

MIDLANDS STATE UNIVERSITY



FACULTY OF ARTS

Research Topic Entitled

AN ASSESMENT OF THE DISASTER PREPAREDNESS OF THE CITY OF GWERU

PREPARED BY

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A RESEARCH DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE

REQUIREMENTS FOR THE BACHELOR OF ARTS HONOURS DEGREE

IN

DEVELOPMENT STUDIES

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FACULTY OF ARTS

DEPARTMENT OF DEVELOPMENT STUDIES

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ABSTRACT

The research was on the disaster preparedness of the city of Gweru. Using qualitative research methodology the researcher managed to collect data that was used in the research. The research discovered that there is need for strengthening of the disaster preparedness especially in the field of community involvement. Disaster preparedness has proven to be viable way of effective response hence the extent of the city preparedness affected its response to disasters. However the disaster preparedness has improved for the past five (5) years.

Dedication

This research is dedicated to my parents, Mr. and Mrs. Marecha.

Acknowledgements

I would like to thank the Almighty God who has been always been on my side throughout the writing of this dissertation. My sincere gratitude also goes to my parents Mr. and Mrs. Marecha who have been paying my academic fees. Pride, David, Gladys, Dean and Ordained I thank you all. I also want to thank Givemore for being the pillar of strength. I would also want to thank my Supervisor, Dr. J Matunhu for his support, assistance and patience throughout the research. The support of the Development Studies lectures is also appreciated. Not forgetting the employees from the Gweru City Council and Red Cross who made this research possible. May the Almighty God bless you abundantly?

Acronyms and Abbreviations

ZRCS	Zimbabwe Red Cross Society
NGO	Non Governmental Organization
NRC	Norwegian Red Cross
NDMO	National Disaster Management Office
DCP	Department of Civil Protection
GCC	Gweru City Council/Municipality

CHAPTER 1

PROBLEM AND ITS SETTING

1.0 Introduction

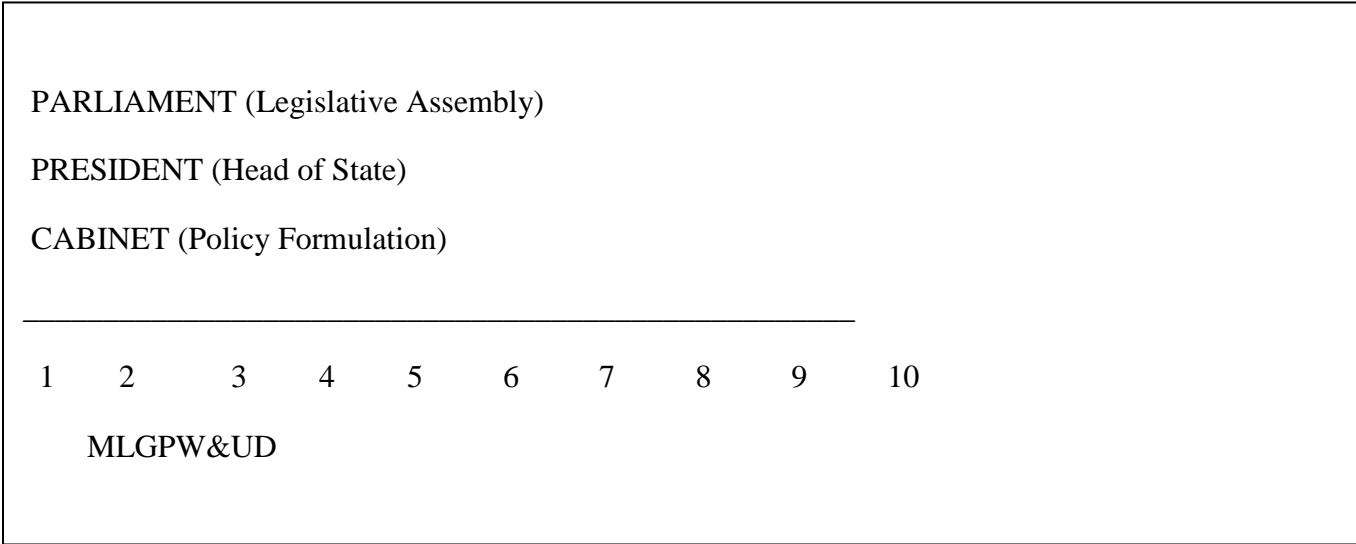
This is a detailed chapter on the assessment of the disaster preparedness of the City of Gweru. This introductory chapter gives the background to the research area of the study. It justifies the research as well as highlights the objectives of the research, statement of the problem, background to the study, the research questions, delimitations, limitations, justification of the study and also the definition of key terms. Disasters can be described as events that exceed the capacity of the people affected to recover from the adverse impacts of the disaster. It can also be defined as a serious disruption of the normal functions of the community, resulting in the community failing to cope using only its own resources. The disasters can be categorized into natural, environmental emergencies, complex emergencies and pandemic emergencies. Understanding types of disasters and components of disaster responses provides a basis for developing disaster preparedness plans. Disaster preparedness is a process for assessing risks and capacities for responding when disasters occur. Planning can mitigate damages and facilitate rapid and effective disaster response services.

Disaster preparedness is a broad and cross cutting issue which requires political commitment and public cooperation to be archived. All countries are vulnerable to disasters though the vulnerability to disasters varies. There is need for countries to develop a disaster management system. The disaster management comprises of the disaster prevention, mitigation, preparedness, response and relief, rehabilitation and reconstruction. A state should include

relevant stakeholders for it to be effective. This includes the community at risk, the local government in question and the NGO's with a commitment to disaster preparedness.

Disaster management offices have been founded internationally, regional and nationally in order to deal with a range of disasters. In United States there is the department of homeland security. In Zimbabwe nationally we have the national civil protection which deals with the management of disasters in Zimbabwe. This department is located in the line ministry under the Ministry of Local Governance, Public Works and Urban Development. The Civil Protection has an officer in each Province, who plays key roles in mediating between a National Government and the Provincial and District Government. The existing government, private and NGOs whose regular activities contain elements of prevention and community development are also in cooperated in the system.

Figure 1: The Structural Model of Zimbabwe's Civil Protection System



Extracted from practicalaction.org/.../mangwe-district-disaster-preparedness-plan2

In the Ministry of Local Government, Public Works and Urban Development is where the Civil Protection is located. There are institutions such as the Red Cross and City Municipality (Fire Brigade) that help in disaster preparedness and relief in the city. These have gone a long a long way in trying to prepare for disasters. Gweru has been affected by a number of disaster hence a call of concern. In 2008 it was not spared by the cholera outbreak other health disasters have also affected this capital city of the Midlands province, road accident disasters, fire disasters among others.

For there to be effective disaster preparedness there is need for the disaster preparedness plan. This helps in assessing vulnerability to actual rehearsing plan, gives roles for various stakeholders in the disaster preparation and also helps in implementation of disaster preparedness plans. It comprises of the vulnerability assessment, planning, institutional framework, public education and training, rehearsals, resource base and warning system. These have become the indicators for effective disaster preparedness. Due to presence and treats of disasters there is need for the placement of the disaster preparedness plan hence there is needed to assess the disaster preparedness of the City of Gweru. This would help the city make informed decisions on how to improve disaster preparedness.

1.1 Area of study

Gweru is the capital city of the Midlands Province. It is Zimbabwe third largest housing approximately 200 000 inhabitants (www.zimbabwe.8m.com/zimgwe.htm). Its civil protection unit is housed under the city municipality in the chamber secretary department. There are many Non Governmental Organizations operating in the city that help deal with disaster preparedness and the most significant one being the Red Cross Society.

1.2 Statement of the problem

Disasters have been a major threat to human life and property. However the disaster unpreparedness of the city was exposed as there have been reports of local governments being more concerned with relief efforts rather than mitigation and preparedness. Therefore there is need to find out the extent of preparedness of the City. This would help in better disaster management planning.

1.3 Research objectives

- ❖ To establish if there has been community involvement in disaster preparedness.
- ❖ To assess if the city disaster preparedness has improved in the past five (5) years.
- ❖ To examine if the present disaster preparedness plan can be effective in disaster response.

1.4 Delimitations of the study

The study is confined to City of Gweru. Information was drawn from the City of Gweru Municipality and the Zimbabwe Red Cross operating in Gweru. The employees were the point of reference.

1.5 Limitations

The major limitation faced by the researcher was time as the research was conducted simultaneously with other learning activities. Hence only representatives from the City of Gweru and Red Cross were the only ones approached for information. Due to financial constraints the number of sources, size of sample area in data collection was limited. The information is based on the responses of the employees of the Red Cross and City Municipality. Some information could have been left out due to sensitivity.

1.6 Justification of the study

The study is significant in that it aims to:

- ❖ Highlight the areas that need strengthening and improvement to improve the disaster preparedness of the city.
- ❖ Points out the missing link in the Disaster management and the importance of the disaster preparedness.
- ❖ Identify what can be done to ensure the city is disaster prepared.

1.8 Ethical considerations

Various ethical considerations guided the research. According to Creswell (2009) the researcher must look forward to ethical issues that may come up during the qualitative research. The researcher had the responsibility to respect the rights, need, values and desires of the participant. This helped the researcher develop trust with the participants hence also increasing the reliability of the research.

1. The researcher asked for informed consent from the respondents. A letter from the Midlands State University was presented to the respondents and they to provide the information required.
2. The agreed respondents were aware of their rights. Right to privacy was greatly observed.
3. The respondents agreed to anonymity. Hence their confidentiality was observed. Therefore their names should not be exposed in the research.
4. The respondents were also aware they can withdraw from the research without penalty.
5. The respondents were informed the report was to be submitted to the Midlands State University.

Therefore the information in the dissertation has considered the ethical considerations necessary.

1.9 Definition of key terms

Disaster: a serious disruption of the functions of a society, causing widespread human, material, or environmental losses which exceed the ability of the affected society to cope using only its own resources.

Disaster preparedness: this is the process that involves forecasting and taking precautionary measures prior to an imminent threat.

Disaster preparedness planning: It comprises of two sub-components. The first are the agreements negotiated between response and planning role-players while the second focuses on the documented agreed upon plans of action of stakeholders; for which their commitment and resources are assured.

Stakeholders: person, group, or organization that has direct or indirect stake in an organization because it can affect or be affected by the organization's actions, objectives, and policies.

Vulnerability : a dynamic on-going process of people and organizations that assess hazards and risks and establish a data base that focuses upon the likely effects of potential hazards that anticipates relief needs and available resources.

Disaster response: It can be defined as a process when there is organized action of delivering timely and effective resources, relief and other post disaster assistance.

Community involvement: community involvement can be defined as the involvement of private sector businesses, non-profit organizations, churches, and private schools as well as public sector cities, towns, counties, states, the federal government, agencies, public schools, and institutions of higher education in disaster preparedness efforts.

Chapter Breakdown

The research is divided into five (5) chapters. Chapter 1 is on the problem and its setting. This explains the problem that led to the research. It tried to give a general understanding of the purpose of the research. In doing so it justifies the importance of the research. The chapter also states the objectives of the research on which the whole research is to be based on. Chapter 2 is on the literature review. It dealt with relevant literature that helped in the research. Included was the theory that helped in understanding the concept of disaster preparedness. The literature tried to identify the knowledge gaps that tried to be addressed by the research. Chapter 3 gives the

research methodology that was used. It states the primary and secondary data collection instruments that were applied in the research. The sample of responses is also presented in this chapter. Chapter 4 gives the data presentation, discussion and analysis. In presenting the data the information was linked to the objectives of the research. The chapter 5 presents the conclusions and recommendations. It was concluding the research finds that have been presented in chapter 4. The conclusions were linked to the objectives of the study. The researcher tried to conclude the results on each objective of the research. The researcher also gives recommendations on how to improve the disaster preparedness of the City of Gweru. This was based on the limitations that had been observed during the research.

Chapter summary

The chapter was introducing the problem and its settings. The background of the study, research problem, objectives of the study, limitations, and delimitations, significance of the study and definition of key terms as there are to be used in the research was reviewed. The whole research was based on the objectives of the research. The objectives are to establish if there has been community involvement in disaster preparedness, establish if the city disaster preparedness has improved in the past five (5) years and to establish if the present disaster preparedness plan can be effective in disaster response. Following is the chapter 2 that will present the literature review.

CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.0 Introduction

This chapter collates literature related to the area of study. It helps justify the importance of the Gweru Disaster Preparedness planning and strengthening. It shows that there is really need to revisit the disaster preparedness of the city. A historical overview supported by authoritative evidence juxtaposed with empirical evidence is expected to show cause and justify the importance of the study and its relevance to further areas of research to follow.

2.1 Concept analysis on related literature

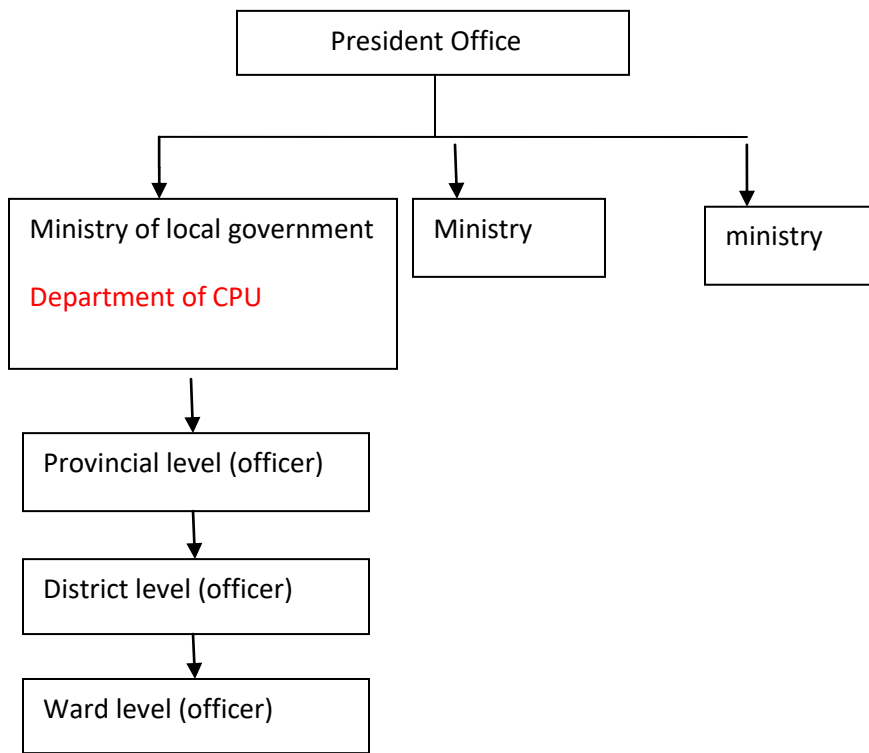
A literature review is a critical and in depth evaluation of previous research. It is a summary and synopsis of an area of research, allowing anybody reading the paper to establish why you are pursuing this particular research program, (Saunders et al 2007) a good literature review expands upon the reasons behind selecting a particular research question. According to research findings by Saunders et al (2007), literature review is described as the foundation for the research that is being carried out. It also states that the aim of the research is to help the researcher with a deep understanding of the subject by clarifying the research questions further. Rowley and Slack (2004), further state that “A literature review needs to draw on and evaluate a range of different types of sources including academic and professional journals articles, books and web-based resources”

2.1.1 Zimbabwe CPU disaster preparedness

The ZCPU was formed at national as the main board tasked with the responsibility to manage disasters. The Civil Protection Act 2001 states that the current primary function includes preparing for, preventing and where possible mitigate the effects of disasters once they occur.

This can be viewed as the national board responsible for disaster preparedness and mitigation programs. The department is currently housed under the Ministry of Local Government, Rural and Urban development. This is the Ministry where we find the city councils/municipalities. It is also responsible for overall coordination of all stakeholders involved in disaster risk management, promote preparedness planning, prompt emergency response, early recovery and rehabilitation of affected elements and advocate for integration of disaster risk reduction into development for sustainability (CPU Charter). Also they allocate responsibilities and duties to appropriate authorities on different levels so that organizations can prepare their own plans and make them operational when required. It has officers at national, provincial and district level and sometimes as low as ward level. This is in the bid to manage disasters at all levels. It is guided by the civil protection act.

Figure 2: Structure of the CPU



The above diagram shows the structure of the CPU from national to Ward Level.

How it the CPU promotes Disaster preparedness

- i. Through designing early warning mechanism at all levels.
- ii. Through promotion of indigenous knowledge systems and documentation of same for posterity.
- iii. Through ensuring communities are equipped with basic knowledge and skills to manage prevailing hazards.
- iv. Through developing preparedness plans at national, provincial, district, local authority, community and strategic institutional levels.
- v. Through conducting training exercises and lessons learnt reviews.

NB This is according to the CPU Charter

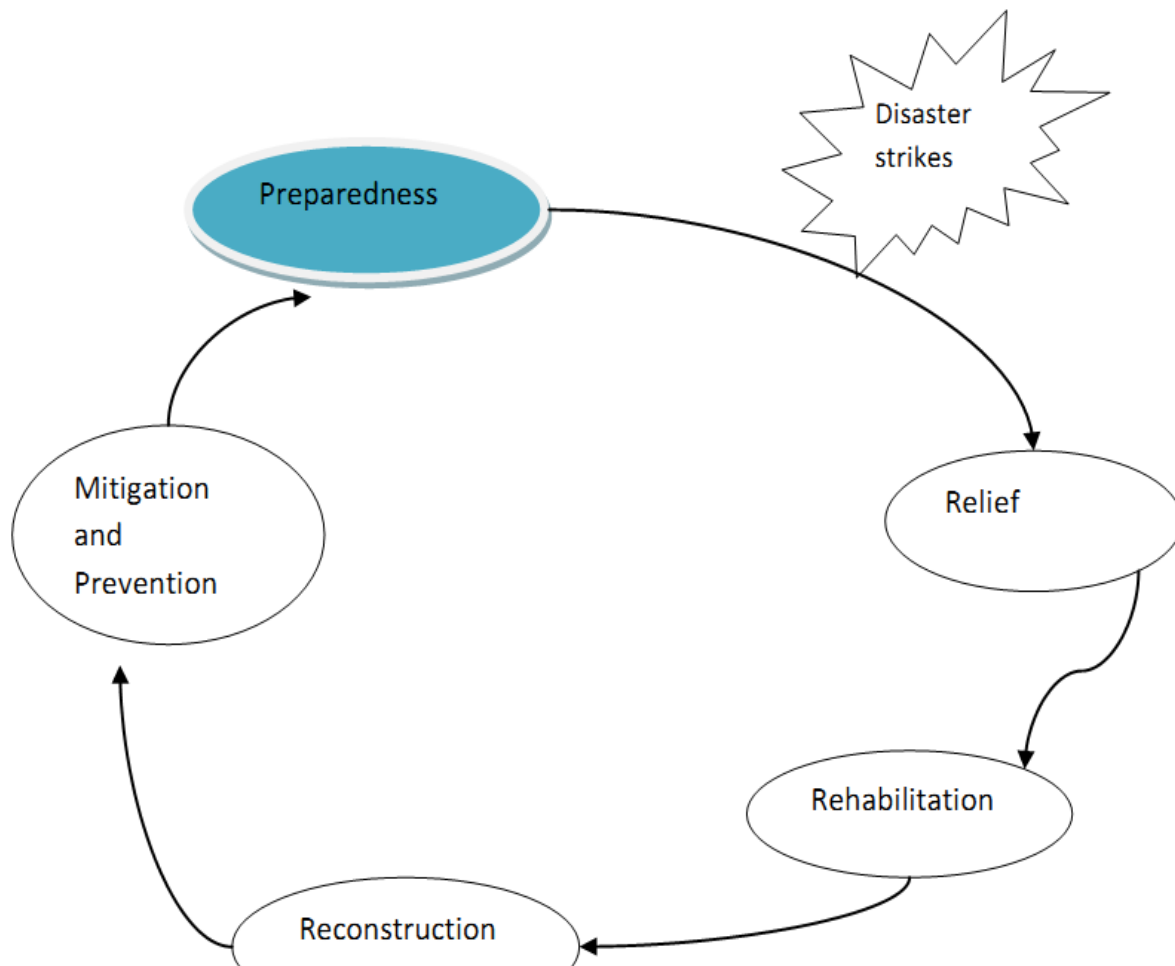
The Department of Civil Protection in Zimbabwe manages a Disaster fund, which is financed by the Central Government. However, the Fund may not be able to fulfill all disaster management initiatives throughout the year. Where more resources are required in the event of major disasters occurring at any given time, the enabling legislation has a provision through which the Treasury can inject additional funding. This has resulted in shortage of funding. This has resulted in shortage of city council infrastructure for proper disaster preparedness. Lack of funding has become the major limitation of the civil protection. However other agencies such as the Red Cross compliment the efforts of the CPU through provision in the country.

Also it must be noted that according to the Civil Protection Charter the Government of Zimbabwe has not yet developed a database on disaster risk reduction. Information is still being managed at institutional level through sharing reports, minutes, newsletters, and email facilities. However, some UN agencies have developed web sites and are working towards the development of databases to enable real-time information sharing with interested partners. How can the CPU be effective in disaster preparedness in the absence of a data base? What has been done to date in trying to address the problem?

2.1.2 The link between disaster preparedness and disaster response

As highlighted in the diagram below the disaster preparedness occurs before a disaster strikes. The ability to respond when a disaster strikes is viewed in the context of the disaster preparedness. When a country is disaster prepared timely and effective response is offered. This minimizes the effects of a disaster and promotes early recovery. Hence effective disaster preparedness can be viewed as a means to disaster response.

Figure 3: Disaster Management Cycle



Above is the disaster management cycle. Shaded is the disaster preparedness phase.

The connectedness can be best explained by the presence of the Zimbabwe Contingency plan. This can also be called disaster preparedness plan (Interwork, 1998). It is a measure for disaster preparedness and on the other hand ensures effective disaster response in the country. This was established in a bid to minimize damage of property and loss of life by the government of Zimbabwe. This is updated annually to reflect the evolving hazard profile of the country. According to the Zimbabwe contingency plan (2012-2013), the plan is part of an important disaster preparedness process which allows government and its partners to plan for disasters. This is through laying out activities to be taken by different stakeholders in three major parts of the response namely preparedness, emergency response and early recovery. The overall objective of the contingency is pointed out in the Zimbabwe contingency plan (2012-2013) as to ensure that government partners and civil society mount a timely, consistent and coordinate response to anticipated hazards. This helps us understand that the level of disaster preparedness is in direct correspondence with how a country responds to disasters. Hence there is need for effective disaster preparedness for there to be effective disaster response.

2.1.3 Gweru CPU and Disaster Preparedness

The CPU in Gweru is housed under the Gweru Municipality. They have been affected mainly by financial constraints. With the absence of a data base as pointed earlier on the effectiveness of the Gweru CPU has been compromised. However the question still remains if anything has been done to improve or cope with the challenge. Gweru is vulnerable to a range of disasters. These include natural and manmade disasters.

They have been reports of city council accused of polluting rivers because management of the sewerage system (The Zimbabwean, 03 October 2012). This will not only affect the environment including aquatic life but could endanger the residence of the suburb and the residence of

streams that come from the river. This could result in outbreaks of disasters such as the cholera outbreaks. Hence there is need to ensure disaster preparedness mechanisms are in place to reduce the impact of the disasters. There have been reports of Gweru being at risk of fires. According to the Chronicle, Cities such as Gweru at one time were operating without a single fire fighter thereby putting the resident's property at risk. The city's finance director, in an interview with the Zimbabwean (11 December 2013), said there were plans to address the problem. He remarked that:

“If the city experiences any major fire outbreaks, shops, buildings and other property face the risk of total destruction,” he said. “The issue of our fire tenders is one critical area that we need to look at in the 2014 budget because council at present has no money,” he added. There have been fire outbreaks in the city and the city council could not help because it has no fire tenders. . In September 2013, 21 vehicles, including three kombis, were burnt when fire spread to a garage in the city's light industrial area. (Murape W, 13 September 2013). He further added on that millions worth of properties has been lost to fires in Gweru.

This evidence that the City is vulnerable to disasters and the CPU was once ineffective. The question remains if the City fathers have lived to their promises and improved their service delivery and what measures can be put in place to ensure effective disaster preparedness. The research will try to look at those aspects.

2.1.4 Gweru Red Cross disaster preparedness

The Gweru Municipality has worked hand in glove with organizations such as the Red Cross Society. This has disaster management and preparedness as its core activities. It is the leading humanitarian organization in disaster preparedness and response, HIV and AIDS, water and sanitation, and food security and livelihood. The Disaster Management and Preparedness

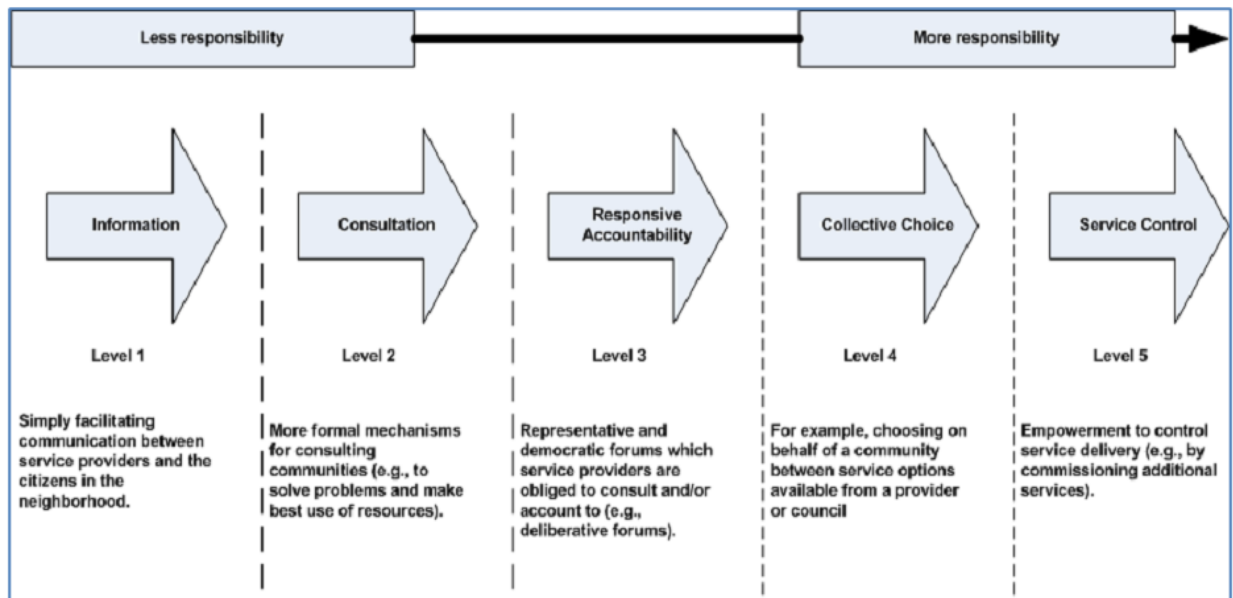
program is thus a critical arm of the National Society and has done a lot to advance the ideals of the Red Cross Movement. Its Programs focus on disaster preparedness and management, emergencies as well as capacity building of communities towards effective coping mechanisms. It has done a lot to alleviating human suffering through interventions during the 2014 floods disaster that affected and displaced many families, the 2008 Cholera outbreak, the recurrent Muzarabani floods, the Zambezi River Basin Initiative, the food shortages experienced in the past decade and other preceding years, other minor cholera and deadly disease scares as well as educating the community on how to come up with Community Based solutions to disasters and challenges. (www.redcrosszim.org.zw)

It has commissioned a disaster preparedness warehouse worth USD 217 000 on March 24 2012. This was funded by the Norwegian Red Cross. (www.redcrosszim.org.zw/.../17-zimbabwe-red-cross-society-commission...). This warehouse has a life span of 50-60 years. This according to Takemore Mazuruse came as a result of the 2008 cholera outbreak. This save as step ahead in disaster preparedness as the warehouse is used for stocking food and non food items for disaster management and preparedness purposes. However due to financial constraints the question of how effective is the warehouse in disaster preparedness and management still remains.

2.1.5 Community involvement in disaster preparedness

In recent years the emphasis has been placed on the role of community in disaster preparation and recovery. The importance of local knowledge, action participation and control in determining the nature of disaster response has been considered. The National Policy for civil protection states that every citizen of this country should assist where possible to avert or limit the effects of disaster (civil protection act). Hence there is need for the community to be involved in disaster preparedness.

Figure 4: Levels of responsibility for communities in disaster management



Source: ODPM 2005 in IRP 2010: 4.

Community involvement has proven to be a very sustainable in disaster preparedness. In emerald insight journal volume 20 a study discovered that community based approach to disaster preparedness in a viable approach. Cantrell and Stanford (2013) argue local communities can provide a sense of connection. Hence this connection ensures the sustainability of the disaster preparedness and response plan. In a community there can be native knowledge system. This is from their previous experiences and how they had survived. Thus certainly an effective community preparedness and response can help in reducing suffering and loss that occurs during and after the disaster. Also when capacity building is in terms of public education and training is built in the community the community can easily recover from disasters. Cantrell et al (2012) postulate that however capacity building process is most effective when it occurs as part of a predisaster planning process. Therefore there is need for capacity building before the occurrence of a disaster to improve the response and recover from disasters.

Therefore there is need to involve the community in disaster preparedness for failure to do so weakens the disaster preparedness of the country. Gumbo (2006) and Madamombe (2004) discovered that lack of local community involvement especially in the resolution making process of the disaster management was one of the limitation found after the cyclone Eline. They argue that the desire to strengthen disaster management came immediately after the cyclone Eline induced flood to try and address the weakness in the management of the 2000 flood event. This signifies that there should be community involvement for there to be effective disaster response and recovering also.

2.1.6 Theoretical framework: Resource Conservation Theory

It argues that for there to be effective disaster preparedness there is need for important psychological resources such like sense of mastery and self esteem. Therefore there is need for the government and agencies that deal with disaster preparedness to invest in enhancing self esteem and mastery of people. Dr Sasmita et al (2011) proved that this theory was viable. They revealed that when the confronting effects of age and family type were controlled ,people having high self esteem and sense of mastery were more prepared for flood and heat weave.

It was concluded that there is indeed need for government and agencies dealing with disaster preparedness to make additional effort to enhance self esteem and mastery of the people. Therefore based on this theory there is need for community involvement at all phases of the disaster plan to ensure effective disaster preparedness. Also the assumption is that where there is community involvement self esteem and mastery is enhanced, hence this would be used as measure to understand the disaster preparedness of the city.

Chapter summary

The researcher was presenting the literature review on the area of study. A review of the literature on disaster preparedness has been discussed. The literature was obtained from secondary sources. This includes the internet and editorials relevant to disaster preparedness. The CPU and Red Cross activities in disaster preparedness have also been examined. The theory of Resource Conservation has also been examined as the guide to understand the concept of disaster preparedness. To follow is chapter 3 on the research methodology that was used in the research.

CHAPTER 3

RESEARCH METHODOLOGY

3.0 Introduction

This chapter is going to discuss the research design, research instruments, data collection procedures, data presentation and data analysis plans and the chapter summary. Included is the methodology, data collection procedures and sample size. The researcher used the qualitative research methodology and the research was based on the responses from the workers of Gweru City Council and Red Cross Society. Some primary data collection methods were used; these are interviews, questionnaires and direct observation. The secondary data used the internet and editorials.

3.1 Methodology

Methodology refers to the principles and ideas on which researchers base their procedures and strategies. Business dictionary describe it as a process used to collect information and data for the purpose of making business decisions. The research can also be described as evaluative research methodology. It made use of the of standard social research methods, in terms of service quality assessment, process evaluation and standards for evaluative purposes. This helped in providing useful feedback for decision-making and analyzing. In assessing and evaluation of the service (disaster preparedness), the research was based on qualitative research methods. It looked at the state of affairs at present and tries to analyze them, hence also analytical research method. It also made use of facts or information already available, and analyzed theme to make a critical evaluation of the material. In analyzing the data collected the researcher used the decision tree modeling and pattern coded analysis table.

3.2 Target Group

The research targeted the employees of the Gweru City Council and Zimbabwe Red Cross Society. This is because of their direct application to the Gweru disaster preparedness. The organizations were visited personally. These participants or respondents were chosen randomly. All the research conducted and data collected was organized and evaluated to analyze the preparedness.

The researcher made use of a representative from the City of Gweru (Fire Station). This is because these are the people who are involved in disaster preparedness as it is the arm of the Gweru Civil Protection. Also the employees had first hand information on the extent of the preparedness. They are involved in activities such as Fire management, prevention and ambulance services these are very critical in disaster preparedness. The researcher also made use of the Zimbabwe Red Cross Society employees operating in Gweru. This is because the Red Cross also is in disaster management, disaster preparedness and prevention. Therefore the employees on the ground were very useful as they were on the ground and knew the extent of preparedness. This helped the researcher achieve her research objectives.

A representative from the councilors was also approached .This is because there are the ones involved in the policy formulation of the Gweru City Council. They also link the council to the community. Therefore in terms of community involvement in disaster preparedness plans, these are the ones that are actively involved.

3.3 Sample

The sample used was representative of the general population. Samples were drawn from the representatives of Gweru city council and Red Cross Society. The responses were the employees from the two organizations. These were purposefully

selected. From the Gweru City Council a representative from the Fire Station and a councilor were consulted. The councilor was approached as a result of the interview with the officer from the fire station; hence also snowball sampling was used. This is when the researcher is referred to another person who could potentially participate in or contribute to the study. Also a representative from the Red Cross Society was also approached.

These were chosen because they are experts in the field as they have the relevant information that was useful in the research. Glase and Strass, Morse (1991) support the selection of the respondents based on the needs of the study. These representatives were also selected based on convenience. The people selected have a direct link to the phenomena being studied. Potter (1996) supports this arguing that the sample can be influenced by efficiency and convenience. These helped the researcher by articulating their experiences as it relates to the phenomena being studied.

3.4 Data collection procedures

The researcher made use of both primary and secondary sources of information. The primary sources included direct observation, interviews and semi-structured questionnaires. The secondary source collated published sources relevant to the subject from the internet.

3.4.1 Primary sources of data

Primary data was collected using questionnaires, interviews and observation. This helps in gathering information from the original sources hence more reliable. This helped in complementing secondary data which can be unreliable and outdated.

I. Questionnaires

Questionnaires were hand delivered to the Gweru City Council Fire Station, Gweru City Council Councilor and Red Cross Society. This gave room for the respondents to ask were they needed clarification on the questionnaires. The questions were explained and were collected later after some days after completion.

The questionnaires were very effective as they were generated from the objectives of the study. Therefore large amounts of useful data was easily generated and at the same time avoiding collection of unnecessary information. This also helped the researcher with little personal interaction hence avoiding distortion that could have been caused by interaction with the respondents. This is supported by Clough and Nutbrown (2007) who argued that the advantage of using questionnaires is that it easily generates survey results with little or no personal interaction. Also the questionnaire was also open ended there it really helped the respondents express what they really thought about the phenomena under study. They were not limited to the yes or no questions hence could freely express through giving reasons for their argument. Hence this also helped the researcher gather more data that is useful.

The questionnaires also had their weaknesses. Though there was a hundred percent turnout of the questionnaires. Some of the answers were too brief and required clarification on what there were really implying. It was even difficult to interpret some of the answers. Therefore there was need for yet another method. As a result the researcher conducted interviews with the respondents.

II. Interviews

Semi structured, in depth interviews were conducted after the questionnaires. According to Flick U (2006) interviewed subject view points are more likely to be expressed in an openly designed interview situation than in a standardized interview or questionnaire. These were carried out in more like conversation than formal events; hence this encouraged participation. This helped compliment the questionnaires that had been conducted previously. These were open ended questions based on the objectives of the research and the places that need clarification from the questionnaires were sought.

The in depth interviews helped the researcher as some topics that needed more attention were discussed in detail. Also the researcher managed to encourage the interviewee to elaborate and follow a new line of inquiry. This helped the research as the researcher had a number of areas she wanted to address. The researcher managed to reduce bias that could arise when the interviewee may deliberately give false information after reading or assessing the interviewer expectations. The researcher will tried minimize the problem by giving the interviewee the room to open up, this is by not explain her own position during the interview.

However the results could be influenced by the interviewer gender of age therefore the researcher also observed.

III. Direct observation

The researcher made use of observation. This is a fundamental and highly important method in qualitative inquiry. Clough, P. Nutbrown, C. (2007) define observation as simply looking. The use of radical looking helped gather relevant information. Observing served an advantage as

observed accidents are less predictable than other forms of data collection. The observation involved observing non verbal clues during the research and observing what is around.

The observation helped as a technique for verifying information that has been provided through the interviews and questionnaires. The researcher was able to observe if indeed there was disaster preparedness as stipulated by the responses. Some pictures were also gathered from the observation process. Observation was also used as the bases for the interviews that were conducted. The researcher as the resident of Gweru has observed some things that were asked in the interviews .The observation had served as the source of knowledge that was further explained in the interviews.

3.4.2 Secondary data

Secondary data was also used in the research. The internet and editorials were used as secondary data. This helped the researcher as they were easy to access.

I. Internet

The internet was used as the secondary source of data. This is the use of publications on the subject matter found on the internet. The researcher used predominantly freely and available online sites and documentation. The information was drawn from the organizations of reference websites. Formal policy statements made by the organizations were also visited. E journals were also used; these helped the researcher also gain knowledge about the subject matter.

This was very useful as information on the internet was easy to access. Also the researcher had no interaction with the responses; therefore bias that could arise through the interaction of the researcher and the responses was limited. This served as the bases for the whole data collection. The information was also used to test the

other sources of data. The information that is in the literature review was found on the internet hence it also helped in identifying the problem. The information on the internet was limited so the research could not be based on the internet alone. Hence the primary sources were also used to compliment it and to seek clarification on the subject matter.

II. Editorials

Works of editors were also used in the research. Newspaper editorials provided the information that is presented in the research. Formal policy statements and announcements have also been quoted by the editors and were very effective in giving data. Editor's works were also used in gathering information with primary sources of data. During the interview the researcher also asked certain issues that have been raised by editors. Hence this formed the bases for the interviews that were conducted also.

Triangulation of data

The data that was gathered from both the primary and secondary data was triangulated. Multiple sources of data collection were used to study a phenomenon. Observation, interviews, questionnaires, internet and editorials were all triangulated to study the disaster preparedness of the City of Gweru. This helped test the validity of the results.

Chapter summary

The chapter covered the research the qualitative research methodology used. The research instrument and data collection which were divided into primary and secondary data collection procedures were also examined. The chapter main focus was trying to explain how the qualitative methodology was applied in the research. The data collection procedures were triangulated to increase the reliability of the research. Also included are the ethics of

consideration that were applied in data collection as they formed the guide lines for the research process. To follow in the next chapter is the data presentation and analysis. To follow is the chapter 4 on the data presentation, discussion and analysis.

CHAPTER 4

DATA PRESENTATION, DISCUSSION AND ANALYSIS

4.0 Introduction

This chapter presents the results of the study. Qualitative method was used to interpret and analyze the data. The structure of the presentation of the data is based around the categories and themes that emerged. The data has also been coded according the purpose of the research so that it can be easily manageable. The information provided is based on the objectives of the research.

These are, to:

- ❖ Establish if there has been community involvement in disaster preparedness.
- ❖ Establish if the city disaster preparedness has improved in the past five (5) years.
- ❖ Establish if the present disaster preparedness plan can be effective in disaster response.

4.1 Community Involvement in Disaster Preparedness

How the organizations involved the community.

The officer at Gweru City Council (Fire Station) in the questionnaire noted that their organization involve the community through carrying out awareness campaigns. During the interview he pointed out that, *“We often have been invited at various schools and companies to lecture about disaster preparedness in terms of fire disasters. Fires are a disaster as the person involved will not be able to cope and would require assistance”*. Therefore during the awareness campaigns the community is lectured on how to respond when a fire disaster strikes, how to avoid fire disasters and how the fire disasters would affect them.

The officer from the fire station also pointed out that, *“The companies are the ones that invite us”*. This was given as a reason why they have not been able to reach the whole community of

Gweru. Hence this implies that most of the community members are left out. Also some companies might not invite the department since it is voluntary to invite. As a result many people are not disaster prepared. Furthermore also pointed out they involve the community in disaster preparedness plans by conveying ward meetings. The department has worked hand in glove with the ward councilors. Ward meeting are called were people participate in the disaster plan. On this same not the councilor commented that, *“We carry out awareness campaigns at the community halls. This is where the mitigation measures are undertaken”*. This means that indeed disaster preparedness ward meetings have been conducted. He also commended that, *“At the ward meetings that is where we teach the community on the reporting /line structures to disasters”*. Hence the community has been taught on the reporting structures and lines. The Red Cross on the other hand also argued that, *“We involve the community through training and education. If you want to register you can register with our office”*. However, the voluntary nature of the education and training can be argued to limit the number participants. They pointed out they also work with the civil protection unit, the police and the Airforce to involve the community in disaster preparedness plans.

4.1.2 Funding community involvement

In the questionnaire the officer at the Gweru City Council (Fire Station) pointed out that, *“We fund community involvement through the ward development fund”*. However the councilor pointed out, *“The community development fund you are referring to has long seized to operate. Right now we depend on donor agencies”*. Therefore it can be argued that community involvement in disaster preparedness is funded by nongovernmental organizations. Hence there are the ones largely involved in preparing the community for disasters. Among the nongovernmental organization that rope in is the Red Cross Society. The officer from the Red

Cross then argued that, *“We seek volunteer donations; those funds are the ones we use for funding”*.

4.1.3 Challenges in community involvement

The officer from the Gweru City Council (Fire Station) pointed out that funding is not enough for community involvement. He attributed the cause to the unavailability of financial resources. The councilor agreed that indeed there are financial constraints, pointing out that, *“As you can see the Zimbabwe economy is not conducive, the council does not have money at the moment to cater for community involvement”*. Hence this has resulted in limited community involvement. Also the awareness campaigns are not fully utilized. Also he mentioned the issue of politics as the major challenge. He argued that since the ward meetings are called by the councilors who have a political party. The members from the other political party do not attend for they consider it to be directed towards the councilor’s political party. As a result there is a gap in communication of disaster preparedness plans. The councilor noted, *“There is no committal by the community in disaster plans”*. Hence he referred to it as the major challenge.

4.2 The Development of Disaster Preparedness in Gweru

The Gweru City Council has a functional preparedness plan. According to the Gweru City Council (Fire Station) officer, *“We have a main committee of the disaster plan present that meets twice a year. There are also the sub committees, these meet quarterly to avert any disaster looming”*. He argued that the setting of the main committees and sub committees has made the city disaster prepared. Hence he argued the city is now more disaster prepared than it was five (5) years ago. The councilor stated that, *“there has been coordinated effort by the community to keep everyone apprised of the disaster plan”*. Hence this is a major development of the city of Gweru. The Red Cross Society noted the disaster preparedness warehouse as the major development that has happened. The Officer pointed out that, *“Our partners the Norwegian Red*

Cross have donated a warehouse for us last year". The warehouse is said to be equipped with non food items that can help in terms of disaster preparedness in the city. Also there has been ongoing training of nurse aids. These would help in terms of disaster response hence thus a major step in disaster preparedness.

4.2.2 Challenges in the city disaster preparedness

The Fire officer pointed out, *"Our major problem is man power, material and financial resources"*. This he argued to be the challenges they face in disaster preparedness. *"Also the agreed plan has not been implemented due to the economic environment which is not conducive"*, he added. The councilor also acknowledged that they are lack of equipment to undertake disaster preparedness. He said, *"There is shortage of ambulances and fire tenders so there is no transport to transport the disaster victims and respond to disasters"*. He also pointed out that the lack of financial support has hindered the conduction of campaigns in a way to equip the community in disaster preparedness. The Councilor also noted that there is also lack of finance to equip staff in terms of disaster preparedness. He noted that, *"The council has no finance so the staff is not equipped"*. There is also need for modern equipment that can be effective in terms of responding to disasters.

4.3 Gweru Disaster Response

The fire officer agreed that there was a response plan designed to respond to disasters in the city. He argued that, *"We have a response plan and all departments come to action when there is a disaster or a disaster is looming"*. The City Council has tried to involve the community in the disaster preparedness plans. The Fire officer pointed out, *"We have involved stakeholders as a measure to engage stakeholders"*. The councilor noted, *"Response mechanisms have been established"*. He further went on to point out, *"There are toll free call numbers where the community can access disaster response services"*. This shows that the numbers have been

established as a response mechanism. In an interview with the Fire officer the toll free number were identified as 054 222011 or 222012. *“However these can only be accessed on the land lines (Tel One).”* He added in his explanation, *“There is also phone number 994 or 993, but on this number one has to pay.”* He said. Therefore it can be concluded that the response mechanism have been put in place to try respond to disasters.

Also they have tried to improve the response to disaster through fire and rescue drills. This is where the fire staff has been equipped with the knowledge. The Red Cross argued, *“We have trained nurse aids; this is a mile stone as they can be very useful in responding to disasters. These nurse aids can be very useful as they are taught to perform first aid procedures”*, he added. The councilor also pointed out that, *“the community is very cooperative as they came handy when they are fires or incidents. They provide transport to the victims hence enhancing the response to disasters”*. He also argued that, *“they also help by reporting disasters through the supplied channel of toll free and paid calls”*.

In terms of response the councilor argued, *“We have acquired two fire tenders from Operation Florien that are due in two weeks”*. In that sense he argued the city of Gweru is progressing in terms of disaster preparedness, *“With the two fire tenders coming I can comment we are now more disaster prepared than we were five years ago”* he added. Also training of the staff to operate the new equipment has already been undertaken. Hence the staffs are now prepared to use the fire tenders effectively.

4.3.2 Challenges in disaster response

Manpower equipment and state of art vehicles such as fire appliance and ambulances were noted as the major challenges of the Gweru City Council (Fire Station). The councilor commented that, *“the City of Gweru is financially hand capped”*. This can affect the preparedness of the city to

respond to disasters. The city council officer in the interview argued that the community has not been very helpful in responding to disasters. *“They do not give as much help, they will be actually disturbing. They will be busy trying to take photos when we are trying rescue”* he commented. He further goes on to point out that instead of evacuating the place when there is a disaster that need evacuation such as fire, they actually come closer. *“They are incident tourist and this makes them also vulnerable”*, he postulated.

4.4 Assessment of the Disaster Preparedness of the City of Gweru

In assessing of the disaster preparedness of the City of Gweru 3 variables were examined. Firstly there is the issue of community involvement. This helps determine if the city is disaster prepared as community involvement enhances the ability of the community to respond and recover from disasters. Also the ability to respond determines the extent of preparedness of the city. This is because disaster preparedness also involves enhancing response mechanisms. In the process this all will be used to assess if there have been developments in disaster preparedness.

4.1.2 Is the community involved in disaster preparedness?

Community participation results in the empowerment of the community to respond to disasters. According to Bern Cadle (2003), individual home owners can do a lot to prepare for disasters. Hence the involvement of the community can be viewed as the first line of defense when responding to disasters. The results reviewed that there have been community involvement in the city to a lesser extent. The research found out that the city of Gweru has tried to involve the community through various activities. These include conducting awareness campaigns, conveying ward meetings, voluntary training and education.

To begin with, there is conducting awareness campaigns. Both the organizations argued that they involve the community through awareness campaigns. The conduction of awareness campaigns

have proven to be a viable way of involving the community in disaster preparedness. APDC commented that it is ironic that often in the communities most vulnerable to natural disasters; the concept of risk management appears to be foreign notion. He attributed this to the lack of public awareness. It further explained that in Kathmandu valley, unplanned growth and substandard construction that do not meet the building code requirement make the buildings vulnerable to potential events of earthquakes. As observed by the researcher when she was working for the city council, before the approval of a building plan in Gweru, it has to meet certain requirements before being signed by the Fire Station.

In an interview with the Fire Station officer it was reviewed that a kitchen should have at least two doors. He explained that this is because most of the fires start in the kitchen. Therefore the plans are designed to help with disaster preparedness. Also there are a certain number of windows required for a house to be approved. However as he pointed out the people are more concerned with protecting their property against thieves hence making themselves vulnerable to disasters. They close the other entrances of the house leaving only one entrance. Also they put burglar bars on all the windows. Therefore in the event of a fire outbreak they will be trapped on the scene. He gave the example of the South view incident in the suburb of Gweru. A man was cooking cobra on the veranda when a fire broke out. He run into the house, but since there was no alternative way since all the other entrances had burglar bars he, his wife and a baby were trapped in the house.

The wife ran into the other room and the other into the other living a child who was watching television on the sofa. The neighbors managed to break the burglar bars and the man and wife were saved however the child died. This is a very sad story, but what was the cause of the death of the child. If there were other alternative way the family could have the house easily but

because there were more concerned with security of their property against thieves a life was lost. This can be attributed to lack of public awareness, they do not know the purpose of the house required to have the multiple entrances. Therefore there is need for public awareness for the community to be disaster prepared. ADPC support this view arguing that in municipal ward 34 of Kathmandu public awareness led to the removal of some of the substandard building that were vulnerable to the earthquake disaster.

As this is a very crucial element of making the community disaster prepared, the issue of it being only carried out on individual companies that would have invited the Fire Station does not do much justice as the majority is left out. Some do not even know the service numbers this has resulted in delayed response. As pointed out by the officer at the Fire Station, there are certain reporting procedures that should be followed when reporting an incident; however the public is not aware since it has not been educated on such. They also do not understand the importance of the toll free numbers. This has resulted in the abuse of the toll free numbers. This is all because there is lack of public awareness programs. Hence though the awareness programs are carried out there is need for them to try to involve the majority of community.

Ward meetings are also used as a way of involving the community. Ward meetings are organized to build the capacity of the community to respond to disasters. Cantrell et al (2012) argue that capacity building process can be effective when it is carried out as part of a predisaster plan. They further went on to explain that to facilitate such citizen involvement, training at various levels is useful to all successful community based, disaster response programs. Therefore by calling out ward meetings were the community is taught about disaster preparedness, the community can enhance its preparedness. These are the first responders, hence the organizing of local residents must take place before, during and after such catastrophic events occur (Berke

etal, 1993). Therefore during the ward meeting the community is organized hence ensuring disaster preparedness. However since the ward meetings are called by councilors, it is inseparable with politics. This has resulted in members of one party only the ones attending. Hence this result in others left out creating a knowledge gap. Therefore the community involvement in disaster preparedness is thus limited.

4.4.2 Can the city respond to disasters?

The response phase there is the actual implementation of the disaster plan. Therefore for communities to respond effectively a disaster plan should be present and functional. All the organizations admitted that they have a functional preparedness and response plan. This involves the agent roles, emergency evacuation procedures, search and rescue procedures, relief assistance and medical facilities. The presence of the plans helps the city with better response.

There is a hospital situated in the city, the Gweru General hospital this is where the victims of disasters are taken to for health assistance. However there is need for transport for transportation of the victims. The ambulances are used for transporting the patient. However the Fire Station where the ambulances are stationed complained that there was shortage of ambulances. This compromises the response of the organization to disasters. It is argued that the availability of the toll free numbers make it easier for community members to call for emergency responses. This has become ineffective as the community lack the knowledge of reporting the incidences as there is lack of public awareness. The officer at the Fire Station commented that some would just call to report a fire outbreak, and do not provide information that might be useful such as the actual location because they want to save their money since the normally used number is paid for. Hence this delays the response to the disasters.

Also the disaster response personnel have been trained through the fire and rescue drills. This equips them with the knowledge of how to respond in disasters to ensure effective responds. As a result the personnel are disaster prepared to respond to disaster. However the shortage of equipment remains a major challenge. An officer at the Fire Station reported that there is one functional fire tender instead of the required six (6). This can be argued to have affected the response of the personnel to disasters.

4.4.3 Development of disaster preparedness in the city

The city has seen the improvements in disaster preparedness. There was a disaster preparedness warehouse constructed in the city. This warehouse according to the reports from the officer at Red Cross would benefit the city as it will be used to store disaster response materials. These include food and non food items, clothes and some essential drugs that are used to alleviate the suffering of the HIV and Aids patients.

Also there were reports of Gweru operating without a single fire tender; however there is now one fire tender operating at the moment according to the officer at the Fire Station. Also the councilor pointed out that the council has acquired two fire tenders from the Operation Florian that are due in two weeks time. The staff has already been trained on how to operate the new equipment. Hence this will go a long way in preparing the city for disasters.

Chapter summary

The researcher presented and analyzed the data in this chapter. The responses were obtained through the use of primary data collection procedures discussed in chapter 4. The researcher was able to address the objectives of the research. That is to establish if there has been community involvement in disaster preparedness, establish if the city disaster preparedness has improved in the past five (5) years and establish if the present disaster preparedness plan can be

effective in disaster response. This helped in assessing the disaster preparedness of the city of Gweru. Following is Chapter 5 on the conclusions and recommendations of the researcher.

CHAPTER 5

CONCLUSIONS AND RECOMMENTATIONS

5.0 Introduction

In this chapter the conclusions and recommendations are made. The study was trying to analyze the disaster preparedness of the City of Gweru. In trying to do so the researcher tried to address the issue of community involvement, disaster preparedness for effective disaster response and the improvements of the disaster preparedness of the city of Gweru.

5.1 Conclusions

From the discussions it can be concluded that there is need to strengthen the disaster preparedness of the city as the city is still unprepared to respond to disasters. For there to be effective disaster preparedness there is need to actively involve the community as there is a huge knowledge gap in the community involvement in disaster preparedness plans.

Also there developments in the preparedness are very positive as the warehouse and the donated fire tenders have gone a long way in improving the disaster preparedness of the city. Hence it can be concluded that the city is now more disaster prepared than it was 5 years ago.

Furthermore, it can be concluded that the city is to a lesser extend in a position to respond to disasters. This is because there is still a gap in the community response to disasters. The community is still unaware of how it should respond to disasters. Also there is still lack of equipment to respond to disasters.

5.2 Recommendations

To the Gweru city council

- ❖ There is need to strengthen the involvement of the community. This can be achieved through organizing citizen groups.

- ❖ Should reestablish of the community development fund that has seized to operate.
- ❖ Can also perform door to door awareness campaigns.
- ❖ They should continue sourcing funds to increase their flight of fire tenders and ambulances to the required number.
- ❖ Should visit all the schools in the city teaching them about disaster preparedness. For example in India there have disaster management as part of there curriculum.
- ❖ There can also organize public lectures inviting popular, respected and expertise in the field
- ❖ Can also apply for legislation to including disaster preparedness in the curriculum from primary education.

To the Red Cross

- ❖ They should also carry out awareness campaigns in the form of road shows.
- ❖ They can also encourage the first aid training at schools in the form of clubs just like Leo's club, and girl guides club among others. These would help by education the students about disaster management.

Chapter summary

In the chapter the conclusions were made based on the finds and analysis of the research. The chapter managed to point out the conclusions reached by the researcher in relation to the objectives being examined. In presenting the data anonymity of the responses was assured as agreed during the interviews. The researcher also tried to give recommendations to the two organizations that participated during the research. Hence the research has been significant as recommendations that can be used to improve the disaster preparedness of the city have been discussed.

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Appendix A: Questionnaire

I am Audrey Marecha a student at Midlands State University, Zimbabwe. I am doing an undergraduate degree in Development studies. I am doing a research topic entitled, the disaster preparedness of the city of Gweru and I kindly ask for you cooperation.

I would greatly appreciate if you could assist by completing this questionnaire. Your responses shall be treated privately and confidentially. Your anonymity is also assured.

Please kindly fill in the answers on the spaces provided on the questionnaire

Name of Organization:

Department:

Designation of respondent:

- 1. Can you please briefly explain how your organization has involved the community in disaster preparedness plans?

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- 2. Describe how the community has assisted in disaster preparedness.

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- 3. How do you fund for community involvement in your organization?

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4. Do you think the funding is enough for community involvement?

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5. What are your major challenges in involving the community in disaster plans?

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6. What are the major challenges your organization is facing in relation to disaster preparedness?

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7. What can you say are the weakness of the disaster preparedness of the city of Gweru?

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8. What are the major improvements that have occurred in the past 5 years?

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9. Can you comment if the disaster preparedness of the city of Gweru can be said to be effective now than it was 5 years ago?

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10. Which can you note as the major challenges the city of Gweru has in terms of disaster preparedness?

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11. Does your organization have a response plan designed to respond to disasters in the city?

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12. How has your organization tried to involve the community in response plans?

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13. What are your major challenges in responding to disasters?

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14. How have you tried to improve your response to disasters?

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THANK YOU FOR YOUR COOPERATION