. 5-6 members
4. 7 or more members

4. Education:

1. No formal education
2. Primary education
3. Secondary education
4. Tertiary education

5. Employment Status:

1. Employed
2. Self-employed
3. Unemployed
4. Retired

6. Length of Residence in the Area:

1. Less than 1 year
2. 1-5 years
3. 6-10 years
4. More than 10 years

SECTION B: TYPES OF SERVICES DELIVERED

7. Which of the following municipal services are provided in your area?

(Check all that apply)

- 1. Road maintenance
- 2. Solid Waste collection
 - 2.1 Communal dump site
 - 2.2 Individual bins
- 3. Domestic animal control
- 4. Street lighting
- 5. Control of development in the area
- 6. Water Supply
 - 6.1 Communal
 - 6.2 Individual connection
- 7. Drainage maintenance
- 8. Fire services
- 9. Market facilities
- 10. Others (please specify): _____

SECTION C: ADEQUACY OF SERVICES PROVIDED

"Adequacy" in the context of this research refers to the degree to which the municipal services meet the basic needs and expectations of the residents and whether the services are sufficient and appropriate to fulfill the required standards for the local population.

8. How would you rate the adequacy of the following services provided by the Council?

Tick what is applicable to your area

(1 = Very Inadequate; 2 = Inadequate; 3 = Neither Adequate or Inadequate; 4 = Adequate; 5 = Very Adequate)

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Road maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------------|---|---|---|---|---|
| 2. Solid Waste collection | | | | | |

If score is 5, give reasons.....

.....

.....

If the score is 1 give reasons.....

.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|----------------------------|---|---|---|---|---|
| 3. Domestic animal control | | | | | |

If score is 5, give reasons.....

.....

.....

If the score is 1 give reasons.....

.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|--------------------|---|---|---|---|---|
| 4. Street lighting | | | | | |

If score is 5, give reasons.....

.....

.....

If the score is 1 give reasons.....

.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------------------------|---|---|---|---|---|
| 5. Control of development in the area | | | | | |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|-----------------|---|---|---|---|---|
| 6. Water Supply | | | | | |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|-------------------------|---|---|---|---|---|
| 7. Drainage maintenance | | | | | |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|------------------|---|---|---|---|---|
| 8. Fire services | | | | | |

If score is 5, give reasons.....

.....
.....
If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------|---|---|---|---|---|
| 9.Market facilities | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

SECTION D: ACCESSIBILITY OF SERVICES PROVIDED

The operational definition of "Accessibility" in this research refers to the ease with which residents can utilize or reach the municipal services provided in their area. It includes factors such as physical proximity, affordability, availability, and whether there are any barriers (e.g., time, distance, or cost)

9. How accessible are the following services in your area? Tick what is applicable.
(1 = Very Difficult, 2 = difficult; 3 = Neither difficult or easy; 4 = Easy, 5 = Very Easy)

| Service | 1 | 2 | 3 | 4 | 5 |
|--------------------|---|---|---|---|---|
| 1.Road maintenance | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------------|---|---|---|---|---|
| 2. Solid Waste collection | | | | | |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|----------------------------|---|---|---|---|---|
| 3. Domestic animal control | | | | | |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|--------------------|---|---|---|---|---|
| 4. Street lighting | | | | | |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------------------------|---|---|---|---|---|
| 5. Control of development in the area | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|-----------------|---|---|---|---|---|
| 6. Water Supply | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|-------------------------|---|---|---|---|---|
| 7. Drainage maintenance | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|------------------|---|---|---|---|---|
| 8. Fire services | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|----------------------|---|---|---|---|---|
| 9. Market facilities | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

SECTION E: RESIDENTS' SATISFACTION WITH SERVICE DELIVERY

10. Overall, how satisfied are you with the delivery of municipal services in your area? Tick what is applicable to your area.

(1 = Very Dissatisfied, 2 = dissatisfied; 3 = Neither dissatisfied or satisfied; 4 = Satisfied, 5 = Very Satisfied)

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------|---|---|---|---|---|
| 1. Road maintenance | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------------|---|---|---|---|---|
| 2. Solid Waste collection | | | | | |

If score is 5, give reasons.....

.....
.....
If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|----------------------------|---|---|---|---|---|
| 3. Domestic animal control | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|--------------------|---|---|---|---|---|
| 4. Street lighting | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|---------------------------------------|---|---|---|---|---|
| 5. Control of development in the area | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|-----------------|---|---|---|---|---|
| 6. Water Supply | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|-------------------------|---|---|---|---|---|
| 7. Drainage maintenance | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|------------------|---|---|---|---|---|
| 8. Fire services | | | | | |

If score is 5, give reasons.....

.....
.....

If the score is 1 give reasons.....

.....
.....

| Service | 1 | 2 | 3 | 4 | 5 |
|----------------------|---|---|---|---|---|
| 9. Market facilities | | | | | |

If score is 5, give reasons.....

.....

If the score is 1 give reasons.....

.....

11. What are the key challenges you face regarding municipal service delivery in your area?

.....

12. What improvements would you suggest for better service delivery in your area?

.....

13. Do you have any other comment that you would like to make?

.....

Thank you for your participation!

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KEY INFORMANTS' QUESTIONNAIRE

Research Topic

An examination of municipal services delivered to low-cost housing areas: A Case Study of formal and informal low cost housing areas in Luanshya Municipal Council.

The purpose of this research is to gain insights into the delivery of municipal services to low-cost housing areas by the Luanshya Municipal Council. The information you provide will significantly contribute to understanding the challenges and opportunities in service delivery. Your responses will be kept confidential and used solely for research purposes.

1. Position/Title:

- 1. Municipal Council Officer
(Specify position) _____
- 2. Councilor
- 3. Community Leader
- 4. Other (please specify): _____

2. Department/Unit: _____

- 1. Engineering
- 2. Public Health
- 3. Housing and Social Services
- 4. Planning Services
- 5. Other (please specify): _____

3. How long have you worked in your current position?

- 1. Less than 1 year
- 2. 1-3 years
- 3. 4-6 years
- 4. 7-10 years
- 5. More than 10 years

4. How would you describe municipal services delivered by Luanshya Municipal Council to Mikomfwa?

5. How would you describe municipal services delivered by the Luanshya Municipal Council to Fisenge?

6. What factors influence the adequacy of these services in Mikomfwa?

7. What factors influence the adequacy of these services in Fisenge?

8. What would you say are the main complaints raised by the residents in Mikomfwa with regard to the provision of service?

9. What would you say are the main complaints raised by the residents in Fisenge with regard to the provision of service?

10. What are the key challenges the Luanshya Municipal Council faces in delivering services to Mikomfwa?

11. What are the key challenges the Luanshya Municipal Council faces in delivering services to Fisenge?

12. In your opinion, what should be done to improve the delivery of municipal services in Mikomfwa?

13. In your opinion, what should be done to improve the delivery of municipal services in Fisenge?

14. Do you have any other comment?

Thank you for your participation!



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UNILUS-RESEARCH ETHICS COMMITTEE

Ref no: FWA00033228-11612/24

Date: 1st December 2024

STUDENT NAME: Lucy Phiri

AN EXAMINATION OF MUNICIPAL SERVICES DELIVERED TO LOW COST HOUSING AREAS: A CASE STUDY OF FORMAL AND INFORMAL LOW COST HOUSING AREAS IN LUANSHYA MUNICIPAL COUNCIL.

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

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

The committee wishes you success in your work.



Professor Kasonde Bowa

MSc(Glasgow),M.Med(UNZA),FRCS(Glasgow),FACS,FCS,DPH(LSTMH),MPH(UCL)

Chairman- UNILUS REC

Professor of Urology and Consultant Urologist

Deputy Vice-Chancellor – Research and Innovation

Executive Dean - School of Medicine and Health Sciences



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SUBMISSION OF DISSERTATION FOR EXAMINATION

Name of student:..... LUCY PHIRI.....
Student number:..... MBS 23121657.....
Programme of study:..... MASTERS OF ARTS IN DEVELOPMENT STUDIES.....

Dissertation

title: AN EXAMINATION OF MUNICIPAL SERVICES DELIVERED
TO LOW COST HOUSING AREAS: A CASE STUDY
OF FORMAL AND INFORMAL LOW COST HOUSING
AREAS IN LUANSHYA MUNICIPAL COUNCIL.....


Signature of student:..... .....

Date: 17th JANUARY 2025.....

Supervisor's Comments:

I recommend recommend this dissertation for submission for examination (If you do not recommend, kindly provide a written report and attach hereto).

Name of Supervisor: Dr Glynn A.C. Khonje

Signature of Supervisor:..... .....

Date: 17th January 2025



SCHOOL OF POSTGRADUATE STUDIES

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| | Student Number: | MBS 23121657 |
| | Signature: | |
| | Date: | 12 TH JANUARY 2025 |

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9.2%

SIMILARITY OVERALL

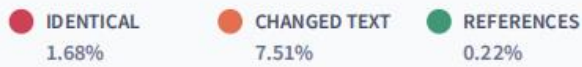
89.37%

POTENTIALLY AI

SCANNED ON: 16 JAN 2025, 11:34 AM

Similarity report

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



AI Detector Results

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



Report #24440825