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**FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF LOCAL GOVERNANCE**

**CHALLENGES IN THE REGULARIZATION OF INFORMAL SETTLEMENTS IN
EPWORTH. A CASE OF EPWORTH LOCAL BOARD.**

BY

MARX KONIAS MOYO

R132762B

**THIS DISSERTATION IS SUBMITTED IN PARTIAL FULLFILMENT OF THE
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APPROVAL FORM

Midlands State University



The undersigned confirms and declares that they have read and made recommendations to the Midlands State University for approval of a research project entitled: **Challenges in the regularisation of informal settlements in Epworth.** The project was submitted in the partial fulfilment of the requirements of the **Bachelor of Science Honours degree in Local Governance Studies.**

Supervisor

SignatureDate/...../.....

Chairperson

SignatureDate/...../.....

MIDLANDS STATE UNIVERSITY

P. BAG 9055
260404/260337

Gweru
Zimbabwe



Telephone: (263) 54

Fax: (263) 54260233/260311

FACULTY OF SOCIAL SCIENCE

DEPARTMENT OF LOCAL GOVERNANCE STUDIES

RELEASE FORM

NAME OF AUTHOR : MARX KONIAS MOYO
REGISTRATION NUMBER : R132762B
PROGRAMME : LOCAL GOVERNANCE STUDIES
TITLE OF THE PROJECT : CHALLENGES IN THE REGULARIZATION
OF INFORMAL SETTLEMENTS. A CASE OF
EPWORTH LOCAL BOARD.
YEAR AWARDED : 2016
SIGNED :
DATE :
PERMANENT ADDRESS : 8830 Glenwood, Harare
CELL NUMBER : 0777 947 911/ 0712 769 547/ 0773 888 868
EMAIL : marxie92@gmail.com

DEDICATION

It is with great pleasure that I dedicate this research to my dad Konias Moyo who has been a pillar in my studies. Thumps up to my loving mum who I will forever cherish her love and respect. Finally, I would also like to dedicate this project to my close relatives Kelly Moyo, Whisper Moyo and my lovely maternal grandmother. My words are insufficient to explain your contribution and commitment to my life. Ambuya I will simply say your unconditional moral backing and consolation is to a greater extent the reason of my prosperity. May the heavenly father bless you in abundance?

Abstract

Local authorities in Zimbabwe have been facing a plethora of challenges due to the mushrooming of informal settlements. About 90% and above of the Zimbabwean population is moving to towns posing a bigger challenge to the management of towns and cities. The 2005 operation Murambatsvina cleaned all the illegal activities and people residing near Harare found solace and cheap shelter in Epworth. The Operation Garikai which superseded Murambatsvina failed to deliver as it was promised hence it became a failure. The population in Epworth grew at a faster rate after 2005 due to the operation Murambatsvina. Urban councils are not silent about all this. Councils are partaking in legal stand allocations to ease the situation. There has been regularisation process by the Council of Epworth to provide formal stands and deal with the land barons once and for all. People who had got stands illegally think they should be given their bigger stands despite regularisation. There are crooks who still believe they can benefit by creating chaos. The research therefore seeks to achieve the following objectives which are to determine causes of citizen resistance, to find out the importance of development in modern day governance, to come up with better remedy to resistance and determine the total populace that is supporting council programs and those that are against it and lastly to identify causes of the sprawling urban informal settlements in Epworth and to come up with the conclusion and recommendations on how to counter resistance. Ways of countering citizen resistance in this research include engagement and involvement, use of legislation and use of awareness campaigns. Both qualitative and quantitative research design to the targeted individuals who included council officials, residents and civil societies. The research used purposive and systematic sampling. The researcher administered questionnaires to the council and residents. Observation and interviews were also conducted. To deal with land barons once and for all, to rid of all political party leadership that pounce on unsuspecting and vulnerable home seekers, the game of voting extended to squatters create problems for local authority as politics tends to be dirty when the law is applied impartially. E.L.B has to be efficient and effective in the discharge of its duties so as to minimise resistance.

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I will further on acknowledge the contribution played by Epworth Local Board to start with offering a place for me as a trainee. I later on discovered the opportunities of life in this organisation. Thumbs up to you and may you continue with that kind of hospitality extended even to others to join you.

Last but not least, I would like to acknowledge my friends Kudzai Matse, Caroline Tariro, Nadia and J Masimba may the Lord be with you guys.

Lastly I am very much grateful to my lecturers at Midlands State University in the department of Local Governance Studies who directly and indirectly impacted me with knowledge ever since I started in 2013

DECLARATION

This research study is my own work and has not been published or presented for a degree in any institution. The researcher acknowledged all sources quoted using in text and end text Havard referencing style.

Signature..... Date.....

LIST OF ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
E.L.B	Epworth Local Board
C.S.O	Civil Society Organisations
N.G.O	Non-Governmental Organisations
P.P.P	Public Private Partnerships
RDC	Rural District Councils
UCA	Urban Councils Act
UNDP	United Nations Development Programme
UN-Habitat	United Nations Settlement Program
USAID	United States Agency for Inter- Development
ZANU-PF	Zimbabwe African National Union Patriotic Front
ZIRUP	the Zimbabwe Institute for Regional and Urban Planners

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CHAPTER I

INTRODUCTION

1.0 Introduction

The study seeks to analyse challenges faced by local authorities in formalising informal settlements. The study seeks to align the role of a council in developing its area and how it should counter resistance. Some areas are faced with conflict and governance instabilities yet they should craft models to grapple with those instabilities. The study will use Epworth Local Board as the area of study.

1.1 Background to the study

The settlement circles in Zimbabwe today evolved from a colonial legacy to that of an independent black leadership state. The whites formally settled in the low density suburbs whilst blacks densely occupied the high density suburbs which posed a threat to their health. Up to this day the majority of the poor blacks are still living in areas that are hazardous to health. The Epworth settlement is situated 15 km south east of Harare. The town has four villages which are Chinamano, Chiremba, Zinyengere and Makomo. The liberation struggle in Zimbabwe intensified in the 1970s and this resulted in a large influx of individuals migrating to Epworth. The new comers found shelter in places just around the four recognised settlements and later on became extensions of the original four villages. All this time, Epworth belonged to Methodist church and due to increased migration, the church surrendered the land to the government as the population was growing unbelievable. The history of Epworth dates back to the 19th century making it one of the oldest suburbs within the environs of the capital city. Epworth Local Board was established in 1986. By that time, Epworth had roughly 5 000 residential stands that were regulated in situ. Efforts to suppress illegal development in

Epworth has failed with the increase of migration to Harare having a detriment effect to Epworth which has a cheap living costs and very close to Harare. Those settling the four villages became known as originals. These originals got more and more rights to Epworth and started to sell the land to the new comers. The government became harsh for the first time in 1991 and evicted more than 1000 households to Porta Farm. In spite of this the population grew more and more. The council in the past tried to remove informally settled residents but failed. The Local Board continuously and heavily relied on the central government for assistance to better manage the affairs of their community. The challenge that the council was facing in trying to regularise settlements was because of lack of real consultation with the residents. People informally settled in Epworth have been living but with threats of eviction from the Local Authority for a long time. According to ZimStat figures of 2012 census, Epworth had a total population of 162 000 and now it is estimated that the population has risen to 167 000 people. Epworth comes fifth in terms of population in the country despite the fact that most of the stands are informal. The student sought to come up with solutions on how to better manage human settlement in today's governance system. Due to a couple of reasons there is no agreement between the council and the citizens. Chief amongst the reasons is different political ideologies. Resistance also is because of lack of will, finance issues amongst the citizens and not wanting change in their environment. When Epworth Local Board tries to develop its area, the residents crush or boycott the idea thereby creating tension in the regularization process. The conflicting issues have made it not possible for the council to carry out its mandate peacefully. The residents will be demonstrating violently to an extent of beating council officials on the ground allocating stands. The vision of the Local Board is for its settlement to have electricity, proper sewer system, piped water, tarred roads and legal houses.

1.2 Statement of the problem

In Zimbabwe the local authorities are facing resistance from citizens. Epworth Local Board like other councils is regularising its area. But due to lack of understanding and will from the citizens the council is failing to formalise residential stands. Currently the council is not being recognised in terms of the role it should play but seen as the passing faze of governance evolution.

1.3 Objectives

To come up with the best strategy to counter citizen resistance to formal settlement

Specific objectives

1. To determine causes of citizen resistance in Epworth
2. To find out the importance of development in modern day governance
3. To come up with better remedy to resistance in Epworth
4. To come up with possible solutions on how to regularise Epworth
5. To identify causes of the sprawling urban informal settlements in Epworth.

1.4 Research questions

1. Why do citizen resist formalisation of informal stands?
2. What are the effects of not including the ordinary people in developmental projects?
3. Does the participation of citizens lead to failure or success of council projects?
4. What are the causes of the sprawling urban informal settlements in Epworth?
5. What measures can be put in place to deal with citizen residents in Epworth?

1.5 Significance of the study

This research aims to empower Ministry of Local Government Public Works and National Housing to give support to councils so that they do their duties effective and efficiently. This involves coming up with strategies that will counter citizen resistance. The research will focus on the challenges in developing a local area. It will also look at the causes of those challenges. The research also seeks to ensure that roles played by elected officials can achieve and meet the best effect in modern day governance. The elected officials of council are very close to the people and are the ones who can persuade other residents to support council initiatives.

1.6 Delimitation of the study

The study was be based in Epworth Local Board area with seven wards. The study was conducted from June 2016 to October 2016 giving the researcher enough time to collect information

The above period allows the researcher to have enough time to collect data from a variety of respondents, analysing and interpreting data and ultimately make sound conclusions and recommendations. The study focused on ward 6 and 7 only with an estimated population of about 65 000 people. Epworth is about 12 km south east of Harare with ward 6 and 7 being on the eastern periphery of the town. The sample of 25 was used in the collection of data.

1.7 Limitations of the study

Some of the challenge to be encountered was time. Council officials and all relevant stakeholders had tight schedules. Therefore all appointments were made in advance and on time to avoid unnecessary inconveniencies.

- It took the researcher a number of days before the permission to carry out the research was granted. The researcher should be able to manage time wisely.

- Not all information was disclosed by the residents during interviews. As a way forward, researchers must not inquire of confidential information.

1.8 Definition of terms

1.8.1 Regularisation

It is settlement upgrading. Martin (1983) regularisation is transforming illegal structures into legal ones, thus improving the housing statistics. Upgrading addresses improvement of services. Upgrading is done to minimise risks of epidemics, empower locals and to provide secure tenure to residents.

1.8.2 Local Governance

Local governance is a process of involving the local people in the making of political and administrative decisions which affect their livelihoods in a transparent and accountable manner. It is a way which determines how political and administrative decisions are made. It encourages grass root participation, diversity of communities is also recognised.

1.8.3 Informal settlement

According to (UN-Habitat: 2006) quoted in (www.fig.net.com) informal settlements are impenetrable settlements consisting of communities housed in self-constructed shelters, settlements that are unplanned not in compliance with planning building rules and regulations.

1.8.4 Local government

Local government is lower level tier of administration within a given country. It is a government which is closer to the people. Local governments act within powers delegated to them by law (legislation and directives) of the higher level of government (state). According

to Chakaipa (2010) local government is often a decentralised level of government which is democratically established and charged with service delivery mandate.

1.8.5 Politics and settlement

Regularization of residential and commercial stands is more appropriate in responding to poverty and social inclusion. Huchzermeyer (2006). The council of Epworth is eradicating illegal settlement in the area but it is facing challenges in form of resistances. The council has 7 wards administered by 7 councilors all from the ruling Zanu PF party. So the council has been seen as pro-Zanu PF which has made the ordinary citizens from other political parties to be against the council.

The in-situ upgrading which the council is exercising is difficult since the informal settlers refuses to be allocated new stands by council. The council can no longer allocate stands without police assistance because the residents are sometimes violent and attack their own council officials. Pegs are removed or tempered with in a bid to create confusion. Plummer (1999) acknowledges the power of politics which influences the operations of municipalities in various ways. Residents in Epworth do not agree merely because of political ideologies and this difference has impacted service delivery in form of development adversely. The council has challenges in carrying out their duties. The serviced residential stands are given free to the residents considering that most of them are vulnerable groups like single mothers and the unemployed youths. The residents in ward 6 for example had to pay \$200 as survey fees and a \$100 as regularization fee but still people are not willing to get regularized stands.

1.8.6 Eradication of informal settlements, current regulations

Epworth is one of the suburbs with high rise in informal settlements. The Universal Declaration of Human Rights (1945) as quoted by Chirisa (2012:43) recognised that all individuals have

the right to sufficient standard of living for themselves and their families. The council is in a bid of providing affordable housing for all no matter the resistance to upgrading but the council will continue with its mandate of providing shelter as this is in line with the Universal Declaration of Human Rights.

1.9 Summary

The researcher in this chapter introduced the research topic with regards to the challenges encountered in the regularisation process in Epworth. Research objectives, questions, limitations and delimitations were highlighted. The researcher explored the reasons behind citizen resistance. The following chapter will be looking at various researchers on the field under study

CHAPTER II

LITERATURE REVIEW

2.0 Introduction

This research is emphasizing, contemplating and concerned with the causes and issues of informal settlement, significance of regularised stands and difficulties that local authorities face in a bid to destroy informal settlements. The attention goes ahead to define regularisation and its importance to urban areas. The section will look at the challenges of regularising informal stands at a council level and outside. This is the chapter that will depict the premise on which this exploration is constructed, examining work done by different researchers globally.

2.1 Literature review

According to Narderir (2010) literature review is the course of interpreting, scrutinizing, assessing and summarising theoretical information. In other words it is a straight forward summary of what is read on the topic. It surveys scholarly articles relevant to the area of study so as to offer a significant literature published on the topic

2.2 Informal settlements

Informal settlements can likewise be alluded to as shanty settlements or squatter regions. Muderere (2011) as cited by Mashoko (2012) deciphers that settlements can be portrayed considering the planning and legitimate system of the country where the settlement exists. Mohammed and Mohammed (2005) define informal settlements as inhabited houses constructed on planned and unplanned locality without proper planning. The settlements comprising low quality houses nucleated without legitimate streets and sanitation. The demographic marvel of urbanisation is a main impetus for the quickly expanding of illicit settlements in the outskirts or focus of the city (GoZ 2007).

The lack of affordable housing in urban areas is the cause for the mushrooming of informal settlements. Roth and Sukume (2003;92) argue that , ‘quality land administration is machinery that helps local authorities to eradicate informal settlements’. Thus poor settlement administration in African countries can be a purpose behind sprawling not serviced land. Informal settlements vary ranging from slums, mukhukhu (South Africa), aashwa’i(Egypt) and favelas(Brazil) (Kramer,2006).

According to Godehart and Vaughan(2008) informal settlements are illegal and lack formality, they cause environmental hazards, poverty and vulnerability among others. In this research, the term informal settlement is used to refer to illegal houses without proper structures. Ordinary citizens end up in informal settlements because of its costs comparing with legal residential stands.Mncwango (2005) and Olufemi (1998) are of the view that informal settlements provide the urban poor with affordable housing.

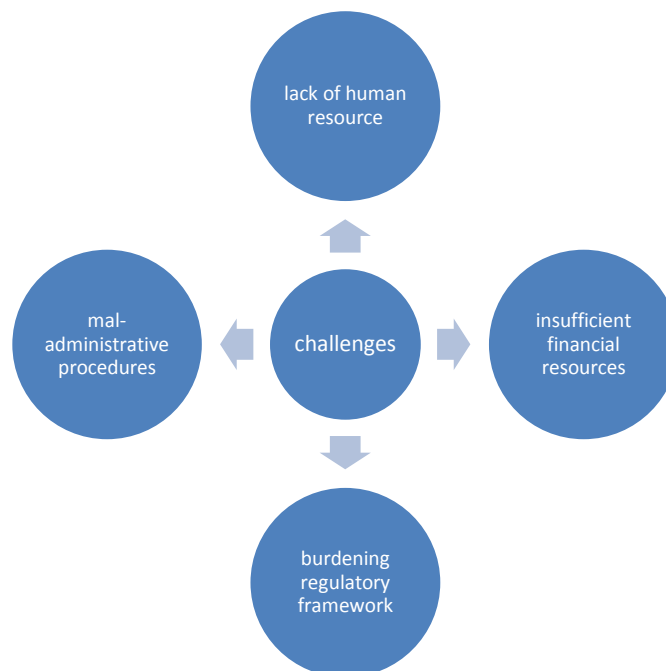
2.3 Upgrading/ regularisation of informal stands

The Cities Alliance defines slum upgrading as the process whereby informal settlements in urban areas are formalised and improved through provisions like social services and secure land tenure. Mistro and Hensher (2009).In simple terms, regularisation is whereby irregular forms in morphology are replaced with regular ones. Regularisation refers to the transformation of illegal structures into legal ones. Martin(1983). Like any other informal settlements across the world, informal settlements are occupied with the low income type of people and generally such type of people are financially crippled and object and crush anyone who talks of formal settling which cost high to them. It costs less to upgrade than to destroy. Regularisation of settlements mitigates epidemics and empowers local people and there is also creation of social amenities like schools and hospitals.

Regularisation brings about real development and not harm to the society as perceived by residents. It brings into shape things like street lighting, roads and proper sanitation and improved drainage system. Regularisation is ideal as informal settlements continue to invite more informal settlers. The pioneers start selling available piece of land to late comers thereby expanding informal settlements. Epworth Local Board is practising in-situ upgrading which involves regularising an already settled place. In upgrading process, local authorities should by all means suppress objections by supporting vulnerable communities by asking for their views as a way that makes them feel involved in development. UN- Habitat (2006) states that availability of virgin land remains a challenge in almost all local authorities in Zimbabwe and this is the reason behind in-situ upgrading because there are no more virgin land.

Fernandes (2000) argues that the challenge with regularising settlements can be the attraction of investors into informal settlements. This then can cause the original people of the community to move out thereby threatening the motive of poverty alleviation.

2.4 Challenges faced at a council level in regularising informal settlements



Source: edited from Tsenkova (2008)

The most difficulty that local authorities face is how to finance their developmental activities. Sigauke (2007) is of the view that councils are failing to complete planned houses to all the people and this is due to the revenue accrued that is far much less to carry out projects like regularisation. E.L.B is one of the councils in Zimbabwe that is facing resistance from the citizens thereby failing to deliver what they should. The council area is small in size and this means that their revenue base will be small as well. The Housing department at E.L.B has got only about 7 employees of which 4 will remain at the office whilst 3 will be on the ground allocating stands. According to 2012 census, Epworth has a total population of 167 000 people. About 90% are in informal settlements and it's not possible for only 3 people to be undertaking such a huge task. The officials undertaking the project are few. Unavailability of skilled personnel has negatively impacted councils. In regularisation process, the shortage of skilled employees is the basis for poor decision which ultimately result in poor service delivery.

USAID (2006) stated that lack of skills and the ability to manage the collection of debts has impacted financial performance of most councils. Educational level proved to be a serious issue for both appointed administrative personnel and elected officials.

The other thing that is of paramount importance is the lack of will by senior officials. The executive staffs reside outside the council area and they give little attention to the needs of the community they control. This is seen by time spent to only sign transport requisitions and other travelling documents. This type of governing by the executive has in essence caused the sprawling of informal settlements countrywide. The officials have little knowledge and concern for the society level livelihood strategies thus according to Baumann (2003) their evaluations are rarely based on considerations of poverty.

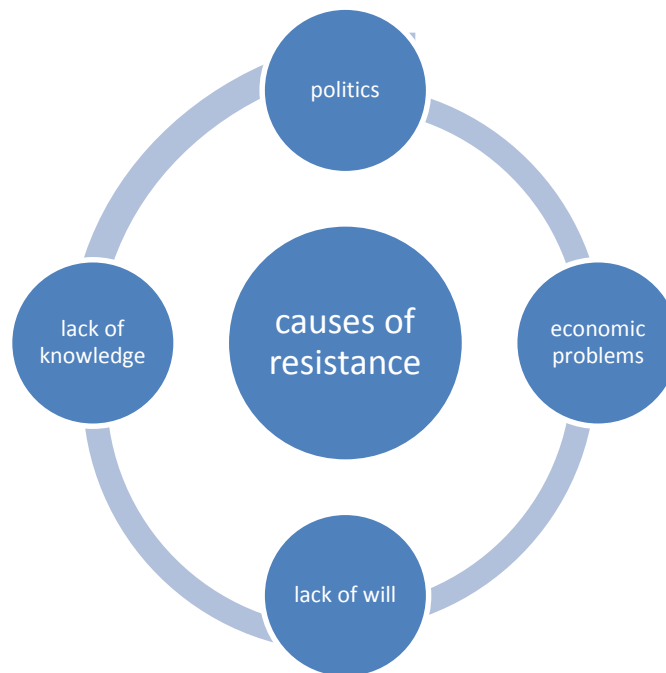
According to Cohen (2010) politics affect day to day running of a council. The odds of achieving regular assent is frequently lessened to a base between MDC and Zanu PF councillors in council. In Zimbabwean challenge, Zanu PF and MDC-T officials frequently advocate for choices that support political parties as opposed to those that advance development.

Coutinho (2010) is of the view that government has prescribed salaries and wages not to be more than 32% of the total recurrent expenditure. Looking at the current situation in Zimbabwean councils 75% or more is spent on salaries and wages and little is left for capital projects like formalisation of informal settlements. What is happening in our councils today is against the ministerial directive of 70-30 ratio. 70% should be channelled towards service delivery whilst only 30% should be for salaries but the opposite is happening, 30% is for service delivery and 70% for salaries and this has compromised service delivery in Zimbabwe. In other words, informal settlements are multiplying due to incapacity by councils to destroy them since huge sum of amounts are channelled towards salaries. E.L.B has only one bulldozer which is at the moment in a sorry state and it needs maintenance and is expected to operate in 7 wards. There are constant breakdowns of the machinery paving way for resistance from the residents because of unnecessary delays by the council in the regularisation process.

While residents really know the challenges they face in the adaptation of the regularisation process, they are deprived by councils which according to Plummer(1999:1) are dominated by capital intensive works and staffed by technical technocrats who view societies as irrelevant hence the resistances from the resident side.

In councils, councillors make promises prior elections promising good things affecting the downtrodden masses like informal settlers but then once they are in power they do not fulfil their promises thereby perpetuating informal settlements

2.5 Why do citizens resist regularisation of stands?



Source: edited from Munzwa (2010)

According to Munzwa (2010) economic hardships in urban centres has made the urbanites to venture in informal settlements and informal land subdivisions. Now when a council comes with a solution to informal settlements they tend to be resistance from the resident side due to financial constraints. Residents in informal settlements consider their place as conducive when looking at their financial part. In informal settlements there are no water connections meaning they get their water from unprotected sources at no cost, they also use paraffin lamps and the cost of living is almost free to them. Now when authorities plan to formally settle them, they obviously object considering the situation.

It is largely argued that community participation in council decision making produces more good than harm. King, Fetley and Susel (1998) are of the view that an engaged citizenry is better than a passive citizenry. With residents being involved in decision making, formulated policies might be more realistic in resident preferences and it creates support needed thereby countering resistance. Arnstein (1969). All the chaos in Epworth at the moment is precisely

because there were no consultative meetings with the residents and this is why there is much resistance from the residents. King and Stivers (1998) are of the view that citizen participation can stem the deterioration in public trust. So it is of paramount importance to involve the community in issues that affect them. For the regularisation process to be efficient and effective it should include the residents. Nelson and Wright (1995) emphasise on the participation of the community for a social change.

Badhananda in Goel (2007) argues that absence of people with enough character in the community causes quarrel and fight, agitation and social unrest. This is what is typically happening in the case of Epworth where some leaders of political parties at the grassroots level persuade the mass to act ultra-vires to the council. Jonga (2012) calls it political banditry. Their aspirations contradict modern day governance. These lower level politicians are no longer industrious as the previous groups. All they want is to enrich themselves from continuous selling of illegal stands to the latecomers since they consider themselves 'originals'. This is why they are against the formalisation of stands because they know that their way of getting revenue will be cut from them instantly. Plummer (1999) notes that politics influence the activities in councils. A sudden shift in political ideologies can have adverse impact on good governance especially when their tenure has elapsed. The in-coming political administration can change rules and the employees.

Councillors make promises prior elections to deal with challenges affecting the downtrodden masses like people in informal settlements but then once they are in power they do not fulfil their promises thereby perpetuating informal settlements.

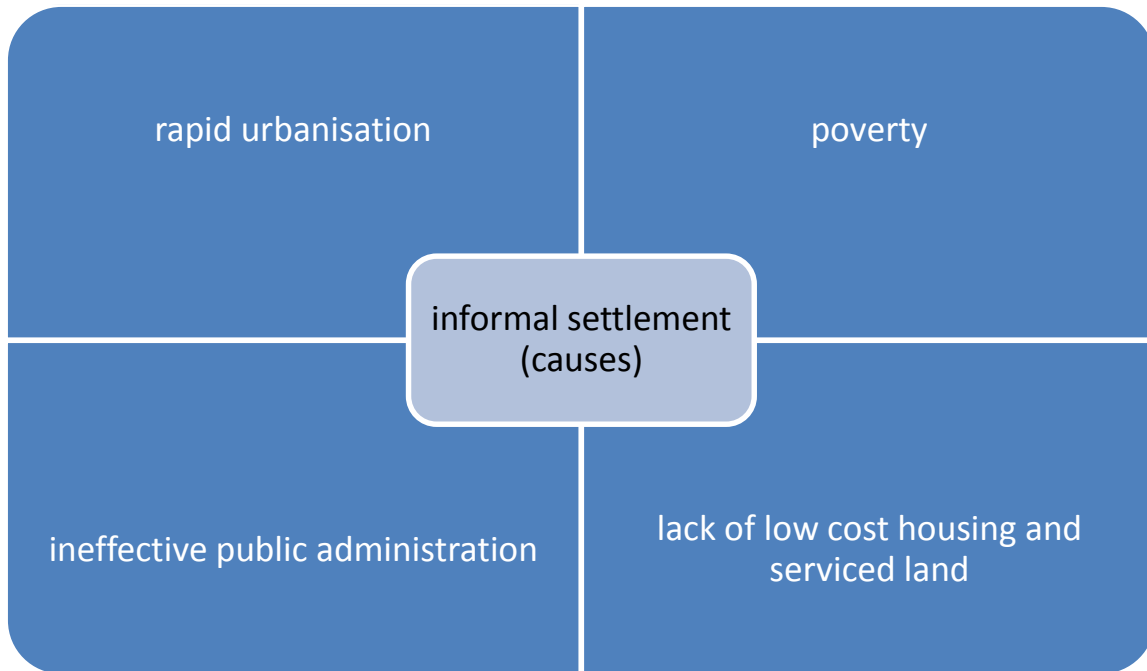
According to Martin and Mathema (2006), development linked to a political party tenure of office can threaten sustainability of the regularisation process that is if the leaders are removed.

Marx (2003) is of the view that housing interventions like settlement upgrading have rose in every corner of Southern Africa and shows adverse results on governance.

However, regularisation of stands is a need in today's governance. Dhaliwal (2004) argues that good urban governance is needed in providing people with basic social services like improving environment quality.

2.6 The causes of the sprawling urban informal settlements

Figure 2. 1 The causes of the sprawling urban informal settlements.



Source: edited from Munzwa (2010)

The challenge of informal settlements is that they are found in areas with people of low income due to economic hardships as postulated by Munzwa (2010). In the past decade in Zimbabwe, unemployment and poverty rose and adjusted the economies of towns and rural areas. Due to unemployment people migrated to areas where they could be employed. The UN Habitat further reveals that about 14 million people migrate to urban centres each year in Sub-Saharan Africa. Of that number 70% of them end up staying in informal settlements with only a remaining 30% residing in formalised places.(UN Habitat 2010).Inadequate land administration by government to improve the situation in informal settlements has in essence contributed to the deterioration of settlement conditions in urban areas and has exacerbated poverty according to UN-HABITAT(2003).

The Vienna Declaration of 2004 supported that proper policies and laws should be put in place to regularise informal settlements but local authorities are turning a blind eye on the issue.

Muderere (2012) argues that informal settlements are mushrooming due to ‘pay for your service schemes’. However, when looking at these people in informal settlements, we see that they are from low-income households and have meagre financial resources and have a challenge in securing land to settle and this is why there is growth in terms of informal settlements.

2.7 Current policies and regulations on informal settlements in Zimbabwe

According to Shack and Dwellers Federation of Namibia (2012:12) several African countries face sundry tribulations due to informal settlements increase, in essence such kind of settlements will be having poor sanitation, inadequate health services and unsafe water. The lack of health services and sanitation has driven several organisations to come up with policies and regulations. Some of the policies enacted to address the challenges of informal settlements include Home ownership policy, Environmental Impact policy, Land Reform Policy, Housing for all policy and the Housing and urban development policy just to mention but a few. The above policies only allow formal human settlement developments to be formulated (GoZ 2013).Tabaijuka (2009) stated that there are loopholes and bottlenecks in the regulatory framework. The Universal Declaration of Human Rights(1945) as quoted by Chirisa (2012:43) recognised that all individuals have the right to ‘sufficient standard of living for themselves and their families’. These include sanitation, water, education and housing. The state decentralised its services to the local authorities that can better perform them. The local authorities are guided by the Urban Councils Act (chapter 29:15) and the Rural District Councils Act (chapter 29:13) and all these refer to access to clean water and sanitation as basic elements of hygienic and better livelihoods.

The right to shelter is enshrined in our constitution. In accordance to chapter 2, section 28 from the Zimbabwean constitution (2013), ‘the state and all institutions and agencies of government at every level must take reasonable legislative and other measures, within the limits of the resources available to them to enable every person to have access to adequate shelter’. This in other words shows that the state has the mandate to craft legislation to promote decent housing. However, all the legislation in Zimbabwe including the Regional Town and Country Planning Act (chapter 29:12) are silent about the upgrading of informal settlements but only talks of demolishing illegal settlements. (Regional Town and Country Planning Act chapter 29:12 section 32)

The real issue is to what degree housing rights agree with lawful instruments that advance and promote law in modern day governance. At an authoritative level, this country has an exceptionally institutionalised regulatory framework through planning Acts. These Acts specifies planning regulations, building gauges or measures and codes. The regulations are aimed at guaranteeing that development meets a base standard of debacle flexibility. It can likewise not be denied that these norms have to a vast degree added to the commended urban quality that describes Zimbabwean urban communities today. Nonetheless, in all the previous mentioned legislative documents, the importance of housing rights is not clear aside from in the Regional Town and Country Planning Act. These presiding lawful instruments notice property rights, however, get to be quiet as respects housing rights. Not just do they neglect to characterise such rights additionally real the confinement of such rights by rejecting them a lawful case. This fluffiness mirrors some type of guaranteeing in the Zimbabwean experience as respects making an interpretation of worldwide standards into local realities.

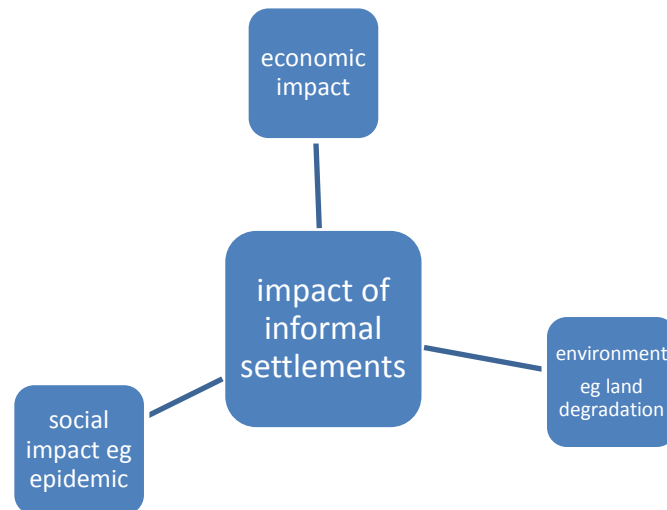
The present legislation in Zimbabwe has throughout the years been censured and criticised for resoluteness and rigidity amid its complete failure to transform the state in the country. Chirisa and Munzwa(2008).

Zimbabwe Institute for Regional and Urban Planners (ZIRUP) blasted the legislation prescribing a review of legislation saying the present legitimate administration smothers development in housing, where they were saying the backlog is as of now assessed at more than 500 000 in Harare alone and this is according to New Zimbabwe Situation (2010:4). The current planning legislature and techniques particularly the emphasis on improvement control as opposed to advancement help have gotten to be wrong and should be modified so as to accomplish timely housing delivery countrywide. Prohibitive by-laws that control urban advancement makes it close unthinkable for a need downtrodden individual to get a house in urban Zimbabwe. Limitations for this situation come through the use of housing waiting list, utilisation of chronicled information to gauge housing request and in addition elevated requirements for land development.

2.8 Impact of informal settlements in modern day development

A number of unplanned settlements are spreading countrywide. This has been a concern looking at environmental and social challenges faced by urbanites. Cole (1995) views illegal settlements as a challenge resulting in excessive land use and environmental disorder. Land is degraded and polluted. UNDP final report (2010) postulates that water pollution is at its zenith in such areas. There is also disposal of waste (both solid and liquid) and this give rise to ailments like cholera. Garbage is left uncollected due to lack of recognition from authorities.

Figure 2. 2 Impact of informal settlements.



Source: edited from Ambert (2006)

According to Ambert (2006) about 16% of people residing in informal settlements suffer from HIV/AIDS endemic. This is so because urban people are highly mobile and results in more avenues of sexual networking. There is a link between urban development and HIV/AIDS. People in informal settlements have little if no access to land and then they are exposed to opportunistic diseases. Informal development has created fragmented urban areas and trick neighbourhoods, significantly set apart by healthy challenges, ecological debasement, contamination and insufficient clean conditions. The general living conditions in informal settlements are substandard: absence of open spaces, sanitation and ventilation. In numerous urban areas, the informal occupation mostly takes place at hazardous environs like areas prone to floods and landslides. Informal settlements lack security of tenure and the residents are left exposed to evictions.

Residents in informal settlements are marginalised. They are socio-economically vulnerable and lot of criminal cases and drug abuse are recorded in countries like Brazil and Colombia. The houses in informal settlements

2.9 Good governance

have no addresses and this has made it not possible for them to enjoy benefits enjoyed by those settled formally like receiving mails or buying goods on credit

United Nations Economical and Social Commission for Asia and the Pacific (2009) defines good governance as a process of decision making and procedures by which those decisions are implemented. Good governance has 8 principles.

Figure 2. 3 Tenets of Good Governance.



Source:

edited from UNESCAP (2009)

- ❖ Participation ensures that all stakeholders are involved in issues that concern them.

Upgrading of informal settlements has a bearing on the residents and therefore implies

that those same people should be at the forefront in terms of involvement in planning for everything so as to counter resistance from the locals.

- ❖ Rule of law is noticeable when urban poor people are treated fairly and that their human rights are reserved. Everyone is equal before the law thus the authorities should take upgrading of settlements seriously so as to create equality for residents.
- ❖ Transparency ensures that the people at the grassroots access information without any hurdles from authorities. All planning and budgeting should be unveiled to people in need and resistance will be mitigated.
- ❖ Responsiveness implies that stakeholders are to be served at a reasonable timeframe by councils. The regularisation process should be timely with targets. In our councils responsiveness is compromised by lack of resources hence the projects take a long time to accomplish thereby creating a lot of tension between the council and residents and people have resorted to serving themselves by settling in unplanned settlements.
- ❖ Consensus oriented this means that whenever tension arises, mediation should come into play and the mediation should be unbiased before the citizenry.
- ❖ Equity and inclusiveness implies that everyone in the society is equal, no one dominates. Everyone should be included in the societal mainstream.
- ❖ Accountability means actions should be accounted for, for both individuals and organisations.
- ❖ Effectiveness and efficiency means results should be achieved by all institutions and must meet the societal needs.

Good governance principles according to Plummer (1999) should rely on viable targets within the scope of councils. All of the principles have to be considered worth among the residents.

Voice of the society is viewed ineffective as professionals take their role. Councils should practice good governance if they are to really counter citizen resistance.

2.10 Informal settlements in South Africa

Roughly about 1 million families in South Africa as of now live in informal settlements under extremely problematic conditions which posture genuine danger to their wellbeing and security. Real figures are likely higher than reported. Access to conventional houses remain a challenge despite consistent endeavours subsequent to 1994 to convey affordable housing to the poor masses through a variety of housing schemes. Against this background, the state presented housing policy reforms in 2004 which incorporated a system committed to the 'Upgrading of Informal Settlements Programme'. (UISP) which had the intention of destroying all informal settlements by the year 2014. The goal of dealing with informal settlements has since been farfetched due to a couple of challenges. There is a huge gap in planning and implementation as Chakaipa (2010) argues that plans like strategic and master plans are prepared meticulously but many gather dust in drawers and shelves. This is due to weak link between planning and budgeting. Thus because of this, South Africa has been seen as a failure in improving the livelihood of slum dwellers. The lack of community involvement, financial constraints and material asset deficiencies has led to delays in the implementation of the project.

In Cape Town the removal of illegal settlements has and is seen as odd because there is no space to put those people. However, residents who reside on the NZ road between Athlone power station and Cape Town airport have been relocated. Hechzermeyer and Karam (2006). On the same note, South African yearbook (2012) notes that 6 000 houses have been built and 4 000 are still under construction by the Emergency Housing Circumstance Programme.

Squatter settlements are very much common in South Africa. Khan (2003) postulates that awful state of informal settlements in the land of South Africa is increased by constraints of land costs suitable for accommodating the poor urban population. The state failure to build houses for its poor masses result in the poor building illegal houses in unregulated areas. Aldrich and Sandhu (1995) have noted that the destruction of informal settlements through relocations poses difficulty of site improvement charges and bureaucratic breakdown and at the same time political corruption at lower levels may keep individuals from getting accommodation. Informal settlements are associated with many challenges which include diarrhoea, H.I.V and AIDS and other diseases, Ambert (2006:4) notes that the frequency of this endemic is strong in informal settlements because the movement of people in urban areas results in bigger opportunities in sexual network. Squatter settlements are also associated with service delivery protests and violence and this has made those at the lowest end of power structure to suffer.

In South Africa, Bozzoli (1978) has referred to informal settlements as a product of colonial and Apartheid urban geography of privilege and empowerment. The whites remained in serviced land whilst the black people were moved to secluded townships. The difficulties to proper shelter in South Africa were caused mainly by the unequal land distribution and resettlement policies by the government. The Native Land Act from 1913 restricted land ownership by African people to 7% in authorised places. As years passed, the number rose to 13%. Clark and Worger (2004) are of the view that the soils where Africans were authorised to reside were of poor quality and not able to meet the growing needs of African populace. Ever since then the government has been meeting some challenges in upgrading the informal settlements. Kautzky and Tollman (2008) argue that the South African government has challenges in trying to redress the imbalances in housing and social issues. This has resulted in public demonstrations. To a certain extent, the government of South Africa can be said to have achieved some of its objectives of changing the face of informal settlements but still it is

encountering difficulties in ensuring enough access to services to the citizenry. It is noted that poor quality programs characterise the government. There is no fair distribution of land and this has led to unfair sharing of resources. The past legislative framework in South Africa moved the Africans into overcrowded areas. Informal settlements are usually called Townships in South Africa. They are usually situated at the periphery of cities. These include SOWETO, Tembisa, Umlazi, Mamelodi, Etwatwa, Tsakane and Evaton just to mention a few.

1.11 Informal settlements in Tanzania

The Town Country Planning Decree of 1955 is the basis of formal settlements in Tanzania. According to Mohammed and Muhammed (2006), the Act gives local authorities powers to plan on the land use. In a bid to destroy informal settlements in Tanzania, the municipality of Zanzibar was given a technical support by the government of China. The informal settlements grew and expanded unexplainably in Tanzania. History has it that Africa is urbanising at a faster rate than any other continent. Land administration and regulations are not meeting the increase in the housing backlog. Informal settlements have been exacerbated by environmental and socio-economic consequences like flooding, deforestation and pollution. Other issues around the mushrooming of informal settlements are land related issues, development control mechanisms, distribution of 3-acre plots, inadequate formal land distribution, and lack of resources, poverty and cultural factors.

The growth of informal settlements has collapsed the environments and the health of individuals has been threatened. Cole (1995). It has brought physical disorder, land degradation, settling of people in good lands for agriculture and uneconomical land utilization. Tanzania has come up with various initiatives to deal with informal settlements and these include the urban housing programme of 1969, national sites and squatter upgrading programme of 1972 and the regularisation programme of 2004. The challenge encountered in

trying to adopt the above was linked to finance issues which has and is still a challenge to many governments in the continent of Africa.

2.12 Gaps in literature

Local authorities have inadequate resources. The resources are the ones that make regularisation of informal settlement effective and efficiently. Cohen (2010) has looked at political affiliation in councils affecting enhanced service delivery and development of the area. Furthermore, USAID (2006) states that lack of skills have impacted performance in councils adversely.

Over the years, the focus of failing to develop an area has been seen to have been caused by non-performing local authorities. There is so much literature on councils being responsible for the growth of informal settlements. Researchers such as Garner (2004) and Kunaka (2002) have written about corruption in councils as the cause for challenges encountered in upgrading informal settlements. However, on the other side corruption is also prevalent in communities as well. It is noticeable in residents associations where the intended objectives are not accomplished due to greedy individuals and this has not been in the literature.

There has been little focus on the citizen side for being responsible for the problems encountered in trying to deal with informal settlements. These challenges include low level of income within the ordinary suffering masses in informal settlements, lack of will, cultural beliefs, lack of knowledge and economic challenges.

2.13 Summary

This chapter has been focusing at views by researchers who have written before pertaining the issue of challenges in regularising informal settlements. The difficulties of developing come

from both the council and its residents as portrayed by the chapter. The section also took time in explaining the diverse source of tension in Local Governance.

The literature review helps the researcher in recognising gaps left out. This chapter also paid particular attention at urban housing problems and the challenges encountered in addressing them. The research also looked at informal settlements in South Africa and also analysed the current regulations in present day Zimbabwe in promoting regularisation of informal stands.

The next chapter will look on the research methodology paying particular attention on the instruments, sampling techniques and analysis of data employed by the researcher in this thesis.

CHAPTER III

RESEARCH METHODOLOGY

3.0 Introduction

This section highlighted the methods used by the researcher in collecting information pertinent to the study. The research had components of primary research which included questionnaires, observations and interviews focused at particular informants. The secondary research technique that complements primary research and concerned the seeking after the pertinent resources for the study was additionally talked about in the next chapter. Essentially there was an investigation of strategies or techniques utilised by the researcher for the study adequacy. The description of techniques used, data collection instruments, targeted populace and sampling methods justification that were used were expressly shown in the chapter. Truth be told, this chapter wrapped the significant research design also known as plan of actions.

3.1 Research methodology

This is an efficient method for taking care of issues, includes get-together of information from the predetermined populace and permits one to introduce the explanations behind the decision of the instruments used to gather information. Ballack (2007:18) notes that methodology refers to sundry methods employed in gathering, scrutinising or examining data in order to detail adequately the way the researcher aims to accomplish the particular objectives. Both qualitative and quantitative techniques were used as a procedure of methodological investigation concerning the implications which individuals utilise to understand their encounters and additionally to control their action.(Dominwisk 2008:6). The qualitative research was or is concerned with the positive social discernible actualities from the stance of participants whilst in quantitative methodology after effects of the research are passive to evaluation.

Research methodology rose to address strategies and methods that were utilised in the process of investigating. Rajasekary (2006:32) presented research methodology as a pre-arranged method for issue unravelling, an orderly discipline of how to conduct a research. On the same note, O'Leary(2004:85) hypothesizes it as the structure related to interrelated set of hypothesis or idea, accompanied by specialised tools used in the study progression supporting the research design.

3.2 Research design

The researcher used the research design to gather pertinent data without wasting precious resources like time. Research outlines and identifies populace information gathering method(s) the instruments used, the administering of the instruments and how data was composed and analysed. Tailer (2009:64) defines research design as a blueprint of comprehensive plan on how the study will be completed choosing data of concern relevant to the study selecting information to be used that will go about as pillar for testing hypothesis and making an analysis to the findings. For the most part, this became a technique that enabled the study research to conceptualize and investigate the issue under study.

The researcher in the study used both qualitative and quantitative methodologies in gathering and analysing data. Qualitative data was utilised to advance the portrayals that created by or from the quantitative data in this way, creating the picture of squatters informally settled and challenges faced in upgrading or regularising the informal settlements. Bryman(2004:43) is of the view that research design is an aspect of a phenomenological study design to research guide, data collection and research design analysis. It is basically a plan of action before the real work of the project is carried out or done.

Kumar (2011) views a research design as a strategy of examining so imagined as a get answer to research problem. The motive behind utilizing both quantitative and qualitative strategies is not generally logical but rather utilised in developing richer descriptions and an explanation of

phenomena of humans (Blanche et al 2006). The researcher used a variety of materials which made it possible to gather information required and also to make a meaningful analysis as different instruments for the collection of data complemented one another

3.3 Quantitative methods

Quantitative techniques were of importance because the researcher was able to evaluate and differentiate issues effortlessly with the goal that they can be numbered and shaped statistically, the researcher expelled elements that may occupy outside the expectation of the study.(Hopkins,2009:11). The quantitative strategy was more critical particularly as the researcher utilised it to oversee and pontificate the study issue in exceptionally exact and coordinate way. The approach was descriptive in nature, it included the recording what individuals said, documenting events and observing council documents.

3.4 Qualitative methods

This methodology was more troubled with successful flexible information as a component of impressions, verdicts and additionally images. The researcher visited the sites directly to discuss with the grown-ups and even the adolescents, focusing on the key informants and conducted interviews. This method was used often in the study with the end goal of study lavishness and filling the missing link or filling the gap that was not covered by quantitative approach (Snatcher 2012).

The researcher here focused on the interviews since it is of more significance in attempting to portray and clarify the difficulties confronted by councils in attempting to regularise or upgrade informal settlements. As noted by Creswell (2008), qualitative research regularly happened in an ordinary circumstance where the researcher needs to visit the locales by and by to have a real confirmation of the required data. In fact this kind of study uses various techniques that are humanistic and interactive. In gathering information using qualitative methodology, the researcher as part of this study did certainties mounting for research affectability or sensitivity

as the researcher partook in the research. Really, the strategy was the best particularly as the researcher got to acquire insider's perspective and the best approach to depict circumstances, with the meaning that the real respondents affected by informal settlements in their lives may not unveil other relevant information.

Nardquist (2010:22) postulated that quantitative data alludes to measurable structure whilst qualitative data demonstrates the consequences of utilising numerical outlines like diagrams, pie graphs and tables

3.5 Population

Melville and Goddard (2007) defined population as a collection that is the focus of a research interest. Furthermore, Bryman and Bell (2007) postulated that population is the universe units from which the sample is selected. The study will focus with Epworth Local Board. The council has more than 150 employees hence a variety of sampling techniques were used. 25 will be the sample size including departmental heads and staff from the housing and engineering departments. The area under study has a total population of 167 000 (2012 census).

3.5.1 Target population

Target population refers to the actual respondents group in this research. In this case target population are the individuals who unveil information and shade more light about challenges encountered in the regularisation process in the area of Epworth. In this research the targeted populace includes the executive and non-executive officials from E.L.B, housing and engineering staff and the residents who are directly affected by council decisions. Councillors are included because their role is important since they are mediators between council and citizens (Chitauru 2012:33). Ward 6 has 25 629 people and ward 7 has 39 254 giving a total population of about 65 000.

Taking cognisance of the above mentioned people, they were part and parcel of the population under which samples were taken presenting political, economic and social challenges faced by residents and also E.L.B in delivering services.

3.5.2 Sample size

Brink (1996) and Walliman (2005) defined a sample size as a portion of the subset or larger set, opted by the researcher to partake in a research study. Therefore it refers to the selected set by the researcher. The sample is drawn from the housing, administration and engineering departments and also from civil society organisations (churches) and residents. Focusing with the above departments help in coming up with fair and accurate presentation of the populace in the sample. The sample size used was 25. 2 were civil societies, 10 council officials, 2 councillors and 11 informal settlers giving a total of 25 respondents.

3.6 Sampling strategies

The study used two techniques during the process which were purposive and systematic sampling to determine why there are challenges in the regularisation process in Epworth. Dillman (2000) is also of the view that sampling techniques are used in depicting samples commencing targeted population. The questions being asked at informants want responses from the targeted population. In this study, the researcher made use of both systematic and purposive techniques as a part of non-probability technique.

3.7 Non-probability and probability sampling

Non-probability technique is dissimilar to probability type of sampling. Random sampling was not applied in the study because it involves respondents having an equivalent opportunity of participation. Generally, sampling techniques falls into two categories which are probability and non-probability sampling. Probability sampling involves random, interval, stratified and cluster sampling whereas non-probability include accidental, purposive and quota sampling.

There were a variety of categories in probability sampling and the researcher chose systematic and also purposive sampling methods.

3.7.1 Purposive sampling

The thrust here was at exacting the target population that would better offer accurate information for the sake of the study; give the researcher time to respond to the objectives and problem of the research. According to Williams (2012) purposive sampling should be employed as part of non-probability sampling to which the researcher in the study will deliberately choose relevant considering that the target population should have similar characteristics important to the study. In purposive, the researcher uses his judgement in targeting respondents. This is based on personal judgement pertaining the characteristics of a representative sample. Here the researcher uses his knowledge or own understanding or experience to pick items to be sampled. The method is to pick units that are judged to be typical of the population under study. The officials utilised for example included staff at E.L.B, residents and civil society organisations like churches and Shelter Zimbabwe.

As further postulated by Basly (2012) the use of purposive sampling acts as a representative compartment of the whole population crafted to bring required information by the researcher. In short, the study focused on targeted population and not generalising by making use of the huge population but in a big way there was reduction of biased information from hefty informal settlements population. The study method is attached with the view or expectation that the very sample is mostly suitable so as to get information which best suits research objectives and questions.

The entire population is represented by a sample population. In this study, samples were drew from ward 6 and 7 in Epworth area. The researcher worked with targeted population given as a fraction of purposive sampling technique that was utilised as the researcher was not able to

get the answers from the whole population who could better understand difficulties faced in Epworth settlement regularisation.

It also includes different viewpoints of informal settlers and the researcher in the study made use of purposive sampling technique in interviewing and distribution of questionnaires to the informants.

3.7.2 Systematic sampling

The method is upon selection of elements at equal intervals starting off with a seldom selected element on the population list that is in this technique, every tenth element from the list is selected to bring about the sample. The general formula is as follows;

$$K \text{ (sample size)} = \frac{N(\text{total population})}{n}$$

n (sample size) in this case K is the interval

This type of sampling is based on quality and is different from random (Potter and Redds: 2010). It is more qualitative than quantitative in nature. The researcher listed the targeted population and selected the population systematically. All the listed population were given a change to contribute and bias was shunned. The process of systematic sampling was done by the researcher in an arithmetic progression and the researcher chose a number that was less than the totality of the population. That number corresponds with the first subject that was chose as a sample by the researcher Wyle and Schellrah (2009).

Black (2008:8) defined systematic sampling as a technique which involves the selection of elements from a clearly laid down framework. The researcher used systematic sampling and gave him an opportunity to pick respondents from E.L.B and also from informal settlers. There is time management in systematic sampling and there is also easy of research administration. Lesbondy (2011) is of the view that systematic sampling technique can be used since it is not possible to observe particular individuals amongst a population with a variety of individuals.

Below is a tabulated data symbolising the focus of the researcher on targeted population taking into cognisance the difference between sample size and actual size in getting information around challenges faced in the regularisation process of informal settlements.

3.8 Sources of data

Both primary and secondary sources of information shall be utilised as part of this study. Primary information was gathered through questionnaires that were set up by the researcher and were regulated to selected employees and executive staff at E.L.B. this kind of information proves to be handy to backing and adding knowledge to secondary data. Both open and closed ended questions were utilised as part of this study as methods of gathering primary data

3.9 Primary data

According to Wegner (2008), primary data is information which is caught on the spot or era. Jankowicz (2006) further defined primary data as objects collected by an individual or group through observations and interviews. There are different primary information gathering methods like questionnaires and interviews done by the researcher.

Secondary data

Wilson (2006) defines secondary data as data that has been previously assembled for a few reasons more distant than the flow research under study. Secondary data is data which formally survive. An extensive variety of works was revised and amended so as to acquire secondary information for the research.

3.10 Research instruments

Collection of information is a process of both gathering and preparing information from a variety of sources both primary and secondary sources. According to Kumar (2011:138) primary sources exist when information is collected purposively and for the study at hand more specifically. Better understanding of this actually led to the compilation of data in this research.

The research involved textual exploration through examining a variety of newspaper articles, council records, reports and relevant council minutes. In the research, the researcher made use of questionnaires, observation and interviews in the collection of information from informants.

3.11 Methods of primary data collection

3.11.1 Questionnaires

These are listed foreordained questions or a set of questions which the informants have to answer. The questions can be structured or unstructured. Harper (2001) is of the view that a questionnaire is an important instrument for observing and recording information beyond the physical reaction of the observer.

Carman (2010) is of the view also that questionnaires holding open and closed ended questions created an important tool of probing informant's understanding on the challenges faced in the upgrading of informal settlements. According to Kumar (2011), the justification of open ended questions is to cheer the respondent to give a widely inclusive and formative answer as it will be used to unveil realities and attitudes. This permitted informants to unequivocally uncover information and feelings as solutions to difficulties faced in upgrading their settlement. The questionnaire likewise embraced informants to offer plausible answers for all the recognised challenges.

In other words a questionnaire is a written down interview carried out either through post, telephone or through face to face. Questions are cheap and this is why they were chose by the researcher. Confidentiality and anonymity are assured to the respondents as names are of no use. It is in this manner, inside the parameters of the questionnaire that the researcher assessed what the informants were familiar with is disdain and also convictions towards the circumstance under study while the researcher by and by controlled the questionnaires he gave.

Merits of questionnaires

The use of questionnaires was because of a variety of reasons postulated by Bryman (2004:48);

- ❖ Open ended type of questions are not based on an already conceived answers and respondents end up writing on something far-fetched to the study.
- ❖ The researcher can mix both types of questions in the research.
- ❖ The researcher can cover a wider area.
- ❖ Questions can be pre-tested.

Demerits of questionnaires

On the other side, questionnaires have on their own challenges which are as follows;

- ❖ Questionnaires have high likelihood of not very many return of completely addressed questionnaires. Be that as it may, the researcher followed up guaranteeing returning and satisfying of all questions given. Some questionnaires disappeared as the respondents had no time to answer.
- ❖ Questionnaire distribution was tedious. As a solution the researcher went by the informants where they were gathered and particular events.
- ❖ Misinterpretation of questions. The researcher instead used straight forward and effortlessly comprehended dialect and dodged equivocal questions.
- ❖ There is no room of clarity on the questionnaires. The researcher in some instances failed to get the sense of what respondents wanted to express.

3.11.2 Interviews

As Robertson (2009) clarifies this as a kind of discussion that ought to be started by the interviewer intended with the end goal of procuring exploration germane data. It is an immediate experience or direct confrontation between the researcher and the informant's ideas and experience in life. The discussion in interviews was constructed and centred in light of the

researcher's objectives. Person to person type of interviews have one reason at the top of the priority list that is picking up the viewpoint of the insider or expert inside the field of study. According to Williams (2011:192) interviews give a remittance to probe questions likewise with a specific end goal of getting satisfactory information. Interviews can come as unstructured or structured. In structured type of interviews, it will be a controlled questionnaire from the interviewer, not allowed to separate required information from the given the given problem. On the other hand, unstructured interviews appear as a communication where there are no pre-arranged questions. Both structured and unstructured interviews were used in this research by the researcher. Structured interviews were used in acquiring data from key sources like executive staff from Epworth Local Board. On the other side, unstructured interviews were directed to informal settlers living in ward 6 and 7. The researcher recorded information in a bid to acquire direct citations from his informants.

Advantages of interviews

Hopkins (2009:52) noted following advantages of using interviews as data collection instruments;

- ❖ Information in depth can be obtained. The interviewee expressed themselves freely.
- ❖ There is flexibility since questions can be restructured. The researcher ended up asking some other things not included in the interview guide but was important in the collection of information.
- ❖ Information that is personal was easily obtained
- ❖ Language was adjusted to suit that of informants
- ❖ The reaction rate for interviews was more advantageous and solid than that of a sent questionnaire

Disadvantages of interviews

- ❖ Expensive and time consuming. The researcher had to make an appointment first and then be able to interview the respondents.
- ❖ There was bias from informants in some questions asked
- ❖ There is need to train a research assistant if need-be for assistance. There was a lot of work for the researcher
- ❖ At times curious remarks or expressions made by the researcher influenced the reactions acquired. In any case, the researcher was conferred and devoted to his research until he acquired the required important information
- ❖ Feelings from the interviews were experienced here and there. However, the researcher made a positive domain for all the interviews.

3.11.3 Observation

As a way of collecting data, the researcher also used observations. Verbal conduct is avoided by just watching what will be happening and a summary is drawn. The researcher observed challenges of regularising informal settlements as he was on the ground when residents boycotted council initiative of upgrading informal settlements. Through observing, the researcher noted that residents were against the council even if the initiative was to better their living standards. Councils have been stereotyped as corrupt institutions hence residents resisted citing corrupt tendencies by council officials as the reason behind the boycotting. Observation is a primary tool of data collection and is qualitative in nature. Smith and Dell (2009) define observation as a process when the researcher monitors what will be taking place and in this case the researcher watched significant individuals, circumstances and activities without making inquiries from the informants. Observation enables the researcher to portray the current circumstance under concentrate, in this way the procedure incorporates learning through inclusion in the field or regular processes in researcher's setting. The researcher had a superior comprehension of the study context. The researcher watched the way council upgrades

settlements (in-situ upgrading) and noticed the challenges encountered in the process using E.L.B as a case study.

Advantages of observation

Rossmann (2013) comes up with the advantages of observations which are as follows;

- ❖ There is no room for false information and information available is richly detailed
- ❖ The method is convenient to the researcher
- ❖ Some occasions attended were unplanned hence there is little planning in observations
- ❖ Quality of data gathered is increased
- ❖ Informants can be unwilling to disclose some information and observation can be successful in having access to such information

Disadvantages of observations

However, observation has its own weaknesses as noted by Blink (2006)

- ❖ It is not timeous, a lot of time is consumed and is too demanding. However, the researcher concentrated only on the sample population to save on time
- ❖ The society rejected the activities of the researcher due to a variety of reasons like ethnicity and age but as a remedy, professionalism was highly observed together with respect and perseverance
- ❖ Data collected mismatched due to the influence of respondents and the researcher. As a way forward, there was the listing of questions before the observations

3.12 Secondary data

This with no special case incorporates use of information that was utilised before by different researchers. This may not be basically published sources but really critical. Secondary

information sources that were utilised considering measurable checking of informal settlers. The researcher utilised sources like newspapers, minutes and reports and a variety of staff relating to upgrading of settlements.

The premise of secondary information analysis bolsters time cognizance that is mostly spent collecting data. The advantages of secondary data is that it provides standard data on the challenges faced in regularising informal settlements. It is valuable as supplementary information for correlations or where contrast is significant.

Hopkins (2009:43) is of the view that secondary data is sparing when contrasted with the process of gathering data and making an analysis thereafter. In deed secondary data added weight to primary data as it advanced broader analysis or critics.

White (2010:23) notes that secondary data had its own weaknesses. Secondary sources contained old data not even pertinent to current studies. In secondary information, the vast majority of the information was full of blunders and irregularities hence it was not reliable.

3.13 Data presentation and analysis

It is of principal significance to note that Blanks (2007:22) views data presentation and analysis as a method of making sense from a lot of crude information. The presentation was in form of tables, pie charts and bar graphs. It gives a comprehension of spatial procedures and was a standout amongst the most essential parts of the research.

The data collected from interviews, questionnaires and observations was analysed by the researcher. It was edited and corrected for exactness. The incomplete questionnaires were concluded from others given answers taking a gander at what the reaction ought to resemble as it resembled filling expands.

Precision was basic in recording genuine and authentic data in order to maintain a strategic distance from mistakes, the research likewise checked if there were no blunders or exclusions that perhaps brought about because of indiscretion.

3.14 Ethical considerations

The researcher kept confidential information well. Locations and names of informants were not used in the research. The researcher guaranteed the informants that names were not to be used since the research was only for academic purpose. The researcher also guaranteed moral conduct and the research was conducted decently.

Undoubtedly the researcher led the research genuinely showing respect and regarding while seeking after magnificence dependability and decency. The researcher acknowledged information acquired from other writers to evade copyright encroachment.

3.15 Pre-testing

Pretesting of instruments was used to decide the dependability and validity of instruments used in the study by the researcher. This was a preparatory overview utilising only few instruments for an advantageous trial of instruments feasibility (Clough and Nudbrown 2008:23). My supervisor approved the instruments before pretesting giving the researcher an opportunity to identify gaps and challenges that may be encountered in the process of acquiring significant information.

3.16 Summary

This chapter dealt with the analysis of the research on the design and materials utilised on the ground by the researcher. Inside this part, the research design laid out methodology that incorporated quantitative and qualitative research technique. Research instruments which include questionnaires, observation and interviews were also used in this research.

Research sampling techniques which are purposive and systematic sampling techniques were also presented. A portion of the information was exhibited using tables. The favourable circumstances and hindrances upon the utilised instruments were likewise specified. The remedy to the disadvantages were verbalised as a pre-moulding measure that advanced effective research. This part further highlighted that information required will be quantitative or qualitative. A study pre-test was finished and ethical considerations were valued having the end goal to accomplish reliability. The information accumulated was investigated, evaluated prior data presentation

The following chapter (chapter 4) will focus on presentation and on analysis of discoveries that were gotten through research methodology. The presentation will be in pictures, pie charts, diagrams and graphs.

CHAPTER IV

DATA PRESENTATION AND ANALYSIS

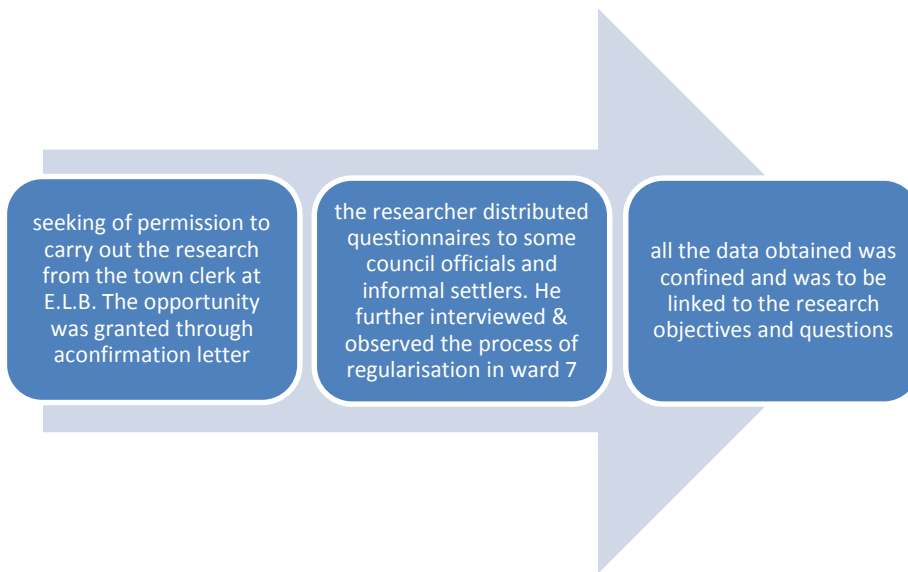
4.0 Introduction

This part of the dissertation consists of the findings and results of the study carried out at Epworth Local Board. The data obtained was analysed and interpreted by the researcher and much focus was on the analysis of information found by means of interviews, questionnaires and observation. The results/findings were linked to the objectives of the study and note if the objectives have been achieved. The obtained data was presented in charts, pictures, graphs and tables in a bid to address the place where information was collected and how it was collected. This part is of importance as it took into consideration assortment of trends and ratings in percentage of all the gathered information from the study for a thorough analysis and suggestions that shall be presented in chapter 5.

4.1 Data collection process

Data was collected in Epworth through the use of questionnaires, interviews and observation. The researcher purposively chose ward 6 and 7 due to the fact that they support the relevance of the topic under study. Below is the process followed by the researcher in obtaining information relevant to his area of study.

Figure 4. 1 Research process.



Source: field data 2016

4.2 Response rate

The opportunity to judge the significance of the study was given by the response rate. Maximum response rate gotten from the study comprised 100% resembling the ability of the researcher in administering questionnaires and collecting them and utilising the interview guides. It is against this background that the researcher shall interpret and make an analysis of the collected information and to start by unveiling the response rate for all instruments used in conducting the research

4.2.1 Response rate for questionnaires

3 kinds of questionnaires were crafted for the respondents. 1 questionnaire was crafted for civil societies, the second one was crafted for the executive council officials and the last one was drafted for the residents. Below is a table showing the response rate of the crafted questionnaires.

Table 4. 1 Questionnaire response rate.

Targeted group	Administered questionnaires	Answered questionnaires	Unanswered questionnaires	Response rate
Informal settlers	5	5	-	100%
Councillors	2	2	-	100%
Council staff	5	5	-	100%
Civil societies	2	2	-	100%
total	14	14	-	100%

Source: field data 2016

The above table showed 14 questionnaires that were all answered thereby giving a 100% response rate to the researcher. 5 questionnaires given to the executive staff at E.L.B were all answered giving a response rate of 100%. The researcher of the study further administered 2 questionnaires to the civil society groups and in this case again they were all answered. Both the civil societies and the non-executive staff of council were given questionnaires similar to that of residents because they are also residents of Epworth. The general representation of the entire focused respondents constituted a 100%. In any case, on the premise that Saunders(2003:23) noted that the response rate of 60% is for the most part of the representation of the populace and any populace lower than that ought to be well thoroughly considered as biased and not completely illustrative of the entire populace.

Backer (2012) views response rate less than 50% as horrendous because it stands for the minority. The researcher here considered the 100% response rate fit and reasonable on the premise of making recommendations of the research.

4.2.2 Response rate for interviews

The researcher interviewed residents of ward 6 and seven in Epworth. The interviews were chiefly centred on challenges encountered in the process of servicing Epworth. Fundamentally, the response rate is as demonstrated below;

Targeted group	targeted	Individuals who responded	Individuals who did not respond	Response rate
Councillors	2	2	-	100%
Ordinary informal residents	9	8	1	89%
total	11	10	1	91%

Table 4. 2 Response rate for interviews.

Interviewee participation was high and excellent as it represented 91% with the two non-executive staff at E.L.B giving the researcher due respect and attention. The councillors analytically tackled questions from the researcher and gave a 100% response rate. The researcher conducted interviews for both the councillors and the informal residents who gave an 89% response rate. 8 out of 9 were interviewed using purposive technique which emphasizes on targeting the exact population that better offers accurate and reliable information. Informal settlers' response rate was 89%, however, it was not an issue as the researcher figured out how to coax conclusions from that number. Only 8 ordinary residents informally settled out of 9 targeted responded giving an 89% response rate. All things considered, Backer (2012) contended that response rate below half demonstrates just a couple of respondents from the populace, demonstrating the altogether incorrect misrepresentation of the populace that can be gotten. Separately it is on this premise that the researcher of this study presumes that the 91% contained above is more productive and important as will help the researcher to think of pertinent conclusions and significant answers for issues experienced by the council of Epworth in dealing with informal settlements in the area.

Along these lines basing with what different researchers like Ballack (2007) who noted that a response rate above 50% speaks to the greater part- the 91% response rate above is totally discerning and reasonable on the premise of making conclusions and recommendations on this study.

4.2.3 Response rate for interviews and questionnaires (overall)

The total sample was 25 from a variety of areas involving the council executive and non-executive staff, the civil society and the informal settlers. The researcher got 100% response rate from the councillors and also a 100% total participation from council officials.

The total response rate from interviews and questionnaires reflected a 96%. More than 50% of the purposively chosen respondents in the study gives the researcher chance to have an analysis of the challenges of informal settlements and difficulties thereof encountered in trying to demolish illegal activities. The response rate got to be important and reasonable since it demonstrated 50% and above of the ordinary response rate required that is according to (Backer: *ibid*).

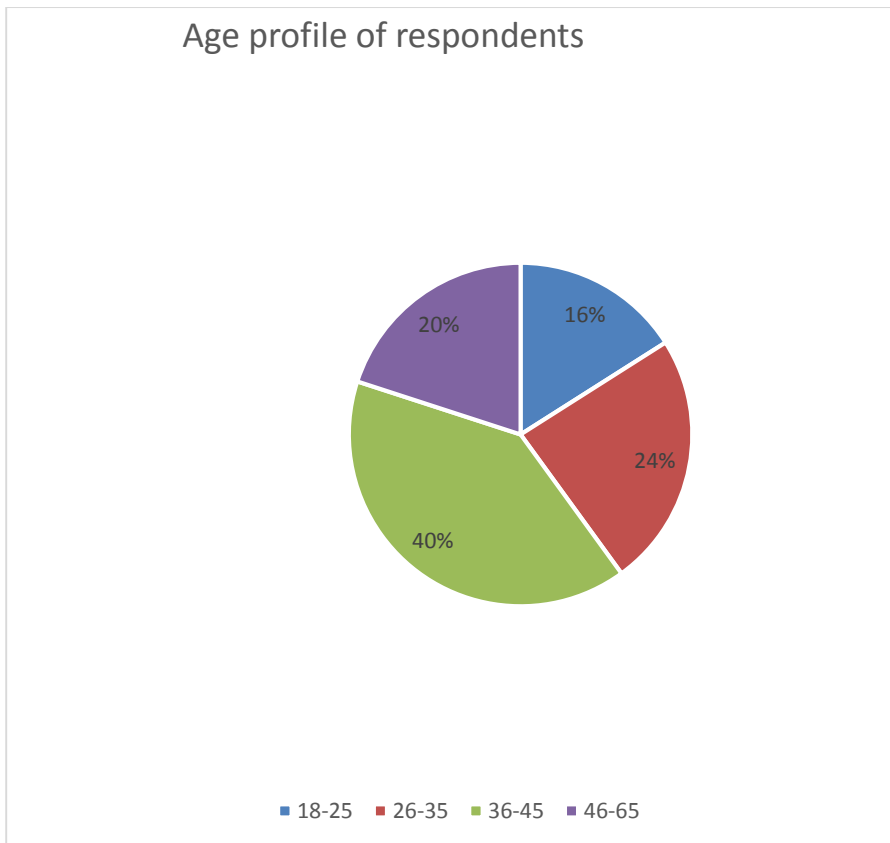


Figure 4. 2 Research process.

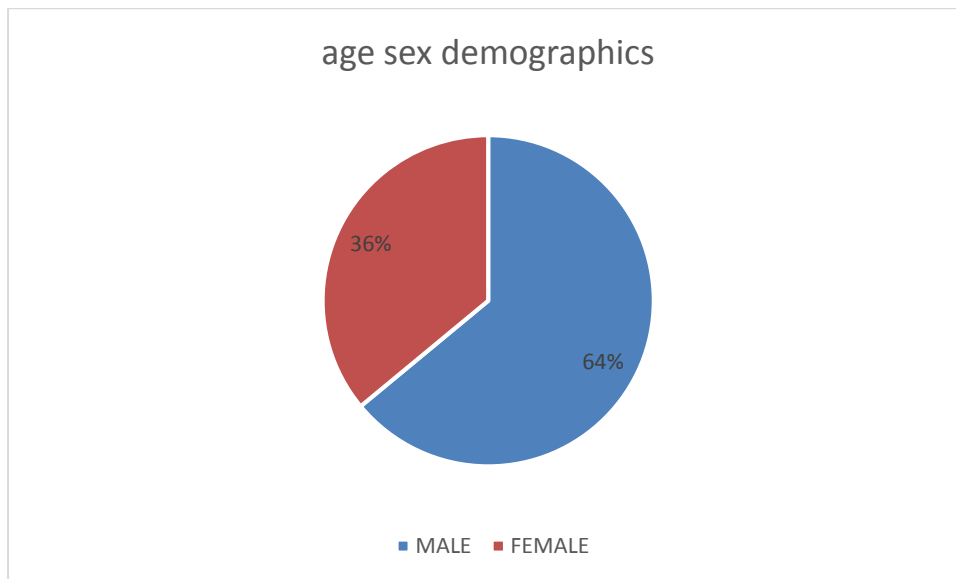
Source: field data 2016

As shown by the pie chart above, only 16% constituted the youths, that is, those between 18 and 25. Many youths were found informally settled in Overspill area (ward 6). 20% of the respondents fall under the age range of 26- 35, these are youths as well. These youths were informally sold illegal stands by the so-called *originals*. Then we have 36-45 which constitute 40%. These are the owners of stands most of them in Epworth. Most of them are employees in neighbourhood communities like Mbare and Msasa as vendors, security and general hands.

4.3 Sex demographics in Epworth

The interviews and questionnaires administered by the researcher at E.L.B and residents showed huge number of respondents being males 64% whereas females constituted 36%. The number of males were high in both the council and from the residents

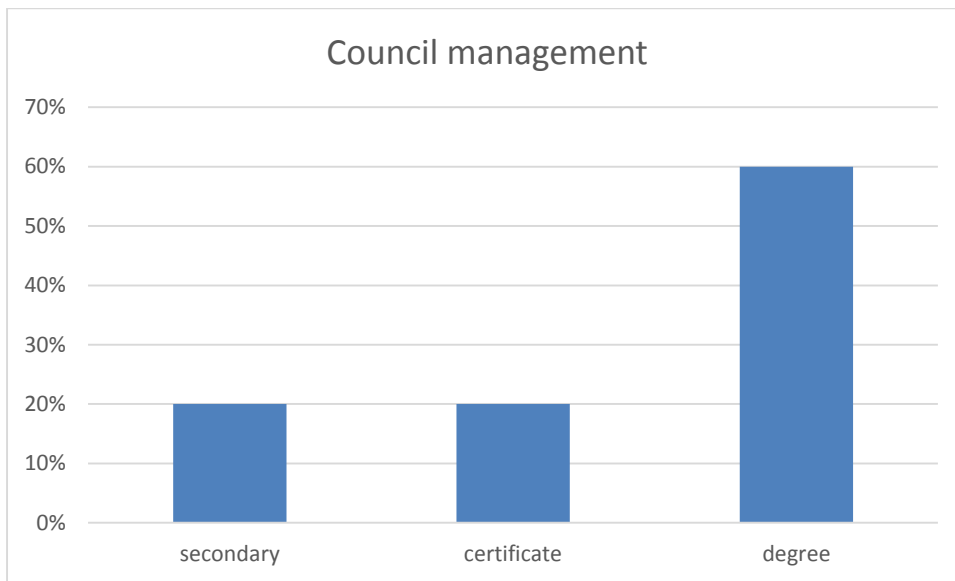
Figure 4. 3 Age sex demographics.



Source: field data 2016

Males are still dominant in public offices and this is why they constituted a big number as compared to females. The 36% above also shows that women as well are affected by lack of decent accommodation, in essence, most questionnaires answered by women have females living in health threatening places characterised with overpopulation (Global Report on Human settlements 2007;32) article 25 of Universal Declaration of Human Rights. Ethnicity has played a huge role in discriminating women.

Figure 4. 4 Executive staff educational level.



Source: field data 2016

Council employees' educational level resembles 20% being holders of certificates. The bulky of top executive have degrees (60%). 20% of the respondents in council reached secondary level. The research noted that few reached certificate level. The question remaining is if all officials add value to the organisation considering their qualifications.

4.5 Causes of sprawling informal settlements in Epworth

Causes of informal settlements in Epworth lies from various perspectives raised by few respondents addressed and met by the researcher. The gave answers showed that rapid urbanisation, ineffective council administration, poverty, lack of low cost housing and serviced land and political corruption were the reason behind the increase in urban informal settlements.

Below is a bar chart representing the sprawling of informal settlements in Epworth;

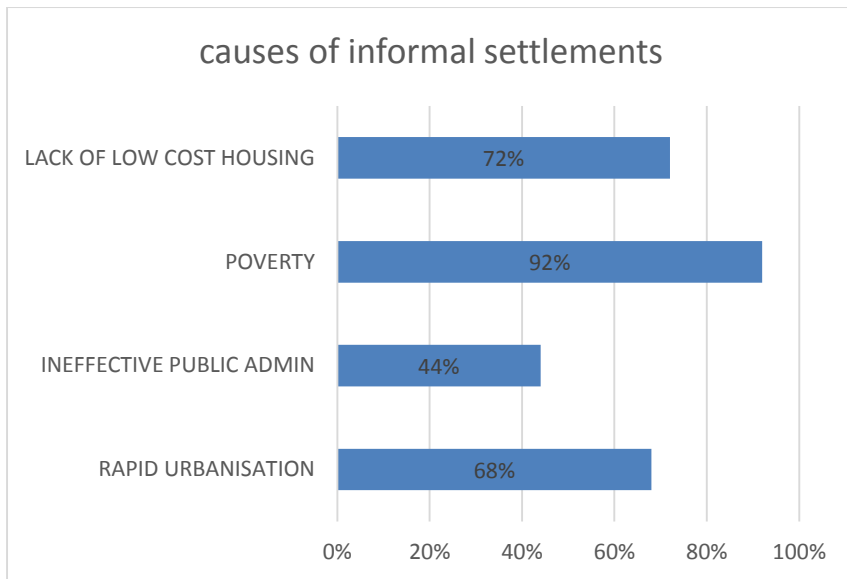


Figure 4. 5 causes of informal settlements.

Source: field data 2016

Well beyond is the way that there is high urbanisation which has significantly contributed to the sprawling informal settlements. Urbanisation has brought urban housing mismatch with high demand of accommodation in Epworth. The above diagram indicates that urbanisation is contributing 68% towards sprawling of informal settlements. Informal settlements have been mushrooming ever since 2005 where many citizens around Harare were affected by operation Murambatsvina. Field data indicated that poverty is the major cause of sprawling informal settlements with a total percentage of 92. Lack of low cost housing follows with 72%. Urban residential stands are expensive and due to that most immigrants to urban areas find solace in informal shelters for accommodation. Ineffective public administration is contributing to informal settlements but to a lesser extent. Ineffective council administration research contributes with a 44% to the causes of informal settlements.

4.6 The state of houses in Epworth before regularisation process

As mentioned in chapter 1, 90% of the settlements in Epworth are not legal. The state of sanitation, environment and roads is dilapidated with dust roads being formed everywhere as a result of illegal activities. In urban areas there is heterogeneity whilst the families are very close to each other thereby creating cultural decadence. The stands are very small for example two different families may be residing in a 200 square metres. People are haphazardly settled with no physical addresses. Houses are built from green bricks that are greatly affected in the raining season. Below are some of the structures found in ward 6 and 7;

Plate 4. 1 Structure in Ward 6 of Epworth.



Council officials during the regularisation process

Source: field data 2016

The above picture depicts a house built on green bricks. The council officials were allocating formal stands and to formalise settlements. Resistance is prevalent in ward 6. The resistance perpetuates because the council employees were very few on the ground making the residents willing to cause confusion to overpower them.

Plate 4. 2 Regularisation process underway at Overspill ward 6.



Source: field data 2016

Informal stands were built without the approval of the Local Board and this ultravires with the provision of the Regional Town and Country Planning Act chapter 29:12 (24) which gives local authorities power to control development within their jurisdiction.

Plate 4. 3 Unapproved structure in Epworth



Source: field data 2016

The above house is on the road to be hence it has to be demolished so as to pave way for development to occur. This has been the source of tension between the council and its residents since the residents are saying they are incapacitated to start construction again after 20 years of residing in their houses. The above type of house puts the residents at risk as the season of rain spells doom for the residents. Homes are almost every year destroyed by rains especially years with heavy rainfall

Plate 4. 4 Sub-standard pit latrine toilets in ward 7 and 6.



Source: primary data (2016)

Toilets in ward 6 and 7 of Epworth are poorly built as evidenced above. These have posed serious health problems like the 2008 cholera outbreak in the constituency. The council has not yet intervened and this has caused the residents to construct their toilets even near sources of water which in most cases are not covered at the top. The residents residing in Epworth are at a higher risk of contracting diseases like cholera due to unruly behaviour of some individuals who care not for the safety of others and end up compromising health of other people.

4.7 Causes of resistance in the regularisation of informal settlements

Many respondents cited that local level politics was the major reason of resistance. The council of Epworth has 7 wards all led by the ruling party ZANU PF councillors. So the community which is composed of a variety of political parties is rejecting the process citing that it is a ZANU PF agenda to further the interest of themselves. According to Chatiza (2012) unemployment is estimated to be at 60% and over 75% of the populace is in apt poverty. This has a bearing to the residents of Epworth where the majority of them are not working. Those working are given meagre salaries not sufficient to construct houses on newly allocated formal stands and this has been the cause of resistance.

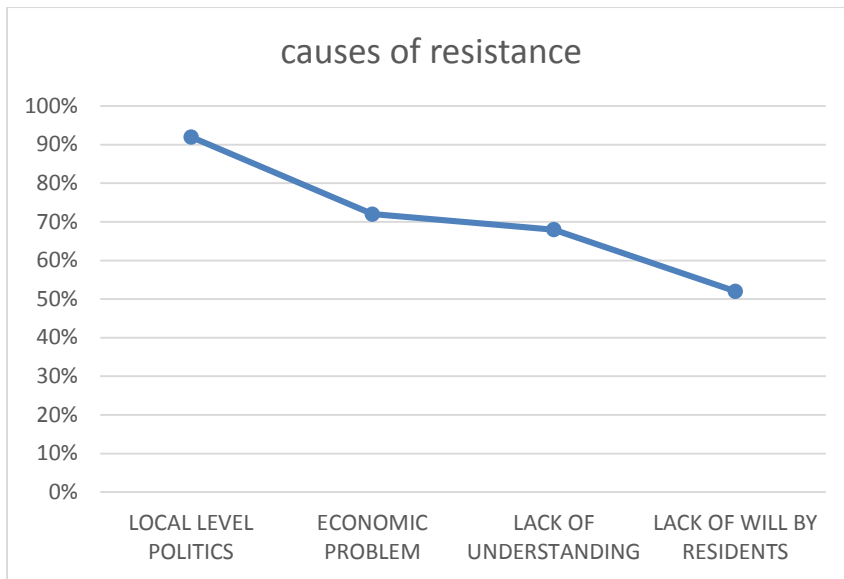


Figure 4. 6 causes of resistance.

Source: field data 2016

According to the questionnaires administered to the residents the bulky of the population ended at secondary level. They did not further their education and the researcher is of the view that this might be a cause of misunderstanding on the benefits which are brought about the process of regularisation which is sanity and order in Epworth. Sometimes people are not willing to conform to the initiative by councils this has weakened the relationship between the two.

4.8 Dealing with citizen resistance

There are a number of ways of dealing with citizen resistance as indicated in the research. There is engagement and involvement which necessarily means consulting and working together of the local authority and citizens. Decision making is enhanced and resistance reduced. Another way of also dealing with citizen resistance is that of using the law itself. If the law is breached then the perpetrator is arrested. More so, there are awareness campaigns which is basically training and educating the resisters on the importance of being formally settled and exposing the dangers of informal settlements like poor sanitation and the like. There is also use of force on perpetrators or to-be perpetrators. Recently, the E.L.B has been allocating

residential stands with armoured police guarding them. This has been a subject of criticism from residents citing it as irregular. Below is a line graph showing response from council officials on the best way of dealing with citizen resistance.

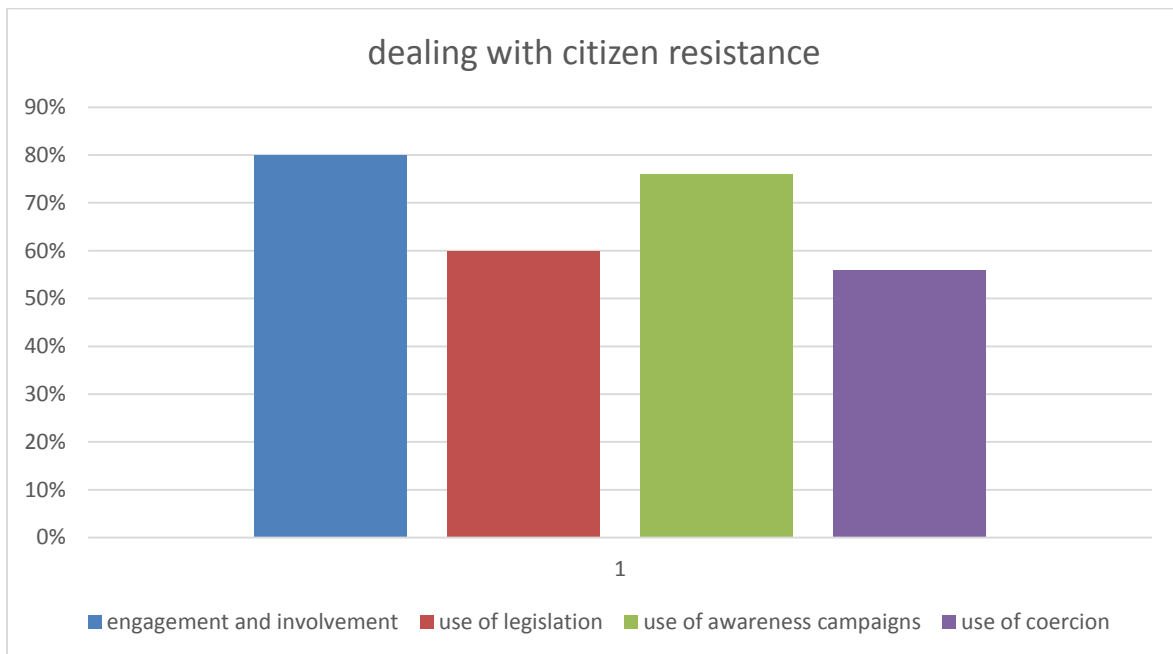


Figure 4. 7 dealing with citizen resistance.

Source: field data 2016

A greater party of the respondents were of the view that engagement and involvement was the best remedy of resistance by the public. Meetings have to be conducted with all parties present and discuss what is to happen next. Use of awareness campaigns was second symbolising the importance again of including the rate payers in the process. Use of coercion proved not to be working as it was on the least. E.L.B once allocated stands in ward 6 with police protecting them from the violent public and this has since fuelled resistance and violence.

4.9 Inadequate equipment and machinery

Barry (2004) is of the view that the major challenges faced by local authorities is the shortage of adequate machinery. Both Urban Councils and their counterparts RDCs are not capacitated to buy up to date machines. Hamilton (2000) states that the most challenge affecting councils

is that of finance. Councils have been experiencing acute shortages in finance and this has adversely affected their ability to consistently enhance service delivery

E.L.B has one tractor, one grader and an open truck which carries the employees to the ground. With a total population of 64 883 (ward 6 and 7) it's practically impossible but this is the case with E.L.B and service delivery has been crippled. This has always been the case with most of the Zimbabwean local authorities as highlighted by USAID (2006) that financial constraints have hindered development.



Plate 4. 5 Inadequate machinery for regularisation.

Source: field data 2016

Lack of support from the central government has also fuelled poor service delivery. Most councils are suffering from unsupported activities by the central government. According to the constitution of 2013 (section 301), local authorities should get not less than 5% of the national revenues raised in the country. The central government is failing to fulfil its promise of the national cake and this has impeded service delivery like regularisation in Epworth. Mabika (2015) is of the view that revenue decay has come to be a worry in our local authorities. There is liquidity crunch which has affected day to day running in councils.

4.10 Summary

Here data was collected in a variety of forms using pie charts, pictures, tables and graphs. Findings were clearly presented using qualitative and quantitative on the challenges encountered in regularising informal settlements. In ward 6 and 7 of Epworth with politics being a major cause of citizen resistance and followed by lack of will and understanding. Data collected indicated a 96% response rate. The following chapter will focus on the research conclusion and presentation of recommendations.

CHAPTER 5

SUMMARY, CONCLUSION AND RECOMMENDATION

5.0 Introduction

The research focused on the challenges encountered in trying to formalise settlements in Epworth. This is a short summary of chapters that came before this. Recommendations are to be made to address challenges encountered in trying to regularise Epworth.

5.1 Summary of the study

The major thrust of the study was how best to deal with citizen resistance that has been working as a blow towards council's initiatives. Chapter 1 of the research introduced the significance of the study, research objectives and questions among others. Significance of the study noted that lack of will and politicisation has caused chaos in local government sphere of influence. A summary of the area Epworth, justification of the research and limitations and delimitations were fully discussed in chapter 1.

Chapter 2 followed reviewing literature on challenges being faced in regularising settlements. Theoretical framework on the challenges of regularising settlements was looked at and regularisation was defined as transforming illegal structures into legal ones, thus improving the housing statistics. Informal settlements are global and affect every community adversely. There are a plethora of informal settlement causes which included urbanisation, poverty and local level politics discussed in this study.

Chapter two focused on challenges at a council level of regularising informal settlements which included mal-administration, lack of skills, financial constraints and a burdening regulatory framework. The literature reviewed that councils are fuelling informal settlements. They are not delivering housing services efficiently hence residents are now doing it themselves. The legislature here in Zimbabwe is to be blamed for the sprawling of informal settlements as it does not accommodate the marginalised poor masses in the community. Urban councils Act

chapter 29.15 and Regional Town and Country Planning Act chapter 29.12 are inconsiderate of the down trodden and only focuses on the working class. The regulatory framework has brought about the zoning system where there is division between where the rich lives and where the non-working class lives. The poor therefore are found in the high density where disease outbreaks are prevalent.

The researcher highlighted on the research design used in the study. Both qualitative and quantitative were used in the study. In gathering information the researcher used observation, questionnaires and interviews. The cons and pros for the instruments were indicated and these comprised primary data. Secondary information was gotten from scholars in this study field. The sample size of the respondents was 25 and the sampling methods used were purposive and systematic. Pilot projects were carried out before the actual research to ensure the success of the research to come. Moral standards like honest and respect of residents helped in the promotion of the research aims.

Chapter 4 was comprised of presentation and analysis of data. The presentation here was through the use of pictures, graphs, pie charts and tables showing information gathered from the field in a presentable explanation. 96% was the overall response rate obtained from the interviews and questionnaires. The response rate is justifiable and valuable as it is above 50% propounded by Ballack (2007). A wide range of respondents highlighted why they did not want formalisation of residential stands. The chapter shaded more light on the challenges that councils are facing in a bid to eradicate informal settlements and these include resistance from the residents' side, politicisation of the process, lack of human resource and financial constraints among other things. Solutions were suggested like use of awareness campaigns and involvement.

5.2 Conclusion

The researcher managed to establish the cause of resistance of citizens and also challenges like finance that have made Epworth sound like it is failing to formalise stands in Epworth. The study focused on ward 6 and 7 which has an estimated total population of 64 883. The so-called *originals* have grabbed stands for themselves and are even up to now illegally selling stands to the homeless seekers at low fees for their survival.

The migrants from the rural areas realise that the cost of living is high in towns and search for cheaper accommodation in Hopley farm and Epworth where rentals for tenants are as little as \$10 per month. This cheap accommodation has persuaded many immigrants into the area of Epworth.

E.L.B is by all means trying to eradicate informal settlements in the area though facing resistance from the residents. The council is not acknowledging the people in those areas and no services are provided in those areas. Disease outbreaks are common. The council has shifted from not recognising such areas and are now regularising them so that they are fit for settlement. Basic services like sewer, portable water and proper housing are lacking and the council has since chipped in by means of regularising the settlement and it has since encountered resistance from the ordinary residents.

The current regulations are to be blamed for the large influx of illegal settlements in Epworth as highlighted inside this thesis.

5.3 Recommendations

The summary drawn above has pushed the researcher to come up with solutions as recommendations to the citizens and council on regularisation challenges and highlight the importance of modernity.

- ❖ E.L.B should spell out clearly to the residents the road map during the exercise; market the idea so as to avoid unnecessary citizen citizenly. The march towards modernity should be welcomed by the community.
- ❖ E.L.B should recruit more employees in the housing department to challenge resistance which is mainly caused by the council delays.
- ❖ The council should incorporate citizens in the planning process so as to reduce resistance that has been a stumbling block to development. Participation and involvement is of paramount importance as individuals' air out their grievances they feel heard and resistance is restricted.
- ❖ E.L.B should engage financial institutions in promotion of mortgage lending so as to boost their activities. Engaging banks is crucial for effectiveness affordable formal houses. Involvement and engagement promotes transparency and ability to work in an innovative way.
- ❖ There is need for more land probably if possible the Ministry of Local Government Public Works and National Housing should approach the Ministry of Lands in Epworth since inadequate land is the major thrust of the council.

- ❖ Councils should minimise unnecessary spending like T and S and focus on activities that favour the interest of residents.
- ❖ Land barons should be dealt with accordingly as they are the reason behind the creeping of most Zimbabwean councils
- ❖ Involvement with the local politicians is important in the fight against informal settlements. Council here gains political support which is needed for the smooth running of council activities.

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APPENDICIES.

APPENDIX A

Questionnaire for Epworth Local Board officials on challenges encountered in the regularisation of informal settlements in ward 6 and 7

Please note that no name, post or signature is required in this paper

Please tick appropriate

Gender indication

male	female

Can you please tick on your age range?

18-25 years	
26-35 years	
36-45 years	
46-65 years	
65 years and above	

What is your level of education?

Primary level	
Secondary level	
Certificate level	
Diploma level	
Degree level	
Masters level	
None of the above	

What are the challenges that you are facing as a local authority in regularising informal settlements

Please rate

CHALLENGES	1	2	3	4	5
Lack of human resource					
Insufficient financial resources					
Politics					
Lack of will by residents					

From your own understanding how do you view regularisation process?

Poor good very good not sure

In your own view why are residents resisting the council initiative of upgrading settlements?

Please rate your answer

CAUSES OF RESISTANCE	1	2	3	4	5
Local level politics					
Economic problems					
Lack of understanding					
Lack of will by residents					

What are the causes of the **sprawling** informal settlements in Epworth?

Please rate

CAUSES OF INFORMAL SETTLEMENTS	1	2	3	4	5
Rapid urbanisation					
Ineffective public administration					
Poverty					
Lack of low cost housing and serviced land					

How far as a council of Epworth have you gone towards the achievement of the vision of Epworth Local Board

Already there already reaching about to reach still far

As a council, are you engaging or do you have hopes of engaging land developers who are in a better position of servicing land?

Yes no not sure *please tick where appropriate*

In your own view what is the meaning of informal settlements? *Please tick appropriately*

- ❖ Shanty or squatter regions
- ❖ Unplanned housing without proper planning
- ❖ Areas occupied by low income type of people

How best are you dealing with citizen resistance? *Please rate*

	1	2	3	4	5
Engagement and involvement					
Use of legislation					
Use of awareness campaigns					
Use of coercion like working together with the police					

APPENDIX B

QUESTIONNAIRE FOR EPWORTH WARD 6 AND 7 RESIDENTS ON CHALLENGES OF UPGRADING SETTLEMENTS

Please do not provide your name in this sheet for confidentiality

Gender indication male female

Age indication

AGE	
18-25	
26-35	
36-45	
46-65	
65 and above	

Indicate your level of education by placing a tick on the appropriate box below

Primary level	
Secondary level	
Certificate level	
Diploma	
Degree	
masters	

How long have you stayed in Epworth?

You belong to which ward? Ward 6 or ward 7

In your own view are there any challenges encountered in the servicing of stands in Epworth

Yes or no

If your answer is yes what are the challenges in your own view.....

.....

.....

In your own view what are the causes of **sprawling** Epworth informal settlements

CAUSES	1	2	3	4	5
Rapid urbanisation					
Ineffective council administration					
Poverty					
Lack of low cost housing and serviced land					
Political corruption					

What do you understand by the term **regularisation/ upgrading** of informal settlements?

- I. an area occupied by people of low income
- II. an area of self-constructed shelter not approved by the council
- III. illegal settlements built from green bricks

Have you benefited from regularisation/ upgrading of settlements. Have you been allocated or not at the moment?

Yes yet to be allocated

What recommendations can u offer to Epworth Local Board?

.....

APPENDIX C

INTERVIEW GUIDE FOR WARD 6 AND 7 RESIDENTS IN EPWORTH ON THE CHALLENGES MET IN UPGRADING SETTLEMENTS

1. How long have you stayed in Epworth?
2. Why are some residents resisting upgrading of informal settlements to formal settlements?
3. You particularly are you supporting the stand allocation process or not?
4. If you are resisting explain yourself why is it so?
5. How do you view your council in terms of service delivery in brief?
6. What do you understand by the term informal settlements and regularisation?
7. How many are you in your family, how many are working, if any how long is it to work and the mode of transport used?
8. What do you understand by the term development

THANK YOU FOR YOUR CO-OPERATION

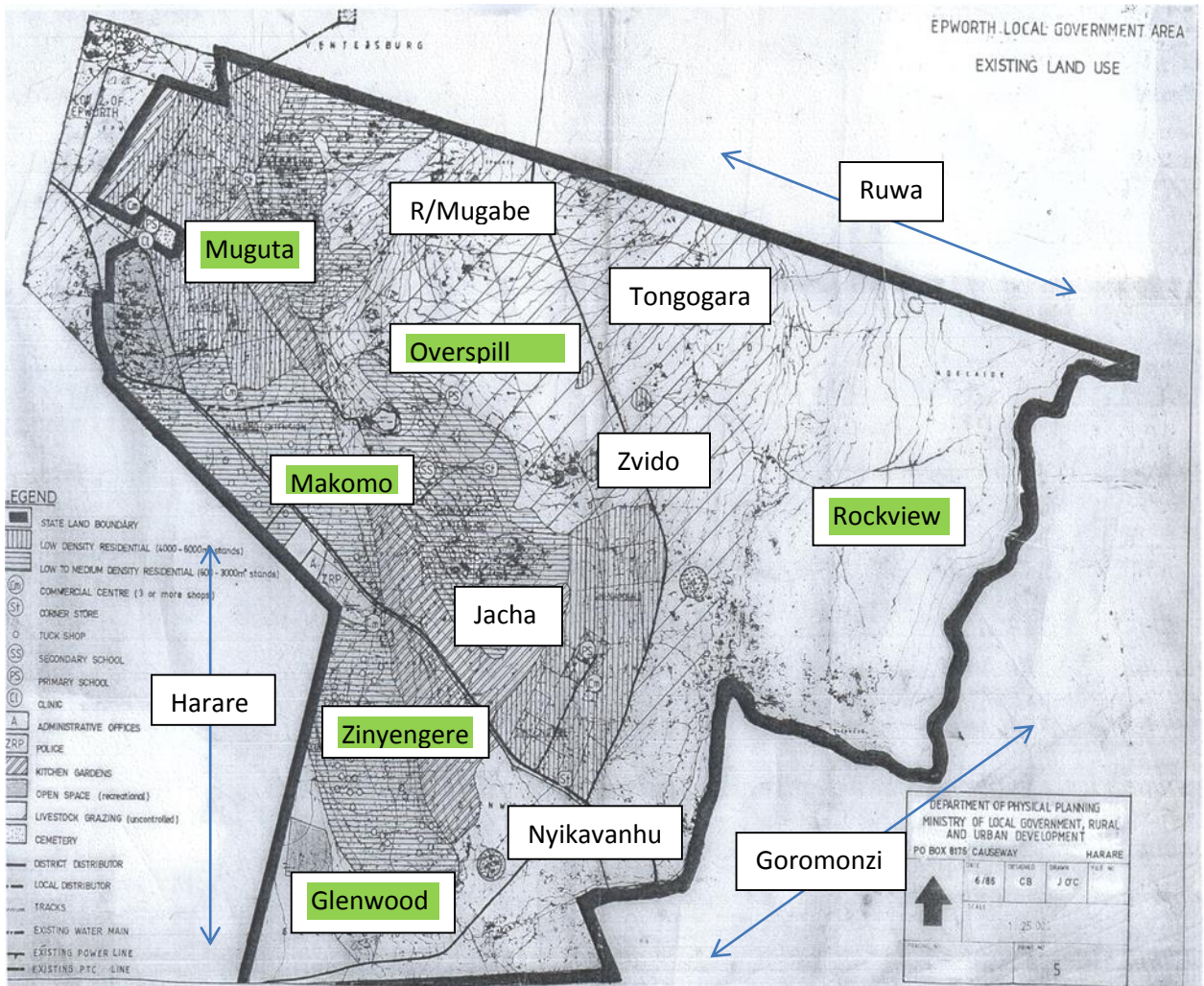
APPENDIX D

OBSERVATIONS ON THE CHALLENGES MET IN THE REGULARISATION OF INFORMAL SETTLEMENTS IN WARD 6 AND 7 IN EPWORTH

SITUATION UNDER OBSERVATION	OBSERVED THINGS, WARD AND DATE
The way of living in informal settlements	Area; Date;
Sanitation, pollution and environmental degradation	
Legal allocations of stands	
The impact of urbanisation in informal settlements	
The impact of informal settlements in modern day development	
Citizens resisting regularisation of stands	

APPENDIX E

MAP OF EPWORTH



Key: Formal settlement

settlement

Informal settlement

settlement

APPENDIX F

EPWORTH LOCAL BOARD

1038 Chiremba Road
P. O. BOX EP180
EPWORTH



Telephone: 263 4 2936393-6
: 263 4 577445/9
Email : elb@africaonline.co.zw

ALL CORRESPONDENCE SHOULD BE ADDRESSED TO THE SECRETARY

ELB REF:

27 September 2016

YOUR REF:

Marx Konias Mayo
Midlands State University
P. Bag 9055
Gweru

AUTHORITY TO CARRY OUT A RESEARCH IN EPWORTH

Authority has been/~~not been~~ granted to carry out a research in Epworth in terms of your area of study.

Thank you

Yours faithfully

Dr W. Mhanda
SECRETARY
EPWORTH LOCAL BOARD

