

**THE INVOLVEMENT OF ZIMBABWE CENTRAL GOVERNMENT IN
MUNICIPAL OPERATIONS AND ITS IMPACT ON SERVICE DELIVERY:
HARARE MUNICIPAL'S EXPERIENCE**

by

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**A Mini-Dissertation submitted for the fulfilment of the requirements for the Degree of
MASTERS OF PUBLIC MANAGEMENT**

**DEPARTMENT OF PUBLIC AND DEVELOPMENT ADMINISTRATION
SCHOOL OF MANAGEMENT SCIENCES**

UNIVERSITY OF VENDA

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University of Venda

2014

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ABSTRACT

The study focused on the involvement of Zimbabwe Central Government in municipal operations and its impact on service delivery: Harare Municipal's Experience. The study was carried out in Harare the capital city of Zimbabwe with participants comprising of Harare Municipal Council members occupying various positions, Combined Harare Residence Association and Standing Committees of Council. The study argues that Zimbabwe central government interferes in Harare urban council for political reasons.

The study used a mixed methodology in which both quantitative and qualitative research methods were utilized. The research used a non-probability sampling and its subtype purposive sampling method. The researcher as a result used two methods of data collection namely, the questionnaire and an interview guide. The study utilized two methods of data analysis. Data collected through the questionnaire was analyzed using the SPSS and the data collected through the interview guide was analyzed thematically.

The majority of the participants in the study revealed that Harare Local Council is not effective in terms of service delivery. The study also discovered that Harare urban council has capacity to provide sound services to the electorate. The study further revealed that corruption is one of the challenges affecting the provision of services in Harare. Furthermore the study revealed that central government involvement in municipal operations has not improved service delivery in Harare urban council. This means that central government interference has negatively impacted on service delivery provision. In addition majority of the participants to a greater extent confirmed that central government uses top-bottom approach in dealing with Harare urban council.

The majority of the respondents confirmed that delegation of power help to empower urban councils. The bulk of the participants also confirmed that central government in not improving service delivery. Moreover, the majority of the respondents stated that the urban councils promote central government interference. The study also revealed that the majority of the participants stated that public funds are not all used for service delivery. This means that part of the public funds is misappropriated for individuals' interests. The study further revealed that the majority of the participants confirmed that central government should make provisions for council funds.