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The role of public participation for the implementation of Local Economic Development Policy in urban Municipalities: a case study of the Egodini Mall in Bulawayo, Zimbabwe

By

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DECLARATION-PLAGIARISM

COLLEGE OF LAW AND MANAGEMENT

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My outermost praise and honour are to the King and Author of my destiny “**THE LORD GOD ALMIGHTY**” who before my creation knew and set this journey ahead of me. Though it was all thorns and pain, still He made it possible- hallelujah.

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DEDICATIONS

For you Savisto “dad” my first love-you held my hand throughout this journey like the father, leader, and dad you are. VaMaMoyo, you have once again authored this thesis through me, and you are still yet to author more. For you Paul, Prestige and Yolanda this is to you my wolves...I am because you are, you are because I am. To Tjeludo Joel Murima you are my beloved “you make aunting easy”

LISTS OF ABBREVIATIONS AND ACRONYMS

| | |
|-------|---|
| ACPD | Advisory Commission on Public Diplomacy |
| BCC | Bulawayo City Council |
| BUPRA | Bulawayo Progressive residents Association |
| BUPTA | Bulawayo Public Transporters Association |
| BURA | Bulawayo Residents Association |
| CSO | Civil Society Organisations |
| CR | Critical Realism |
| DDC | District Development Committee |
| DPS | District Provincial Structures |
| FGD | Focus Group Discussion |
| HIPC | Highly Indebted Poor Countries |
| ILO | International Labour Office |
| IMF | International Monetary Fund |
| LD | Local Development |
| LED | Local Economic Development |
| LIDCS | Low Income Development Country |
| LSSP | Legislative Sector Support Project |
| MDC | Movement for Democratic Change |
| MMR | Mixed Method Research |
| NGO | Non-Governmental Organisation |
| NYDT | National Youth Development Trust |
| OECD | Organisation for Economic Development and Cooperation |
| PDC | Provincial Development Committee |
| PP | Public Participation |
| PR | Public Relations |
| RDDC | Rural District Development Council |
| SA | South Africa |
| SAP | System Applications and Product |
| SADEC | Southern African Economic Development Committee |
| SDGs' | Sustainable Development Goals |
| SME | Small and Medium Enterprises |
| SPSS | Statistical Package for Social Sciences |

| | |
|---------|--|
| UKZN | University of KwaZulu Natal |
| UN | United Nations |
| UNDP | United National Development Program |
| US | United States |
| USAID | United States Agency for International Development |
| VIDCO | Village Development Communal Officer |
| WADCO | Ward Development Community Officer |
| WB | World Bank |
| WBUDU | World Bank Urban Development Unit |
| ZANU PF | Zimbabwe African National Union Political Front |
| ZAPU | Zimbabwe African Political Union |
| ZIMRA | Zimbabwe Revenue Authority |

ABSTRACT

The parley of this study unfolds in conformity with the ascension that citizen participation in policy and planning process within the local government is of importance. The rationale of this dissertation is to examine the role of public participation in the implementation of local economic development policies: a case study of the Egodini Mall in Bulawayo, Zimbabwe. Local Municipalities operating under the authority of the ministry of local government have been awarded the sole responsibility to arrange roles, duties, and responsibilities with regards to economic development. One of the objectives of introducing local government in Zimbabwe is to foster citizen participation in policy and planning processes. Undertaking this study helped expose the problem to the extent which the concept of public participation has an impact on the overall local economic policy development initiatives within local municipalities.

This study made use of both quantitative and qualitative data collection methods. For the gathering of data, the researcher used focus groups, documents analysis and semi-structured interviews. The study was conducted in the local municipality of the City of Bulawayo in Zimbabwe. Utilizing the researcher's judgment, respondents were identified for responding through focus group discussions, questionnaires, and in-depth interviews. For this desired study, the sample size included twenty-nine (29) local community members, twenty-(20) officials from the Bulawayo City Council, twenty (20) officials from the residency associations, twenty(20) representatives from the local economic stakeholders in Bulawayo. In total data was collected from eighty-nine (89) respondents who in total formed part of the study. For the sampling of the participants, the researcher employed both probability and non-probability sampling techniques. Data collected was analysed using the SPSS (Statistical Package for Social Sciences) data analysis package thereby fully analysing the data in both thematic analysis and statistical analysis.

The study exposed that public participation is essential for LED policy formulation and implementation. The study further revealed that the Bulawayo City Council ought to take advantage of the different environmental measures and must ensure and make use of prevailing environmental factors such as political, technological, social and population mobilizers to ensure active citizenship participation. The study recommended that the Bulawayo City Council shifts from the bottleneck form of governance that favours the centralisation of decisions to a more beauracratc governance system that recognizes the importance of public participation for LED policies that are community averse.

Keywords: Public Participation, Local Government, Local Economic Development, Central Government

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CHAPTER ONE:INTRODUCTION AND OVERVIEW OF THE STUDY

1.1 Introduction

The history of development patterns in the local government in the Zimbabwean context is built on the notion that receptive and accountable residents uphold strong and unremitting participation in local government. In agreement with this ascension, the *Zimbabwean constitution* drafted in 2013 allows individual citizens to influence policies and practices within the local municipalities on matters concerning institutional issues (Zimbabwe, 2013). As such, the constitution consents to elections, participatory budgeting, consultative forms, public hearings, open council meetings at the local governance level. The pivotal point of this study is overall is to deliver a detailed examination of the role that public participation has in the implementation and development of local economic development policies in local governments.

This chapter aims at providing a supple synopsis of the intended study. Thus, the study background, the objectives of the study, the preliminary literature review, the research problem, and the research questions are hereby presented in this chapter.

1.2 Background to study

The escalating levels of global uncertainty for the past decade was an unfortunate one for Zimbabwe. The attainment of set objectives for growth and development both at national and local levels was stifled by the economic turmoil which rocked the nation. In the same decade, there was a notable decay in the economy in turn giving birth to several ailments the nation suffered. A recordable percentage of these ailments emanated from the scarcity of required skills to efficiently perform administrative duties, cease the ineffective implementation of policies leading to the development and to propel growth and development (Rogerson, 2010). Essentially, Koma (2013) found that the recurring drawbacks that chock the appropriate execution of local economic development (LED) policy in local municipalities are:

1. the demand for clarity concerning the meaning of LED in municipalities by the central government,
2. the fragmented development method employed to mixed LED as well as development plans primacies in municipalities.
3. Unavailability of vital skills and data, vital for the development of LED policy in local urban towns,
4. limited resourcing and dissemination of LED units, structures, and agencies.

5. The non-revitalisation of roles of provinces in LED planning.

In the Zimbabwean context, municipalities are crippled by the same problems. These problems are an impediment to the achievement of important developmental economic relief at the local government level. Furthermore, widely observed the adequacy of literature on economic development in local municipalities in Zimbabwe. Local Economic development is unevenly developed and operationalised within Zimbabwean municipalities. Consequently, Komar (2013) found that there is lack of a cohesive method for the conveyance of LED remains a logical weakness. There is a lack of skill and competence in LED within the local municipalities in Zimbabwe owing to its poor career prospects. Resultantly, Local economic development as a discipline is failing to attract and retain officers who merge both business and public sector skills. To this effect, Kamara (2017) argues that for LED to be the centre of local development issues, LED should be given the priority it deserves in local municipalities.

In a bid to promote LED, on the 29th of February 2016, the city of Bulawayo launched the project to upgrade the Egodini taxi rank into a Mall. This move was set to accommodate the local business fraternity whose business projects were jeopardised through operating outside defined business structures. Reconstruction of the Egodini Mall into a standard business road-port is set to house most of the economic drivers in the city, benefit the local community through job creation, increased business opportunities, and will neaten the cities infrastructure. This local economic development project, though marred by harsh economic conditions, fosters and good relations across the wide divide of different economic drivers in Bulawayo. The prevailing harsh economic environment in the country has made it difficult for the city of Bulawayo to fully execute and conduct LED projects. As a result, liquidity crisis and high-interest rates have made it a deterrent for the local community to access loans through banks and other legit financial houses (Mag, 2016).

This unfortunate prevailing economic status has given birth to many Small and Medium Enterprises, vendors, and other informal traders as the hub for economic drivers in Bulawayo. Important to note is the demand put by the Zimbabwean constitution document on local municipalities to develop their jurisdictions, develop the economy as well as better the livelihood of the community they govern (Zimbabwe, 2013).

Local municipal officials are responsible for enhancing public participation through keeping local citizens well versed on the prevailing programs, activities and giving the local citizens equal chances to play plus strong prospects to execute significant roles in defining and developing local public policy. Thus, according to the Zimbabwean constitution, the local government functions at its prime when the citizen actively participates in the city's operations at all levels. Undertaking this study helped expose the extent to which public participation is implemented for the achieving of good policies which address the concerns of the community involved. The concept of public participation, goals of participation, mechanisms, and outcomes as well as the environmental variables and functions of public participation was addressed. The extent of the importance of these variables for achieving public participation for local economic development policy in local societies was explored as well.

In a recent study by Meyer (2014), found that local economic development is defined as the collection of economic activities by economic stakeholders, maintaining good working relations in a partnership to create economic development within a defined geographical location. In this same discourse, Meyer (2014) further suggests that local economic development has become an international economic concept that has been widely embraced and is used to help alleviate poverty through job creation in urban and rural areas.

In a comprehensive article by the LSSP (2013), public participation is defined as a practice actioned by the local government and legislatures to consult with interested or affected individuals, organizations, and government units for informed governmental rulings. The consultative process is thus in essence the public participation. The Bulawayo City Council communication policy document which was published in 2017 places the issue of public participation as one of its priorities. In this policy document, the Bulawayo City Council notably has the responsibility to attend and accommodate the need of the democratic community to influence the promotion and development of policies, programs, services, and initiatives (BCC, 2017). Furthermore, *section 4.10* clearly states the City council shall ensure that the public is consulted before the decisions are taken. The city thus has a proactive role of informing residents on opportunities to participate in public consultation and citizen engagement initiatives. The Zimbabwean constitution recognizes the need for public participation through citizen involvement to bring about economic development (BCC, 2017). The *Zimbabwean constitution* (2013) further made an apprehension sustaining that the measuring of development on a national scale must be done. It must include local citizens

during the formulation and implementation of set objectives and programs that are influential to development. As such, *section 13 (3)* also makes it clear that the measures to effect development must develop, secure, guard and enrich the socio-economic claims of the people, in specific reference to equal chances in implementation and participation. Public participation thus helps shape the development process and holds the government to account for the quality of services it delivers.

1.3 Problem Statement

Despite the existence of policies supporting public participation, local municipalities in Zimbabwe have failed to fully implement public participation to ensure sustainable economic growth through policy formulation. As stated by Chambers (1997), policies are implemented using the top-bottom approach and as such fail to yield the desired results. The supremacy to policymaking has been seized by the central government through the Minister of Local Governance (Madzivanyika, 2011). This top-down approach is what is still prevalent in the administration of policies in local municipalities and still, the same results are being attained despite the existence of such precedence in history. However, there is extraordinarily little so far implemented incorporating the local communities into policy formulation within the local government. Furthermore, (Madzivanyika, 2011) argues that the public participation mechanisms used by the Bulawayo City Council are not clear. Lack of collaborative governance for economic development in local municipalities in Zimbabwe has led to local communities that are highly defined by complacency and lack of responsiveness to economic growth and development. Consequently, this has led to a lack of economic development, skills transfer, elevated levels of poverty and a severe unemployment problem. This is not consistent with the Zimbabwean economic growth and emancipation policies, local economic development goals which for poverty suppression, skills development, and economic development through collaborative governance.

There is a dearth of literature on LED and public participation specific to Zimbabwe. Many such studies have focused on public participation without examining its application to local economic development. As result, the existent literature does not give detailed information on how participation or lack thereof impacts local economic development in urban centres such as Bulawayo.

1.4 Aim of the study

This study pursues to explore how the Bulawayo Metropolitan provides an environment that is favourable for public participation in the governance of LED policies and the extent of influence to which the governance of public participation processes has as far as local economic policy development and implementation. Furthermore, it shall generate insights on interrelationships that exist between the local government and the local community in influencing public participation for LED policy implementation aimed at job creation as well as enhancing local economic development through trade and exchange by locals housed within the Mall concerned.

1.5 Research Questions

1. What mechanisms are there in place to aid and promote public participation at local government, the focal point being the Bulawayo City Council?
2. What are the environmental factors currently prevalent enhancing or hindering public participation in the implementation of local economic development policy in urban areas?
3. What are the goals and outcomes set by the municipality for enhanced public participation in LED policy formulation and implementation?
4. What are the processes and designs put in place for the implementation of LED policy through public participation?

1.6 Research Objectives

1. To examine the different mechanisms put in place to aid and promote public participation at local government.
2. To critically examine the environmental factors currently prevalent which either enhance or hinder public participation in the implementation of LED policy in urban areas.
3. To examine the distinct set goals and outcomes by the municipality for enhanced public participation in LED policy formulation and implementation.
4. To investigate the processes and designs put in place for the implementation of LED policy through public participation.

1.7 Significance of the study

This study should be beneficial to the local governance to finding a resolution to the current challenge of the ineffectiveness of community participation initiatives at the local government level in Zimbabwean urban areas for the development of LED policies. This study will further strengthen the existing knowledge towards improving the implementation of local economic development policies, explore the bottlenecks associated with community participation. This as it is, revealed new insight into the current challenges and opportunities available through community involvement in the development of LED policies and objectives. Additionally, this study is valuable to further the aims of the Ministry of Local Government on encouraging an active citizenry and serve recommendations for strategies to improve community participation in the development of LED policies and objectives.

1.8 Definition/Clarification of terms

Citizen participation- A study by Chikerema (2013) outlines citizen participation as an act whereby the concerned local communities, defined by a geographical location are included in making decisions. Citizen participation is an anticipated, appreciated, and pivotal aspect of community growth and change through development and must be referred to in any policy design and construction process by the local municipalities. Mor (2006) defined citizen participation as the active involvement of either individuals or communities in the development process, ensuring to have sound input every step of the way. Likewise, Lisk (1985) outlines participation as the contribution of the communities in program evaluation, program choosing as program evaluation in a manner that is defined and designed to improve the living standards of the people. In the same discourse, Lisk (1985) observed that in as much as participation favours popular needs and aspirations of the masses, participation still requires the intersection of the masses for them to be of influence during decision making. Makumbe (1996) addressed the legatee of citizen participation as pivotal only when the multitudes characteristics and patterns are absorbed solely, through active involvement at all levels of the development process. To yield fruitful results, all citizens are expected to actively participate in any development program via a very democratic process.

Public Participation-The term public participation is used interchangeably with the term citizen participation, yet these terms have independent meanings. An assertion by Ross *et al.*,

(2016) towards these two terms dismissed the assumed similarity. Contrasting to citizen participation, public participation considers the involvement of a large population from the concerned community (Mathebula, 2015). A study by Schroeter *et al.*, (2016) addresses public participation as an intentional engagement in everyday operations of the local government or institution.

Local Economic Development- “Local Economic Development is a process where the local actors shape and share the future of their territory. We could define it as a participatory process that encourages and facilitates partnership between the local stakeholders, enabling the joint design and implementation of strategies, mainly based on the competitive use of the local resources, with the final aim of creating decent jobs and sustainable economic activities (Canzanelli, 2011:9). Swinburn and Yatta (2006:4) defined LED as “the process by which public, business, and non-governmental sector partners work collectively to create better conditions for economic growth and employment generation. The aim is to improve the quality of life for all”. Schuurman (1993) defined LED as a mono response practice that is aimed at development impasse and is operates parallel to the community’s concentration on grassroots innovative movements, which is the growth gridlock (Escobar, 2011). Parallel to official local government and private sector projects is the action of various community development projects. LED intensification somewhat accords with post-modern development concepts of unique local action and has been actioned in notable literature on development.

Zimbabwean Constitution- This constitution refers to itself as the highest law of Zimbabwe. Any law, custom, practice, or demeanour varying with it is worthless to the extent of the irregularity (The Zimbabwean Constitution, 2013).

Small and Medium Enterprises (SME’s) - In the Zimbabwean context, SMEs refers to any entrepreneurial engine that drives economic development. Development to this definition was edited by (Boyeens, 2011; Chimucheka, 2013), their definition included the entrepreneurial clause to economic development, intern giving the definition depth. Literature defines SMEs as a mechanism of small businesses addressing the socio-economic conditions in cities (Malefane, 2013). The Zimbabwe Revenue Authority (ZIMRA) goes on to rate and classify these SME’s according to their total revenue per defined period, Sibanda (2017) suggests the same regarding South African SME’s. Nevertheless, there are some SMEs in South Africa

facing major drawbacks regarding funding, operational capacity, monitoring as well as general oversight (Koma, 2012).

1.9 Limitation and delimitation of Study

One of the possible significant limitations encountered by the researcher included the limited availability of resources to conduct the research. To ease the cumbersome process of convincing the respondents on the identity and intent of the researcher and the research, an authoritarian letter from the responsible officers (gatekeeper's letter) within the identified organizations where the research took place was thus be obtained. Lawrence (2000) defines delamination as characteristics of a study arising from the limits in the scope of the study. Usually, it is inclusive of cognitive of the time allocated towards fieldwork, resource-related issues, the inclusion of unnecessary data among other things. This study is conducted at the BCC being the overriding authority of the city of Bulawayo, excluding the Ministry of Local Government. As a result of the prevalence of political bides, the ministry of Local Government is not a stakeholder for the Egodini project, yet a stakeholder for other LED projects in Bulawayo.

1.10 The dissertation structure

Chapter One

Chapter one is an introductory chapter that provides context to the main themes discussed throughout the background. It also delineates an outline of the research objectives, research questions and scope of the study. It further outlines the research problem chapter one also contains an outline of the research problem given. Moreover, the scope of the employed methodology is outlined, and the limitations of the study are covered.

Chapter two

Chapter two details the exploration of the literature surrounding LED and public participation including its mechanisms, processes and theories underpinning public participation. First, the theoretical framework is discussed followed by an analysis of previous empirical studies. Finally ,a summary of literature findings is presented.

Chapter three

Chapter three discusses the concept of public participation and LED in the Zimbabwean context. It proceeds with looking at the legislation in Zimbabwe and states the execution of public participation. The chapter further emphasizes the nature of public participation and LED in the City of Bulawayo in Zimbabwe. This chapter furthermore discusses the role of public participation during the enactment of LED policies and projects.

Chapter four

Chapter four gives an unabated discourse of the research methodology. The research paradigm of the research, the research design used and the justification explaining the appropriateness of the chosen research design for the study, the data collection steps, and analyses of data are discussed in full in this chapter. It further addresses the connection between the research techniques as well as their appropriateness to this study. Furthermore, ethical considerations and study limitations are part of the main discussions in this chapter.

Chapter five

Chapter five gives an insight into the data analysis process, giving information of the gathered data throughout its analysis, data gathered from focus group discussions, meetings, and interviews in a bid to get answers to the research questions.

Chapter six

Chapter six is the thesis concluding chapter to the entire study. This chapter outlines summary of findings and conclusions. This is followed by presentation of the results of the study and draws conclusions on the research as well as discuss the implications of the research. Chapter six concludes by making recommendations for future research.

1.11 Chapter Summary

This chapter delineated the contextual background underpinning the research, the research problem, problem statement and characterisation of essential terms principle to this study. Highlighted in this chapter are research objectives and research questions. Lastly, the section gave a comprehensive assembly of the dissertation. As such the subsequent chapter discussed the theoretical frameworks and literature review aligned with public participation for LED policy implementation.

CHAPTER 2: LITERATURE REVIEW AND THEORETICAL FRAMEWORKS

2.1 Introduction

Civil concern over PP and LED and the resolutions concerning these concepts have over time immemorial created a sure drift between the civil society and the governing bodies worldwide. Zimbabwe like other developing countries has not been spared from the challenges impeding both LED and PP. Inquiry into legislation and practices on the ground in Zimbabwe suggests that at the core of LED is the issue of Public Participation.

This chapter examines the literature on LED and PP and aids in providing justification and standpoint to this study. The literature available cannot highlight the cooperation already existing between LED and PP. To account for this cooperation, this chapter addressed the following pivotal concepts:

- a) the role of public administration to LED
- b) the definitions of LED
- c) definitions to PP
- d) mechanisms and processes to public participation and
- e) a detailed outline of the theoretical framework underpinning the study.

2.2 LED for public participation defined

The new global economy's definition for LED has developed into a vital topic towards community development and sustainability. Over the years, LED has been individualised by different economies, as such there have been numerous versions of LED derived from the prevailing working environment of the concerned governmental body. Most economies have left LED be a concern of local municipalities and the communities within which they influence. As such, a working relationship must be prevalent for these main bodies to work well for the development of economies and communities alike.

The phenomena of LED have the attention of scholars who sought to define LED on a global scale. Hence, Sbisi (2009) defined LED as a process whereby the public, business, and other non-governmental bodies collaborate to create a work atmosphere that is encouraging and favours economic growth, employment creation and sustainable development in totality. In a

different vein, Blakely (1994) sets out to determine the definition of LED reports LED to be an engagement with which offices are responsible for local administration and interactions to kindle and or uphold commercial activities and engagement. Scheepers and Monchusi (2002) draw their definition of LED from an extensive range of sources. As such, they then affirmatively defined LED as a managerial process by metropolitan cities following a statutory mandate set to encourage development in both the social and economic arena. This definition sets aside the key role of municipalities in the attainment of total sustainability of local communities and municipalities. Communities developed from a congruent and healthy engagement between municipalities and the community have a prevailing strong and lively aura which is sustainable and very instrumental in the production of sustainability within these communities (Trouroae, 2005). It is however imperative for local communities to devise measures that strengthen and improve the comparative advantage and competitiveness locally to match global platforms such as globalisation (ILO, 2006). This view is supported by Trouroale (2005) who maintains that LED by definition is the production of strong, vibrant, and all-encompassing communities where the communities engage with the governing bodies for sustainable local communities.

Bartik (2003) shrunk the definition of LED to mean the capability of a resident municipality to generate capital for its inhabitants. As such, LED involves a fair involvement of all relevant stakeholders defined by geographical demarcations for the generation of the improved worth of being and economic growth for all members of the communities involved. Similarly, Swinburn and Yatta (2006) ascertain that LED is indeed a process demanding strategic planning towards a territory demarcated by geographical regions. LED is thus according to Swinburn and Yatta (2006) a process that is partnership-based and is entirely owned by the local communities, delivered by local communities, and designed by local communities yet greatly guided by governmental motives. “Local Economic Development is a process where the local actors shape and share the future of their territory. We could define it as a participatory process that encourages and facilitates partnership between the local stakeholders, enabling the joint design and implementation of strategies, mainly based on the competitive use of the local resources, with the final aim of creating decent jobs and sustainable economic activities” (Canzanelli, 2011: 9).

The World Bank Urban Development Unit WBUDU (2003) defined LED as a progression by local communities whereby the civil society, business fraternity and all non-governmental

sector partners engage collaboratively to fashion working conditions that are conducive for the growth of the economy, in turn, generating employment. In so doing, the thrust will be to create an advanced way of life, in a quantifiable fashion that projects quality. LED is a governmental progression whereby all the economic stakeholders engage in collaborations (Hughes, 2009). The main aim of LED is aimed at poverty alleviation through economic growth and job creation. Proper LED implementation improves the economic future of the local communities in turn bettering the overall economic capacity of these local areas. Meyer (2013) found that the major stakeholders to LED as suggested by the different research are local communities, municipalities, non-governmental organisations as well as other economic players. These stakeholders thus present themselves as partnerships, for them to easily manage and capitalise on the available resources into economic ventures set to stimulate and improve the livelihood of the general community's question.

LED stakeholders are thus responsible for the fruitful collaboration amongst themselves, implementing and formulating action plans, extenuating slumps, and barriers for the realization of sustainable economics at a community level (Pillay, 2002). LED is a catalyst in realizing and developing the countries global competitiveness, achieving sustainable supply chain, infrastructural development as well as sustainable economic development objectives. LED is thus a vital component for private sector development.

LED effects at the local community level has a ripple effect on the national economy, regional economy as well as global economy. As such, the purpose of LED is embedded in the creation of investment opportunities for household incomes as well as municipalities (Mathebula, 2015). LED implementation thus aids in job creation, poverty eradication, increase in disposable income and increased revenues for the municipalities as an administration. Therefore Canzanelli (2011), noted that once municipalities have positive cashflows, service delivery improves, consequently the establishment of public utilities becomes the municipalities heartbeat. Once this status has been achieved in local municipalities, then sustainability to economic growth can thus be declared (Meyer, 2014). Collectively, LED sets the setting ground for a shift in the operations of local municipalities from being fully administrative and policy-oriented to being highly investment averse environments set to stimulate the facilitation of wealth creation.

2.2.1 LED implementation in South Africa

In the sub-Saharan Africa region, South Africa is currently the leader in the promotion and implementation of LED, pinning the central strategy for LED to its municipalities. It has managed to decentralise its local government operations whereby each province has its legal system, premier and local council which is one of the pillars of LED (Sienkiewicz, 2014). The early adoption and complete implementation of the theory of LED in 1990 is the credit to this development (Proches, Bodhanya and Hardman, 2012). Important to note is that in the Southern African region, the LED intervention by South Africa have so far been accorded a prominent level of regard and hence it is highly innovative and participative. Large cities such as Johannesburg and Cape town have been recorded as leaders towards the implementation of the pro-growth LED initiative which according to Winter (1974) is a neoclassical approach to economic development. Over the years, these cities have experienced a boom of SME's and have also incorporated a myriad of stakeholders in their LED initiatives (Winter, 1974: 581).

Fundamental to the success of economic development in South Africa, lies the concept of SAPs' which most municipalities and countries have adopted. SAP highly motivates the inclusion of local communities when implementing LED policies and initiatives (Pillay, 2002). Results suggested by Meyer (2014) encourages that the *South African Constitution of 1996*, has strongly encouraged municipalities to engage in a pro-poor approach to LED. The IMF (2014) states that since 2007, LIDCS' have benefited from HIPC to an extent that the public debt has risen over time. Though potentially cushioning the bankruptcy shock of a nation, the adverse effect of such borrowing by LIDCS' has been a decline in the standard way of life for the citizens. South Africa was one of the early adopters of the HIPC programme, however, it managed to dust of the potential rise in public debt through the implementation and formulation of sustainable LED initiatives. Moreover, this assertion to an innovative approach for successful LED in South Africa was also appreciated by (Lemon, 2001) stating that the unique blend to LED that South Africa must incorporate includes blending of strategies that are equally sensitive to the objectives of all LED stakeholders.

2.2.2 Participatory LED implementation in Zimbabwe

Zimbabwe gained its independence in 1980 as well as an uncontested inheritance of a non-democratic governance system, and this has been the case with many states which were at once

colonies. The post-independence era brought about a people whose mind was highly colonised and yet theoretically democratic. Violence, unjust service systems, authoritarianism are some of the post-war factors that were inherited by these African colonies, proving it difficult to erect democratic governance at all governmental levels (Rogerson, 2010). Unfortunately, in Zimbabwe, the long-drawn-out journey to participate LED in both rural and urban has been thwarted by these abductions.

Post-war developments were superimposed by an enactment of the *Urban Councils Act* (1980) which gave municipalities judiciary right over the activities of former African Townships provided the leaders of the Civil Society Organisations were willing to merge with the local authorities. Overall, the activities of CSOs' combined with those of the municipalities were aimed at strengthening community participation in local governance. Ebdon (2006), noted that though CSOs' could provide this mandate individually, they were and still are thwarted by their level of community accountability, coordination, management as well as incorporation. 45 years later, local municipalities and CSOs' are still unconventionally not yet developed and use a porous system for local governance structures. However, in Zimbabwe, there is no standard policy setting a level of equivalence between LED stakeholders and the local government system. This lack of equivalence is a fertile ground for dysfunctional systems of operation at the municipality level, poor organisational structures and poor administration and application of policies.

Wang (2001) found that the role of provincial structures has once been eroded by the lack of decentralisation of functions in municipalities. Likewise, Loffler (2009) reported that this has also birthed bottlenecked hierarchies which are one of the high reasons for the failure of notable progress in the functions of the municipalities in the post-independence era. The narrative that follows a system with rotten structures of governance is that of confusion in the overall roles of these provincial structures and the role of the District Development Committees (DCC). Owing to lack of decentralisation, provincial councils cease to be Provincial Councils though remain an arm of the Ministry of Local Government. Furthermore, Abel (2007) denotes that the district of provincial structures is non-inclusive of members of parliament, giving rise to more confusion as members of parliament tend to bypass the municipal structures. The hierarchy they follow directs their chain of command to the Ministry of Local Government and not the municipal hierarchy of command. Difficult as it is to understand, equates to the cumbersome effect it has on the general roles of these entities. As such, the Parliament is

excluded in the District of Provincial Structures (DPS) yet in essence, it is a part of the DPS. In the Zimbabwean context of LED, there is a great gulf existing between the enacted leaders and the traditional leaders, leading to a slackened development of the whole LED process.

Politics has also had a fair share of play in the development of LED in Zimbabwe. Chiefs are traditional leaders who represent the local communities; however, their role has been dissolved by political gimmicks, leading them to be political puppets pushing political agendas at the community level (Wilson,1999). As such, Local Government structures have become dominated by political parties leaving a soiled imprint of the once pure of their once pure role at Local Government. All these weaknesses birthed by the reluctance of local authorities to decentralise their powers has had a detrimental effect on the enactment and facilitation of LED policies and initiatives in Zimbabwe.

2.2.3 Strategic challenges to LED

Rogerson (2010) narrates that the changes in the international and national economic growth, poverty and slow economic growth are budding economic fascistic characteristics that emerge and hamper LED as a progressive tool. Rogerson (2010), policy documentation and publication on LED is what drove local municipalities in South Africa into fully placing, reshaping, and reengineering local economic development. This assertion was cited in the 1996 constitution and the local government municipal act which

Rogerson (2010:483) points that these governmental publications gave several local economic development functions and responsibilities thus “making integrated development planning a compulsory activity for local governments”. To affirm this assertion, Rogerson (2010) makes a reverence to an article by Meyer (2002:3) stating that the mandate before the year 2000 South African local municipalities to manage local economic development had not been set national government guidelines existed to pursue local economic development activities. In his investigation into the strategic challenges that face local economic development in South Africa, Rogerson (2010) draws his attention to local economic development and revealed that municipal administrations were deeply uncertain as to what local economic development meant., what was to be done, who was going to do it. This state of confusion was on its own a challenge to local economic development. These governmental enactments towards local economic development have been according to C.M. Rogerson either misunderstood or abused

both with the local and international circles (481-482). Rogerson (2010) managed to trace the strategic challenges of LED as an amalgamation and collaboration between local economic development stakeholders, suitable grading for local economic development, reengineering the position of provinces, dropping the breach concerning local economic development training in municipalities and townships, publicising good local economic development training, remote sector involvement, enchanting local economic development utterly, structuring local economic development systems and workable awareness podiums, local economic development capacity training and funding, and improved local data management.

2.3 Public Participation defined

Citizen participation refers to an exercise that is community anticipated and remains a vital aspect of community development. As such citizen participation is an exercise that acts as a preamble setting for the policy designing process. With the progressive development of world communities and economies, there have been many paradigms to the definition of public participation. In 1955, the United Nations (UN) identified community participation concerning community development (Abott,1996). Two decades later, the International Labour Organisation (ILO) reiterated the statement by the UN in 1955 to mean that community participation partakes a very crucial role to perform in the provision of elementary requirements, decreasing inefficiency and self-reliance. However, Anomaly (2011) argues that basic needs which are part of public goods will only be provided with government intervention and public efforts. As such the development by ILO requires a deep analysis of the role of non-material basic needs as a source to attaining material needs.

Participation refers to the action of being involved in an at either individually or as a community in a bid to access localised development (Mor, 2006). About this explanation, citizens of metropolitan cities are thus both encouraged and expected to partake in the LED projects and initiatives that are availed to them by their local government administrators. Furthermore, an interesting definition by (Lisk,1985) refers to participation as the inclusion of large masses of people, successfully, making up a community, in the LED programs in their communities. The involvement of the masses is of benefit to the policymakers as it influences decision-making processes, in favour of the masses, to affect local and personal development. In 1960, Arnstein (1969) equated civil power to community participation. She boldly defines participation as the future inclusion of the marginalised citizens through an act of power redistribution from the

upper-level citizens to the marginalised citizens presently excluded from all political and economic processes. Arnstein here describes community participation to mean the unveiling of the silent voice of the marginalised members of the society and the inclusion of their opinions in the economic and political decisions in their communities.

Makumbe (1996) also demystifies the meaning of citizen participation as a community activity meant to benefit the community and its members only if the local authorities choose to validate and consider the input of the masses involved in the public participation exercise throughout the numerous development phases. A practical example is that if the underprivileged participate in the policymaking process, the administrative government is sure to include and draft policies that address and cater for the needs of the marginalised.

A significant feature in all these definitions is the direct recognition and inclusion of the marginalised individuals in the economic and political decisions about their settlements, communities and even cities and towns. In the citywide policy-making process, public participation is that part whereby the citizens take part or are consulted regarding the definition of the purposive course of action to be followed in dealing and solving the problem. Thus, it is paramount that communities and governing bodies collaborate through involvement in the policymaking process.

2.3.1 Public Participation in Zimbabwe

For the Zimbabwean government system to function effectively, there must be a clause that encourages intense citizen participation at all decision-making levels in local municipalities. As such, the mandate to keep the community members updated is heavily shouldered on these local municipalities. Local municipalities are also expected to shield, delegate, and distribute roles to the local community members as they go ahead to exercise determined implementation of local policies (Smith, 1983). In local government in Zimbabwe has a pattern history on development that has been set. The pattern on development is grounded on the notion that a citizenry that is considered responsible keeps a thorough, knowledgeable, and recurring active participation at local government, as such this pattern on development employs the basic principle that local civic standards can be easily adopted and served. Notably, Boyne (2004), stipulates that African democracy is thus challenged by the act of assuring meaningful and

fruitful citizen participation at all phases of development, regardless of if the complexities that come with citizen participation.

In Zimbabwe, an individual is awarded ample way to influence policies and procedures, and permission to engage in institutional matters as well as influence local practices and policies (Moyo, 2012). These different awards function as avenues that are used by the local communities to allow for community engagement in the local government system. These avenues also include consultative forums, public hearings, civil society, and the meeting of councils and other legislative bodies such as the Village Development Officer(VIDCO), Ward Development Officer (WADCO), Rural District Development Committee(RDDC) and the Provincial Development Committee (PDC). Office bearers to the above-mentioned duties, share one main responsibility being to oversee that local participant have ways to actively participate in Local Government affairs, in turn fostering democracy within the system (Chikerema, 2013).

2.3.2 Mechanisms and Processes to public participation

Citizen participation mechanisms serve as aids that expose the primary preference makeup of the community and stipulate policymakers with a representation of the fundamental mandate for community skills. A variation of civil involvement mechanisms has remained the property of management planning tools and each technique possesses fortes as well as faults. Citizen studies have long remained as tools used to regulate requests and facility gratification stages . Though study responses may be illustrative, and constant practice over a period exposes tendencies in sentiments. Nevertheless, surveys may not imitate the strength of a respondent's view but may also argue that residents may not have the suitable data to make a conversant choice, and interrogations can be inscribed in a controlling or directive way (Thomas,1995).

Public meetings are communal, a single open public hearing is essential in most administrations before policy adoption. Often, public meetings are not outstandingly decent at open-handed guidelines to resident stimulus, nevertheless, they remain settings for introductory evidence distribution (Ebdon, 2006). However, public meetings are essential when they have been used by the administration in a premeditated manner to deliver dual communication systems. It can also substitute edification resolutions by equipping residents with a detailed awareness of management and policies. Ebdon (2002) prerogatives that participant attendance remains the

top drawback for public meetings, attendance is generally exceptionally low and cannot surface to represent the community. The effect is the same as that of citizen surveys whereby the active participants lack the knowledge and skill to give well-meaning input (Thomas,1995).However, Ebdon (2004) argues that the different administrations that make provision for support groups in their planning surface that support groups are an appraising instrument that is used to regulate probable variations in explicit matters and administratively valuable for an assemblage separate from the government to approve with the town managers pronouncements. Morgan (1997) centrally themes three central strengths focus groups have namely examination and detection, framework and profundity, and clarification, and these may be used by city managers to demarcate citizen partialities.

However, focus groups are similarly disparaged as actuality excluding illustrative representation of the population under study, though supplementary clarified in the case study since some mechanisms have been specified by investigations and experimental studies, such as policy recreations and citizen advisory committees Robbins *et al.*, (2008). In a different case scenario, Toronto's case typically demonstrated these three mechanisms in its development of public involvement. In the current Zimbabwean context, politics has eroded the dignity to even consult with each other regardless of political preference and affiliation. Though the Ministry of Local Governance still has control over the overall proceedings of the municipalities, councils dominated by members from different political parties have had the decency to put the people first, practice the different mechanisms and processes compared to municipalities governed by councillors from the same political or one political party has major seats of council members.

2.3.2.1 Design and implementation of PP

The study quotes a variation of reflexions such as the timing of members representativeness assembly and genuine partiality while scheming the involvement procedure. The implementation of public participation mechanisms is pivotal for the eventual effectiveness of the mechanisms, however, the most serious slump hampering the effectiveness of mechanisms is the timing of the input. It thus is important that municipalities revise their timing to match that of mechanism implementation before the policy proposals begin (Ebdon & Franklin, 2006). Callanhan (2002) and Thomas (1995) support this concern and in their argument, they state that public participation input is more important during the crucial stage of preparation

rather than being installed in the latter stages of policy adoption. As such, public input during policy adoption is implicated at the preliminary stages of the policy adoption program. It is at this stage (the adoption stage) that portrays a terrific opportunity for the input of the citizens during public participation will be considered and adopted by the officials in their policy debates. Participant selection is a vital exercise for the public participation process, it is important that the participants selected be knowledgeable of the LED requirements and project to be initiated so that they may give contributions that a valid and of profound sense. Thomas (1995) however states that participants should also be open to masses of individuals who are a representation of the community including the minority groups of the community.

Gathering sincere preference is the third concern in the public participation process and design. The public must be expected to not only demand exceptional service but be willing to go the extra mile of paying for the services that match up with their sincere preference. A total of 262 citizen surveys that were conducted and recorded through research. Callahan (2007) revealed through research that the consistency of good rankings in feedback is generated from the argument that the citizens in the US are not faced with the need to pay expensively for the public utilities that they demand. As such, the cost of their choices is impaired on the government which is less offensive for the citizens. The US government is burdened by the need to fend for the citizens' preferences at their cost decided to present the citizens with a mapping work that is designed to give a preliminary view depicting the costs of the decisions made by the citizens.

Robbins *et al.*, (2008) contemplate the usefulness of the preliminary cost review as it presents the citizens with practice based on the reality that allows the citizens to rethink their decision and excessive trade-offs during the decision-making process. They assumed that if the policymaking process is presented to the public in a near life experience, the administration will also be able to propose a more dynamic approach in the later projects based on the willingness of the citizens to pay for the services projected. The willingness to pay model by Robbins *et al.*, (2008) depicts this approach present the taxpayer with an approximation of what is expected of them be it financial or moral obligation to make the project work. This model thus exhausts the political and environmental skewness that is affecting governance at both local and central governments during the designing and process stage of public participation. These factors thus may affect the participation objectives, implementation, public participation mechanisms and the effectiveness of the proposed project. True to public participation,

population heterogeneity and population size remain external variables though having a genuine impact on public participation. True to the Zimbabwean situation, politics and economic turmoil has had a sizeable chunk in the serving of citizen justice during the implementation of the different participation mechanisms. Literature guarding the operations of municipalities in Zimbabwe have all these mechanisms and processes listed and advised yet in practice there is minimal exhaustion of these mechanisms and policies (Chikerema, 2013).

An analysis by Wang (2001) reported that due to the heterogeneity of the population size citizen participation is prone in large cities. Population size in the large cities is a fertile ground for politics and conflict to have free and fair play. Citizens of these large cities thus are at an advantaged end as they can contend, instruct, and appeal on decisions made and all this is granted to them by the decision-makers who are also politicians and city administrators. This negative response from the government has birthed a breed of citizens with a minimum interest in participating in any of the mechanisms and processes as proposed by their governing bodies.

2.4 Theories underpinning Public Participation for LED

Literature on economic development is dominated by three cardinal points of thought. Economic development can be viewed using modern systems and designs of organisational modification. Contemporary economic concepts and statistical reviews are used to represent the core progression of operational transformation (Sivaraman, 2013). Secondly, the international-dependence revolution is a cardinal point of thought in economic development. This second cardinal line of thought dwells mostly on International and domestic power relationships, institutional and structural economic flexibility as well as the production of double economies and dual. Lastly is the neo-classical stand of thought. This line of thought highlighted the advantage of free markets, counter-revolution, open markets, and the privatisation of incompetent municipal businesses (Todaro & Smith, 2007).

This study implemented two public governance concepts, specifically the theory of community participation and the concept of governance, whose valves water into enabled public participation for local economic development. These theoretical frameworks underpin the study and unturn reveal the evolution that has taken place within different service delivery systems over time. .

2.4.1 Governance as a theory for PP

The UNDP stipulates governance as “the exercise of economic, political, and administrative authority to manage a country’s affairs at all levels. It comprises mechanisms, processes and institutions, through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences” (Abdullatif, 2003:4). Abdullatif (2003: 5), further argues that the concept of governance “encompasses the functioning and capability of the public sector, as well as the rules and institutions that create the framework for the conduct of both public and non-governmental business, including accountability for economic and financial performance, and regulatory frameworks relating to companies, corporations, and partnerships”. Pierre and Peters (2000) suggest the fourteenth century was right about the time of inception of the word governance in the French-speaking countries yet referring to a position in government. Loffler (2009) however argues that the importance that is awarded to the term governance concurs with the approach of the state, public participation, and the history of the period in question. This is in the exercise of the freedom of the concerned public *visa vi* their expectations from the administration.

The increase in the world complexities in the economies, social integration and political aspirations has given a distortion to the original meaning of governance yet it remains largely appreciated in respect of the state, corporation, companies, institutions, and other administrative and management bodies (Sivaraman, 2013). The World Bank (1989) signalled that a novel approach to development is dependent on the notion that the least level of rule-of-law and fairness is important for economic change prosperity through change. Governance is a term however used in several fields in the modern-day administrative world. The dynamics of change in governance and administration globally have brought about the change in social theories whereby governance as a theory seeks to comprehend the insinuations of the change and how it can be excellently managed (Chhotray and Stoker, 2009).

The United Nations Development Programme 2009 publication gives appreciation to the theory of governance by defining governance and stating that its primary interests are bedded in the effectiveness and efficiency of the state and how it serves and attends to the needs of its people. The USAID upholds that governance refers to the capability of the administration bodies to grow a well-organized and responsible civic administration procedure that is

uncluttered and available to public participation, intended to the solidification of an autonomous system of governance (USAID, 2005).

Usage of these ideologies describes the cooperation that is existing amidst the civil society and the civil service, though backed by market-based mechanisms (Denhardt & Denhardt, 2000). Furthermore, the targets remain focused on the strengthened efficiency and effectiveness of the public sector. It thus can be assumed that the chief concern of public administration as a public office practice is the transformational move towards attaining a certain degree of concentration of governance.

If civil servants manage an administration, and there is a chain of command, a sure consequence of a choice that involves a change of policy may be a witness to unfavourable as it requires different office bearers in the hierarchy of command to approve. This has implications of slowing down the decision-making process and as such policies may be left unchanged which brings about the redundancy of these policies (Moyo, 2012). In a bureaucratic administrative environment, there is limited employee competition as the hiring process is highly dependent on the merits and qualifications of the already existing employees. This leads to bottlenecked organograms where job specification is based on specialized tasks. Personnel working in such an organization cannot function outside the sphere of the department they belong to. Remuneration and incentives accorded to such individuals are thus fixed and are never or rarely reviewed. Such organizational practices brought about by bureaucracy result in unproductivity, inefficiency, and demoralization of employees.

Furthermore, policies developed under such an administrative era are public-oriented and serve the public. Civil society thus has room to improve and better their lives due to involvement. This is a major benefit to my study as it opens avenues and interest for the attainment of the desired LED goals with the involvement of civil society.

2.4.1.1 Theory Justification

This study draws on the governance theory to argue that the functionality of the public sector as well as its organisation and capability are highly dependent on its form of governance. As such any institution that seeks or aims to excel in its sphere of influence must have a very comprehensive structure or model of governance. However, the concept of governance is

concerned with the exercise of communal decision making that is founded on the alteration of the public-to-public borders. Governmental reforms under the guise of the theory of governance have since had their earliest inauguration, realising a turnaround in the modes of governance. It is here also that Abdullatif (2003) gave attention to the functioning and capability of the public sector, as well as the rules and institutions that create the framework for the conduct of both public and non-governmental business is of value for informing the importance of public participating in the formulation of policies, rules and laws meant to govern the public. Public participation thus becomes a key player in the inclusion of accountability for economic and financial performance, and regulatory frameworks relating to companies, corporations, partnerships, and the nation at large.

2.4.2 Theory on Community Participation

Community participation can be theorized as a measure of public participation due to power distribution and levels of community involvement. There is a relatable reference of scholarly recognition of the ladder of participation. In Mupuva & Muyengwa-Mupuva (2014), the ladder of participation was used as a yardstick to measure participatory democracy against the Zimbabwean political environment. Collins and Ison (2006) eluded that the ladder of participation can be referred to as a theory that addresses the issues of policymaking, community democracy and community engagement for environmental management.

2.4.2.1 Arnstein's Ladder of Participation

Arnstein's main point of consideration is that "citizen participation is a categorical term for citizen power" (Arnstein, 1969). Arnstein apprehended that the influence of public participation as a degree of eight classes demarcated as "rungs," which begin from non-participation to full-blown citizen participation as illustrated in figure 2.1. The rungs to the ladder dissect that whoever is responsible for inviting the public to participate, has the sole responsibility to educate, consult, inform, and delegate power through enforced partnerships. The top of the rung depicts a degree of citizen power where citizens can bid and return citizen control in policy formulation. In her article, Arnstein (1969) argues that the redistribution of power allows the poor to be part of decision-making and part of the solution to their problems; this entails them defining the sharing of information, setting goals and policies, allocating resources (Arnstein,

1969). The ladder pattern demarcates between the passive participation of citizens and their active role in participation to influence the outcome.

Arnstein’s ladder of citizen participation gives a clear distinction between distinct levels of citizen participation and is a revelation to public administrators and decision-makers as it brings awareness to the levels at which the citizens serve and are participating. Her argument is pivoted at the fact that citizens have a genuine opportunity to affect outcomes, yet still, participation is their participation is highly indexed by the manipulation of the participants. As such, the involvement of the government in citizen participation is much appreciated by Arnstein.

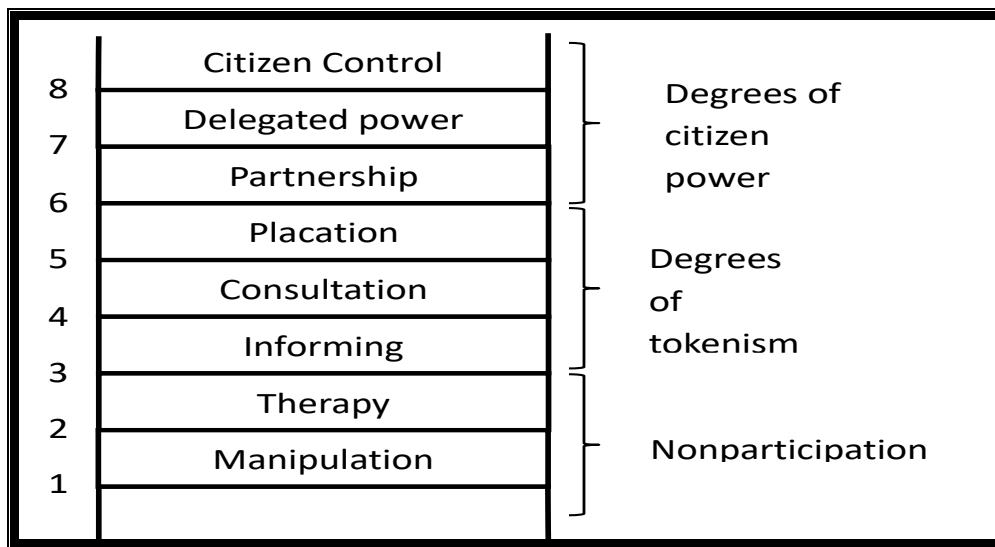


Figure 2.1 Arnstein’s Ladder of Citizen Participation: Source: Adapted from (Stone, 2015).

The ladder of citizen control provides a thought-provoking contribution to the discourse of citizen participation and spells out the misconceptions that have been created in literature. However, it is the disadvantaged percentage of the community that usually are vulnerable and yet still are unable to make an impact during public debates and consultations aimed at improving the community masses. Choguill (1996) redefined Arnsteins’ ladder of participation to accommodate the silent voices of the less privileged in communities, stressing the importance of community engagement rather than individual engagement.

2.4.2.2 Choguill's ladder of community participation

In argument to Arnstein's ladder of participation, Choguill (1996) argues that the fundamental weakness with Arnstein's ladder of citizen participation was that it could not be applied to developing countries. Drawing from a studied project from developing countries, Choguill proposed a ladder of community participation for third world countries. Choguill also alludes to the extent to which community participation is achieved, depending highly on the organisation of the government. This argument pivoted its emphasis on the need for the civil society to partake in decision-making and entrée to power was a developed country's concept. Furthermore, these arguments unfold that low-income communities require more power and empowerment to influence decisions that affect them on daily basis, decisions about basic infrastructure provision, housing, and development (Davidson *et al.*, 2009). Choguill substituted "citizen" with the community and introduced a concept of empowerment as the highest level of community participation for the theory to relate to developing communities, emphasising the concept of organised communities.

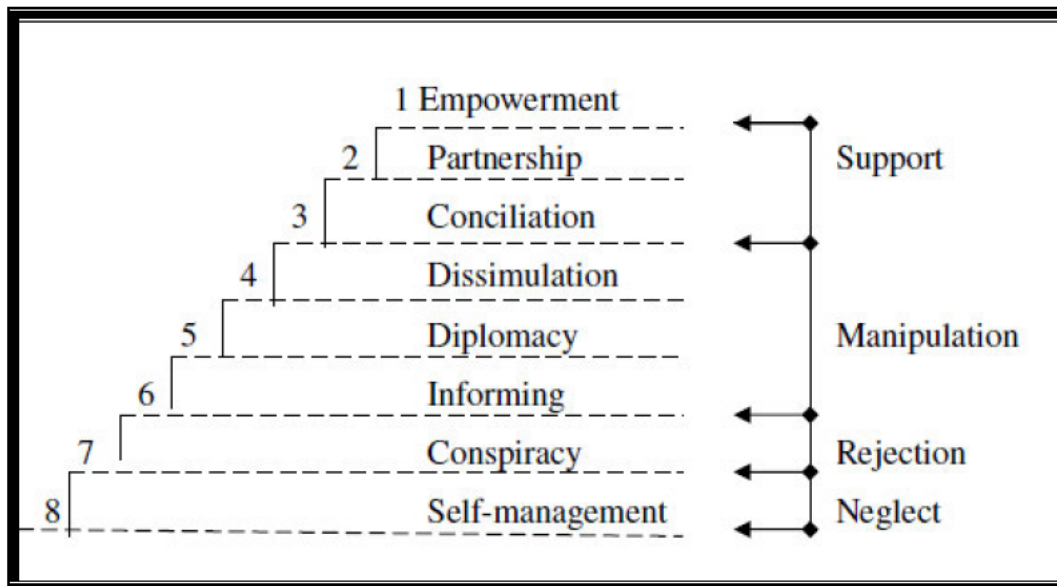


Figure 2.2 Choguill's ladder of participation for community participation for underdeveloped countries. Source: Choguill (1996:442)

Arnstein and Choguill's ladders of participation form a theoretical foundation for this study, and they are especially useful to the study as it allows the scholar to think through the need for empowerment of communities and facilitation of their involvement in decision-making during the development of local economic development policies. For public administrative tasks to be performed, there are certain rules and procedures to be followed. The following up of the chain

of command is highly identified with loss of time which is detrimental to the state especially when the results are needed immediately.

The improved community participation envisaged would be realized when citizens are educated and empowered on issues of planning and implementation processes; are participating in decision-making; are empowered to negotiate and participate in trade-offs with the governing bodies and take control of the projects while making allies, with government support.

2.4.2.3 Theory Justification

This study draws on Arnsteins' ladder of participation to argue that in a decent community where good governance is being practiced, there is need and importance to employ public participation as the ladder clearly depicts that there are different degrees of participation between the community and the governing whenever policies are either being made or amended.

Choguill (1996) reported results consistent with findings in Stone (2015) that Arnsteins conceptualisation on active public participation versus passive public participation's emphasis on the different levels that are available and attainable for public participation between the public minority and the central government is especially useful this study's' analysis as it allows one to think through the different mechanisms, goals, processes, and factors that come to play in turn either reducing or activating public participation.

To this end, Arnstein's conceptualisation of citizen power through public participation is generative for grasping how municipalities ought to employ different systems and mechanisms to improve and employ effective public participation within their jurisdictions for the attainment of healthy policy that favour, rebuke and protect the public (in-line with good governance).

It is here also that Arnsteins' attention to non-participation hereto referred to as manipulation and therapy, is of value for informing the responsible local government administrators that the lack of inclusion of the public in public participation is equalled to citizen and power

manipulation, which are the main stems to which poor governance and public administration stems from.

2.5 Chapter Summary

The thrust of this chapter was to argumentatively deliberate on the meaning of LED and PP for public participation specifically looking at the situation in South Africa and Zimbabwe. To get a better understanding of these concepts, the researcher first discussed the key role that public administration has towards LED. Having established that the role is indeed linked to LED, the researcher further discussed what LED is. A further analysis was done into the link between PP and LED with an intent to dissect and link the mechanisms and the theories to PP and LED. The philosophies that reinforce this study strongly exhibited the strengths and weaknesses attached to them, namely governance as a theory and the ladder of participation. The application of these theories in this study provides a clear insight into the link between PP and LED and ways to achieve sustainability through a thorough and effective infusion of these concepts.

CHAPTER THREE: CONCEPTUALISING LED AND PP IN ZIMBABWE

3.1 Introduction

Accountability and sensitivity to the requests of the civic community through governments are fostered through aggressive public participation. Furthermore, public participation remains an imperative measure in the strengthening of democracy within communities. In the past years in Zimbabwe, the notion of public participation has cultivated local democracy and as such has been used in the local government debates. Symbiotic relations between citizen participation and public administration at local municipalities raises fundamental and relative questions about the structural skills, mechanisms, and strategies of achieving this relationship. These strategies can at least give a slight determination of the role played by public participation in the application of LED policies.

3.2 LED as a citizen-centred practice

Citizen participation is on its own an urban management practice especially in the Sub-Saharan region yet globally it is considered vogue (Matovu, 2007). Academics and developers regard citizen participation as a broad line worthy of consideration when discussing program planning, program implementation as well as evaluation of development programs (Abel, 2007). Citizen participation promotes accountability and transparency in the operations of the government, parastatals, public entities, as well as public offices offering a deterrent barrier towards different forms of corruption in public offices (Wilson, 1999). LED project implementation demands for proper implementation and application of public participation mechanisms and processes is a great enabling factor for project implementers, resultantly leading to the wide acceptance of development programs by communities and co-owned by all relevant stakeholders (Hofstrand, 2006). Citizen participation also acts as a measure for consistency, flaws, and limitations for LED project implementers as citizens are usually the best benchmarks used to understand their community operations.

Citizens must understand the role they play in policy implementation and project development. The UNDP (2009) distinguishes the various levels of participation but are not limited to information outsourcing, consultation, representation, volunteering, and monitoring. Policy formulation for LED programs and initiatives is entirely a decision-making procedure over which residents carefully discuss and negotiate ideas concern public resources distribution, use

of public utilities as well as their role in the overall project. As such the overall LED project thus requires an independent policy-making shift involving the overall management of the projects, distinct roles of the different stakeholders as well as spurring administrative reforms. Public participation has been proposed by many academics as a tool for inclusive governance, accountable governance, and a critical tool for the evaluation of the entire LED project. Public participation most importantly sets the stage for LED project implementation. Despite sourcing information, help and probable resources from the community, it provides for the improvement of policy allocation decisions by bringing different perspectives and creativity to debates (Zinyamba, 2014). The execution and employment of public participation mechanisms and processes by municipalities provide sufficient information for the participation of communities in the LED project implementation. As such, the marginalised majority in communities find their way into the domain of policymaking and implementation.

3.3 Roles of different LED Stakeholders

In Zimbabwe, local municipalities achieve sustainability and resilience within their respective locations by playing a leading role in the provision of workable environments that a fertile for investment. Rather than devising new projects and trying to directly reduce the unemployment rate, the local municipalities are keen to achieve these workable environments through providing economic development-friendly policies, infrastructure, and quality local service. For local communities to attain a level of sustainability through LED initiatives, they must engage with the local government for different LED projects hosted by either the local civil administrators or the stakeholders to LED. These stakeholders include civil society, councillors, ratepayers, and public administrators.

3.3.1 The role of public administration

Public administration groups, several bodies of the executive power which are directly subordinated to political power (Bossaert *et al.*, 2001), the achievement of administration goals relies on both the capabilities and resources available, the localization, regulation, management, and organizations, considered as internal determinants. Among the latter, there are local and central political factors as well as socio-economic determinants. The pressures put on public administration are considerable: accountability and commitment for results, adaptation to change, competition and stakeholder's interests (Boyne, 2004). The internal and

external influences, and biases they face, changes at the level of legislation or government policy. However, these are all not incentives for shaping some long-term plans or for ensuring the cohesion and performance of employees and management teams in public institutions. In this regard, the public managers have the responsibility to lay the basis of their strategic plans on management performance by attaining a shift from tactical forecasting to strategic administration, as well as shifting from routine measurement to routine management (Profiroui *et al.*, 2013). They have a responsibility of employing the best administrative theories to back their decision-making process and implementation of order and policies within their organization. These merits the organizations with efficiency and effectiveness should the best relating theories be employed. An analysis by (Sienkiewicz, 2014) justifies the role of public administration in the enactment of LED policies and projects. The simulation of LED is the responsibility of the public administrators. The effectiveness of measures to promote LED is strongly correlated to the overall management performance of the public administrators.

Furthermore, the role of public governance in economic development is to report the facilitation of continued fiscal development, the advancement of community growth, smoothing organizational expansion and shielding the environment, encouraging public-private partnerships, dealing with progressive agendas, and upholding a lawful outline for advancement.

3.3.2 The designation of council officials in PP for LED

The Bulawayo City Council has its staff as the city council officials as key stakeholders for LED projects. All projects are presented to the town clerk who then decides on the LED project to be introduced. It remains unclear as to which criteria are used as there is no community engagement when deciding on the project to be implemented. Council officers remain essential as they are burdened with the technical and administrative tasks for all projects.

In Bulawayo, there are twenty-nine wards that are herded by Ward Councillors. These councillors work under the wing of the BCC, and they are mandated to mobilise citizens into fully understanding their role during council consultations, citing all their concerns, prioritising, and aspirations as a community (Oluwu;2006). The Zimbabwean Constitution States that during the implementation of LED projects communities ought to communicate their outcome with the elected councillors through different PP mechanisms and processes and

community level. It then remains the role of the councillors to mobilize the communities into airing the concerns they desire for their communities.

3.3.3 The role of the community in PP for LED

Research has shown that residents or ratepayers of city dwellers have a critical part to perform in the development and enactment of LED policies. The *Urban Councils Act (2006)*, states that Bulawayo residents subscribe to the guidance and auspices of two main resident associations namely the Bulawayo Progressive Residents Association (BUPRA) and the Bulawayo United Residents Association (BURA). These two resident associations have played an incredibly significant role in the provision of critical input to residents advising on key and critical issues and formulation of budgets. BUPRA and BURA have over time utilised different public participation mechanisms which the City Council seemed to ignore and override. They have also gone to stretched extents in communicating with the city council, the residents, and the governing bodies regarding the preferences of the residents are, it is in LED projects or any matter needing the input of the residents.

Meetings have been conducted between the ratepayers and the resident associations in a bid to afford the ratepayers a platform to express their views, desires, and priorities regarding the Egodini Mall project. Direct involvement of ratepayers at the deciding table is key in the development and improvement of service delivery. The *Urban Councils Act (2006)* is elaborate on community engagement and addresses it as a fragment of the tactical effort by the government to endorse the resident democratic system. The *Urban Councils Act (2006)*, states that the chief aims of public participation are to encourage civil interest and involvement in local governance and to include the public in creating self-sufficient and sustainable livelihood options, in turn promoting accountability and transparency on public funds.

Unfortunately, resident participation has declined over the years as residents believe that their views and opinions are being dismissed as well as a lack of understanding of what is expected of them and the gravity of their decisions during community participation forums.

3.3.4 The role of civil society in PP for LED

Transparency, sustainability, and accountability are the core to the roles of civil society during public participation. As stated by Moyo (2012), the role of civil society is pivoted at building

the capacity of the citizen to engage in public participation forums, hold the authority accountable for its conduct and performance during these forums. Residential associations have been very instrumental in propelling community engagement and probing council progress in the Egodini project. Constituencies and organisational communities have been mobilised by these civil organisations to voice their concerns and views on any LED project in Bulawayo. Training workshops have been hosted also under the auspice of BUPRA and position papers have been submitted to the BCC as documented input by the residents. Thus, sanity, transparency and accountability in the local council have improved greatly. The Local Authorities Enhancement Project a new program by the Civil Society Organisation (CSO) conducts commendable exercises throughout the BCC capacitating civil society actors, public officials, councillors, and other significant stakeholders in Bulawayo (Wilson,1999). The CSO has been provided integration platforms to bridge the gap between rights holders and duty bearers.

The CSO has extremely limited knowledge and exposure to other LED projects internationally. As though this is not enough, the BCC does not avail enough information to these civil organisations regarding the proposed projects. Actors within the CSO have thus lost their participation capacities. The BCC has taken advantage of these incompetence's of the CSO and as such, the role of the civil society has thus been degraded to such an extent that the BCC has over the years failed to motivate for their source of funds towards the Mayors Cheer Fund and the BCC soccer team.

3.4 The Legal Framework

The Framework intends to shape a collective understanding of LED in Zimbabwe and place it into setting the position of public markets in the state economy. This framework aims at organizing local resources and the local public into alleviating poverty. This framework sets a foundation upon which development of community entree to economic programs, provision of planned projects and evidence for the management of economic change forecasting and enactment transversely across all government administration offices and leading role key role actors. The different legislative policies governing public participation in Zimbabwe include the *Zimbabwean Constitution of 2013*, international instruments and statutes, *the Rural District Act*, and the *Urban Councils Act*.

3.4.1 The Zimbabwean Constitution and enabling Acts

Councils' growth strategy via the enactment of LED policies and programs has over time been implemented though with limited success to the countries in the North of Africa. Here in the Southern region of Africa, LED is a more recent phenomenon, made known in a time of global economic crisis. As such the potential of LED as a concept responsible for economic development and change, poverty alleviation and generation of employment needs to be reviewed. In Zimbabwe, the effective and efficient function of the LED concept as a development system, requires active participation from the citizens in all stages of LED policy development and enactment at the local government. It thus remains the responsibility of the LED project marshals, as well as the BCC to keep the residents well informed as all the stages of the policy enactment are being pursued. By so doing, the local community is thus awarded the honour to offer meaningful contributions in the enactment and determining of local public policies (Smith,1983). The foundational belief (that an approachable and accountable citizenry upholds a well-informed, and energetic and remains practising at the public participation process at government), is responsible for the development patterns currently prevalent in Zimbabwe. Nevertheless, an underdevelopment principle that local government falls under the main rule of function at central government hence fostering and serving local community values (Oluwu, 2006). However, the biggest fight against democracy in Africa remains that of the central government assuring and developing participation measures and patterns for their citizenry.

On average, the Zimbabwean local government system awards everyone with the abundant way in which one can express themselves, engage in public participation as well as individually influence the policy enactment process as well as a voice on institutional matters. One other way to achieve this level of citizen democracy is through creating forums as either citizens or leading administrations (Madzivanyika, 2014). Once these avenues are created and presented to the people, they allow for democracy at public participation by the local administration systems and also encourage local council elections, participatory budgeting forums and public participation mechanisms. The public is thus encouraged to be associate members of local forums such as Village Development Committee (VIDCO), Ward Development Committee (WADCO), Rural District Development Committee (RDDC), Provincial Development Committee (PDC) for them to exhaust all the democratic avenues availed to them by both the central and local government. However, every local member is thrust with an automatic duty

of ensuring that every citizen is availed every avenue, created by the local administration authorities and municipalities for then to foster democracy through active citizen engagement (Chikerema, 2013).

3.4.2 Analysing the Zimbabwean Constitution: PP and LED

Section 13 (1) of the 2013 Zimbabwean constitution, the state and all its establishments and helpers of government at every stage ought to attempt to enable swift and reasonable development as well as initiate unusual ways in which development is adopted for both commercial and industrial organisations to empower the ordinary citizenry. The Zimbabwean government is also decreed to update and enforce well-adjusted development across Zimbabwe concerning the rural and urban areas *S(13)(d)*. The same section 13 of the *Zimbabwean 2013 constitution (2)* states that the measuring of development on a national scale must be done and include the citizenry for the formation and execution of expansion strategies and curricula that disturbs them. As such paragraph (3) also makes it clear that the procedures to effect growth ought to defend and improve equal opportunities for development for the citizenry

The *Zimbabwean constitution* has provisions for the protection of resource allocation to affect development. It states in section *14(c)* that the reasonable distribution of state properties and the involvement of local communities in the fortitude of expansion significances within their communities. *S (180)* affirms protection of resource allocation by stating that it is the duty of the government and its urgencies at all stages to take real procedures to safeguard local communities into having unbiassed admittance to possessions in a bid to advance their development.

Nevertheless, economic advancement at both local and national levels in Zimbabwe is greatly allied to the state, though *S (264)(d)* of the current constitution awards liberty to the local citizenry to independently achieve their public concerns and developmental goals as they pursue community growth. this clause of the act proves that the state in Zimbabwe has not made any provisions for resources for the local communities to achieve their communal desires. This pushes the local municipalities to heavenly place this fiscal burden as tax to the taxpayer or rather have the local individuals fund these projects on development straight from their pockets.

Section 270 articulates the functions of provincial and metropolitan councils. The constitution gives the metropolitan councils and provincial councils the responsibility for social and economic development within its province. *S(270)(a)* records that the implementation of social and economic development of all economic development within the province is to be governed by the responsible local or provincial councils. *S(73)(1)(b)(iii)* equally suggests that it is the right of every person to secure progressively justifiable growth and the admittance of ordinary properties while inspiring development for both economies and communities.

The *Zimbabwean Constitution (2013)* promotes unified economic growth which is responsible for equal resource allocation, leading to local communities taking LED initiative in these metropolitan areas. Though resource allocation has been catered for by the Act, the Act is silent on the conferment of powers and administrative responsibilities to LED by non-metropolitan communities. As such, this omission by the governing Act is a great burden to non-metropolitan communities as they are forced to gradually seek special permission to pursue.

3.4.2.1 LED initiatives in their communities

The policies and governing of the local communities from the past administrations have tainted the current government, as such many controlling segments from the past administration are still to play in, local municipalities and these are not conducive for the hybrid development of LED. Local municipalities are thus encouraged to at least lobby for a bill that addresses these omissions by the Act, and in so doing municipalities become automatically incapacitated to act towards social and economic advancement of their communities as well as universal access to quality services by all citizens (Chikerema, 2013). This bill in turn encourages and motivates the local municipalities in Zimbabwe to at least focus on poverty alleviation through the promotion of LED. The referred legal document states that the current drawback in the achievement of total LED function at local municipalities is poverty and unequal distribution of local resources, once this has been ironed out then LED institutions in Zimbabwe will be less cumbersome.

Specific actions particularly identified as LED outcomes by this Act are economic modification, guidance, provision of services, housing, and the growth of intermittent markets and development of enterprises. There is a need for the central government to make available bills and other legal documents that address these different outcomes of LED and how their processes will be managed specifically public participation. Though the mandate to pursue

LED still exists for local municipalities, these municipalities have not yet made office provisions for even legal documentation that will function as frameworks for LED.

Contrary to Zimbabwe, South Africa, initially began to release LED guidelines in the year 2000 and even suggested different investment ways, seven years before the eventually commenced of LED in South Africa. Policy transformation that has already taken place and is yet to take place in Zimbabwe as indicated above detail the analogous democratization of society and personal freedom of the communal people. This transformation directly aids in the development of equal identities, demonstrated by the rise of zone or area development initiatives. A significant rise in development activities at the local level with the aid of non-governmental organizations and other community-based organisations has since been realised across Zimbabwe. Though guidelines for non-governmental.

In conclusion, the legal frame of development in Zimbabwe provides a working ground and an influential space for the implementation of economic development, both on a local and a national scale. The Zimbabwean constitution makes provisions from both councils and the local people as far as resource allocation and development initiation is concerned. This unfolds the grounds for policy formulation within local authorities to properly affect LED. The roles of the councils responsible are also easy articulated in the constitution. There is also an articulation of the responsibilities of the local community in the constitution. This involvement of both the local municipality and the local community implements local economic development to be inevitable and successful. Though the constitution does not relate much to LED specifically, the provisions it has of general economic development help in the implementation of successfully LED strategies and policies.

3.5 Chapter Summary

This chapter was aimed at clarifying public participation and LED in Zimbabwe. Policies and government enactments set to govern LED and public participation in Zimbabwe were debated. Objectively, the sections to these governing acts were discussed and thoroughly examined. Distinct roles of different LED stakeholders were discussed both according to the acts and what the community expects. Public participation in LED policy implementation is a phenomenon that is accounted for by the governing authorities. The legal framework offers great support and validity in the inclusion of the local communities for realising LED practices and projects.

CHAPTER FOUR: RESEARCH METHODOLOGY

4.1 Introduction

This subdivision of this thesis aims to provide a comprehensive and accurate synopsis of the methodology chosen. This synopsis provides a focus that directs the framework of study to find solutions to the research problem brought forward (Du Plooy-Cillers, 2014).

The attention of this study is concentrated on the Bulawayo City Council in Zimbabwe. Subsequently, the chief hub of this study was to investigate the role of public participation in the administration of the LED policies in Zimbabwean urban cities. The outlay of this chapter comprises different sub-classifications that have been professionally researched, articulated, and documented for this study.

4.2 Research paradigm/World View

Creswell (2014) defines research paradigm refers to a general philosophical orientation about the world and the nature of research that a researcher brings to a study. A research paradigm preferred by the researcher, reveals how the researcher intends to solve the research problem (Saunders, Lewis &Thronhill, 2012), at the same time displaying the researchers thinking process. A research paradigm defines the method for collecting and explaining the knowledge of a singularity. Du Plooy-Cillers (2014) postulate that paradigms are habitually employed when reviewing social science studies. Hall (2013), Four paradigm traditions in research can be adopted by a researcher namely positivism, constructivism, transformative and pragmatism. *Positivists* consider a single reality is measurable and known. As such, positivists engage a quantitative research method as a data collection technique. *Constructivists* believe in interpretation for they believe that that there is no single reality or truth. They employ qualitative research methods. Lastly, *pragmatists* believe that the best method employed is one that addresses the problematic areas. One main characteristic of pragmatists is their argument to the existence of reality, hence constantly argue, decode, and renegotiate on the existence (Du Plooy-Cillers, 2014).

4.2.1 Pragmatism

This study applies pragmatism as a research paradigm. According to Moshe, Christopher & Boin (2015), the word pragmatic is consequential of the Greek word “pragma” which refers to

labour, exercise, the action of movement. A Pragmatic paradigm is a knowledge-producing system that offers a researcher's authorisation to research areas in particular topics of interest, employing methods that are most appropriate and positively exploiting results in accordance with the researcher value system (Hill,1984). The relevance of using pragmatism as a research paradigm for this research is justified by the empirical nature of this research. The intended research concerned itself with reality-driven theoretical perspectives on public participation concerning local economic development and policy development.

The pragmatic stance adopted for this research (yet not completely reduced into a distinct, regular outline) is on average characterized by a clear approach concerning integrating practice, preferring empirical approaches and an agreement that knowledge and thinking are forms of an experimental inquiry. This research also focused on public participation implementation and practice in local municipalities to affect policy development and implementation, which serves the concerns of the local community. Therefore, these theories were evaluated to prove their validity within the city of Bulawayo. A pragmatic paradigm is also universally applicable to this study as it employs a mixed-method approach which in turn enables the researcher to evaluate the validity of the theories concerned. Moreover, it explored the extent to which public participation influences the enactment and development of LED policies. Officials from the Bulawayo City council, Ministry of local government and local residence associations were investigated regarding the effectiveness and efficiency of public participation methods implementation for policy development and implementation.

4.2.2 Ontology of Pragmatism

Ontology is the theoretical position regarding the nature of genuineness Johnson (2014) purposes to gain an awareness of what is. It thus is the study of reality (Du Plooy-Cillers, 2014). Though Saunders *et al.*, (2012) subdivide ontology into two main sub-themes namely objectivism and subjectivism. However, there remains three categories of ontological acuteness of authenticity: realism, idealism, and critical realism. Critical realism interests itself in regularities and regression-based variable models (Archer, Rutzou, Gorski, & Steinmetz, 2016). The ontological reality for respondents in this study is a build-up of their experiences and relations, their truth changes according to their insights, beliefs, and experiences (Du Plooy-Cillers, 2014). Furthermore, this study aligned itself with Oppong (2014) cataloguing

for its suppleness and implements grave practicality (CR) as its ontological metaphysical stance. This opinion agrees with the pragmatic paradigm which pursues to combine clarification and explanation.

4.2.3 Epistemology of Pragmatism

Epistemology is the study of information, aimed at explaining how knowledge is formed (Du Plooy-Cillers, 2014). It concentrates on the constitutes of useable information and diverse ways to obtain the information. It mostly concerns the different avenues that may be entertained to attain an enquiry into the world's nature. Oppong (2014) postulates that researchers can review information from the positivist position in which knowledge is regarded as highly objective, or from an interpretivist position which refers to the notion that the probability of having reality as an observed intent of 0, thus it proves that it is difficult to objectively observe the reality. Oppong (2014), also depicts the third epistemological position to be an epistemic relativism which considers that it is practical for researchers to narrate information from different study points, though depending on numerous inspirations and comforts. Placing the information in a different yet specific framework helps distinguish the authenticity of the information under review. Hence, the social embeddedness of this research study aligns with the epistemological position.

This research was to an extensive state socially embedded, as it explored public participation in local communities. The epistemology was founded on: a) the duty of clarifying the place of information within the social action regarding public participation and local economic development, b) the emergence of thoughtful thinking from immediate experiences by the local communities regarding policy formulation, c) the entangling of interdependent theories to public participation and governance with practice and d) the role of reflective thinking within processes of public participation for policy development and implementation.

4.2.3 Axiology of pragmatism

Axiology refers to “the study of values and value judgements” (Du Plooy-Cillers, 2014: 24). It helps to assist the researcher to gain an understanding of the values of a particular paradigm (Du Plooy-Cillers, 2014). It is the characteristic of the study viewpoint that emphasizes the place of value in the research process. This study placed substantive value on gaining an in-

depth understanding of people's unique truths. This research study disregarded the conception that research is value-free but instead believes the personal views of the respondents, as well as their opinions and view, shape the research. As such the researcher believes that her views and opinions influenced this study. The researcher's keen interest in the local economic development systems in Zimbabwe was the driving energy to this research work. However, the student reported the views and thoughts of all respondents as they were presented to her.

Furthermore, this study sought to improve and attain the profundity of the views and opinions on community participation for local economic development from policy developers, academics and economic development practitioners and stakeholders. Lastly, this research sought to further gain a thorough understanding of the processes, mechanisms, goals, and environmental factors to public participation within the city of Bulawayo for the implantation of a LED policy.

4.3 Research design

There is a large volume of literature that has been published that elaborates on the research design. Pandrey & Pandey (2015) defined research design as the basis for research, used as a guide in the collection and analysis of data. However, in defining a research design, concurred with Pandrey & Pandey (2015) in asserting that a research design is but a map according to which the researcher acquires resonant data from participants. In Creswell (2014), a research design is thus defined as an enquiry method that seeks to gain knowledge from the participant without imposing any philosophical opinions of the researcher in the theme under study. Du Plooy-Cillers (2014), argues that the researcher is privileged to obtain the opulence and complexity of data obtained from a multifaceted and complex phenomenon in a specific social context in a qualitative research design setting. In this current study, the scholar sought to obtain a deep thoughtful sequence, by being attentive to the participants' experiences and opinions (Creswell, 2014).

The research design "is a plan according to which we obtain rich data from participants. It describes how the study was conducted; it summarises the procedures for conducting the study" (Kruger & Mitchell, 2007). A justified framework of the collection and analysis of data collected is achieved using a well-articulated research design (Easterby-Smith, Thorpe & Jackson, 2012). The choice of research design reflected choices about the reputation attached

to various dimensions of the research process. Three types of research methods exist namely, exploratory, descriptive, and casual (Almalki, 2016). This research study accurately employed the use of a descriptive survey method. A study designed to depict the research contributors truthfully is referred to as a descriptive research work (Marshall & Rossman, 2006). According to Burns & Grove (2003) economic development and promote interdisciplinary relationships between stakeholders. Descriptive research work is specifically designed to erase data illusions, rather than to display a phenomenon in the most natural and current manner possible (Miselo, 2018). This method encompasses an explanation of an examination process of an occurrence. Descriptive research methods allow the scholar to witness a bulky portion of the research target population and in turn, provide adjudications as study variables. A mixed-method research (MMR) design was chosen for the study as it was suitable for determining the influence of public participation in the enactment of LED policies, to affect LED.

4.4 Research Approaches

This study purports to employ the mixed method technique for data collection which is consistent with pragmatism. This approach is a systematic amalgamation of both quantitative and qualitative data collection approaches, for a specific study solemnly purposed to obtain a fuller and deeper understanding of a phenomenon (Chen, 2006). MMR is alienated into three distinctive categories namely transformative, concurrent, and sequential. Similarly, Plano-Clark (2010), summarises in his study that MMR is filtered down by definition as the assembling, scrutinizing and merging of both qualitative and quantitative research methods of analysis in an intended study. In MMR, several types of data collection approaches exist and an approach which refers to the qualitative data research method forgoing the quantitative data research method was used for this research . However, on some occasions, this approach proves to be overwhelming as the specified data is collected in many different settings.

4.4.1 Qualitative

Pacho (2015) defines qualitative research as a research approach typically used to respond to queries concerning the complexity of the phenomena. The main rationale is recitation and comprehension of the phenomena from the participant's point of view. Creswell (2014), states that a study defined as qualitative entails research undertakings whose intellect is drawn from making sense of or interpreting phenomena in the same sense/wisdom they are brought in. The

total procedure of qualitative research encompasses formulating enquiries and measures, gathering data from the participant sites and conductively conducting data analysis. Data analysis is thus built from simple research particulars to the general thematic interpretation of the meanings of the data collected (Vaismoradi, Turunen, & Bondas, 2013). Remarkable to the attributes of a qualitative research method is its magnetic regard to the use of an array of pragmatic materials which includes case studies, introspective subjective experiences, observations, and historical texts of a person life that defines a repetitive system and challenging moments and denotations (Creswell, 2014). Qualitative research translates occurrences and elucidations of the biosphere while concentrating on enlightenment. The scholar chose this method to gain an understanding of wider problems and convolutions concerning the effectiveness of public participation in Bulawayo as an aid for policy formulation. The interdependency of public participation in policy formulation cultivates economic development within the local communities.

4.4.2 Quantitative

Long (2014: 427) defines quantitative research as a “research method dealing with numbers and anything measurable in a systematic investigation of trends and their relationships. It is used to answer questions on relationships within measurable variables, with a whole intention to explain or predict the desired facts.” Quantitative research is exact, due to its surveying and investigational characteristics where it builds on the already existing philosophies.

Quantitative research is explicit in its gaging and investigative nature as it subsequently builds upon existing models. A quantitative method is associated more often with capturing outcomes using scientific methods. This technique is characterised as descriptive research. Quantifiable statistics allow for a larger study, a substantial number of objects, and attract a generalisation of the results. In scenarios where a study involves copious quantities of data ready for collection, this research method offers a strong quantitative ratio used for either endowments or tenders or even both (Kumar, 2010). One major drawback about this method is that it tends to disregard human knowledge and practice since it is highly statistical and systematic in nature.

Four types of quantitative research are currently dominant among researchers namely correlational research, experimental research, survey research and casual comparative research.

For one to attain an intellectual idea of the behaviours of the research participants it is ideal to employ the use of survey research which uses interviews, questionnaires, and sampling polls. Du Plooy-Cillers (2014) discusses causal-comparative study as a study method that discloses the cause-and-effect essentials of a connection. Experimental research is thus defined by Du Plooy-Cillers (2014) as the study showed, with enquiries that may be posted in other forms of study. In this study survey research was employed with an intent on investigating the extent to which public participation in Bulawayo is of importance and reference during policy development. The researcher investigated the relationship status quo between the Bulawayo City Council and the stakeholders regarding the development of the city of Bulawayo and its citizens.

4.5 Research Site

The study was conducted in the city of Bulawayo in Zimbabwe. Bulawayo is the second-largest city in Zimbabwe, located geographically on the Southern side of Zimbabwe. Bulawayo City Council is the governing body for Bulawayo metropolitan. It has four regions demarcated using their geographical location namely Matabeleland North, Matabeleland South, Bubi Umguza and the Bulawayo Metropolitan.

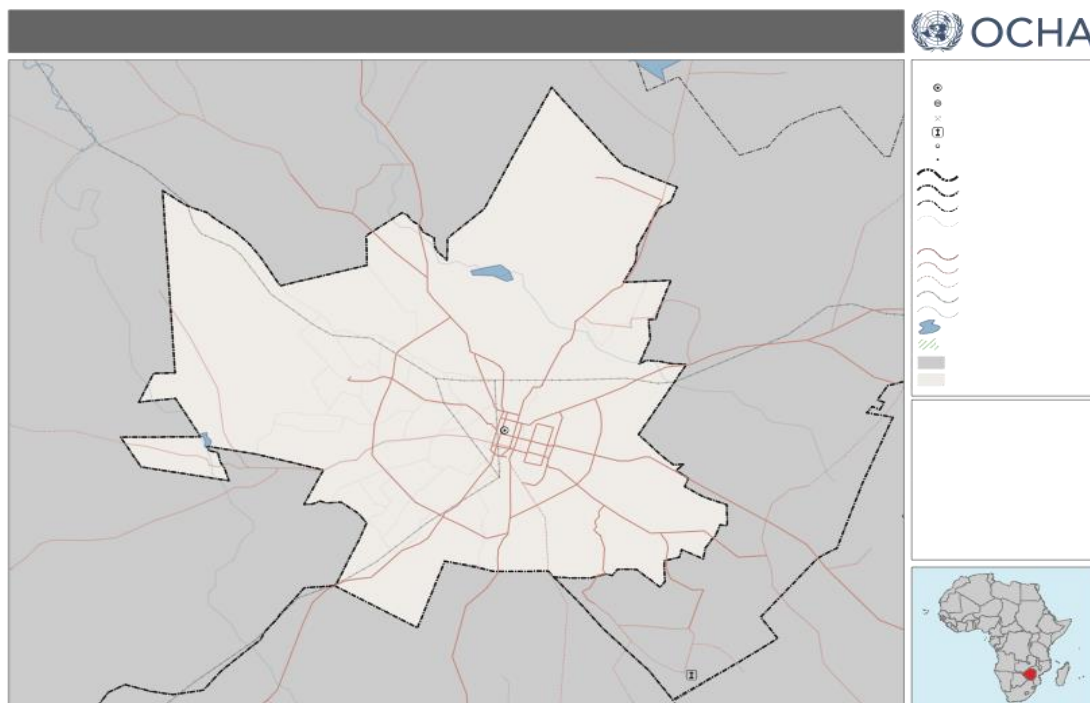


Figure 4.1: Map of the Bulawayo City (adopted from UN Office for the Coordination of Humanitarian Affairs)

There are business areas in Bulawayo that have been identified whose business activities aid in defining local economic development in the context of Bulawayo information important for this study. These include Egodini Flea Market, Tower Block Weekend Market as well as Sekusile Traders market. Though these areas are represented by numerous traders' associations, the researcher saw it fit to get first-hand information from the citizens of Bulawayo and the main economic drivers within the city of Bulawayo in Zimbabwe.

4.6 Target Population

Du Plooy-Cillers (2014) proposes that the population referred to as the accessible population is that population referred to in the research. As such, some parameters are required to be established by a scholar to choose the population that will provide the researcher with the essential data from the accessible population (Du Plooy-Cillers, 2014). The target population included all the elements (people or things) that fall within the population parameters. For this research, there are three groups of the target population comprising twenty-nine (29) local community members, twenty-(20) officials from the Bulawayo City Council, twenty (20) officials from the residency associations, twenty(20) representatives from the local economic development stakeholders in Bulawayo. Data was collected from eighty-nine (89) respondents who formed part of this study. Therefore, a criterion must be used to specify the most suitable participants of the study who are knowledgeable about the relevant departments which operate within the Bulawayo City Council, local economic stakeholders who are key in policy formulation and development in Bulawayo as well as the different residents' associations. The Bulawayo Traders Association (BUPTA), Bulawayo Residents Association (BURA), Bulawayo Progressive Residents Association-(BPRA) and the National Youth Development Trust (NYDT) were identified as the pivotal points to aid this study. The Bulawayo traders Association (BUPTA) identified with both persons and bodies within Bulawayo that intended to trade in liaison with any trade relevant authorities in Zimbabwe.

As such the Bulawayo City Council (BCC) thus pose as intermediators between the local community and the Ministry of Local Governance, Public Works, and National Housing. The Ministry of Local Governance, Public Works and National Housing is the governing body in Zimbabwe that is accountable for the administration of LED policies in Zimbabwe and has sub ministry offices situated across the country. As such the Bulawayo City Council (BCC) are thus the intermediators between the local community and the Ministry of Local Governance,

Public Works, and National Housing.

4.7 Sampling strategies

Du Plooy-Cillers (2014), postulate that the main logic for the researcher to choose and suggest certain research strategies that are synonymous with their studies is so that the researcher can select a study sample from the study population. The two main categories of sampling strategies that a researcher can make use of are probability and nonprobability sampling. This research employed nonprobability sampling method to ascertain anonymity between the researcher and the study population.

Purposive is widely used in non-probability sampling and provides the researcher with the willpower to judge who can provide the required data for the research (Kumar, 2010). The purposive sampling method ascertains discretion to the researcher's judgement, where only relevant elements of the study sample have a chance of being chosen for the study (Kumar, 2010). Using the discretion of the researcher, respondents were identified for the intended in-depth interviews. Utilizing the researcher's judgment, respondents were identified for in-depth interviews. However, the researcher made use of random sampling for quantitative research since all elements of the study had a chance of being selected. In the administration of the study questioner's researcher made use of the random sampling method since all study samples had to respond to each questioner handed out to them.

For this desired study, the researcher employed the use of purposive sampling by having a sample size that included twenty-nine (29) local community members, twenty (20) officials from the Bulawayo City Council particularly public relations officers as well as LED officers, twenty (20) officials from the different registered resident associations representing the Bulawayo residents, twenty (20) representatives from the local economic stakeholders in Bulawayo namely public and private companies, NGOs, and Bulawayo ward councillors. In total data was collected from eighty-nine (89) respondents who in total form part of the study. Purposive sampling is thus virtually applicable since the researcher sought for well-informed data through data objects and elements. In random sampling, 18 members of the study population as summarised by table 4.1.

The justification for using both probability and non-probability sampling in the study was that both were designed to provide a sample that could answer the research questions under

investigation, and both were concerned with issues of generalizability to an external context or population (for example transferability or external validity).

4.8 Sample size

This research employed nonprobability sampling to ascertain anonymity between the researcher and study population. The sample size comprised of twenty (20) officials from the Bulawayo City Council public relations officers, LED officers, twenty (20) officer bearers of the different resident associations a, eighty (80) members of the civil society and twenty (20) representatives from the local economic stakeholders in Bulawayo namely companies, Nongovernmental Organisations, trade associations and ward councillors. In total data was collected from eighty-nine (89) respondents. This sample represented the target population.

| <i>Relevant Sample</i> | <i>Study</i> | <i>Population</i> | <i>Sample</i> | <i>Sampling method</i> | <i>Questionnaire</i> | <i>Interview</i> | <i>FGD (members per group)</i> |
|------------------------------|--------------|--|---------------|--|----------------------|------------------|--------------------------------|
| BULAWAYO CITY COUNCIL | | Ward Councillors(15), Public Relations Officers(2), Local Economic development division officials(3) | 20 | PURPOSIVE (Criterion Sampling Technique) | 16 | 4 | - |
| RESIDENT ASSOCIATIONS | | Head of resident association(15), employees of the association (BUPTA, BURA, NYDT, BPRA) (5) | 20 | | 12 | 4 | 4 |
| STAKEHOLDERS | | Learning Institutions(5), Political parties (5), Private entities and Local Cooperatives, NGO'S (10) | 20 | | 5 | 6 | 9 |
| CIVIL SOCIETY | | Bulawayo Community (residents of Bulawayo) (29) | 29 | Random | 18 | 0 | 11 |
| TOTAL | | | 89 | | 51 | 14 | 24 |

Table 4.1: Sample size and data collection methods

The total of the population that was sampled was 89 individuals, residing in the city of Bulawayo yet affiliated to different economic sections of the Bulawayo City Council. Of the total population under study, 20 were workers from the Bulawayo City Council, 29 were members of the civil society (deemed to be the Bulawayo residents and have no direct affiliations to the other economic sectors of the city of Bulawayo), 20 were members of the resident associations and the remaining 20 were members of the economic stakeholders.

4.9 Recruitment strategy

The permission from the head of Departments (through gatekeeper's letters) of the identified respondents, were activated by formally sending invites to the selected study population for them to participate in the study. As a form of the reminder, emails and phone calls were used as a form of communication to the selected respondents (respondents) a month as well as a week before the set dates to remind them of the dates for in-depth consultations and FGDs. For FGDs' and in-depth interviews, the researcher set up separate dates for the intended meetings.

4.10 Data collection methods

In this desired research, in-depth interviews and document analysis was utilized to collect the required data.

4.10.1 In-depth interviews

In-depth interviews were used by the researcher for this study as a data collection method. In-depth interviews as "a data collection method that allows the researcher to pose questions to a participant/s to learn more about their views, opinions and beliefs about a specific phenomenon" (Du Plooy-Cillers, 2014). A study by Kumar (2010) seconded this assertion by describing an in-depth interview as a stage where the researchers are at liberty to conduct the interview. The sequence of their preferred choice of questions and freedom to answer these questions is limited to the context of the research. Furthermore, probing in an interview is monologed in nature such that the researcher gains in-depth information. When studying a phenomenon that is critical yet not well understood and equally not researched.

In this research, in-depth interviews were conducted on a sample of fourteen (14) respondents were be made up as follows: Four (4) being the heads and officers of the LED and Public

Relation division in the Bulawayo City Council as well as the ward councillors, four (4) interviews were conducted with the heads of the identified residents' associations in Bulawayo. The remaining six (6) interviews were held with the different stakeholder heads being political parties, academic institutions, NGO's, private entities, and local co-operations. The Data collection tool that was utilized for the in-depth interview was an interview guide. The researcher used a voice recorder as a tool for data collection, after sorting permission from the chosen research study sample. The use of the digital voice recorder is to ensure that all the views and opinions of the respondents are well captured, and nothing is missed.

4.10.2 Questionnaire

The word survey is a word that usually is defined according to its contextual meaning. According to Du Plooy-Cillers (2014) explore the word 'survey' is a term used for inspecting something carefully. For academic research purposes, a survey thus refers to a data collection instrument that involves a structured array of enquiries specifically intended and used to collect data from the selected research sample. Interviews, sampling polls and questions were used to deliver the questions to the participants.

The highest merit of employing the survey method of research is that it is less costly and easy to use. As such, surveys can be managed in several ways including emails, telephone calls, face to face and even on paper. This gave the researcher the privilege to reach remotely located respondents or the ever-busy respondents especially those respondents who work in public offices. Additionally, steering this research over a survey method provided the student together with the respondents a selection for authentic and clear-cut answers.

After defining the study sample, a researcher must collect data using different data collection methods. Among these data collection methods is a questionnaire which is described as a survey instrument used to collect data from individuals. "Questionnaires are amidst a range of ways of getting information from respondents through posing direct or indirect questions" (Gillham, 2007:81). For this research, study participants that were defined by the study sample totalling to fifty-one (51) were handed a descriptive questionnaire, which is also self-supervised and contains both open-ended questions and closed questions. All questionnaires given were received back by the researcher.

4.10.4 Focus groups

A group interview that is created to determine human attitudes, human behaviours, preferences, and every other participant peculiar participant information is defined as a focus group discussion. (Du Plooy-Cillers, 2014). However, Eliot & Associates (2005) reflect that the group must not be so large that during the discussion, some respondents are left out. According to McMillian & Schumacher, (2006:322) “a carefully planned focus group discussion is to be conducted in a safe space and a non-threatening environment”. The intended focus group must be fashioned in a way that is neutral to the favour of every participant, entertain the different perceptions of the different participants as well as motivate every participant to be actively involved in the study. The advantage that researchers enjoy when using focus group discussions (FDG) compared to other data collection methods are that FDGs, consume less time in preparation and conducting, FDGS’ are priced and less heavy on the pocket, and the analysis of data from an FGD is less cumbersome compared to other methods (Catherine & Banta,1999). A group of at least twenty-four (24) representatives from the administrative and leadership ranks were selected and chosen for each focus group. Of the twenty-four (24),four (4) representatives where from the different resident associations, nine (9) were from the different LED stakeholders and eleven (11) were from the civil society. Consent letters were sent out to all the participating recipients. The researcher randomly selects focus groups members because they provided data in an efficient, and effective (Palomba & Banta,1999). Overall, the cost of collecting data is lower for focus group discussions conducted in an organised manner. For this intended research, the researcher used a pre-determined focus group guide. During the proceedings of the FGD, the research participants were offered an opportunity to discuss and relate on matters that were important and necessary for this study.

The researcher used a voice recorder to record the conversations during the FGD and later transcribed into research themes.

4.10.5 Document analysis

Document analysis was conducted for data analysis reviewing literature for this study. Document analysis is a logical form of revising and construing documents to give direction and understanding to develop empirical knowledge (Bowen, 2009:27). A researcher may view documents such as books; journal articles; newspapers; organizational or institutional reports;

survey data; and various public records as part of a document analysis” (Bowen, 2009:28). For this study, document analysis was preferred because of its flexible, efficient, and effective characteristics. Document analysis via electronic means makes it easy for researchers to access documents from the public domain even without the consent of the author (Bowen, 2009).

For this research, document analysis was utilized for literature review and secondary data collection. Two (2) case studies were identified through document analysis of peer-reviewed journal articles; these case studies provided evidence of public participation in local economic development policy administration where possible.

4.11 Data Quality Control

The researcher is responsible for conducting a data quality control after data has been collected. Data quality control is a quality control measure that is conducted by the researcher, aimed at ascertaining that the data collected is valid and highly dependable (Du Plooy-Cillers, 2014). However, the measurability of the results obtained from the study is the determining factor that denotes whether the research should use the reliability concept and the validity concept. Reliability and validity are amidst the characteristics which data collectors make little to no concern of during data collection, trustworthiness and accuracy of the collected data and the results (Cohen, Manion & Morrison, 2007). Four pillars are the backbone to measure the accuracy of data collected. These are credibility, transferability, dependability, and confirmability (Du Plooy-Cillers, 2014).

The accuracy of the researcher to interpret the collected data is defined by (Du Plooy-Cillers, 2014) as credibility. Attributable to the limited time and scope of this research being a constraint the researcher was not able to spend extended periods with the respondents but strived to give the correct interpretation of the data obtained within the set period by using relevant literature as a guide. Transferability thus in qualitative research refers to the ability of the applicability of findings to a different study area and yielding equivalent results (Du Plooy-Cillers, 2014). The diversity in human responses and preferences makes it difficult for researchers to achieve transferability when conducting qualitative research. For this research study, the researcher attempted to achieve transferability by comprehensively and carefully describing the processes adopted for data collection and interpretation such that other researchers can follow and replicate in a different setting for the study (Kumar, 2010). The

concept of reliability within quantitative research relates to dependability of which this concept seeks to ensure that comparable results would be obtained if the same research were conducted twice (Kumar, 2010). Dependability is hence difficult to attain in a qualitative study, however, the researcher in this study attempted to achieve transferability by comprehensively and carefully describing the processes adopted for data collection and interpretation such that another researcher can follow and replicate in a different setting (Kumar, 2010). The researcher strived to comprehensively and carefully describe the processes adopted for data collection and interpretation (Bryman & Bell, 2014) ensuring that the interpretation of the findings is as close as possible to the data obtained from the respondents and not biased to the researchers' views (Du Plooy-Cillers, 2014). In a bid to ensure trustworthiness, the researcher took time to monitor the different setting aspects of the research location and engaged in different conversations with people from distinct levels of society.

4.12 Pilot testing

Pilot studies are diminutive editions of one main study, commonly denoted as pre-tests (Du Plooy-Cillers, 2014). Researchers often encounter some errors and moments of difficulty as they conduct research. Nevertheless, pilot tests thus aid researchers in data collection pre-warning systems against these errors and difficulties. The BCC was selected as the pilot setting for this study. Being the only municipality in the Bulawayo Metropolitan, BCC is thus the only public office governing body in the city of Bulawayo and is responsible for the developmental and policy implementation lookouts within the city (Egodini Project). The services are centralised. A sample of respondents from the Bulawayo City Council who are responsible for public relations and who are also involved in the survey as they are concerned about community engagement and maintaining the Bulawayo City Council relations. The study sample was requested to respond to the questionnaire provided by the researcher at least an hour later after they had a chance to discuss the contents of the questioner and difficulties the respondents might face in responding to the questions.

4.13 Measurements

The structure of the questioners handed out comprised of two main sections. Section 1 consisted of questions which required the respondents to declare their biodata whereas section 2-6 consisted of research related questions which were generated from the research questions

and objectives. These questioners were particularly administered using paper surveys and were thus completed by the respondents during at least the first few minutes of the research intended meetings.

4.14 Data analysis

Qualitative data analysis tools and techniques were utilized to bring about direction, form and meaning to data that was recorded from the identified interviewers (Du Plooy-Cillers, 2014).

4.14.1 Data analysis technique

This study made use of the thematic analysis which (Kumar, 2010) depicted saying it is an analysis of the thematic components, emanating from main topics that develop from notes obtained during data collection, quoting comprehensively in verbatim. In general, the thematic analysis comprises four (4) steps being which may be viewed as chain events by the researcher. These steps begin with the researcher identifying main research themes, these research themes were thus coded (being the second step) and classified under respective themes. Once classification is over, the researcher then integrates the themes into text reports (Kumar, 2010). Both the researcher employed quantitative research methods and qualitative research methods.

4.14.1.1 Qualitative data analysis

A comprehensive research study by McMillan & Schumacher (2006), defined qualitative data analysis as a dually systematic process qualified for the categorisation and interpretation of data. It offers details of one phenomenon that is combined in all qualitative research method aspects. Qualitative data analysis involves an exercise of vigorous data splitting by the researcher to form mini themes (Mouton, 2001). Data that was analysed using a qualitative data analysis method ought to be well arranged, in a systematic manner and cross-examined. The data must allow the researcher to discover relationships, develop explanations, make interpretations, and identify patterns, codes, and themes as well as theory generation. A qualitative content analysis process was adopted to scrutinise the data collected for this study.

4.14.1.2 Quantitative data analysis

Quantitative data analysis is defined as a systematic approach to investigations during which numerical data collected by the researcher transforms what is collected or observed into numerical data (Du Plooy-Cillers, 2014). It often describes phenomena, answering the many questions that a researcher may have. Researchers tend to discern the different trends which may be genuine, various and those that be one-off mentions. Quantitative data analysis techniques entail some diverse levels of handling data such as data presentation, data coding, data discussion and interpretation as well as data cleaning. For this study, the researcher developed summaries using various key characteristics of the data (Du Plooy-Cillers, 2014). Through using descriptive analysis, the researcher was able to present quantitative descriptions in an organised form, as well as reduce the amount of data.

4.15 Triangulation

Both quantitative and qualitative techniques are integrated into MMR (Johnson, Onwuegbuzie and Turner, 2007) to create and ensure thoroughness and vigour. According to Olivier (2017) and Östlund *et al.*,(2011), the utilization of one or more research designs is termed triangulation. Triangulation is the tool behind thoroughness and vigour research designs to achieve credible conclusions within a broader comprehension of the intended study. In as such, bias toward the beliefs and thoughts of the study is either reduced or avoided (Bekhet & Zauszniewski, 2012).

This study referred to triangulation through combining finds from the different data collection techniques, exploring the role of public participation in the formulation of LED policies.

4.16 Ethical Consideration

The pivotal role of ethics in research is to govern the developing summaries in research as these affect the range of stakeholders within research. In this context, research stakeholders refer to the researchers, respondents, academic institutions, and the community that will benefit and partake in the research among other members (Du Plooy-Cillers, 2014).

In academic research terms, research refers to the level of integrity and adherence to research values and professional standards (Du Plooy-Cillers, 2014). When conducting research, the key issues cogitated are informed consent, collecting data from participants and dealing with

sensitive information, discretion, and anonymity.

4.16.1 Authorisation

The authorisation was granted to the researcher from all gatekeepers and research participants. Research objectives and the intention for the research was communicated to the participants before the research was conducted. The authorisation to conduct the research was done in writing to the Bulawayo City Council and different residence associations in Bulawayo. The researcher sought authorisation from Bulawayo City council and made application for ethical clearance to the research office University of KwaZulu-Natal (UKZN) before the research commenced.

4.16.2 Informed Consent

It is the prerogative of respondents and participants to understand and fully acknowledge their responsibilities as far as being part of this research study is concerned. Officially the researcher informed the research participants, and they gave their consent. As such, the participants are formally told the requirements and expectations of the researcher during the set interviews and focus group discussions. The protection and privacy of the information offered by the respondents to the research assured them, as well as how the results will be used. Consent to participate letters were drafted and handed over to participants by the researcher.

4.16.3 Gate Keepers Letters

A gatekeeper's letter is an important document that is sorted for by the researcher from the different organisations which fall as part of the study population, requesting to collect data for study purposes. Once this letter is handed over to the researcher, it is thus the prerogative of the researcher to attach the letter as an appendix to the study, and proof that permission was granted to collect data from that study site. For this study, the researcher sought a gatekeeper's letter from the Bulawayo City Council, and it was granted.

4.16.4 Collecting data from participants

The researcher prioritized the participant's physical and psychological comfort as far as sourcing the desired information is concerned. Questions that compromise the comfort of the

participants were avoided. The research organised and arranged interviews and focus group discussions on a well-set manner to avoid compromising the time liability of the respondents.

4.16.5 Dealing with sensitive information

In this study, the researcher safeguarded all the sensitive information revealed by the participants, the respondents were not put under any undue influence by the researcher to obtain information intended for the research. The ploy of compromising the comfort of the participants includes causing participants to recall emotionally painful memories. As well as making the participants feel inferior through diminishing their IQ levels or their reasoning capacities during the interviews.

4.16.6 Confidentiality versus anonymity

The identity of the respondents remained unmentioned, and their biological names were not being recorded for the study (Du Plooy-Cillers, 2014). The researcher secured the research documents and information obtained for this research with passwords. Which for security reasons were made available to the researcher and the supervisor only and in line with the research procedures from the UKZN. Once the data was analysed and reported, data recorded as sheets of paper or voice recording, or any form of keeping data used was disposed of. The method used to dispose of the information included (but was not limited to) burning the physical documents or formatting the electronic and soft copy documents. As a qualitative data control measure, the researcher substituted the real name of the respondents with codes (see table 4.2).

Table 4.2: Model of classifications of respondents

| Occupation and description | Codes |
|-----------------------------------|--------------|
| Ward councillor | WCAA1 |
| Ward councillor | WCAA2 |
| Ward councillor | WCAA3 |
| NGO | NGOB1 |
| Area manager | AMC1 |
| Business owner | BOD1 |
| Business owner | BOD2 |
| Public official | PRE1 |
| Public official | PRE2 |
| NGO | NGOB 2 |

| | |
|----------------|--------|
| NGO | NGOB 3 |
| Area manager | AMD1 |
| Ward committee | WCE1 |
| Ward committee | WCE2 |
| Ward committee | WCE3 |
| Ward committee | WCE4 |

4.17. Delamination and limitations of the study

Limitations uncounted by the researcher included the limited availability of resources to conduct the research. To ease the cumbersome process of convincing the respondents on the identity and intent of the researcher and the research, an authoritarian letter from the responsible officers (gatekeeper’s letter) within the identified organizations where the research was conducted was thus be obtained. Lawrence (2000:48) defines delamination “as characteristics of a study arising from its limitations in the scope of the study.” Usually, it is inclusive of, resource-related issues, the inclusion of unnecessary data among other things time spent conducting the research. This study is conducted at the BCC being the governing authority of the city of Bulawayo, excluding the Ministry of Local Government. Attributable to the prevalence of political bides, the ministry of Local Government is not a stakeholder for the Egodini project, yet a stakeholder for other LED projects in Bulawayo.

4.18 Chapter Summary

A myriad of research design concepts and aspects were discussed intensively in this chapter, ranging from research paradigms, philosophical views, data collection tools, data quality control, data analysis ethical aspects and limitations to the study. The study referred to the mixed method where semi-structured interviews and surveys questionnaires, focus group discussions, document analysis and pilot testing were methods employed to answer each research question (data collection). Despite the mixed-method research design, research site, limitations, ethical aspects, and data analysis were discussed and identified as backbones to the study. Data presentation and analysis are discussed in the next chapter.

CHAPTER 5-DATA ANALYSIS AND PRESENTATION

5.1 Introduction

This chapter is a developed mirror image of the previous chapter, offering an analysis of the data that was gathered in line with the demands of the previous chapter. It presents the perspectives of the LED stakeholders towards public participation and seeks to present their understanding of public participation for LED policy formulation and implementation. As such, this chapter is a purposeful link between the theories underpinning this study and the data collected. In a bid to relate the analysed data, the researcher employed the use of graphs, pie charts and tables to relate the data findings.

This chapter elucidates the data that was collected, based on the pivoting questions to this research. It demystified the public participation mechanisms that have been put in place to aid public participation in Bulawayo for the Egodini project. Data was also presented regarding the different goals and outcomes enhancing public participation in LED policy implementation in Bulawayo for the Egodini Mall. Furthermore, a detailed narration on the different processes and designs put in place for LED policy enactment, visa vee the understanding of the general populous in Bulawayo was accordingly settled. Lastly, the data collected was interpreted to depict the prevailing environmental factor either enhancing or hindering public participation was discussed and presented by the researcher. Public engagement for LED projects bears dual benefits to both the community and the municipality as they both devise solutions to social, political, and economic discrepancies they face. Public engagement thus offers an interface between the Bulawayo City Council, the Bulawayo community, and the researcher, in turn breeding a potential establishment of enhanced public participation by the Bulawayo City Council for the formulation of LED policies that is equally pro-public, pro-government, and pro-development.

5.2 Demographics

This democratic section seeks to provide background information on the respondents and their responses influencing the results of this study. Having collected the information from the questionnaires submitted by the respondents, the age, gender, level of education, sector affiliations and relatability to public participation involvement was thus be discussed and presented.

5.2.1 Respondents age categories

The researcher sought to unearth the age of the respondents who made part of the LED stakeholders identified for this study. Unearthing these ages is of importance to the researcher in knowing the common age of the respondents for this study. Figure 5.1 represents a graphical presentation of the LED stakeholders in Bulawayo who formed part of this study.

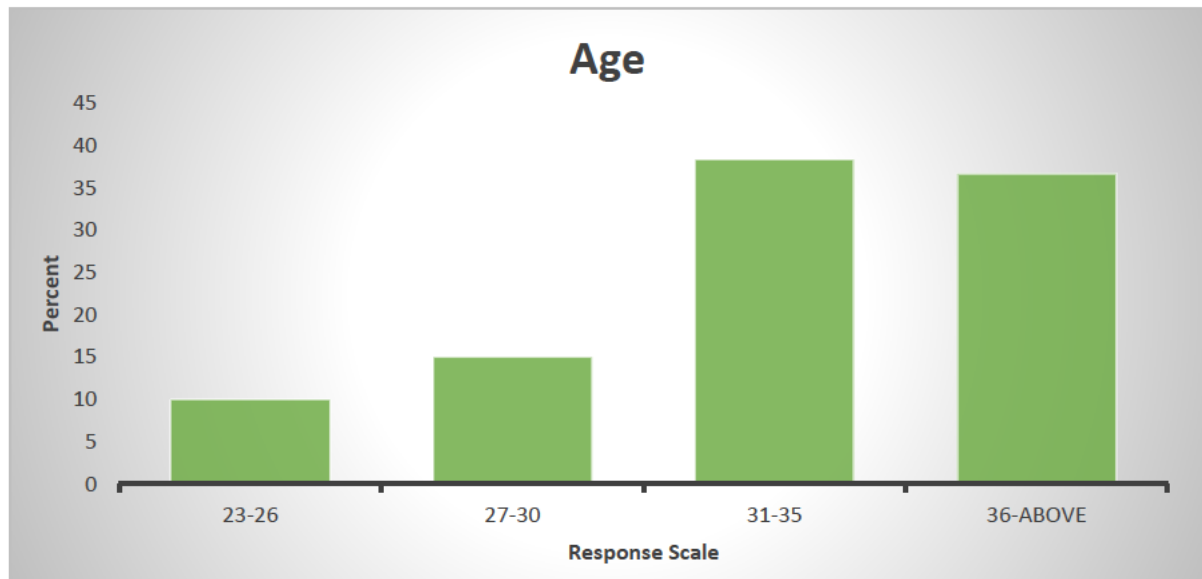


Figure 5.1 Classification of respondents ‘age graphical presentation

The graphical information above (figure 5.1) depicts the total ages recorded for the study. The respondents were above the age peg of 21years, indicating that there was a 0% record of respondents below the age of 21 years. whereby most of the respondents fell within the 31–35-year range. The medium age group was the 31-35 age group. This can be attributed to the general lack of concern over governance issues among the youths. The age group of 23-26 years recorded a total of 10% of the overall respondents while the age range of between 27-30 years totalled 15% which was a quite fair representation. Most of the respondents fell within the range of ages between 31-35, accumulating to 38.3%, which may be attributed to the fact that these are the citizens in their prime ages (the young adults) and hence are genuinely concerned about the governance issues within the city of Bulawayo. The senior citizens categorized under the 36-< age range were the second most represented group by the respondents. Senior citizens are equally concerned about the LED projects and how the BCC manages them, as such they are committed to any initiative that has to do with LED in Bulawayo.

5.2.2 Gender of the respondents

The researcher requested to know the gender of the respondents in a bid to ascertain the rate of involvement in LED projects between the two main genders in the city of Bulawayo. Although the Zimbabwean Constitution of 2013 is not gender-specific concerning LED projects, the researcher still had the depict whether customary laws detected gender roles in LED projects in the city of Bulawayo. Figure 5.2 shows a graphical representation of the genders of the respondents.

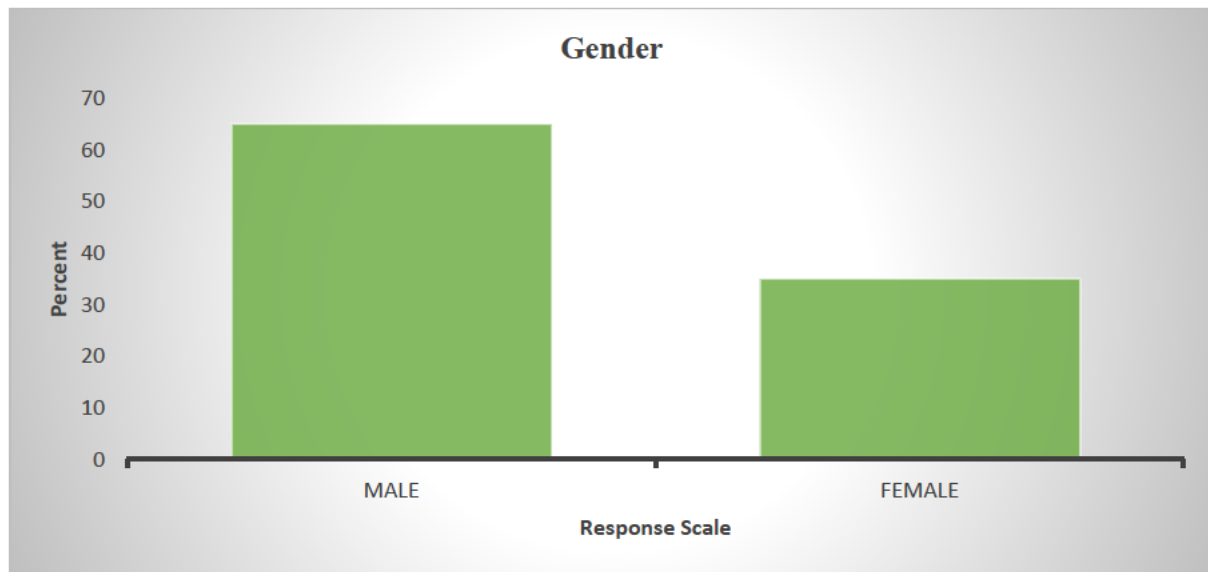


Figure 5.2 Classification of the respondents according to gender graphical presentation

Figure 5.2 gives a graphical presentation of the gender percentages as per their representation for this study. Males recorded the highest number of respondents, making 65% of the total respondents there present. Females recorded a maximum of 35% of the total respondents present. Convincingly, the study was male dominated which can be attributed to the nature of males in their concern towards local economic development and economic responsibility matters. As such, males are compelled to engage more in matters surrounding financial responsibilities and leadership roles.

5.2.3 Marital Status of the respondents

The purpose of LED policy implementation is to govern the project life cycle as well as employ strategic measures at law to ease and hasten the completion of LED projects within the city of Bulawayo. For the researcher to fully understand the motivations of the respondents of this

study, the researcher sought to determine the marital statuses of the respondents. Senior citizens and young adults are both the prime and peak of their economical ages, as such, they are concerned about the welfare of the community. Also, they make up the percentage of the total population who have responsibilities hence are eager to invest and align with their most possible next source of income, being in this case LED projects and the implementation of the policies, therefore. Figure 5.3 shows the marital status of the offenders.

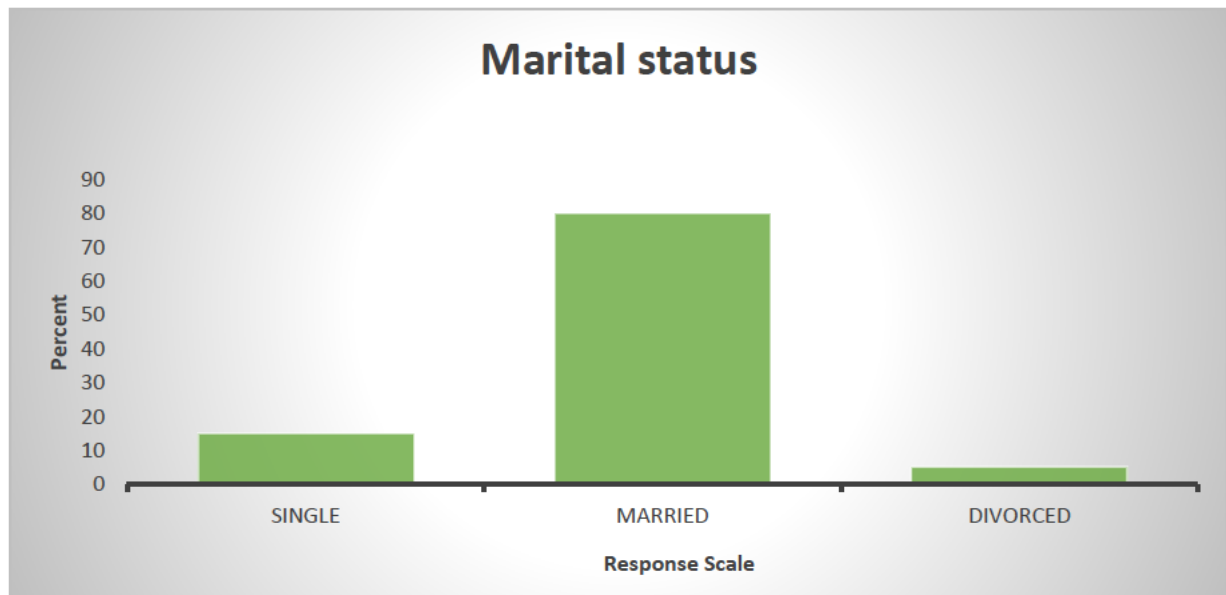


Figure 5.3 Classification of respondents according to their marital status

Figure 5.3 presents that a vast majority of the respondents are married individuals constituting 80% of the total respondents, a few were single individuals constituting a fair percentage of 15% and the smallest fractional percentage where the divorced individuals making at least 5% of the total respondents' population. The graphical presentation in figure 5.3 goes on to show that married and single individuals are compelled to be involved in public administration and governance issues due to the imminent responsibilities that await them. These two well-represented marital status groups are the most affected by poor governance and Mall administration of local resources, their involvement proves their concern over the welfare of their families and that of the city of Bulawayo as a whole. Marital status requires a level of economic accountability from different individuals as such, research participation of the proactive in marital issues and those looking forward to marital bliss tends to be heightened where development matters arise.

5.2.4 Level of education of the respondents

This study centred its core on the implementation and administration of LED policies by the city of Bulawayo towards the Egodini Mall LED project. LED is a local development concept that requires the participation of the community, investors and the municipality or the responsible local governing body. These stakeholders are expected to employ a clockwork type of mentality and be advert collaborators for the success of the project. Thus, individuals presenting these stakeholders are expected to possess a level of literacy and understanding beneficial to the whole LED project and its stakeholders. The varying levels of education were recorded and illustrated in figure 5. 4.

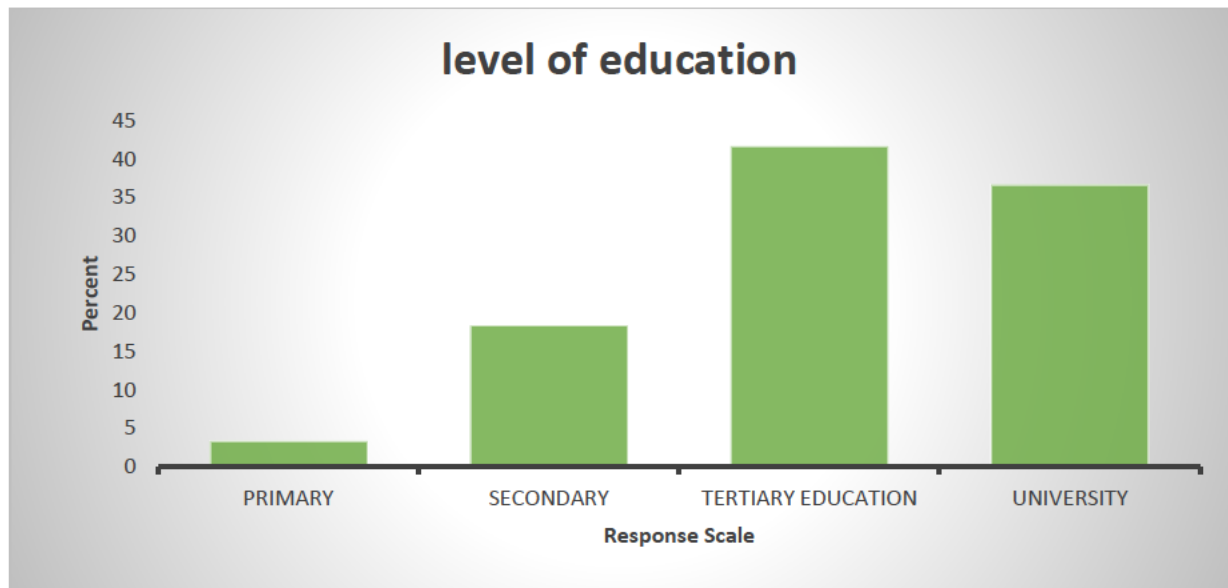


Figure 5.4 Classification of respondents according to the level of education

Figure 5.4 reflects that a vast majority of the respondents have attained at least a credible level of education to date. 3.33% of the respondents lacked a tertiary education, they only possess the basic level of education. Although this level of education was badly represented, it, however, proves that most of the respondents thus have attained a tertiary level of education aiding their understanding of LED schemes. programs and policies.18.3% of the respondents have at least received tertiary education and 41.7%of the population have at least received a tertiary education.36.6% received at least a university qualification. The above statistics portray the citizens in the city of Bulawayo have an elevated level of appreciation of academic assortment. Furthermore, their ability to comprehend and relate to LED programs is bound to be high and relatable. The intellectual ability and potential of Bulawayo’s citizens can thus be

deemed to be cognitively alert with a positive responsive reaction towards critical thinking, problem-solving, and cognitive skills.

5.2.5 Stakeholder representation

LED is an economic concept that demands an integral appreciation of its' total make-up for it to be a success. As such, all its stakeholders need to understand and appreciate every aspect relating to it as much as individual roles they all are expected to play. The Egodini Mall LED projects' stakeholders included the BCC, vendors, transport operators, SMEs, and the Bulawayo community at large. Figure 5.5 depicts these different stakeholders according to their representations by the respondents.

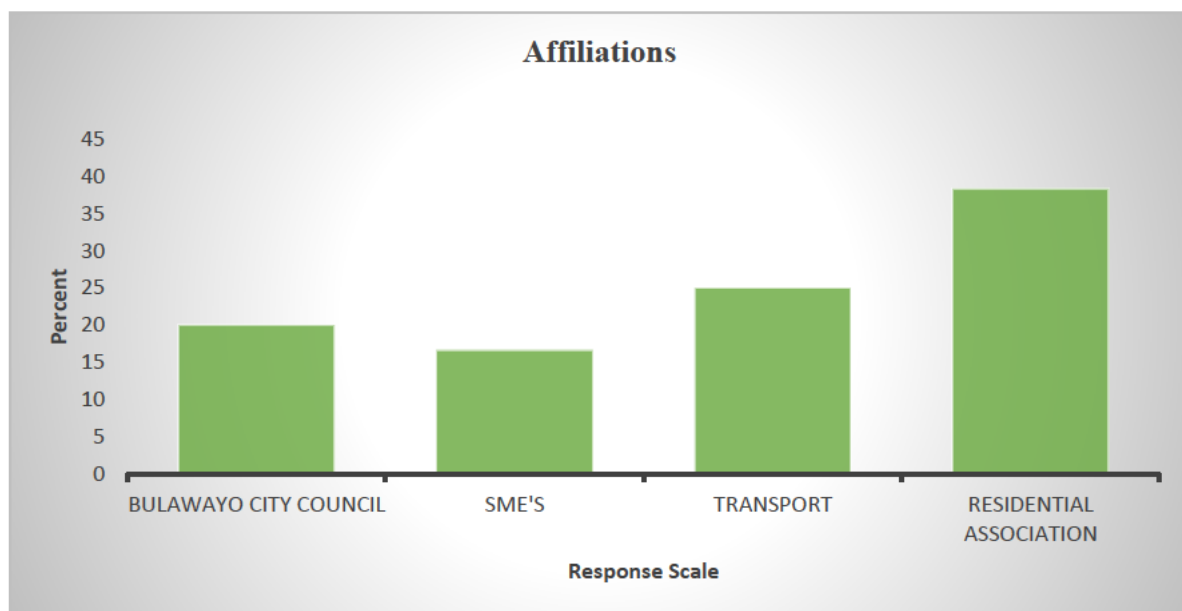


Figure 5.5 Classification of respondents according to stakeholder representation

The Egodini Mall was an LED initiative aimed at benefiting the whole Bulawayo community. The Bulawayo community thus was interested and still is in the successful completion of this project. Their concern and appreciation are reflected by their level of commitment and respondent representation which totalled 38% of the total respondents. Location of the Egodini mall replaced the former business centre as such transport operators were affected, and this is attributed by a total of 25% recorded as stakeholder representation for the transport operators. The BCC is the heartbeat of the Egodini Mall LED project hence their representation of at least 20% of the total respondents. The researcher had to interview the different BCC departments that had any affiliation with the Egodini Mall LED project. The SMEs represent the vendors

and any other entity that regarded the Egodini Mall as a place of trade. As such these constituted a total of 16% of the total respondents. Most of these respondents were displaced from the old business centre and await the new Egodini Mall.

5.2.6. Public participation experience

Public participation has a major degree of influence on the success of LED initiatives. However, it is of paramount importance that governance bodies, for example municipalities consider the employment of public participation during LED initiatives. LED projects are governed by inland policies. These policies are derived from dialogues that are conducted with every LED project stakeholder to ensure that all stakeholders are well represented and well-identified for the success of the LED project. Respondents thus indicated whether they had been involved in any public participation exercise regardless of purpose. Determining the extent of public participation experience for the respondents was of great aid to the researcher as the responses helped the level at which the respondents understand what PP is. Figure 5.6 gives a graphical presentation of the respondents regards their experience with PP.

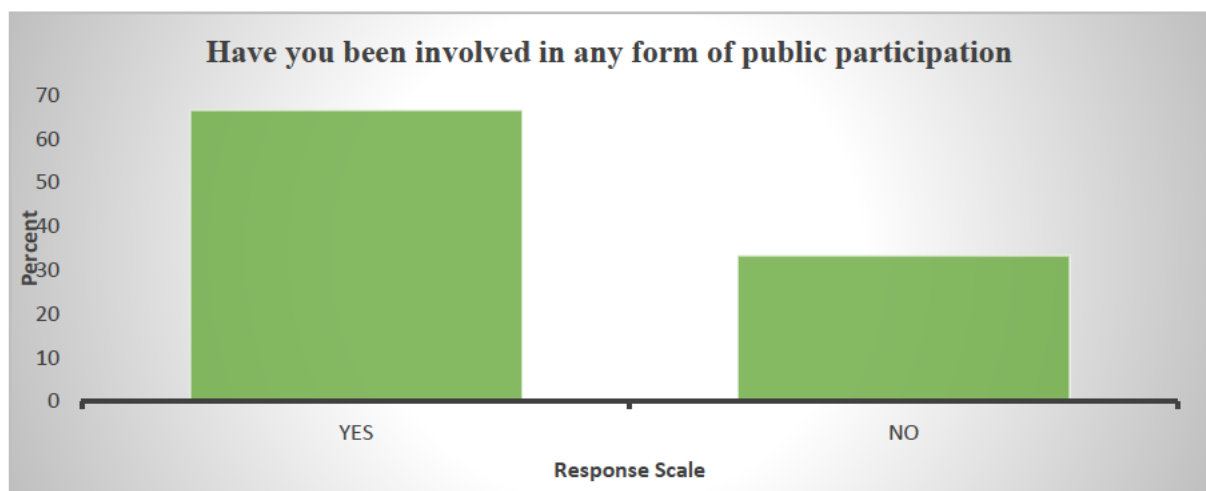


Figure 5.6 Classification of respondents to experience with public participation

Graphical presentation on figure 5.6 reveals that 66.65% of the respondents have experience with PP and 33.3% has had no experience with PP to date. A significant percentage of the respondents has had previous experience with PP. Furthermore, the researcher was keen to agree to the notion that Bulawayo's citizenries are aware of what PP is and all the matters arising thereto.

The following section of this chapter focuses on the four research questions underpinning this study.

5.3. The LED department organogram structure at the BCC

The organogram of an organisation is one sure way an entity presents its structure and the distinct positions that are available (Dijk,1989). Each organisation is at liberty to choose which organogram to use ranging from the hierarchical, matrix and even the flat organogram structure (Regions, 2014). The LED department at the BCC adopted the hierarchical organigram structure, depicted in figure 5.7 below.

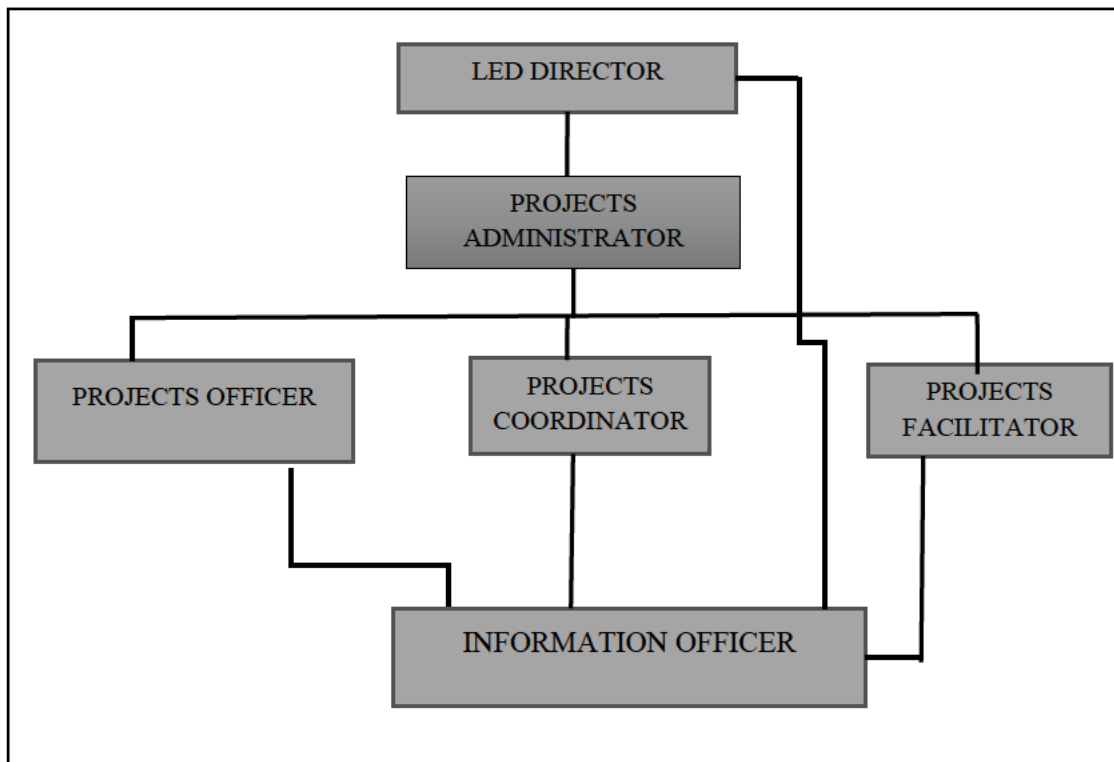


Figure 5.7 The LED (BCC) department hierarchical organisation structure

Figure 5.7 depicts the LED departmental hierarchical structure at the BCC. The department is led by an LED director whose sole responsibility is to approve, initiate and engage with investors on LED projects to be conducted in Bulawayo. The LED director is also responsible for conveying all LED information to the Mayor, Councillors, Engineers, and the Public Relations department. The project's director reports directly to the LED director. The sole responsibility of the project's administrator is to monitor all LED projects and maximise the implementation of community support and LED stakeholders. Directly under the administrator of the project is the projects facilitator, projects coordinator and the projects officer, whose

positions are distinguished by title, yet their mandate is the same. These three officers have a mandate to intermeditate between the community, the BCC, private organisations, project sponsors as well as other deeming stakeholders. At the bottom of the hierarchy is the information officer whose main responsibility is to intermeditate between the LED department and the Public Relations department. The information's officer is also expected to manage all media publications and any public announcements that the LED department might need to communicate to the community and every other LED stakeholder.

However, the responses from the questionnaires and the interviews conducted revealed that though, the LED department at the BCC gives a comprehensive approach to information dissemination as well as project implementation for the city of Bulawayo, they are failing to give justice to PP. The responses from interviews and questionnaires further revealed that despite having a well-proportionated organogram, the department of public relations and LED lacks synergies in their operations as such, the efficiency of systems used to aid PP in the city of Bulawayo is watered down by the lack of visible and well-choreographed workmanship exhibited in their work this far (referring to the Egodini LED Mall). The respondents indicated that officer bearers are what determines the success of the LED projects and initiatives in Bulawayo.

5.4 Public Participation Mechanisms put in place at the BCC to aid PP

The conceptual framework guiding this research is leading and demands that the researcher examines public participation for LED policy formulation at the BCC. The researcher sought to use the mixed-method approach, which uncovered some essential themes the emerged from the study of both the LED officers at BCC, LED stakeholders and the community which they serve. The way the respondents gave their responses, revealed three sub-themes identified by the researcher. Each theme is related constructively as data findings towards the two data analysis approaches. These research findings are recorded and explained under each theme as they developed in the study. The themes identified by the researcher are namely:

- i. Community forums (Citizen awareness to public participation programs from the BCC).
- ii. Citizen Inclusion and assistance from the BCC through round table discussions.
- iii. Resource availability for PP through Budget and economic forums.

5.4.1 Use of community forums

The departmental organogram of the LED department revealed that within the LED department, exists an information officer whose mandate is to relay information to all LED stakeholders. As such, if this office is upheld efficiently and effectively, it is expected that there be awareness through different communication mediums amidst all the LED stakeholders regards to LED initiatives in Bulawayo. Once all facets of awareness have been satisfied, it then becomes mandatory for all stakeholders to function as expected for every LED project. The structured questioner was leading the enquiry as to whether their community reforms are an imperative mechanism for PP awareness being used by the BCC regards to the Egodini LED project in the city of Bulawayo for the functioning of PP.

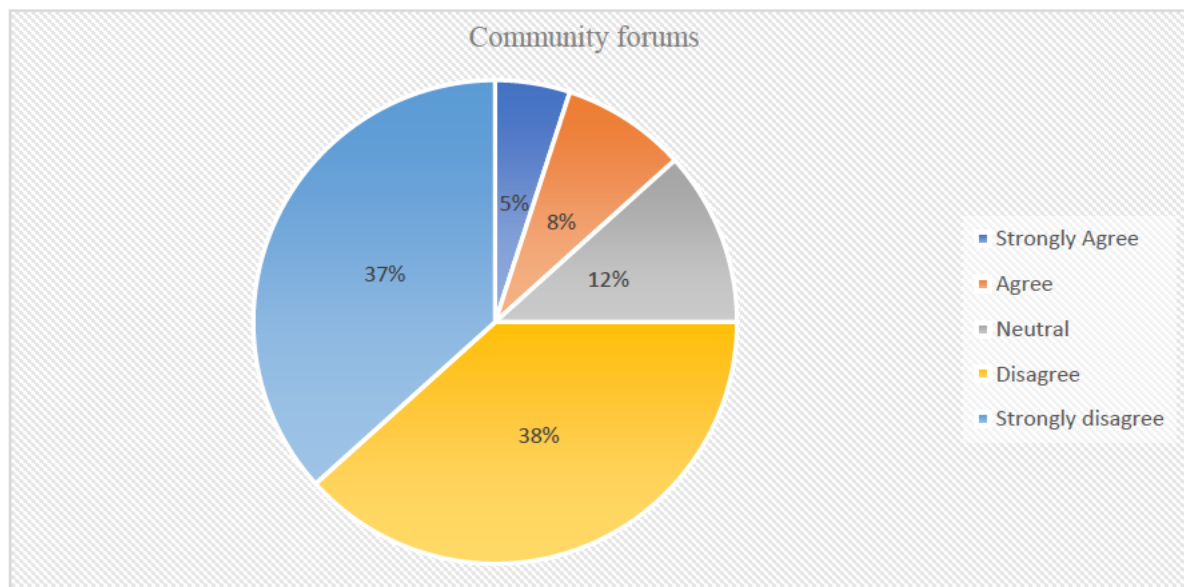


Figure 5.8 Community forums pie chat presentation

Figure 5.8 represents that 8% of the total respondents agree that there has been awareness through community forums pertaining to LED projects which needed the use and execution of PP, while 5% strongly agreed that there was enough awareness exercise availed to the Bulawayo communities by the BCC. The pie chart labelled as figure 5.8 presents that 12% of the total respondents were neutral. In as much as 5% strongly agree that they have been some awareness, the larger margin of the population remains unsure if the BCC executed PP using the community reforms as a mechanism. In support of the 12% who remained neutral, an outstanding 38% of the total respondents disagree with the use of PP awareness measure by the BCC. Remarkably, 37% of the total respondents strongly disagree with the use of community reforms by the BCC for implementing PP policies. Data collected undoubtedly

proves that the BCC either uses measures to PP that are not understood by the general populous in Bulawayo, or they do not employ mechanisms for PP quite adequately through community forums and hence eventually are forced to impose decisions and outcomes on their citizens. The disparity that exists between the respondents of this study shows that public forums as mechanisms for public participation are not a common public participation mechanism being used by the BCC. As such, there is a need for the BCC to employ PP mechanisms that are known to the Bulawayo communities and that are user friendly for both the BCC and its citizenry. The BCC is expected to curb this disparity existing through community engagements via community forums as indicated by the responses of this study. This can be done via making sure there is clear communication and intent from the BSS and all other LED stakeholders on the inclusion of the Bulawayo community during consultations and LED programs inceptions and policy formulations, regardless of social class justifications.

Data gathered from focus group discussions depicts that little to no efforts were employed by the BCC to meticulously include the public of the LED Egodini project using community forums as a PP mechanism, arising awareness from the BCC to the public. Matrix 5.1 mirrors the data collected from focus group discussions.

Matrix 5.1 Use of community forums as a mechanism for public participation

| Sub-theme/Sub question | Recorded responses from respondents. | Sources |
|--|--|---------|
| <i>Use of community forums as a mechanism for PP</i> | <i>There is limited awareness about LED programs and even PP from the BCC to the public in Bulawayo.</i> | AMD1 |
| | <i>Want to partake in LED policy formulation and projects as a responsible citizen, However, the chance is not awarded to me and all other residents because we never get to hear of these platforms. We only get to see these mediocre projects else we only hear about the projects and never see evidence of the project's existence on the ground.</i> | AMC 1 |
| | <i>There has not been LED policy formulations so far. BCC has an exceptionally long way to go in as far as holistically approaching LED and all matters thereto. These mechanisms are not for use on Bulawayo or Zimbabwe fir that matter, they are too advanced.</i> | WCE1 |

The interpretation of the findings remains unbiased as BCC either does not involve the public or they are selective in their PP awareness programs. This creates citizenry who are from anxious to know, keen and are non-passive but are actively involved visa vee a passive population of very withdrawn communities to the LED projects in the capital Bulawayo. It thus

is important for the BCC to devise some campaigns that are aimed at improving the level of awareness amongst the Bulawayo citizens, in turn creating a good rapport between the BCC and the citizens. The BCC also must emphasise the importance of awareness to PP as well as erect structures, mechanisms, and systems for elite PP.

5.4.2 Use of round table discussions

Levels of literacy among the citizens have a significant impact on the inclusion of citizens during and for PP. It is imperative for the success of the LED project that the stakeholders have a notable affinity for understanding the various aspects of the project and the project expectations. As such, the inclusion of citizens does not ascertain the value of their contributions, it ceases to be an assertive exercise but an administrative task bearing little to no results. Respondents were asked if they are included through round table discussions in the Egodini LED projects where PP was required, and if they are well informed and advised on the projects on time as the project progresses and the responses were recorded below in figure 5.9.

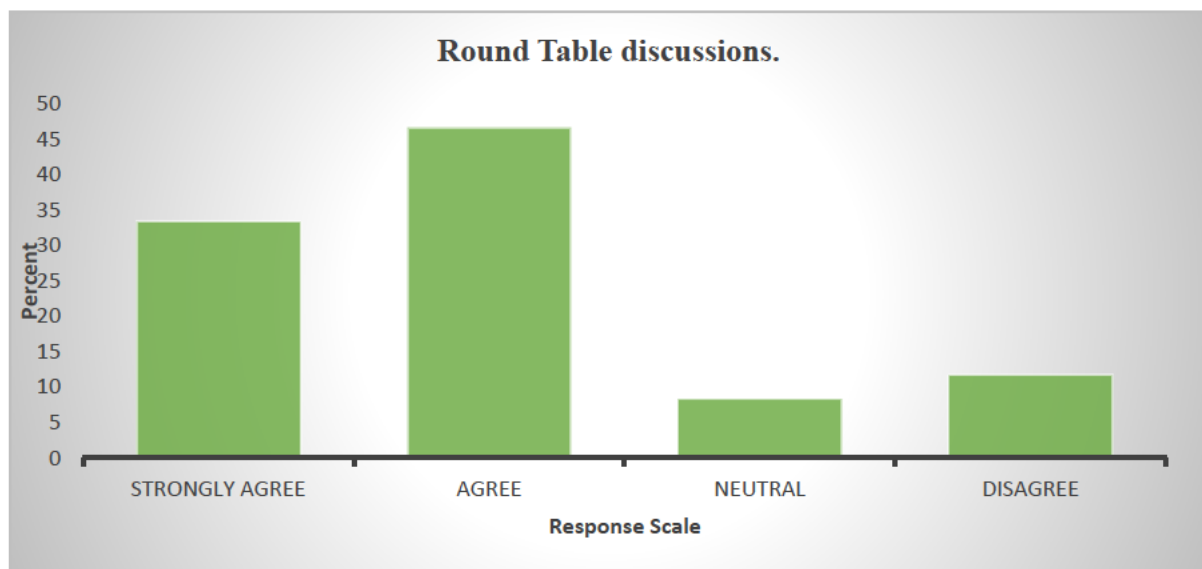


Figure 5.9 Use of round table discussions graphical presentation

The statistical information represented in figure 5.9 illustrates that 11.6% of the population disagree with the notion that the BCC includes its citizenry during PP consultations and for LED projects. Of the total respondents, 8.3% remained neutral implying that they were not sure as to whether the Bulawayo community is included and well informed on PP matters by the BCC. However, a greater percentage of the respondents responded positively stating that they have been included and information dissemination by the BCC. As such, 46.6% agreed that

they have been included by the BCC and we timeously informed on the progress and process of LED projects by the BCC. Interestingly, 33.3% of the total respondents strongly agreed to the inclusion and timeous updates on LED projects within the city of Bulawayo by the BCC.

The statistical figures from the above figure 5.9 confirm that a strong and notable percentage of the respondents agree to have been involved in the PP for LED projects in the city of Bulawayo. Further probing was done through focus group discussions and round table discussions on the inclusion and timeous notification of information from the BCC to the citizens of Bulawayo revealed a mirror image of the responses from figure 5.9, as the respondents agreed to have received help and inclusion from the BCC in a timeous manner. Matrix 5.2 below gives a presentation of the summary of responses.

Matrix 5.2 Use of round table discussions

| Sub-theme/Sub question | Participant Responses | Source |
|--|--|--------|
| <i>Use of round table discussions.</i> | <i>Our shield is that we participate through the elected councillors. They then cascade the information down to us. As such, when we receive this information, we count ourselves as having been included though we do not go to these meetings in person, our councillors represent us. We trust them to fully represent us.</i> | BOD3 |
| | <i>The BCC does include us the businesspeople, as such we get to bid for their tenders and even plan in line with the information, they would have given to us. They are not industry conscience they involve every business player in Bulawayo whenever there is a new project.</i> | BOD1 |
| | <i>As a public consultation, and my duty is to protect the citizens. The information does not come to us well in time; however, we do receive updates from the BCC. As such the citizens are sometimes disadvantaged as the BCC is always running behind schedule. However, the information does come to us and not directly to the citizens, we then get to laisse with the citizens and the BCC sometimes using resolutions from previous meetings, making sure that the citizen is protected.</i> | PRE2 |

Though the responses proved positive, a derogatory response was given by one respondent stating that the citizens in most cases are represented by the elected councillors. The councillors act in the best interest of the citizens. They are trusted to be able to give responses and contributions that are in the best interest of the citizens. As such, citizens do not personally go and participate, the councillors represent them. This method of representation brings in disparities as many factors such as social ties, family backgrounds as well as a social influence

will be the determining factor to whether the selected council electives will attend and present each case scenario else, they will shelve some cases and present some. Thus, it is in the best interest of the BCC to reconsider their PP mechanisms and systems to avoid disparity, grudges, and lack of concern within the Bulawayo citizenry. The results also show that the BCC has to improve and verify all information that is presented to them from PP platforms. They need to go as far as conducting head counted and collecting participant information to ascertain that PP was attended by not only the electives, by everyone who is regarded as a citizen in the city of Bulawayo. Overall, the findings to the theme on citizen inclusion reveal that the BCC has made it possible to inform the citizen on PP projects in a timeous manner.

5.4.3 Use of Budget and Economic forums in the communities

In a bid to denote and clamp shown on the mechanisms used and erected for PP, the researcher researched the subtheme resource availability for PP through budget and economic forums. Different stakeholders usually fund LED projects. As such the local government is expected to be thoroughly resourced for the successful conducting of LED projects. The ability to plan and deliver successful LED projects and PP platforms is grossly dependant on the availability of resources. Respondents were requested to assess the financial affinity of BCC for the proposed Egodini project. Responses to this subtheme were recorded in figure 5.10

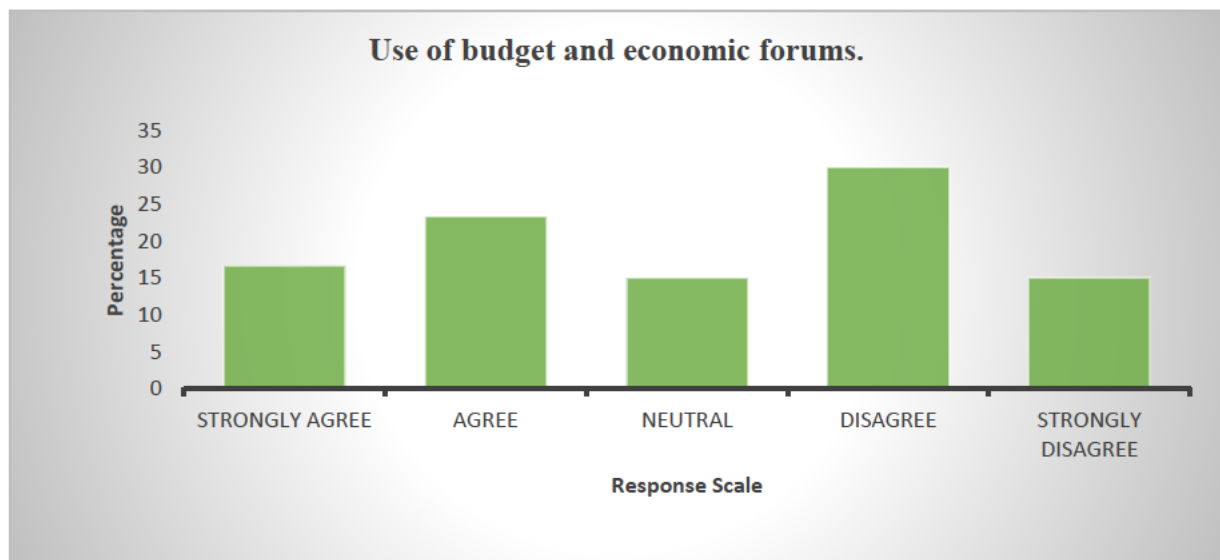


Figure 5.10 Use of budgets and economic forums graphical presentation

Figure 5.10 gives a graphical illustration of the collected responses concerning the availability of resources for PP in the city of Bulawayo. With intent on the Egodini LED project, at least 15% of the participants remained neutral, implying that they were unsure whether resources

were made available for the project or not. This is owed to the fact that a large amount of time has passed since the projects' inception yet there has been insignificant change and progress on the project. As such, one would peg resource availability to the rate of progress, propelling the participants to then assume that there are unsure whether the resources are there or not. However, another 15% of the population strongly disagreed, stating that there were no resources available for the Egodini project. These respondents backed up their reasoning against the rate of progress that has been in-exigent since the inception of the project. An outstare of 16% of the population claimed that funds were available and 23.3% strongly agreed on the availability of funds. Their argument was based on the notion that there is no way the BCC would initiate such a huge project with no resources to buffer and support the project. On the contrary, thirty per cent (30%) of the population disagreed with the availability of funds for the LED Egodini project. Refuting that the evidence of defective dealings by the mayor and his subordinates on the Egodini project is a clear indication that there I little to no resources available for the Egodini project.

Despite the echoed sentiments of the respondents who are also residents of the city of Bulawayo, the researcher furthermore conducted some focus group discussions in a bit to probe more on the availability of resources for the LED Egodini project and the following responses were recorded in Matrix 5.3.

Matrix 5.3 Use of Budget and Economic forums in the communities

| <i>Sub-theme/Sub question</i> | <i>Participant Responses</i> | <i>Source</i> |
|---|--|---------------|
| <i>Use of budgets and economic forums in the communities.</i> | <i>There are adequate resources available to the disposable of the BCC for the Egodini LED project, however, corruption and its effects have engulfed the BCC as such funds for the project have been infiltrated through porous hands and diverted to personal uses that have nothing to do with the LED Egodini project.</i> | WCAA2 |
| | <i>Funds might be available, however, there is no proper planning, no environmental impact assessment was done as such these funds could be as good as not available if the project will bring environmental harm to the already failing and struggling environment in Bulawayo.</i> | NGOB3 |
| | <i>The project has disadvantaged the vendors and the transport people, the citizens and by now we expect notable change, however, what is on the ground versus what we were promised does not tally, which leads us to say that there are no adequate resources set aside for this project.</i> | NGOB1 |

| | | |
|--|---|------|
| | <i>Huge projects require intensive funding. The Zimbabwean economy is ailing, and such a project demands massive amounts of financial backup of which I know the country and the local government department do not have the luxury to spend so much on a project like this.</i> | PRE2 |
| | <i>The Egodini LED project was never intended to help the average citizen in Bulawayo, we were neither asked nor informed on the project and we as residents realise that this project was meant to buffer their personal financial coffers. It was used as a cover to get money from the government. The BCC is in serious arrears as we speak, they have even been retrenching people and salaries have not been coming through for some of their employees, how then can they afford to fund such a big project?</i> | WCE4 |

Local municipalities require adequate resources to ensure citizen participation as well as the proper execution of LED projects. The BCC receives its funding from the ministry of local government, as such local authorities are given funding for the projects proposed hence at least 30% of their revenue is from government grants (Africa, 2016). Local governments also get loans and grants from their respective ministry and these grants are granted on condition of special purpose hence the liberty to choose how to utilize these finances is withheld from the local government. The local authority thus has no means of disposing these funds into their personal pockets should the proper financial disposition channels be followed. The BCC is however privy to other financial streams which when effectively administered they will capacitate the financial capacity of BCC for the implementation of LED projects.

In conclusion, the findings reveal that through the budget and economic forums previously held, the financial capacity to lead the administration of the Egodini LED project is negatively impacted. It is thus imperative that the BCC acquires enough financial muscle for the effective and efficient administration of the Egodini LED projects as such further fruitful budget and economic forums are encouraged.

5.5 Environmental factors that either encourage or hinder public participation

The second research question of the study sort to explore the different environmental factors that either encourage or hinder PP. The environmental factors referred to by the researcher included politics, population size, legal requirements, local culture as well as the different administration forms that are employed by the central government. As such, the researcher develops five sub-questions from this theme and these were addressed using the different data

collection tools such as questioners, FGDs and interviews. The following discourse gives an in-depth analysis of the responses the researcher obtained from the data collected.

5.5.1 Political environment

A nations political establishment mirrors the frustrations that are being faced by the citizens of the nation. Most third world economies have had their governments thrown into disarray and being distracted from the normal business of policymaking and analysis into an almost bleak point of paralysis (Smith-Bingham, 2016:3). The Zimbabwean political floor has been a mixed bag of turbulences ranging from stable to extreme. As such, political parties have had a gross influence on the way most economic players operate in the country. In the city of Bulawayo, the major political parties namely Zimbabwe African National Union-Patriotic Front(ZANU-PF), Movement for Democratic Change (MDC) and Zimbabwe African Peoples Union(ZAPU) have been in power since the inception of the BCC. Council electives thus belong to either of the three mentioned parties, and their political affiliation determines their millage and degree of influence.

Tribal differences have been identified by the author as a catalyst to political differences. Over the years there have been several underlying tribal differences e.g. The Gukurahundi, which has caused a lot of tyranny in the city of Bulawayo. As such, ethnicity has been mistaken to be political and hence the residence is deemed to be frugal with their support towards the development of their city once politics and ethnicity are brought to the table. Though this has been the case for the past years, the research sought to determine the thought line of the residents of Bulawayo and their responses were recorded in Figure 5.11 below.

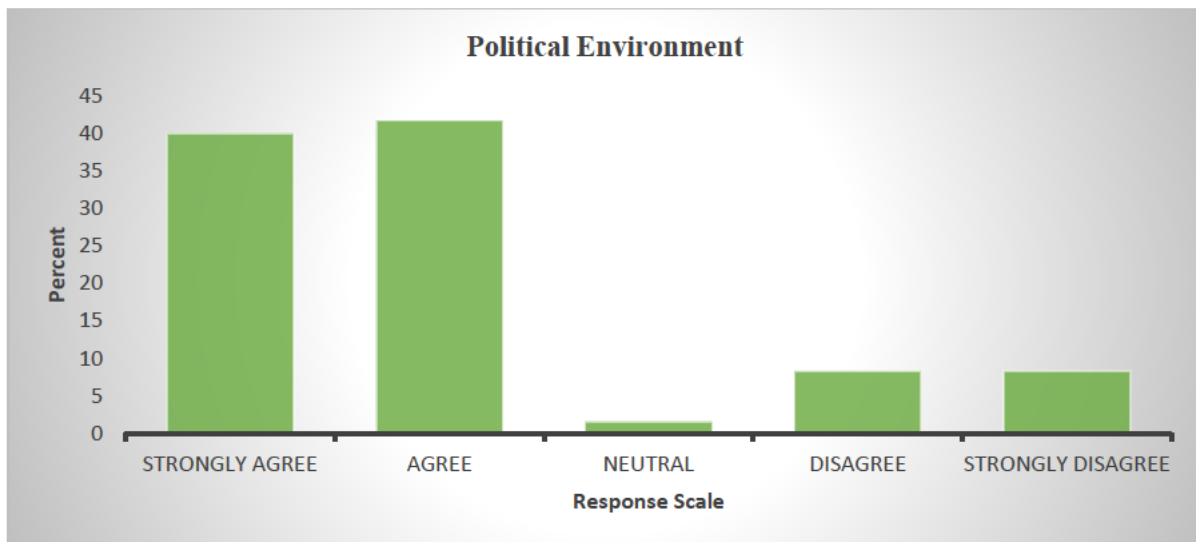


Figure 5.11 Political environment graphical presentation

The findings are very exclusive as most of the respondents affirm to having politics in the city of Bulawayo are influential in PP. Referring to past incidences where the Egodini Led project was deemed a political stunt, 40% of the respondents strongly agreed that politics does influence PP. 41.6% of the total respondent also affirmed to politics is a golden glove behind PP. The respondents, the development in the Southern part of the country is mostly run on a political agenda, which has seen most of the citizens in the Southern parts of the country harbouring resentment and grief towards those from the Northern part of the country. Most of the elected councillors are pro-MDC and ZAPU, as such they tend to shut down any developmental plan that ZANU-PF electives tend to bring to the table. The negative responses have been attributed to the respondents being biased between tribal wars, political differences and 16.4% of the total respondents indicated that politics does not have any influence on PP. Their argument was based on the notion that the administration of local authorities is not merged with those of the central government. Progressions that take place. There was a percentage tie between the respondents who strongly disagreed and those who disagreed. Oddly, 1.6% of the respondents remained neutral, their reasoning might be solemn because they have not been involved in any activities that are being run by either the central government or the local municipalities.

The same question was asked during focus group discussions and interviews, and their responses were synonymous with those of the respondents who filled the questioners. This was observed from the following responses:

Politics has shaped a lot of the activities that are done by the BCC. The council prides in most seats being for MDC, ideally, the top seats belong to that one political party

hence the influence of the ruling party over the BCC is limited by that. It is exceedingly difficult to unmarry the municipality from the central government. The central government belongs to the ruling party. already you see there is a political war. I strongly believe politics has also thwarted the development of Bulawayo as a city. The central government has enough funds to push for the completion of the Egodini project, but corruption and politics as well as poor administration has been the order of the day (WCE4).

The whole country has been brought to its knees by the political situation. Special mention to the Egodini LED project, the administration must at least by now have a policy document that governs that project but to date there is nothing. If we take them back to the drawing board, it is evident that the BCC was caught up in a political debate, that favoured the lesser party hence this delay and lack of progress for this project. So, I can affirmatively say the political environment of the city does influence PP, rather than economic development (AMD1).

A deeper analysis of these responses proves that the respondents are aware of the political differences already existing in the city of Bulawayo as well as the effects that have since been bestowed by these differences. Arguably, politics harbours other characteristics that prove toxic to LED such as tribal wars as well as corruption. Aktaruzzaman (2016) in his study stated that public participation is much cultivated in jurisdictions where there is political democracy. He also went on to justify that council electives are prone to enact measures that they and the parties they represent believe are right rather than those measures that citizens demand. The BCC is thus encouraged to reapproach their drawing board, taking care of these effects in a bid to buffer LED in the city of Bulawayo, readdress the Egodini LED project and employ PP mechanisms and processes that can absorb the tyranny from politics as an environmental factor.

5.5.2 Local Culture

Local culture refers to the ability of the citizens to be regarded as a stakeholder to LED through their input via wealth, education, civil skills as well as people skills (Pattie, 2004). There is a strong link between this emerging theme and the previous one as they both involve the civil status of the citizens. Bias was cautioned as the respondents were responding, and their responses are graphically represented by Figure 5.12 below.

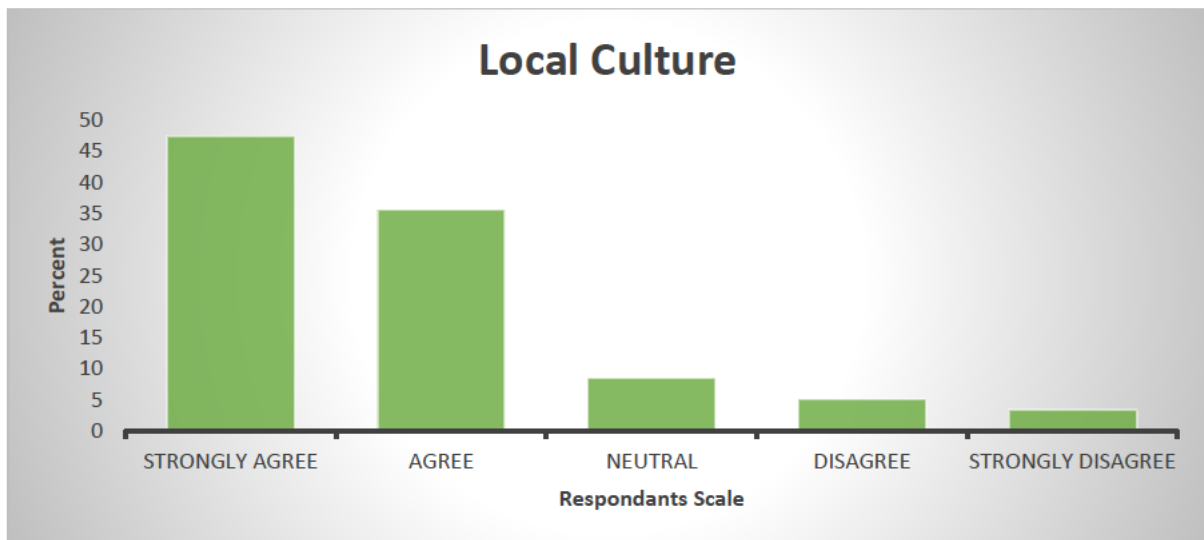


Figure 5.12 Local Culture graphical presentation

Illustrations from figure 5.12 show that more than half of the respondents agree that local culture is a catalyst to economic development and public participation. 83.04% (being 47.45% + 35.59%) of the respondents agreed that social status has an impact on public participation and economic development. A minority of the respondents totalling 8.46% (being 5.08% + 3.38%) respondents however disagreed with the notion that social status has an impact on PP and economic development. 8.47% remained neutral, arguing that for the Egodini project, neither social status nor politics has influenced the project. Rather lack of planning and bad administration is to be credited.

The interviewees were asked whether the local culture catalysed PP and economic development and their responses were recorded below:

I feel as though we are being mocked as citizens when we get invited to PP or public hearing sessions for programs that we can make neither head nor tail of the project. Terminology, transparency from the BCC and skill required to get the job done or at least give an option are all unknown to us hence we honestly find it to be a mockery. Can safely say yes local culture does catalyse PP. It explains why there were never consultations for the Egodini project, most of the vendors there who used the Egodini rank as a trading place are referred to as clueless and hence conducting PP with them will not measure up (WCE 1).

The observation from the achieved results reveals that local culture is a catalyst to economic development, the perceptions aired out by the respondents surveyed are that the local culture does have an impact on the development of an area, as such it does have a strong impact on

local economic development. However, its catalytic nature is derailed by other factors such as tribal differences, political environment, council administration as well as the academic affinity of the said population. It is thus important for the BCC to conduct surveys that reveal the different environmental measures that are prevalent in the city of Bulawayo against the different measures that ought to be encouraged to cultivate a fertile local culture in the city of Bulawayo for LED.

5.5.3 Population size

There is an existing antagonistic relation between the local municipality and its residents. For the public, a more homogenous population is preferred as it provides a family set up where security, relations and preferences are preserved for the benefit of the public. However, the local municipalities would rather have large cities that are less homogenous as these provide diversity. Large populations also provide room for participation for public policymaking (Mouritzen, 1989). The researcher sought to find the different perceptions existing as far as the effects that the population demography affects PP in the city of Bulawayo. Different perspectives were raised by all respondents and the results are presented in figure 5.13 Below.

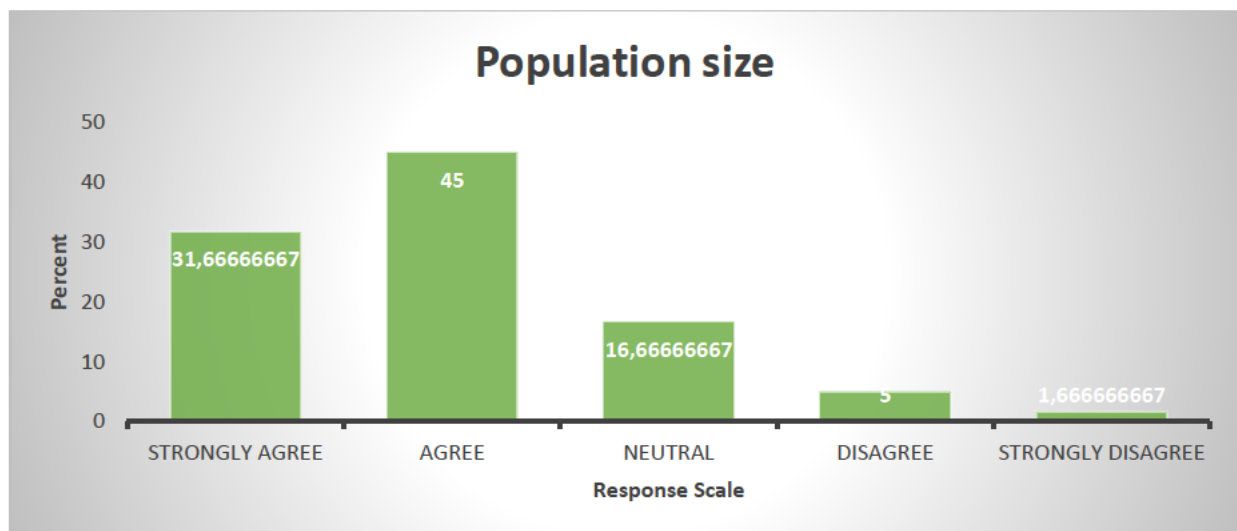


Figure 5.13 Population size graphical illustration

A marginal percentage of the respondents summing up to 6.6% either strongly disagreed (1.6%) or disagreed (5%) with the notion that population structure has a negative impact on public participation. They mainly argued that a less dense population like that of Bulawayo offers minimum to no variations during public participation as such the municipal office will likely relax on matters requiring PP as there realise that one opinion can be used as a unanimous decision. Referring to the Egodini LED project, the respondents projected that the BCC

conducted minimum consultations and PP for the project. The respondents thus acclaimed that though the Bulawayo population is not dense, yet still PP was conducted in an inelastic manner. The respondents went on to postulate that population structure to an extent effects.

However, a greater percentage of the respondents differed in opinion. 76.6% of the total respondents either agreed (45%) or strongly agreed (31.6%) that the population structure has an adversative effect on PP. They argued that a dense population gives variety and community visibility, making it difficult for the municipality administration to overlook PP. The lesser of the 76.6% being 16.7% of the respondents remained neutral. They based their opinion on the argument that population structure does neither affect nor effect PP. The need to conduct PP is solemnly based on the administration of the city as well as other independent environmental factors.

The research sought to further probe whether the population structure of the city of Bulawayo affects PP. This was done through interviews and FGDs and the response was as follows:

Well, it is unfortunate that in this city (Bulawayo) the municipality does not bother to at least conduct investigations on the population structure for LED development. You see with the Egodini Mall, only the vendors that used the old Mall were consulted as well as the transporter who used the old Egodini place as a vending site. They did not meticulously plan where they will place the displaced citizens who used to board from the old Egodini mall. As we speak the city is chaos with transports hooting at anyone they see. Had it been a case of population structure, honestly the city of Bulawayo is not densely populated compared to other cities in Zimbabwe and PP is by logic to be easy to conduct thus should have been conducted (NGO 1).

Well, to an extent population culture does affect PP. Referring to the Egodini Mall, I believe the BCC should have first at least considered the population structure of Bulawayo, plan properly, drafted their proposals and engaged with the city engineers for a more resolute project outcome. Bulawayo has a spatial geographical structure which that it is less populated. This structure should instead encourage the BCC to be vigorous in PP, the reverse of this is what we are witnessing on the ground which prompts me to say that, and PP is not valued by the city council since they impose matters on the citizens than to conduct PP (AMD1).

In summary, while there were different sentiments expressed by the respondents with regards to the different effects that they have either realised or experienced due to the population

structure, the BCC is greatly responsible for conducting external research on the population structure of the city of Bulawayo, plan and implement PP to the benefit of the local government and the citizens. The citizens expressed that the city of Bulawayo is not densely populated, and its structure is largely expected to be the motivation and advantage the BCC have against other cities. As such, due to the population structure currently prevalent in the city of Bulawayo, the citizens expressed that they expect the BCC to intensively conduct PP for LED policy implementation.

5.5.4 Legal requirements

The introductory chapter of this thesis reports that local governments must draft and enact public policies for ease of governance in their jurisdictions. Vital to the enactment and drafting of local policies in the involvement of the public. The drafting of public policies in the local municipalities of Zimbabwe is independent of the central government. The central government however has set out legal requirements that govern the flow of Administrations in municipality offices. These legal requirements include the Zimbabwean Constitution 2013 draft. Section 14(b) if the section states that the local municipalities ought to involve the public in the development matters of the city. Though the mechanisms and processes are not listed outrightly in the constitution, it is a policy requirement for the local municipalities to execute PP.

The researcher sought to find out whether any legal requirements choke PP in the city of Bulawayo. The development of this theme was prompted by the lack of previous evidence from the BCC stating the occurrence of PP in the city of Bulawayo. The responses from the respondents are thus presented in figure 5.14 below.

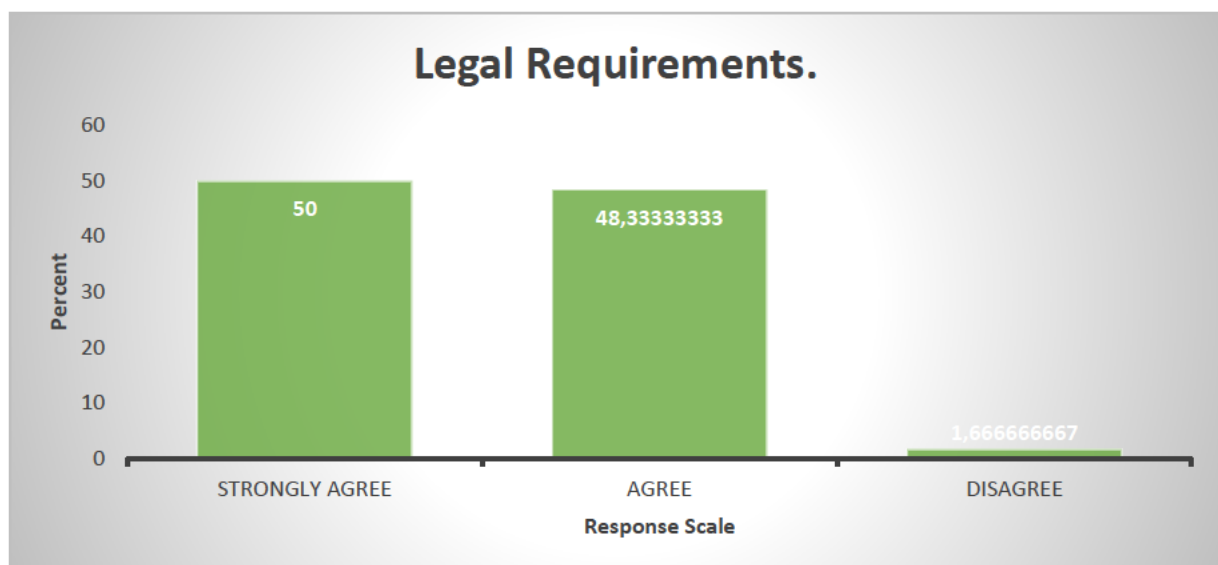


Figure 5.14 Legal requirements graphical illustration

Majority of the respondents indicated by strongly agreeing that legal requirements do choke public participation. 50% of the respondent's respondent in agreement with the theme. They argued that overall municipal administration is governed by government enactments such as laws, rules, regulations, and policies which are similar across the country. These government enactments thus serve as legal statutes, and they do have an influence on PP. 48.3% of the total respondents backed those legal enactments choke public participation. Arguably, the minority of the respondents being 1,6% disagreed with the concern of this theme. They argued that legal enactments are there to improve and ease the function of local government and not hinder progress. It is the ineffective application of these policies that lead to the eventual case of PP being choked.

The researcher probed the citizens further through interviews and the following responses were recorded:

Can confidently say the public policies currently governing the city of Bulawayo are independent of any PP forum, these were either adopted from other municipalities or developed outside the knowledge of any PP resolution. Well for the Egodini project, there is no governing policy for that project yet, we have not been handed any as NGOs and as BCC stakeholders (NGO3).

Currently, I doubt any public policies were drafted in line with current PP resolutions, should there be any public policy being used that comes because of PP, then am sure that policy is outdated. This far the Egodini project, sadly there is no governing policy we have been asking for its days' none end (WCE 14).

Grapevine says there is a new LED department at the BCC, maybe a policy document will follow. It is disheartening that the administration of the city was so behind that even a department for development was not in place. Well, I also doubt there is a policy document for the Egodini LED Mall (PRE1).

Most of the respondents from interviews and FGDs reported that legal requirements do have the sole capacity to choke public participation as they are enacted to aid on governance and municipality administration. It is however imperative that these government enactments are adhered to as lack of proper implementation does lead to the derailment of LED in the BCC. The responses reveal that the Egodini Mall LED project was not governed by any policy since none was presented to the BCC stakeholders. However, the BCC is under the governance and

administration of the central government and their projects are administered for either rejection or approval by the local government. Nevertheless, the BCC is urged to observe these legal requirements for ease of administration, proper governance, and citizen satisfaction.

5.5.5 Governmental form and structure

The determinants of local government efficiency are splattered between political, economic, legal, social, and environmental factors. However, according to (Marques, 2014:91) “though these factors are prevalent, the overall operations of local municipalities are not independent of the central government yet are responsible for most of the council activities”. As such, there is a symbiotic relationship between the governmental form and structure and that of the council. The legal framework set out by the central government comprising of the council structure and legal requirement is the overall governing framework for the operations of the local municipality. Nevertheless, for this theme, the researcher sought to examine the extent to which the legal framework set by the central government impacts the activities of the BCC. The respondent was asked if the government structures and form influence the council operations. Their responses were recorded in Figure 5.15 below.

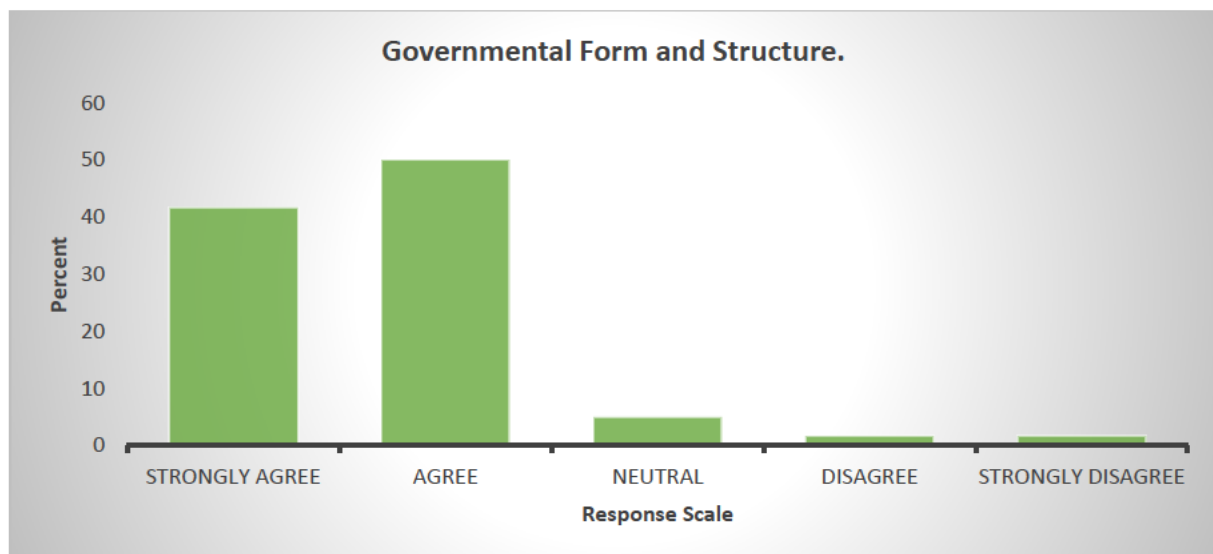


Figure 5.15 Governmental form and structure graphical presentation

The findings reveal that most of the respondents attest to the symbiotic relationship existing between the central government and the local communities, comprehensively influencing council operations. 91.7% of the total respondents either strongly agreed (42.7%) or gave a general agreement (50%). They reasoned that the different socio-political factors affecting the council operations are birthed by the overall administration of the nation by the central

government, which without doubt intertwines the operations of both the local government and the central government. There remained 5% of the total respondents which remained neutral. Nevertheless, 3.4% of the respondents either disagreed totally (1.7%) or strongly disagreed(1.7%) with the notion that government forms and structure influence the council operations. In their discourse, they stated that the central government is independent of the local government howbeit the political differences in these two administrations have birthed a great gulf between the two.

The researcher sought to probe more on the theme and went on the conduct interviews and FDGs. The responses are recorded below:

Environmental setups of the city both politically and legally are not supportive of the council activities The council has no legal capacity to implement decisions, as such they rely on the central government for permission. Thus, centralisation caused by the central government does affect the operations of the council (WCE 3).

Some draft policies have been handed to the council though the BCC was not involved in the making. That on its own is a red flag and cascades from the governmental structure and form that is being used to govern the metropolitan offices (NGO 1).

Remain neutral as decentralisation is an expense for the council as its hampers LED and PP and yet still centralisation affects PP as the BCC is incapacitated, This cascade from neither the form nor structure of the central government. It is the lack of strategic planning by the council (WCAAI).

The findings indicate there is a symbiotic relationship that exists between the central government and the local government which in turn influences the efficiency and operations of these two bodies. Nonetheless, they are not independent of each other, their operations are interlinked. Though other factors are affecting the operation of the local council, the existing government form and structure negatively impacts the council operations due to the centralisation of activities. BCC thus is encouraged to amend its fiscal policy and adhere to it, once the council can generate its finances, its inclination to the central government is limited. The BCC is encouraged to seek financial independence.

5.6 Public participation goals and outcomes in Bulawayo (Egodini LED project)

The third research question sought to investigate the goals and outcomes evident that are being used by the BCC to enhance PP. The researcher sought to investigate the justification for BCC to conduct PP. The sub-themes identified by the researcher were:

- i. Inform citizens on all goals and outcomes whenever PP is conducted.
- ii. Empowerment of the local community.
- iii. Create a database for future reference of past positive PP outcomes.

5.6.1 Informing citizens

A citizen is defined as a habitant of an area that is under government management. By virtue of being a citizen, one's main obligation is to govern the developments and economic growth of their habitation for the betterment of their livelihood. It thus is very imperative that citizens be knowledgeable of the developments of their area, to know what is happening and the outcomes of the consultations and PP that the BCC conducts. Citizens develop a sense of entitlement and concern about the project once they are involved and notified every step of the way. The main goals of the BCC as far as LED is concerned is to improve the cities infrastructure, decrease the unemployment rate and provide agricultural land for farming purposes. All these objectives/goals are set to improve the livelihood of the public of the city of Bulawayo. The respondents were asked if they perceived it important that they are advised and know the outcomes and goals of all instances whenever PP is conducted as this is an outcome for PP in Bulawayo and their responses were recorded in figure 5.16.

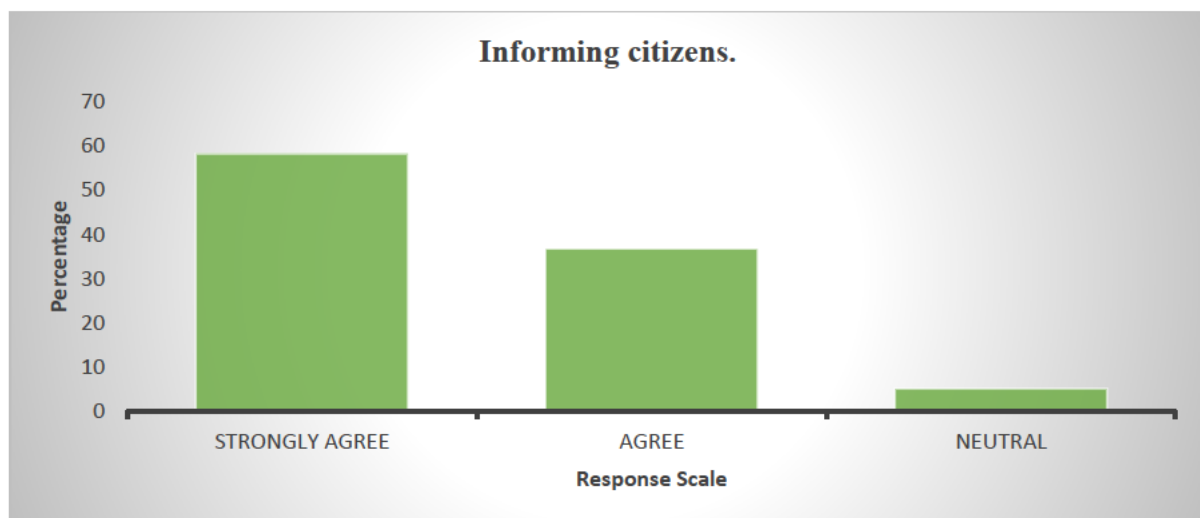


Figure 5.16 Informing citizens

The headcount of the respondents amounted to sixty and of these respondents, 5% remained neutral implying that they were not sure if they had the right to know the goals and outcomes of the PP sessions. It thus is the responsibility of the BCC to educate its citizens on their rights for ease of administration on behalf of the BCC. Most of the respondents either strongly agreed or simply agreed to knowing the results, goals and outcomes of the conducted PP sessions and consultations.94.9% of the participants either strongly agreed or plainly to the notion that they have the right to know the goals and outcomes of all PP consultations that are held by the BCC concerning the development and administration of their city.36.6% of the population also agreed to have all goals and outcomes of PP communicated to them and 58.3% felt the need to communicate their sentiment by strongly agreeing to have the right to PP information from consultations held by the BCC.

Data from FGDs' was recorded and presented in matrix 5.4. Matrix 5.4 represents the perceptions of the FGD participants regarding the informing citizens of all goals and outcomes as an outcome for the BCC.

Matrix5.4 Inform all citizens on all goals and outcomes whenever PP is conducted

| Subtheme/research question | Participant responses | Source |
|--|---|---------------|
| <i>Inform citizens on goals and outcomes whenever PP is conducted.</i> | <i>We do consult the BCC for meetings and results of PP sessions as we know too well that it is the right of the participants to know the outcomes. Feedback on these goals and outcomes gives us a map for future planning, unfortunately, we do not get this information from the council always though it is part of their goal and outcome.</i> | <i>WCAA1</i> |
| | <i>The citizen are the custodians of the development in the city, they should be carried along on every stage and be advised like every other LED stakeholder. This is an outcome that the BCC must observe at all costs.</i> | <i>BOD 2</i> |
| | <i>It is the right of every citizen to know what is happening in their city, they must know. The BCC is by and large expected to relate all outcomes as well as goals of their PP to the public. It really goes a long way in planning.</i> | <i>WCAA2</i> |
| | <i>We help the BCC conduct these PP sessions and we always remind them to communicate the outcomes with the citizens as it is their right to know the goals and outcomes of the sessions, they have been participating in. Communication gives the citizens a sense of belonging and entitlement which is beneficial to the total administration of local governance.</i> | <i>NGO3</i> |

Citizen administration is easy to conduct when the inhabitants of the city are in cooperation with the administrators of the city (Czapanskiy & Manjoo, 2008). Responses from the questions asked revealed that the BCC has the mandate to communicate the set goals and outcomes of PP sessions to the citizens, as it is the right of the citizens to receive and review this information. Citizen inclusion gives a sense of responsibility and develops a level of zeal to the community which propels the deeper and continuous growth of LED projects in the local municipality.

5.6.2 Empowerment of the local community

Citizen participation is a catalyst for local development and the democratisation of the local government (Aktaruzzaman, 2016). Citizen participation is one sure way of cultivating the relationship between the citizens and the local government for better service delivery and decision making. Public participation thus provides positivity, promotes accountability, citizen legitimacy, citizen empowerment and transparency of the local authority in all matters pertaining to LED and community development. The respondents were questioned whether community empowerment is of essence and their responses were recorded in figure 5.17 below.

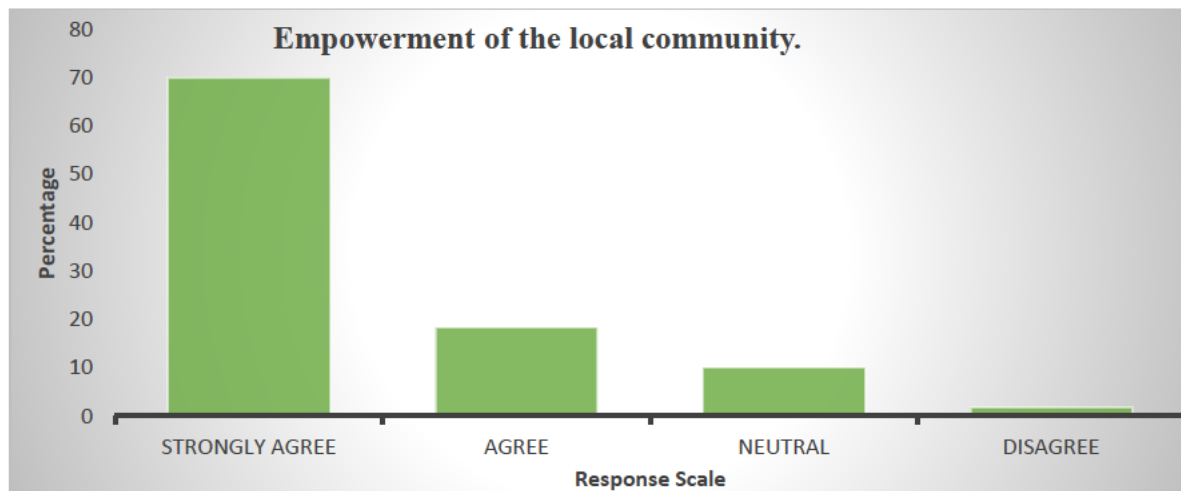


Figure 5.17 Empowerment to the local community

Figure 5.17 above represents that most of the participants strongly agreed that community empowerment is of the essence in the administration and governance of local communities for LED projects. Concerning the Egodini project in Bulawayo, 70% of the participants strongly agreed that public participation was of importance to them, the attribution based on the responses given was that they have seen results which yielded from the previous consultation which were conducted by the BCC, though these consultations were not for LED purposes. 18.3% of the total participants also agreed to the notion that community

empowerment was of the essence. However, an insignificant percentage of the population (1%) declared that PP was not of the essence. Their argument was based on the timeframe and lack of proper execution and effective management of LED projects by the BCC. 10% of the total respondent remained neutral. They could not ascertain whether community empowerment was of essence or not. They claimed that the only difference they had realised since the last PP held was that the BCC has gone super silent, and they continue to refer to the Egodini project as an ongoing project, which is contrary to what the citizens had proposed. As such, the lack of solid feedback from the BCC has propelled the citizens not to know if community empowerment is of essence and the extent of its importance.

Probing further on the theme of the essence of community development, the response of the participants during focus group discussions were recorded in Matrix 5.5 below.

Matrix 5.5 Empowerment to the local community

| Subtheme/research question | Participant responses | Source |
|---|--|---------------|
| <i>Public participation is of essence to the local community for led.</i> | <i>It is an incredibly wise and important move for the BCC to make to create a continuous flow of information from the BCC to the communities. It creates good relations should the BCC give important preference to the needs of the community for community empowerment.</i> | WCAA1 |
| | <i>Yes....we request that PP be conducted for all projects be it big or small. We demand consultations with the BCC because all we yearn for is a development community that is empowered to impact current and future generations.</i> | WCAA3 |
| | <i>For me it is the same, because whatever we discuss at PP is never considered by the BCC. They simply impose what they want on s be it we like it or not as such, the development of the city is thwarted by this behaviour that is exhibited by the BCC.</i> | WCE 1 |
| | <i>We uphold community empowerment with so much regard. It is of importance; however, communities are still yet to understand that these PP forums are meant for the benefit and betterment of their lives at the community level.</i> | NGO2 |

Community empowerment is a tool in the hands of the local municipalities which when effectively managed and utilised yields results, beneficial to the BCC and the communities. Community empowerment benefits go beyond municipal administration, they reach as far as moulding community perspective and cultivates idioms that are overreaching and over aches general human wellbeing in communities. As such, communities and BCC are encouraged to cultivate the culture of PP. The local community in Bulawayo does recognise the importance of PP, however, they need the propelling effect of the BCC to bring the cycle of community empowerment into full effect.

5.6.3 Create databases for future reference

Under the rule of common law, the doctrine of Stare Decisis allows for common-law to grow and develop gradually, as such judge-made law evolves at a steady pace till it is referred to as precedence. Precedence thus refers to historical resolutions that are used to influence decisions of law today (Fernandez, 2010). In PP reference can be made to the historical resolutions of past PP sessions to help influence, map, or define a decision to be made. However, the local municipalities must take care not to be tempted to use these historical results to impose resolutions on the citizens. The respondents were questioned whether historical evidence has yielded results for them, and their responses are recorded below in Figure 5.18.

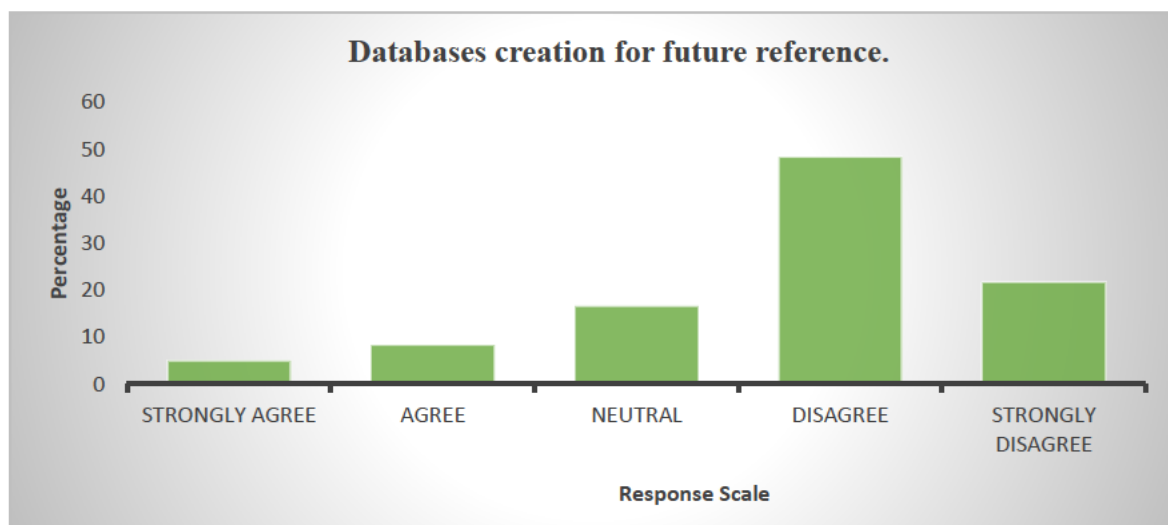


Figure 5.18 Database creation for future reference graphical presentation

Figure 5.18 above is a graphical representation of the responses given during an interview session with the researcher. Most of the respondents strongly agreed, referring to the past PP forums that they attended and yielded results 21.6% of the respondents strongly agreed on the importance of databases for future PP reference. However, a resounding 48% of the respondents disregarded the importance of PP databases, arguing that they have not realised any yield from past PP forums hence these databases would not be of any use. Of the total respondents, 16.6% remained neutral. Their argument was pivoted at the lack of any past PP forum to refer to. 8.3% perfectly agreed to use the past PP having yielded some results hence these results and PP consultations content can be used for future reference by the city administrators. A small percentage of the respondents fractioned at 5% managed to agree to have yielded results from past PP sessions. These responses given depict the negative management of PP on behalf of the BCC. Most of the respondents have had to work with BCC

daily, understanding how BCC operates. As such their response gave a photo print of PP in the hands of BCC. A fair analysis of these results presents BCC as a municipality that disregards PP, and it negatively impacts the progressions of current and future LED projects.

Data from the focus group discussion discussed in Matrix 5.6 displays their expressions regarding the use of yields from and previous PP sessions.

Matrix 5.6 Database creation on PP for future reference

| Subtheme/research question | Participant Responses | Source |
|---|---|---------------|
| <i>Use of recorded historical accounts on PP for future reference</i> | <i>There has not been a sound PP session with the BCC hence I struggle to respond to that. There is no PP session done as I can remember hence, I cannot relate to that, however, I can intelligently say the Bulawayo community has so much passion for development hence if it were the opposite then yes, the previous search could have yielded results</i> | WCAA2 |
| | <i>PP sessions that we have held at the ward level have yielded a lot of results that we are benefiting from even today. Should the BCC choose to refer to these PP sessions we have held then yes it would mean past PP experiences impact future decisions.</i> | AMC1 |
| | <i>We recently had a PP session with the BCC as the BUPTA with the BCC. The result has been the safe movement of transport operators from Egodini to different designations depending on location. To us, that has been profitable and if it should be put on record, it will help in the future.</i> | WCE 3 |

Responses recorded in Matrix 5.6 reveal that the BCC has to a lesser extent conducted some PP sessions specifically for the Egodini Mall LED project and the results have been abundant. However, the rest of the respondents suggested that they do not recall any PP session that was held by the BCC as such there is no reference to align with. However, for those PP sessions that were held at ward level, results have been realised, recorded, and shelved for future use.

5.7 Processes and designs put in place for the implementation of LED policy

The final research question sought to investigate the processes and designs that have been put in place to facilitate and aid in the implementation of LED policies. This section responded to the demands of the research question by unveiling the three research themes that were identified by the researcher. These research themes are:

- i. Information gathering.

- ii. Government reforms.
- iii. Automation to address community.

5.7.1 Information gathering

Over the years the BCC has engaged with the public through non-conventional means. As such, they have applied different methods of information gathering, and these have sometimes been substituted for PP sessions. The researcher sought to investigate whether these different non-conventional means such as solo meetings, meetings involving only ward councillors as well as the use of word of mouth have been useful in the hands of both the BCC and the public community. The responses were recorded in figure 5.19 below.

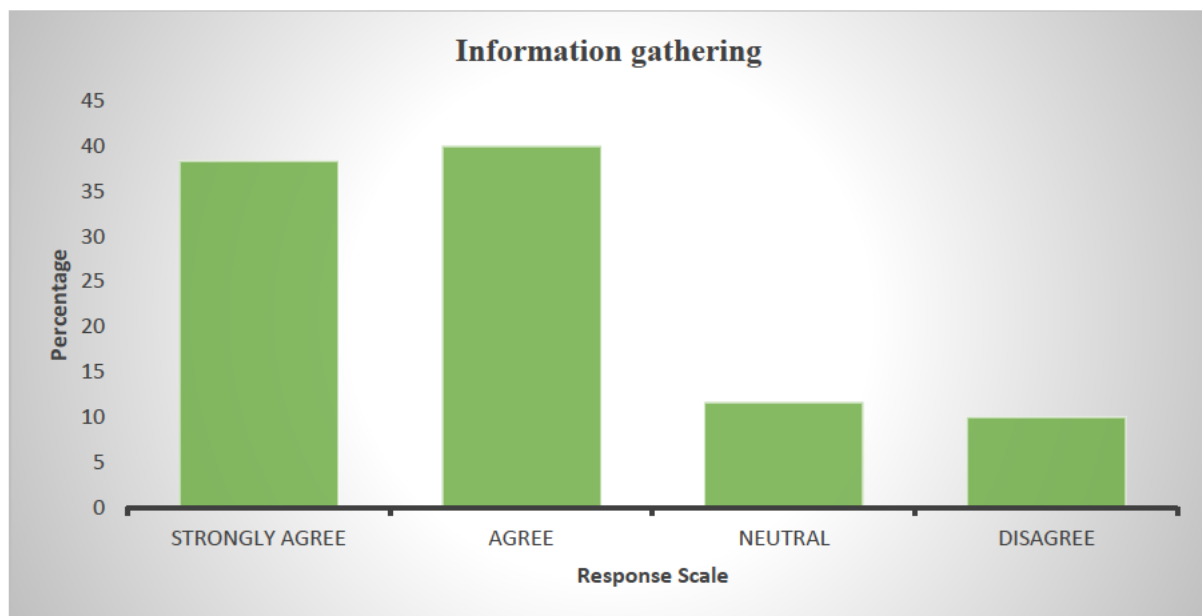


Figure 5.19 Information gathering graphical presentation

The responses presented in figure 5.19 were recorded from the questioners that were distributed by the researcher. In a bid to investigate the imperative value of different data gathering methods that may be used in place of PP, 10% of the respondents disagreed at these different data gathering techniques proofing useful. 11.6% remained neutral. 78.3% of the respondents attested to these non-conventional data gathering methods proofing to be useful. Of the 78.3%, 38.3% strongly agreed and 40% agreed. As such, the BCC needs to employ other non-conventional means of data collection parallel to PP.

Different FGD's that were conducted by the researcher revealed different sentiments from the respondents and their responses are recorded in the discourse below. The respondents testified

to having employed different non-conventional means of collecting data, which they described as technical methods. Matrix 5.7 gives a tabular array of these responses.

Matrix 5.7 Information gathering

| Research Question/Theme | Responses | Source |
|--|--|---------------|
| <i>Information gathering techniques have proofed useful.</i> | <i>The different consultations we have held at the ward level has yielded a lot of positive results. We use this information we receive to feed into the BCC for their planning especially where policies are concerned. So yes, it is profitable for us Ward Counsellors</i> | NGOB 2 |
| | <i>Know the non-conventional means always prove useful in the business sector. Am sure the effect is the same here at BCC. Sadly, we do not have first-hand information on these means, processes, and designs yet I do presume the effect is equally impressive, yet PP yields more and better.</i> | PRE2 |

Matrix 5.7 gives a clear stance that is employed by the LED stakeholders in the city of Bulawayo regarding the Egodini Mall LED project as far as non-conventional means of information collection are concerned. The different public input techniques used to source information, input and ideas from the public have proofed useful and should the BCC refer to these different techniques, they would harvest a myriad of possibilities and positivity. For the sake of their local government administration and PP at large, BCC needs to employ information gathering techniques that are non-reputative yet effective, exhaustive, and intensive.

5.7.2 Government reforms

PP is an essential tool for public government and development. Governments through the local municipality can relate with the public, give feedback, and follow resolutions due to effective implementation of the PP process. It is the mandate of the governments to employ systems, mechanisms and measures that support the use of LED by the local municipalities. Resolutions from the PP forums are used to affect future government decisions. There is a directly proportional relationship between the government and the local municipality, the BCC is responsible for employing different processes and mechanisms to aid PP which when effectively implemented, these processes impact positively to the economic, social, and political outlook of Zimbabwe as a country. These processes must be in line with set government rules, laws, and regulations. However, the respondents of this study were requested

to give their insight into the effect of using PP for government reforms and their responses were recorded in figure 5.20 below.

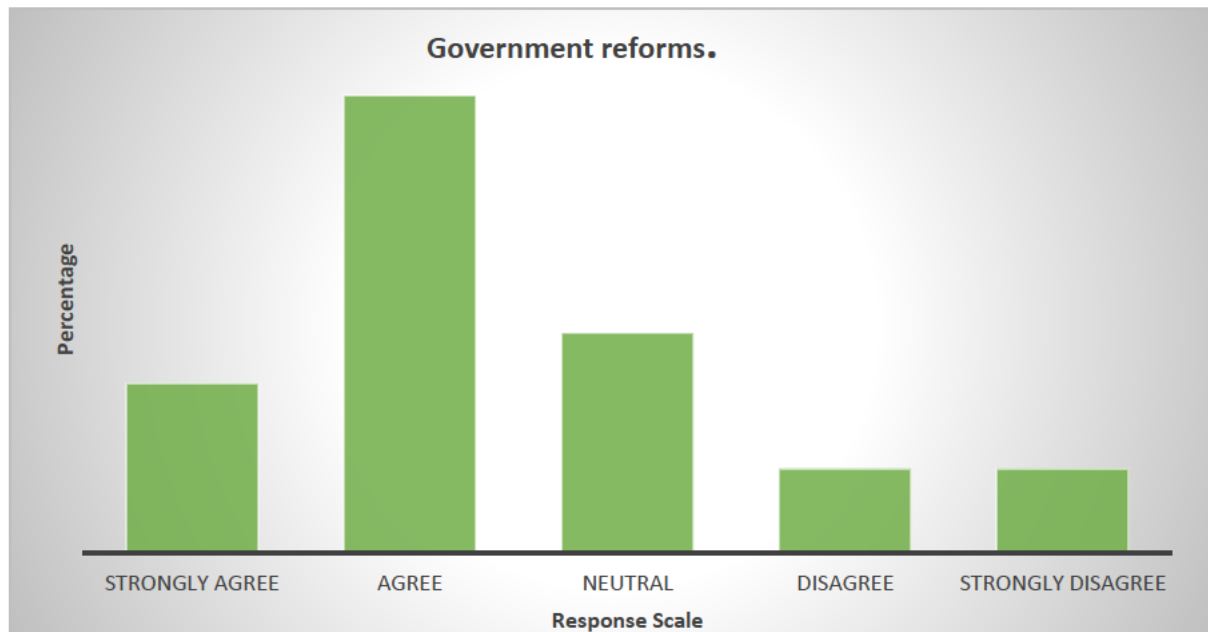


Figure 5.20 Government reforms graphical presentation

Figure 5.20 gives a graphical presentation of the different responses that were given by the respondents. Most of the respondents agreed to PP being a shield in the hands of government for new government reforms, attesting to having seen reforms from PP measures that have been held before under the auspice of the government. A total of 61,6% of the respondents provided affirmation to the government using PP for its reforms, 16.6% of the respondents strongly agreed and 45% gave a general appraisal in agreement. 21.6% of the participants remained neutral, most attesting to not being able to identify reforms within the government for LED projects to date. 16.6% disagreed, claiming that the local government imposes results and rarely consults with the public. The 16.6% comprises of 8.3% of respondents who plainly disagreed and exactly half 8.3% strongly disagreed.

Further probing for the possibility of government reforms due to PP, the FGD attendees made clear reference to the Egodini LED Mall, and their responses were recorded in the Matrix 5.8 below.

Matrix 5.8 Government reforms

| Research question/theme | Responses | Source |
|-------------------------|-----------|--------|
| | | |

| | | |
|--------------------------------------|--|--------------|
| <i>Government reforms due to PP.</i> | <i>Should PP be properly implemented, and the execution has been properly done, then yes PP will aid serious government reforms, at a greater scale-I mean nationwide.</i> | <i>AMCI</i> |
| | <i>We expect the government to rally behind the programs that the BCC initiates. We expect the government to take a leading role in confronting the city council with regards to how they implement their PP. We also expect the government to run their reforms based on the outcomes of PP forums. Overall, yes, PP is indeed an automatic drive for government reforms.</i> | <i>NGOBI</i> |

Overall, the interview results are congruent with the questioner results and confirm that government reforms over the past years have been influential in the implementation of LED policies for both the urban and rural communities. However, data collected revealed that some citizens are not familiar with the PP process and lack trust government reforms being a process that promotes and eventually enhances PP for both the government and the public. This suggests that though government reforms are rigorous processes that are straining on both the government and its authority, both the local government and the central government ought to revise their reforms before implementation, for them to suit the LED policy implementation for local municipalities. This will help the BCC employ PP more and educate the public on PP.

5.7.3 Automation to address community needs

The theme of deducing the processes and designs being used by the BCC for the implementation of LED policies, seeks to determine whether the respondent's regarded the automatic drive for the government to address the needs of the public as a process for PP or not. The researcher was allegorically deducing whether the central government had reaped any tangible reform in LED using PP. The responses were recorded in figure 5.21 below.

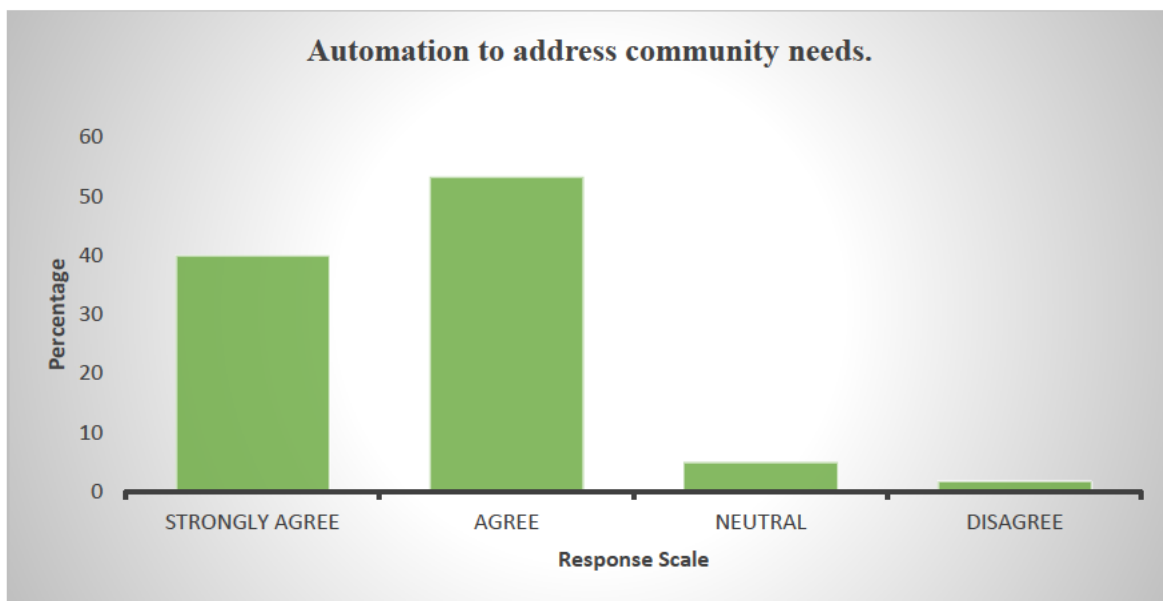


Figure 5.21 Automation to address community needs graphical presentation.

There is a correlation between the data that is presented in figure 5.20 and figure 5.21. Interestingly, a total of 93% of the respondents agree with the fact that PP is an almost definite measure for the central government to bring about reforms to the local communities. 40% of the 93% gave a strong affirmation and a notable 53.3% of the 93% plainly agreed. 5% of the total respondents remained neutral and 1.6% of the total respondents condemned the ever existence of reform from PP platforms and resolutions.

Further interrogations using FGD, and interviews revealed that the residents encourage these automated drives by the city council to address the community needs. Matrix 5.9 gives a tabular representation of these responses.

Matrix 5.9 Automation to address community needs

| Research question/theme | Responses | Source |
|---|--|--------------|
| <i>Automation to address community needs.</i> | <i>Well at a greater scale PP is a drive to better development or I say improve the livelihood of the people, as such if the central government fully utilizes these PP platforms, am sure it becomes imminent for them to map the future of these societies, safely saying yes PP are a sure way for reforms to the public by the government.</i> | <i>NGOB3</i> |
| | <i>The major problem we have is there is no decentralisation of services in the governance of municipalities and the central government, it becomes difficult for the BCC to impose activities peculiar to them and never employed by the central government. It also becomes very hefty for the central government to introduce new processes and mechanisms' knowing</i> | <i>WCAAI</i> |

| | | |
|--|---|-------------|
| | <i>too well that they are not able to fund these processes and mechanisms.</i> | |
| | <i>Literature and testimonies we get from other countries prove that PP does give reforms automatically. However, I cannot give an affirmation about a particular PP we held but will affirm based on that I have had testimonies across borders.</i> | <i>BOD2</i> |

The responses of the interviewed respondents prove to show a generalised differential in sentiment by the city residents towards PP as a tool to development in the hands of BCC. Most of the respondents felt that the BCC was not doing much in promoting PP and applying it whenever there is a need for PP to surface. Of great concern is that the respondents felt let down by the system that is employed by the BCC of never quenching the need to consult from the residents which is a serious contributing factor to the stagnation towards LED in the city of Bulawayo. The BCC has not conducted PP on a large scale since this Egodini LED project is the first big LED project to be implemented in the city. However, the variation in perspective is so minor t requires a lot of enquiries into the BCC towards their mechanisms and processes towards PP and a lot of resource upgrades far as knowledge toward LED is concerned. Therefore, a positive on PP for LED may suggest that the BCC grasp the importance of PP in as much as the citizens have mastered it. Some respondents also referred to countries where PP was conducted and it birthed results that are beneficial to the development of the towns mentioned.

Overall, the results indicate that one of the processes to public participation is surely employing automated drives to address community needs both the central government and the local government and the public in shaping the developmental map of the city in turn improving the livelihood of the communities.

5.8 Discussion

The main aim of this study was centred on exploring the use of PP by the BCC for the implementation of LED policies with a focus on the ongoing Egodini Mall LED project. This section pursues the fashioning of the findings comprehended by the researcher. The research objectives outlined in chapter one was thus used as guides by the researcher, and this section centres around the four research questions and the theoretical framework underpinning the study.

5.8.1 Public participation mechanisms are currently being used by the local government (Bulawayo City Council)

The first research question for this study sought to investigate the different public participation methods that are being used by the BCC towards conducting PP. The researcher intended to investigate the different mechanisms that BCC was employing to conduct their PP meetings and if the same awareness was prevalent with the citizens of the city of Bulawayo. Thematic issues that emerged from this research question included the investigations on the level of awareness from the citizens, time management and resource skills from the BCC efficiency in conducting PP by the BCC.

Some of the important findings from this research question were that the city of Bulawayo is dominated by a passive population whose leadership consists of elected members and lacks good rapport with the BCC. As such the elected members of the council are unwilling to represent the rest of the community and in most cases, these elected members care about the benefits that come with the election more than the work involved in the office. This result reflects that of (Aktaruzzaman, 2016) who found that in Bangladesh, the representative is mostly elected to office however they either are not willing to represent the rest of the community, or they only involve those citizens with whom they have close relations. Also, in line with (Smith, 2004) who found that indeed the elected leaders do lack interest, yet their lack of interest is attributed to varied factors. Dladla (2012) alludes that when communities are weak, PP tends to be side-lined and his study agrees with the results that were realised by the researcher. Kamara (2017) asserts that LED is of high importance in the communities and all LED stakeholders in this case the community leaders, ought to work hand and glove to protect LED initiatives within their communities. LED safeguarding can be achieved through safeguarding PP in local communities by the community leaders.

Another important finding was that the BCC lacks adequate resources for the proper execution of LED projects because they have limited financial streams which are tainted by the proliferation of funds mostly through fraud. Though the BCC takes initiation to inform its citizens in a very timeous manner whenever they wish to engage with them, they do not have the financial capacity to lead the administration of the LED projects to completion. This result reflects that of (Jonga, 2014) whose assertion was that lack of finances, the pornification of funds and failure to increase the financial base of local authorities is the main reason for the lack of efficiency in administrative duties by the local authorities. In Bangladesh, a study by

(Aktaruzzaman, 2016) revealed that the local municipalities depend on the central government for funds and at most 60% of their funds are from government loans. No allocation for PP is made on the loans from the central government. Better yet in developed nations local municipalities still face financial struggles which stifle the development of local municipalities and breeds power communities (Aulich, 2009) and (Morris, 2010). Municipalities thrive in environments where the communities have gained the satisfaction of the overall service delivery, and this should be the goal for the BCC (Govender, 2011).

These results are a mirror presentation of results of other studies across the globe in both third world countries and developed countries. However, the root cause of these problems in the adapted findings and the reasons supporting the emerging of these results differ from country to country. The perception of the respondents of PP in the city of Bulawayo by the BCC for the implementation of LED policies offered insight into how the governance system of the BCC needs to be managed, governed, and administered to ensure that there is community sustainability through LED projects and initiatives.

5.8.2 The environmental factors that either hinder or encourage public participation

The second research question sought to evaluate the different environmental factors that are currently prevalent in the city of Bulawayo that either discourage or encourage PP. The results of the study show that there are political differences that are affecting the operations of the city council. Most of the respondents indicated that socio-political factors hindered the development of the city of Bulawayo and hence was the main environmental factor which harbored development in the city of Bulawayo. This implies that there is centralization of activities in the operations of the city council, which are propagated by politics and the city council is only decentralized once it ceases to be financially dependent on the central government. Previous research has shown that socio-political factors are graver in municipalities whose activities are governed by the central government. This is also aided by the fact that the administration of activities of these municipalities under the auspices of the central government is non-private and as such, politics has free play at municipal administration (Aktaruzzaman, 2016).

The current study found the population size is an environmental factor that has both positive and negative effects on the LED. However, the city of Bulawayo is less dense, and the city structure is very intimate and has a positive effect on the LED. Furthermore, there ought to be an existing workable relationship between the central government and the general public since

the BCC is under centralized management. The present findings show that effects brought by environmental factors are not independent of the environmental factors in the municipality under study as such citizens are expected to be willing to invest time and resources into public participation as well. This is congruent to the study by Fung (2006) which argued that the socio-political environment can be influential to the administration of a municipality to a lesser extent if the citizen is willing to invest in PP and LED, the municipality tends to depend less on the central government. This finding is also in agreement with that of Dewa (2014) which stated that elected personnel act in the best interest of their parties in a bid to outwith the opposition parties, in so doing they limit the autonomy in the administrative duties of the municipality. This study was contrary to that of Hansen (2013) multiratisation is the new form of governance that allows small municipalities to engage in LED programs with engagement as huge as that of densely populated cities, multiratisation defeats the strength of socio-political constraints in PP for LED. This study has been able to determine that the population size for Bulawayo which is less dense is an active catalyst for PP and the BCC must actively consider it when proposing and conducting PP. This finding suggests that the BCC .

5.8.3 The goal and outcomes enhancing PP for Local Economic Development policy implementation

The main objective of the third research question for this study was aimed at identifying the different goals and outcomes either already realised, accepted or to be realised by the BCC that probes the municipality to practice PP.

This current study found out that the goals that both the community and the BCC expect and have since realised from PP for LED include community development and empowerment, democracy through decentralisation, infrastructural improvement, continual updates to citizens as well as creating a database on PP by the BCC for future reference. This is supported by the Indigenization and Economic Empowerment Act [Chapter 14:33] which states that communities have an equal share of opportunity through participation in the LED projects in Zimbabwe. A study by (Africa, 2016) depicts that the government of Zimbabwe has not been funding its policies and there has been a gap in the implementation of policies at the municipality level. Moreover, the BCC remains an independent financial body responsible for financing all the activities of the municipality. This lack of financing breeds tight budgets which only attest to aspects deemed principle by the BCC, in turn, shelving PP as a crucial activity in the administration of the municipality. As such, the expected goals and outcomes of

PP are stifled turning PP into a theoretic practice rather than a practical practice (Africa, 2016) and poor service delivery (Madzivanyika, 2011).

Results from this study revealed that the BCC and the Bulawayo community treat PP as a democratic right, giving both parties free will to either participate or not. Further results of the study show that the Bulawayo community must cultivate a culture of PP to realise and attest to the importance of PP in the city. Jonga (2016) citizen participation is a democratic exercise and citizens have a democratic right to either participate or not. However, Cheryl (1998) suggest that PP is a necessary occurrence for local economic development rather than a democratic exercise. Habermas (1975) also agrees with Cheryl (1998) stating that authentic public participation is seamless and disqualifies all social classes, as such, it is a necessary development activity rather than a democratic right. PP is treated as a democratic right in the city of Bulawayo, and this may be because the BCC has been silent on PP due to financial stifles, lack of intellectual ability about authentic PP for LED and lack of PP activities with positive outcomes in the city to refer to.

Another important result from the study revealed that the BCC maintains a silent tone in communicating with the residents on PP matters. This lack of transparency makes the residents to be withdrawn from the operations of the city council as such stifle LED development and policy implementation. Yin (2014) argues that a lack of transparency from the government is an administrative right. Governmental administration reserves the right to non-disclosure of information in instances that they deem fit. In keeping with that Aktaruzzaman (2016) argues that the quality of PP depends on the willingness to participate and it is also dependent on the municipalities willingness to execute good governance. These outcomes were different from that of Esther (2010) who stated that PP is a performance exercise meant to equip the local communities and develop them. As such local communities reserve that right to be informed on every matter about PP.

In light of the results of this current study, the BCC, therefore, ought to research the citizen's expectations in the city of Bulawayo and draft council manifestos that align with the citizen's expectations. This helped close the existing gap in communication between the BCC and the Bulawayo community as well as help the BCC in future planning and ease of administration. The differences in literature contributions may also be attributed to the fact that these studies were carried out in different geographical locations where different administration systems are being used. Also, imperative to note is that the citizens' understudy who also studied

respondents have different economic experiences prompting them to respond differently, contributing differently to the pool of literature and result findings.

5.8.3 The processes and designs put in place for the implementation of the Local Economic Development policy

With regards to the final research question, the main aim of the researcher was to determine and examine the different PP processes and designs that have been put in place by the BCC for the implementation of LED policies in the city of Bulawayo. Moreover, it was identified that the already existing processes in place in the city of Bulawayo have proved useful. The most interesting finding was that in the city of Bulawayo, there is little to no awareness from the BCC, yet PP is considered an automotive drive for success for both the BBC and the public. The results of this study are like that of OECD (2001) study which found that good governance involves the use of efficient PP processes and designs to achieve and enhance the quality and credibility of their policy-making decisions. This is also aligned with the view of Triplett (2015) who stated that lack of PP models that are toiler made has been the default force for lack of participation in municipalities where mechanisms, processes and designs have been set. These findings contrast with that of Dewa (2014) who stated that in Zimbabwe poor service delivery is a result of socio-economic factors whose breeding is encouraged by lack of participation by the local communities. However, these findings contrast with that of Dewa (2014) who states that PP in local municipalities is hampered by lack of participation by the local communities who cannot participate in PP, as such the municipalities suffer as they would have all processes and designs in place yet lack active participation from the citizens. This may be justified since results from this current study show that the BCC has set out some designs, mechanisms and processes already yet there remains a gap as far as PP implementation is concerned. These results reflect that of Bryson (2013) who stated that the participation process can be enhanced by the good communication avenues already existing amongst the stakeholders, in instances where there are no clear cut communication lines, PP remains a theoretical factor rather than a practical process. Therefore having a well-set analogue of processes, designs and mechanisms are as essential as having great workable relations between the municipalities and the local communities.

The study further found out that government reforms have been brought about PP though to a lesser extent since the culture PP has not been promulgated in the city of Bulawayo over the years. These results contrast with that of Dewa (2014) who argues that government reforms are

independent of municipality governance but are rather brought about by different environmental challenges that the central government faces. Privatisation of knowledge and curbing of free will participation by local municipalities breeds an antagonistic environment that resents government reforms (Pagano, 2016). This result is related to the study by Walters (2000) that municipalities have since replaced public participation with expert analysis. Such may be attributed to the case of PP for the implementation of LED policy about the Egodini LED Mall. The BCC has maintained a well presented theoretical programmed strategy that lacks implementation, The Bulawayo community is anxiously waiting for the BCC to act as much as the BCC is waiting for the Bulawayo community to act. As such animosity and toxic relationship thus build up in turn privatizing knowledge to the limited few who seem to be favoured in as far as the BCC operates. This may suggest that BCC is conducting PP though for at a small scale.

The results of the study proved that PP is a practical exercise that should be carried out rather than shelved after planning. This may imply that the varied PP mechanisms, processes and designs that have been implemented by the BCC before are known to the majority of the respondents of the study yet the actual PP exercises remain a mystery to them. Literature shows that PP is influenced by many different factors and yet remains an active and automatic tool in the hands of the municipalities for success and development. However, PP is not responsible for reforms rather for local policy implementation and determination. This study has enhanced our understanding of the role processes and designs play in PP for the implementation of LED policies. Top of the list is the need to simplify processes and designs so much that even the least literate in society may understand it. A further study could assess the importance of well-articulated processes and design for PP LED policy implementation.

Below is Matrix5.10 which contains a summary of all four research questions, emergent themes and literature presented.

Matrix 5.10 Summary of research questions, emergent themes and literature presented

| Research question | Emergent theme/s | Interaction with literature | Sources |
|--|---|---|---|
| Mechanisms that have been out in place to aid public participation | <ul style="list-style-type: none"> ▪ There is awareness from the BCC on public participation. ▪ The Bulawayo community is informed well in time and is assisted by the BCC. ▪ The BCC has devised long-lasting mechanisms for public participation. | <ul style="list-style-type: none"> ▪ The elected community representatives are political bound and forced to be impartial in their representation. ▪ Elected members lack interest in representing the communities though this is highly attributed to several factors. ▪ Weak communities birth weak members who are easily swayed and side-lined by their councils in PP matters. ▪ LED is important and for it to be impactful all stakeholders ought to be equally involved. ▪ Lack of funds and corruption of funds resulted in failed municipality activities. ▪ Municipalities thrive in environments where the communities are satisfied by their municipalities. | <ul style="list-style-type: none"> ▪ Aktaruzzaman (2016) ▪ Smith (2004) ▪ Dladla (2012) ▪ Kamara (2017) ▪ Aulich (2009) ▪ Morris (2010). ▪ Govender (2011) |
| The environmental factors either encourage or hinder public participation. | <ul style="list-style-type: none"> ▪ The political environmental influences public participation. ▪ Local culture is a catalyst to economic development and public participation. ▪ The population size is homogeneous and hinders public participation. | <ul style="list-style-type: none"> ▪ Municipal activities are non-private, and it allows for politics to have free play at the operations of the municipality. ▪ Socio-political environments have less bearing on the operations of the local authorities if the communities are willing to participate. ▪ Elected members act in total allegiance to the parties they represent as such limit the autonomy of the municipalities. | <ul style="list-style-type: none"> ▪ Aktaruzzaman (2016) ▪ Fung (2006) ▪ Dewa (2014) ▪ Hansen (2013) |

| | | | |
|---|--|--|--|
| | <ul style="list-style-type: none"> ▪ Legal requirements choke the development of PP and its progress. ▪ Governmental structure and form influence council operations. | | |
| <p>The goals and outcomes enhancing public participation in LED policy implementation in Bulawayo (Egodini LED Project)</p> | <ul style="list-style-type: none"> ▪ All citizens have the right to know the goals and outcomes where public participation is executed. ▪ Public empowerment is useful to the local community. ▪ Past experiences of public participation have yielded results. | <ul style="list-style-type: none"> ▪ The Zimbabwean government does not fund policies derived by the municipalities. ▪ The expected goals and outcomes ▪ Stifling of goals and outcomes turning PP into a more of a theoretical practise and public. ▪ Citizen participation is a democratic process and must be availed to all citizens. ▪ PP is necessary for LED as it lays the foundation for stakeholder collaboration and planning. ▪ Authentic PP is seamless and disqualifies social classes. ▪ PP depends on the willingness to participate from the local communities and the willingness of the municipalities to act following good governance standards. ▪ Lack of transparency is a democratic right for the municipalities. ▪ Public participation is meant to equip local communities and develop them. | <ul style="list-style-type: none"> ▪ Africa (2016) ▪ Madzivanyika (2011). ▪ Jonga (2016) ▪ Cheryl <i>et. al.</i>, (1998) ▪ Habermas (1975) ▪ Yin (2014) ▪ Aktaruzzaman (2016) ▪ Esther Turnhout (2010) |

| | | | |
|---|--|---|---|
| <p>Processes and designs are put in place for the implementation of LED policies.</p> | <ul style="list-style-type: none"> ▪ Public input techniques used to source information, input and ideas from the public have proved useful. ▪ Public participation has brought about government reform ▪ Public participation is an automatic government drive for the government to address the need of the public. | <ul style="list-style-type: none"> ▪ Good governance involves the use of efficient PP processes and designs to achieve and enhance the credibility of decision-making processes. ▪ Lack of PP model's tailor-made for municipalities is the defaulting force bearing lack of participation where designs, processes and mechanisms have been set. ▪ Poor service delivery in Zimbabwean communities is a result of socio-economic prevalent in the Country. ▪ Effective communication enhances PP ▪ Curbing free will participation breeds antagonistic relations between the municipalities and the communities. ▪ Municipalities have since replaced PP with expert analysis. | <ul style="list-style-type: none"> ▪ OECD's (2001) ▪ Triplett (2015) ▪ Dewa (2014) ▪ Bryson et al. (2013) ▪ Dewa (2014) ▪ Walters (2000) ▪ Pagano(2016). |
|---|--|---|---|

5.9 Chapter Summary

This chapter has presented and analyzed the results of the survey, interview questions and focus group discussions. The chapter employed figures, graphs, pie charts, and tables to represent. Data collected employed were from different LED stakeholders in the city of Bulawayo mostly responsible for PP in the city. These include the BCC, the SME's, residential associations, and ordinary citizens. The chapter presented the views of the respondents and compared the results. The findings of this study indicated that the role of PP in the implementation of LED policies. Though the BCC has a well-structured framework for PP there still is a lack of implementation. The lack of implementation is however based on a couple of environmental factors prevalent in the municipality, Bulawayo, and Zimbabwe as a country. The study established that the implementation of LED projects and policies is highly dependent on PP. There is a dearth of PP implementation of local municipalities where it is being substituted for expert reporting. As a result, there is a great drift between the operatives of the municipalities for LED and the expectations of the local community. Results show that PP is imperative for the implementation of LED policies and running of LED projects. In summary, municipalities stall development by non-engagement of the public.

CHAPTER SIX: SUMMARY RECOMMENDATIONS AND CONCLUSION

6.1 Introduction

The tenacity of this research was pivoted to investigating the role of PP was of the essence in the implementation and regulation of the LED policies. As discussed, earlier LED is a tool in the hands of the local municipalities set to improve the livelihood of the local community and hence assumes a level of public participation. In this chapter, the study findings and conclusions are discussed and narrated in a manner that fulfils the set research objectives and questions. A new body of literature in the form of research knowledge and research recommendations is expected to fill the research gap in the literature regarding public participation as a tool for LED. As such, this chapter concluded by identifying areas of further study assumed from the results and conclusions which are available for other researchers to explore.

6.2 Summary of research objectives and research questions

The preliminary literature review in chapter one gives an outlay of the research gap defined by the underlying problem. It indicates that there are no interrelationships that exist between the local government and the local community in influencing public participation for LED policy implementation. This study also seeks to explore how the City of Bulawayo supplies an environment conducive for public participation in the governance of LED policies and the impact of public participatory governance processes as far as LED is concerned. A reiteration of the study research questions and objectives is defined in Table 6.1 below.

Table 6.1 Reiteration of the study research questions and research objectives

| | Research Question | Research Objective |
|----|---|--|
| 1. | What mechanisms are put in place to aid and promote public participation at local government, the focal point being the Bulawayo City Council? | To examine the different mechanisms put in place to aid and promote public participation at local government. |
| 2. | Are the environmental factors currently prevalent enhancing or hindering public participation in the implementation of LED policy in urban areas? | To critically examine the environmental factors currently prevalent which either enhance or hinder public participation in the implementation of local economic development policy in urban areas. |

| | | |
|----|---|--|
| 3. | What are the goals and outcomes set by the municipality for enhanced public participation in LED policy formulation and implementation? | To examine the separate set goals and outcomes by the municipality for enhanced public participation in LED policy formulation and implementation. |
| 4. | What are the processes and designs put in place for the implementation of LED policy through public participation? | To investigate the implementation of LED policy through public participation? |

6.3 Chapter Summary

Chapter One is the introductory chapter to this research study, delivering a well-articulated research background and a bedding overview of this study. Key study objectives, as well as research questions, were highlighted in chapter one, however, these were solved consequently as the thesis unfolded.

Existing literature has set precedence on LED as a model independent of community participation and involvement. As such, the underpinning query to this study is that of questioning the existence of PP when LED policies are being drafted and enacted. Existing literature does reflect on the mechanisms, enabling environment, governmental goals, and outcomes important to be prevalent to culture effective and efficient PP. Chapter one is also highly enriched as it contains the background of this study, the problem statement well as the definition of terms that bear the core to this research study.

Chapter Two: A review of the already existing literature relating to this study aim and surrounding themes on LED and PP was presented in chapter two. Furthermore, a theoretical framework (being an analogue of theories supporting this study and anchoring it) supporting this research work was discussed. This discussion gave birth to a more detailed perspective understanding of public participation and LED concerning local government in Zimbabwe. As such, this study integrated these theories with the set research objectives, producing a well-knitted resourced second chapter of the study.

Chapter 3: This chapter gave a thorough analysis of the African context of LED and PP. Placing particular interest to the Zimbabwean context issues such as the prevailing LED and PP menace at the local government level, the existent relationship between LED and PP, stakeholder roles in LED, governing legislative statutes were argued and discussed at length. Though numerous scholarly resources reveal that LED projects which do not incorporate PP are bound to dismally fail, this chapter investigated the importance of PP from all facets of the

community and various stakeholders in the implementation of governmental statutes which govern LED at local government.

Chapter Four: This chapter provided a clear and well-detailed map for systematically conducting the study, answering the set research questions to achieve the set research objectives. The study employed mixed-method research, making use of both qualitative and quantitative research methods. In this research, primary data was collected through in-depth interviews being conducted on a sample of eighteen (18) respondents. Eight (8) being heads and officers of the LED, Public Relations division in the Bulawayo City Council as well as the ward councillors, four (4) interviews were conducted with the heads of the identified residents' associations in Bulawayo. The remaining six (6) interviews were held with different stakeholder heads, being political parties, academic institutions, NGO's, private entities, and local co-operations. Secondary data analysis in the form of document analysis of journals, policies, government enactments from local governments and academic publications.

Chapter Five: A well-narrated discourse addressing different themes emanating from the research questions and objectives was presented in this chapter. Despite this narration, the finding was thus presented in this chapter which brings out the true flavour and narrowing essence of the study. The findings show that there is limited to no PP at local government in the city of Bulawayo, setting a fertile ground of dismal failure for the set projects (true to the literature in chapters 2 and 3 of this study). Public participation has proved to be pivotal for LED policy implementation. In as much as, since PP is not the only contributing factor yet highly pivotal for LED projects, it is however important for the Bulawayo City Council to improve local community structures as well as improve PP systems to encourage and promote PP.

Chapter Six: Research findings, outlines and recommendations are outlined in this chapter. In a bid to communicate the research findings and further recommendations an in-depth discourse displaying an analysis of the different conclusions emanating from the analysed data is presented in this chapter.

6.4 Summary of Research Findings and Conclusion

The design of this study was set at investigating the role of public participation in the implementation of LED policies in local municipalities in urban areas, using the Egodini Mall

LED project in Bulawayo, Zimbabwe as a case study. Meanwhile, the data collected was analysed and presented in chapter five, this section intends to present the conclusions the researcher drew from the data analysed, concerning the research questions and objectives.

6.4.1 Mechanisms devised for public participation

The initial question presented in chapter one was designed to investigate the different public participation methods that are being used by the BCC towards conducting PP. The researcher intended to investigate the different mechanisms that BCC was employing to conduct their PP meetings and if the same awareness was prevalent with the citizens of the city of Bulawayo. Quantitative data changed from qualitative data in the answers. On the other hand, the study found contrary to the PP argument that the BCC has managed to surface a massive LED project with well-structured theoretical prepositions to PP yet not conducting PP. Other scholars have verified these findings. On the other hand, the BCC is financially incapacitated to lead a massive LED project in the current socio-economic crisis in Zimbabwe, as documented in literature from other scholars. Furthermore, BCC has the mandate to govern a very passive community that is not willing to put effort and work into the operations of the BCC to achieve development in the city. These findings may mean that PP is the main pillar for LED policy implementation and as such municipalities need to execute strong background analysis and due diligence before executing LED projects.

6.4.2 The environmental factors that either hinder or encourage public participation

The second research objective sought to assess the different environmental factors that are currently prevalent in the city of Bulawayo that either discourage or encourage PP. The findings of the study show that there are political differences that are affecting the operations of the city council and that socio-political factors hindered the development of the city of Bulawayo. Further findings were that the city size is a complex environmental factor with both positive and negative effects on the LED. However, the city of Bulawayo is less homogenous, and the city structure is very intimate and has a positive effect on the LED. Furthermore, there ought to be an existing workable affiliation between the central government and the general public since the BCC is under centralized management. The present findings show that effects brought by environmental factors are not independent of the environmental factors in the municipality under study as such citizens are projected to be eager to invest time and resources into public participation as well

6.4.3 The goals and outcomes enhancing PP for Local Economic Development policy implementation

The third objective for this study was aimed at identifying the different goals and outcomes either already realised, accepted or to be realised by the BCC that probes the municipality to practice PP. Conclusions of the current study are that the goals which the community and the BCC expect and have however since realised from PP for LED include community development and empowerment, democracy through decentralisation, infrastructural improvement, database creation as well as promoting the local content by the BCC. Another important finding was that BCC remains an independent financial body responsible for financing all the activities of the municipality. Further findings from this study were that the BCC and the Bulawayo community treated PP as a democratic right, giving both parties free will to either participate or not at PP. Further results of the study show that the Bulawayo community must cultivate a culture of PP to realise and attest to the importance of PP in the city. Another important finding from the study revealed that the BCC maintains a silent tone in communicating with the residents on PP matters. This lack of transparency makes the residents to be withdrawn from the operations of the city council as such stifle LED development and policy implementation.

6.4.4 The processes and designs put in place for the implementation of Local Economic Development policy

Focus on the final research objective was designed to investigate the different PP processes and designs that have been put in place by the BCC for the implementation of LED policies in the city of Bulawayo. Moreover, the findings indicated that the already existing processes in place in the city of Bulawayo have proved useful. The most interesting finding was that in the city of Bulawayo, there is little to no awareness from the BCC, automotive drives for PP are considered as processes enacted by the BCC for PP. The study further found out that government reforms have been brought about PP though to a lesser extent since the culture PP has not been promulgated in the city of Bulawayo over the years. Such may be attributed to the case of PP for the implementation of LED policy about the Egodini LED Mall. The BCC has maintained a well presented theoretical programmed strategy that lacks implementation, The Bulawayo community is anxiously waiting for the BCC to act as much as the BCC is waiting for the Bulawayo community to act. As such animosity and toxic relationship thus build-up, in turn, privatising knowledge to the limited few who seem to be favoured in as far as the BCC

operates. This may suggest that BCC is conducting PP though for at a small scale. The findings of the study proved that PP is a practical exercise that should be carried out rather than shelved after planning. This may imply that the varied PP mechanisms, processes and designs that have been implemented by the BCC before are known to the majority of the respondents of the study yet the actual PP exercises remain a mystery to them.

6.5 Recommendations

6.5.1 Research objective one: Mechanisms that have been devised and implemented to aid public participation

Relating to whether the BCC has already devised and implemented mechanisms to aid PP the study found varying views. While some considered there to be mechanisms already devised and implemented, others felt that the BCC lacks strategies and planning for the entire process of PP. A supplementary study including the managerial personnel in all LED stakeholders is to be conducted so that a fresher foundation for the efficient implementation of LED projects and policies is founded. Further, this study and other studies have shown that in as much as mechanisms to PP aid to PP, efficient implementation of policies also requires a strong financial backbone as well as proper strategies that plaster all leaks for the project to suffer. Also, this study has shown how municipalities suffer under the centralisation governance from the central government. Overall, the BCC has a well-devised system of mechanisms thought lacks the financial aid to put the projects in motion. The BCC needs to identify projects that help with their fiscal crisis, fashion a decent worker rapport with the citizens and ensure the availability of adequate resources for the proper execution of LED projects.

6.5.1.1 Study suggestions to Mechanisms that have been devised and implemented to aid public participation

The findings of this study will assist the LED stakeholders in the city of Bulawayo to assist the BCC in devising different strategies that will buffer their financial coffers. Key to policy implementation is a municipal administration that favors PP, through good governance and good management, enhancing the implementation and use of different mechanisms to promote it.

6.5.2 Research objective: Environmental factors currently prevalent which either enhance or hinder PP in the implementation of Local Economic Development policy in urban areas

The study found that there is a communication breakdown between the BCC and the rest of the stakeholders regarding LED for PP. Communities are thus encouraged to cultivate a culture of PP as such recognise the importance of PP. The BCC is also encouraged to increase PP occurrence in the city, cultivating a culture of PP throughout the city. A method to address challenges to this issue could be fiscalisation programs that ensure that money that is received by the municipality is not lost through embezzlement of funds and corruption. Further findings suggest that the Bulawayo community has been lulled in as far as PP is concerned, they have taken a back seat and have left everything in the hands of the BCC. This finding suggests that the BCC must produce educational programs that educate and influence the masses toward PP. Additionally, consultants from government and private sectors should extremely study the predicament being faced regarding PP from the citizens and the BCC. Moreover, minimum standards must be established to strengthen compliance with rules and regulations governing the municipalities and their administrations.

6.5.2.1 Study Suggestions to environmental factors currently prevalent which either enhance or hinder PP in the implementation of Local Economic Development policy in urban areas

These results have an important implication for the BCC, resident associations, transport operators, SMEs, and every other LED stakeholder in the city of Bulawayo. It is hypothesized that good and persuasive communication channels, which are left open create ease of patronage among the LED stakeholders. If the LED stakeholders are happy in their operational setting, they are most likely to execute their duties well, thus diminishing the resultant effect of a very passive society whose appetite for development has equally depleted. The lack of interest in PP and other city council programs breeds animosity, which is as well toxic for development. These finds have significant insinuations for every LED stakeholder in the city of Bulawayo. Furthermore, these findings shift the focus on the BCC and place it equally on the rest of the LED stakeholders, encouraging them to each take a leading role in the development projects of the city, PP activities of the city as well as LED projects in the city. Active participation must not be forced but volunteered. The report from this inspection may facilitate active citizen participation in the city of Bulawayo.

6.5.3 Research objective three: Goals and outcomes enhancing public participation in Local Economic Development policy implementation in Bulawayo (Egodini Mall)

The current results showed that the already existing mechanism that has been set up by the BCC has proved to be very useful as there are notable reforms that have been brought about by PP. In general, the council electives and the heads of the residential organisations desire to know the goals and outcomes the municipality intends to achieve as this is deemed to be a public right. It is apparent that the residents and the heads of the residential association are unable in this case to utilize their constitutional right for being presented with the mapping of the PP meetings from the BCC. Further, there is no collective agreement where the BCC is lacking, other stakeholders do not take a leading role in PP of LED policy implementation in the city of Bulawayo, and this brings eminent dearth to the set goals and outcomes of the BCC.

6.5.3.1 Study Suggestions to Goals and outcomes enhancing PP in Local Economic Development policy implementation in Bulawayo (Egodini Mall)

These findings have important implications for the residential associations, the BCC, and ordinary citizens. Unless the ordinary citizens together with the residential have a say and display a very positive attitude towards working hand in hand with the BCC, PP remains a practical ambition for the BCC. These already existing residential organizations need to work in collaboration with the BCC to encourage PP, as such every other LED stakeholder gain recognition and an interest in the LED projects in the city.

6.5.4 The processes and designs put in place for the implementation of Local Economic Development policy through public participation

The fourth research objective sought to assess the different processes and designs put in place for the implementation of LED policy through PP. The study found that the city of Bulawayo needs to engage in complex governance which is a change of governance methods to bring about socio-economic reforms. Researchers are thus encouraged to invest their research work into further investigating different means the BCC may employ to clamp down on the political impartialities already existing in the administration of the city. Furthermore, the study established that centralization of activities slows down progress, the central government is encouraged to at least decentralize the activities and administration of the BCC. Once the BCC achieves administration autonomy, it becomes eminent for its administration to identify principles to follow for the achievement of development and growth in the city. Although

supplementary efforts are still desirable to create benefits for the central government one activity and administration has been decentralized. The new weight gained may be of use to LED stakeholders in the city of Bulawayo in understanding the importance of public and community engagement for LED policy implementation.

6.5.4.1 Study Suggestions to processes and designs put in place for the implementation of Local Economic Development policy through public participation

These findings extant a new comprehension of processes and designs put in place for the implementation of LED policy through public participation. It serves as a foundation for upcoming researchers who may want to explore the effects of the different processes and designs specific to politics in the administration of public offices. The findings may be assistance to the public office administrators, SMEs', the BCC, and every other LED stakeholder in the city of Bulawayo to analyze the effects that the processes and designs have affected the development and public administration in the city of Bulawayo.

6.6 Limitation of the study

Numerous limits were faced by the researcher during this research study and ought to be acknowledged by the researcher. Firstly, the respondents sensed that their input in this research study was meant for the BCC is as such, most of the respondents agreed to participate after persuasion, this, in turn, reduced the sample size of the study as the ones whom the researcher was unable to persuade were reluctant to be respondents. Furthermore, the informants on behalf of the management of the BCC were purely heads of departments who do not work in entirely planning and drafting of PP and LED policies in the BCC. As such, they were unable to answer the questions pertaining to the management of the public offices. This limitation may imply that caution needs to take in interpreting the results of the study. Time management was also one other constraint to this study. The researcher had to request permission to address the public during consultation sessions that were being helped by the residence associations. This consumed more time as the respondents had so many questions, most of which the researcher could not respond to as these questions were tribal. Unfortunately, the study did not include the ministry of Local Government as they are responsible for local municipality administration. Nevertheless, despite these limitations, the current study has taken long gigantic strides towards augmenting the general understanding of the imperativeness and impact PP has on LED and the everyday life of all LED stakeholders.

6.7 Chapter Summary

This existing study was designed to investigate the imperative impactful nature of PP in the development and implementation of LED policies with reference to the Egodini LED project currently underway in Bulawayo Zimbabwe. This chapter gives a swift overview of the whole study, with well-narrated findings. This research work has also exhibited that PP is not merely a theoretical concept it is very practical and very useful in the absolute running of local administrations. The study has also shown that LED projects in local municipalities are the responsibility of the local administrators of public office, yet they must be embraced by each, and everybody, class or organisation realized as an LED stakeholder in that city. The third major finding was that there ought to be excellent communication relations between the public administrators and the general public as they share the same goals towards community development. A good working relationship eases the burdens of information dissemination to and from the public being faced by municipalities. Moreover, LED planning and implementation is very basic in the city of Bulawayo. Respondents who represented the SM's', local authorities and the residential associations had very incomplete insight on LED and policy implementation. Further, the study has shown that there is a lack of knowledge regards to LED and PP. The outcomes of this study are and add to the ever-growing field of public administration and governance, LED, and PP about the trials encountered from the PP process and LED initiatives that are being faced by local municipalities and their stakeholders. However, the results and objectives of the study provided several recommendations. Primarily, this research recommends that the BCC needs to identify projects that help with their fiscal crisis, generate a good workman rapport with the citizens and safeguard the accessibility of adequate resources for the proper execution of LED projects. Secondly, practitioners in both government and public sectors ought to extremely deliberate on the predicaments emanating from PP and LED implementation from the citizens and the BCC. Additionally, the need to be established on at least minimum standards to reinforce compliance with rules and regulations governing the municipalities and their administrations in public office. Thirdly, a collective agreement is seriously recommended where the BCC is lacking, other stakeholders are encouraged to take a leading role in PP for LED policy implementation in the city of Bulawayo as this brings life to the set goals and outcomes of the BCC. Lastly, the researcher recommends that the LED stakeholders in the city of Bulawayo need to be made aware of the importance of public and community engagement for LED policy implementation. The outstanding areas

research from this study were identified, and the study recommended further areas of further research.

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LIST OF APPENDICES

Appendix A: Consent Letter

Consent Letter

UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS COMMITTEE (HSSREC)

APPLICATION FOR ETHICS APPROVAL (For research with human participants)

Information sheet and consent to participate in research

Date:

Greetings,

I am Pauline Yeukayi Murima (217081127), a master's student in Public Administration at the School of Management, Information Technology and Governance, University of KwaZulu-Natal, South Africa. My contact details are as follows:

Email: pauline.murma@gmail.com

Cellular +27622331401

You are kindly requested to take part in a research study. Before you decide to participate in this study, it is important that you understand why the research is being done and what it will involve. Please read the following information carefully. Please ask the researcher if there is anything that is not clear or if you need more information.

The purpose of this study is to assess the role of public participation in the strengthened implementation of local economic policy in urban communities. Utilizing the researcher's judgment, respondents have been identified for in-depth interviews. For this desired study, the sample size will include twenty-three (23) officials from the Bulawayo City Council, twenty-three (23) officials from the Ministry of Local Governance, twenty-three representatives from the local economic stakeholders in Bulawayo and ten (10) individuals from the Bulawayo local community. In total data will be collected from seventy-nine (79) respondents who in total form part of the study. The research will require participants to be involved in semi-structured one on one interviews and focus groups with the officials who are responsible for implementing local economic development initiatives as well as setting and monitoring public participation. Kindly note the following in respect of your participation:

- a. that your participation in this study is voluntary. You have a choice to participate or not. You may also withdraw your participation at any time you deem without giving any reason.
- b. your participation is highly confidential and anonymous. No one has the right to know of your participation, the information supplied will not be linked to you for any reason except for coding.
- c. no incentives, monetary or otherwise is available to participants and no risk is envisaged.

d. all data, both electronic and hard copy, will be securely stored during the study and archived for 5 years after which all data shall be destroyed.

e. all information given shall be treated with strict confidentiality and will be analyzed as aggregated statistics data strictly for academic purposes.

Kindly note that this study was approved having been screened by the Ethics Board of the School of Social Sciences, the University of KwaZulu-Natal in South Africa with approval no.

.....

Considering the foregoing, your honest response to the questions will be highly appreciated.

If you have any doubt, question, or concern, you may please, call on the research supervisor; Dr Sybert Mutereko (muturekos@ukzn.ac.za; +27312607951) or contact:

Mr Premiall Mohun,
Humanities & Social Sciences Research Ethics Administration
Research Office, Westville Campus
Govan Mbeki Building
Private Bag X 54001 Durban 4000 KwaZulu-Natal, SOUTH AFRICA
Tel: 27 31 2604557- Fax: 27 31 2604609
Email: HSSREC@ukzn.ac.za
Yours sincerely.

Pauline Y Murima.
Researcher

CONSENT TO PARTICIPATE

I have been informed about the study entitled “The role of public participation for the implementation of Local Economic Development Policy in urban Municipalities: a case study of the Egodini Mall in Bulawayo, Zimbabwe” by Pauline Yeukai Murima.

The objectives of the study are:

5. To examine the different mechanisms put in place to aid and promote public participation at local government.
6. To critically examine the environmental factors currently prevalent which either enhance or hinder public participation in the implementation of local economic development policy in urban areas.
7. To examine the distinct set goals and outcomes by the municipality for enhanced public participation in local economic development policy formulation and implementation.
8. To investigate the processes and designs put in place for the implementation of local economic development policy through public participation.

I understand the purpose and procedures of the study.

I have been allowed to ask questions about the study and have had answers to my satisfaction.

I declare that my participation in this study is entirely voluntary and that I may withdraw at any time without affecting any of the benefits to which I usually am entitled.

I have been informed about any available compensation or medical treatment if an injury occurs to me as a result of study-related procedures.

If I have any further questions/concerns or queries related to the study, I understand that I may contact the researchers at:

Email: pauline.murima@gmail.com,

Cell: 0681323700

If I have any questions or concerns about my rights as a study participant, or if I am concerned about an aspect of the study or the researchers then I may contact Dr Sybert Mutereko (muturekos@ukzn.ac.za; +27312607951) or contact:

Mr Premiall Mohun,
Humanities & Social Sciences Research Ethics Administration
Research Office, Westville Campus
Govan Mbeki Building
Private Bag X 54001 Durban 4000 KwaZulu-Natal, SOUTH AFRICA
Tel: 27 31 2604557- Fax: 27 31 2604609
Email: HSSREC@ukzn.ac.za

Additional consent, where applicable:

I hereby provide consent to:

Audio-record my interview/focus group discussion YES / NO

Video-record my interview/focus group discussion YES / NO

Use of my photographs for research purposes YES / NO

Signature of Participant Date

Signature of Witness..... Date.....

(Where applicable)

Signature of Translator Date.....

(Where applicable)

Appendix B

QUESTIONNAIRE

Dear respondents, I am a student from the University of KwaZulu-Natal, School of Management, Information Technology and Governance, as part of my Academic requirements for the Award of a Master's in Public Administration. I am administering this questionnaire to collect on the role of public participation in the implementation of local economic development in urban municipalities. The information obtained will be confidential and will be used for this research and not for any other reason. You are requested to complete this questionnaire as honestly and objectively as possible.

The choice to participate in this research is voluntary (and you may withdraw your participation at any point), and in the event of refusal/withdrawal of your participation, you will not incur penalty or loss of treatment or another benefit to which you are normally entitled. If a participant withdraws from the study, the participant must inform the researcher; the data collected from the participant to the point of withdrawal remains part of the study database and will not be removed. The researcher may terminate your participation in this research study to maintain the integrity of the data (if the participant is deliberately providing false information)

INSTRUCTIONS:

1. Do not sign your name anywhere on this questionnaire.
2. Before starting to answer any question please read the instructions at the start of each question.
3. Please tick the appropriate box and fill in the blank spaces provided for the questions where elaborate answers are required.
4. Use the space at the back of this questionnaire if you need more space for your responses.

A PROFILE OF THE RESPONDENT

SECTION 1

1. **Age of the respondent**

18-21 years

23-26 years

27-30 years

31-35 years

2. Gender of the respondent

Male

Female

3. What is your marital status?

Single

Married

Divorced

4. Level of education

Primary

Secondary

Tertiary college

University

None

5. Among the following departments, which one are you affiliated to

Bulawayo City Council

Transport

Academic Sector

Resident Association

Ordinary Resident

6. Have you been involved in any form of public participation

Yes

No

| | | Strongly agree (1) | Agree (2) | Neutral (3) | Disagree (4) | Strongly disagree (5) |
|--|--|--------------------|-----------|-------------|--------------|-----------------------|
| SECTION 2: WHAT MECHANISMS HAVE BEEN DEvised AND IMPLEMENTED TO AID PP | | | | | | |
| 2.1 | There is enough awareness from the Bulawayo City Council about programs that involve the public. | | | | | |
| 2.2 | The Bulawayo community is informed well in time and assisted by the municipality in matters where public participation is crucial? | | | | | |
| 2.3 | The Bulawayo City Council has long lasting mechanisms to reach out to the public when there is a need for public participation? | | | | | |
| SECTION 3: WHAT ARE THE ENVIRONMENTAL FACTORS THAT EITHER ENCOURAGE OR HINDER PUBLIC PARTICIPATION? | | | | | | |
| 3.1 | The political environmental influences public participation. | | | | | |
| 3.2 | Local culture is a catalyst to economic development and public participation | | | | | |
| 3.3 | The population size is either a catalyst to PP or hinders public participation | | | | | |

| | | | | | | |
|--|---|--|--|--|--|--|
| 3.3 | Legal requirements choke public participation progress | | | | | |
| 3.4 | Governmental form and structure influences council operations. | | | | | |
| SECTION 4: JUSTIFICATION FOR THE GOALS AND OUTCOMES TO PUBLIC PARTICIPATION | | | | | | |
| 4.1 | All citizen has the right to know the goals and outcomes of the instances where public participation is executed | | | | | |
| 4.2 | Literacy is not a prerequisite to understanding the jargon used in addressing local economic development matters. | | | | | |
| 4.3 | Public participation is highly rated and regarded by the city council. | | | | | |
| SECTION 5: WHAT ARE THE PROCESSES AND DESIGNS PUT IN PLACE FOR THE IMPLEMENTATION OF LOCAL ECONOMIC DEVELOPMENT POLICY? | | | | | | |
| 5.1 | I have access to the internet and books to help access LED reforms in Bulawayo. | | | | | |
| 5.2 | Public participation is useful to the local community? | | | | | |
| 5.3 | Past experiences have yielded desired results for the citizens | | | | | |

SECTION 6: WHAT CAN BE DONE TO IMPROVE PUBLIC PARTICIPATION AT THE COUNCIL LEVEL?

.....

.....

.....

.....

.....

7. Based on your own opinion how do your local economic development?

Above average

Average

Below average

8. Any other comment

Thanks for your response!!!!

APPENDIX C: INTERVIEWS

Appendix C1: Focus group guide

1. Their views towards the definition of local economic development
2. Do you think public participation can enhance the community voice during the development of local economic development?
3. What difficulties are you encountering while engaging with the city council as far as awareness to the public is concerned?
4. Has the previous public participations yield desired results
5. Is there a desirable relationship between the city council and the general public that populates effective communication between the two?
6. What motives have been put forward to populate the involvement of the public during decision making?
7. What can be done to improve public participation?

Appendix C2: Interview guide for Bulawayo City Council Officials

1. What does the council consider to be economic development?
2. What are the council's views on public participation?
3. What are the processes, mechanisms, designs, and environmental factors that have either hindered or promoted public participation?
4. Is the council involved in the implementation of local economic development policies? Who are the other stakeholders involved?
5. Does the Bulawayo City Council have a local economic development strategy?

Appendix C3: Interview guide for LED Stakeholders

1. Are there any set precepts that govern the involvement of the public during policy adjudications?

2. Do you always comply with these policies? How?
3. During policy development, who do you consider to be stakeholders? how do you reach out to them? do they reciprocate?
4. Are you involved in ensuring that these stakeholders get enough support for the success of the public participation process? How?
5. What are the critical factors that influence public participation in Bulawayo for policy development?
6. What do you think influences economic development in Bulawayo?
7. What do you think the municipality should do to motivate the public to be involved in policy implementation?
8. Are there policies that govern public participation in Bulawayo?
9. What are the challenges you face as a manager that hinders your department from delivering effective service for public participation?
10. How do you see the unfolding of local economic development policies and other community-related policies soon benefit from public participation?
11. Do you think public participation is of any significance in policy formulation? Give reasons for your answer.

APPENDIX D: RECRUITMENT POSTER



UNIVERSITY OF
KWAZULU-NATAL
INYUVESI
YAKWAZULU-NATALI

Invitation to participate in a research study

Title of the study: The role of public participation for the implementation of Local Economic Development Policy in Urban Municipalities: a case study of the Egodini Mall in Bulawayo, Zimbabwe.

Are you enrolled for formal higher education and a student studying through NUST or a Poly-Technical College? **If so, you are invited to share your experience and views about public participation in policy development in Bulawayo**

Contact: Pauline Yeukai Murima or pauline.murima@gmail.com for reservations

MPA Candidate at the School of Management, Information Technology and Governance,
Discipline of Public Governance

Date:

Place

Time:

Participation is voluntary and confidentiality will be strictly maintained.

*This research is supervised by Dr S. Mutereko of the School of Government, IT & Governance,
Discipline of Public Governance.*

APPENDIX E: GATEKEEPERS LETTER



City of Bulawayo

All Communications
To be addressed to the
Town Clerk

Town Clerk's Office
Municipal Buildings
Pile Street
P.O.Box 591
Bulawayo

Tel: (263-9) 75011
Fax: (263-9) 69791
Email: info@bulawayo.co.zw
Website: www.bulawayo.co.zw
Facebook: The City of Bulawayo
Twitter: @CityofBulawayo
Call Centre: 08004700 (Econet)
08004700 (Telcel) 109 71290

22/06/2018

REF: JBM/MZ.74-00-00

PAULINE Y. MURIMA
MUNICIPAL OFFICE, KIRISTVILLE OFFICES
COUNCIL PREMISES BUILDINGS
PRIMATE ROAD & 5TH ST DURBAN
KIRISTVILLE, DURBAN, SOUTH AFRICA

Dear Mr/Ms/Miss. MURIMA

RE: REQUEST FOR PERMISSION TO CARRY OUT RESEARCH ON COUNCIL PREMISES. ~~THE REQUEST FOR PERMISSION TO CARRY OUT RESEARCH ON THE COUNCIL PREMISES, KIRISTVILLE OFFICES, DURBAN, SOUTH AFRICA, FOR THE DEVELOPMENT OF A RESEARCH REPORT ON THE ECONOMIC DEVELOPMENT POLICY IN URBAN CORRIDORS.~~

Your letter on the above matter refers.

Please be informed that Council acceded to your request to carry out research within Bulawayo City Council premises subject to the following conditions:

- a) You should submit a copy of your research findings after completing the research exercise.
- b) Council is to be indemnified against any accident/mishaps, which may occur during the conduct of the research.

Accordingly you may approach any of Council's Service Departments as appropriate for assistance.

Yours faithfully

TOWN CLERK'S DEPT.

TOWN CLERK

DURBAN RESOURCES DIVISION
P.O. BOX 591, BULAWAYO
TEL: (263) 91 70011

APPENDIX F: ETHICAL CLEARANCE



28 September 2018

Ms Pauline Yeukai Murima (217081127)
School of Management, IT & Governance
Westville Campus

Dear Ms Murima,

Protocol reference number: HSS/0962/018M

Project title: The role of public participation for the implementation of Local Economic Development Policy in urban municipalities. A case of the Egodini Mall in Bulawayo Zimbabwe

Full Approval – Expedited Application

In response to your application received on 19 July 2018, the Humanities & Social Sciences Research Ethics Committee has considered the abovementioned application and the protocol has been granted **FULL APPROVAL**.

Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment/modification prior to its implementation. In case you have further queries, please quote the above reference number. **PLEASE NOTE:** Research data should be securely stored in the discipline/department for a period of 5 years.

The ethical clearance certificate is only valid for a period of 3 years from the date of issue. Thereafter Recertification must be applied for on an annual basis.

I take this opportunity of wishing you everything of the best with your study.

Yours faithfully



Professor Shenuka Singh (Chair)

/ms

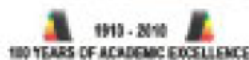
Cc Supervisor: Dr Sybert Mutereko
cc Academic Leader Research: Professor Isabel Martins
cc School Administrator: Ms Angela Pearce

Humanities & Social Sciences Research Ethics Committee
Professor Shenuka Singh (Chair) / Dr Shamila Naidoo (Deputy Chair)
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Website: www.ukzn.ac.za



Founding Campuses: Edgewood Howard College Medical School Pietermaritzburg Westville

APPENDIX G: EDITORIAL CERTIFICATE

REGENCY EDITORS-EDITING THROUGH PASSION.

CERTIFICATE OF COMPLETION OF EDITING AND PROOFREADING

Is hereby granted to thesis titled: *The role of public participation for the implementation of Local Economic Development Policy in urban Municipalities: a case study of the Egodini mall in Bulawayo, Zimbabwe*

By *Pauline Yeukai Murima(217081127-UKZN)*



CHARLES CHAPANGURA(HEAD EDITOR)
0621061397

08/02/2022



