

**THE ROLE OF CIVIL SOCIETY IN STRENGTHENING CITIZEN
AWARENESS IN ENFORCING ACCOUNTABILITY IN RORYA
DISTRICT, TANZANIA**

By

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**A Dissertation Submitted in Partial fulfillment of the Requirements for the Degree
of Masters of Science in Human Resource Management of Mzumbe University.**

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CERTIFICATION

We, the undersigned, certify that we have read and hereby recommend for acceptance by Mzumbe University, a dissertation entitled **“The Role of Civil Society in Strengthening Citizen Awareness in Enforcing Accountability in Rorya District”** in partial fulfilment of the requirements for the award of degree of Master of Science in Human Resource Management (MSc-HRM) at Mzumbe University.

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DEDICATION

I dedicate this dissertation to the Almighty God for his protection and guidance throughout the period I have been studying at Mzumbe University. Also, my dedication should go to all the members of my family for their firm support financially and morally, may God bless you.

DECLARATION AND COPYRIGHT

I, Emmanuel Dawa Ochupe declare that this dissertation is my own original work and that it has not been presented and will not be presented to any other University for a similar or any other degree award.

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LIST OF ABBREVIATIONS AND ACRONYMS

ACT	-	Accountability Programme in Tanzania
ASP	–	African Shiraz Party
BONGA	–	Building Organization Networks for Good Governance and Advocacy
CAG	–	Chief Auditor General
CBOs	-	Community Based Organizations
CCM	–	Chama Cha Mapinduzi/Revolutionary Party
CSCQBE	-	Civil Society Coalition for Quality Basic Education
CSI	–	Civil Society Index
CSOs	–	Civil Society Organizations
FBOs	-	Faith Based Organizations
HIV/AIDS	-	Human Immunodeficiency Virus Infection and Acquired Immune Deficiency Syndrome
IMF	–	International Monetary Fund
KCSPP	–	Kiteto Civil Society Organization on Poverty Reduction
LGAs	-	Local Government Authorities
LGDP	-	Local Government Development Programme
LGRP	-	Local Government Reform Programme
LHRC	–	Legal Human Rights Centre

MKSS	–	Mazdor Kisan Shakh Sangathan
MP	-	Member of Parliament
NGOs	–	Non-Governmental Organizations
NSGRP	–	National Strategy for Growth and Reduction of Poverty
NUTA	–	National Union of Tanganyika Workers
PETS	–	Public Expenditure Tracking Survey
REPOA	–	Research for Poverty Alleviation
SPSS	–	Statistical Package for Social Sciences
TAA	–	Tanganyika African Association
TASAF	–	Tanzania Social Action Fund
TFCG	–	Tanzania Forest Conservation Group
TFL	–	Tanganyika Federation of Labour
TANU	–	Tanganyika African National Union
TAPP	–	Tanzania Advocacy Partnership
TEN/MET	–	Tanzania Education Network
TCDD	–	Tanzania Coalition on Debt and Development
UNDP	-	United Nations Development Program
URT	–	United Republic of Tanzania
USAID	–	United States Agency for International Development

ABSTRACT

This study was intended to investigate the role of civil society organizations in strengthening citizen awareness in enforcing accountability in the local government authorities in Tanzania, specifically in Rorya District. The specific objectives that guided the study were: to determine the activities which are done by civil society in Rorya District; to find out efforts made by civil society in promoting awareness in enforcing accountability; to identify the challenges faced by the civil society in promoting awareness in enforcing accountability; and to identify the successes made by the civil society in promoting awareness in enforcing accountability.

A sample of 70 respondents was selected which comprised local residents, councilors, village chairmen, District Commissioner, heads of departments, Non-governmental organizations (NGOs), community based organizations, faith based organizations, media houses, political parties, and a Member of Parliament. The study used simple random, purposive, and snowball sampling techniques to select the respondents. Data were collected through questionnaires, interviews, and documentary review. Data gathered using the questionnaires were analyzed using the Statistical Package for Social Sciences (SPSS) programme; factual and logical interpretation has been presented in percentage using tables.

From the findings of this study, the role of civil society in strengthening citizen awareness in enforcing accountability in Rorya District was identified as limited; the study has revealed that civil society organizations have not done much in terms of enhancement of citizen awareness on accountability; their focus has been geared towards lobbying, charitable, and development activities. The challenges that hinder civil society to focus on social accountability programmes are such as poor leadership, scarcity of resources, political interference, lack of cooperation from stake holders, self-interests, and shift from original missions and objectives. The successes that have been made by

the civil society organizations in Rorya District in creating awareness among citizens to demand accountability are very limited.

In conclusion, the assumption that prompted the study was lack of awareness among citizens to enforce accountability mechanisms within their localities. The study has revealed little progress by the civil society organizations in terms of enhancing accountability programmes. A large population in Rorya District does not understand what civil society stands for and what accountability means. Therefore, civil society are commended to put much emphasis and focus in promoting social accountability programmes; also the Local government authorities should collaborate, build synergy and perceive civil society organizations as partners in development.

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CHAPTER ONE

1.1 Introduction

This chapter provides the entire context of the research problem. It seeks to explain background of the research problem, statement of the problem, the objectives of the study, the research questions, significance of the study, limitation of the study, delimitation of the study and definition of key terms.

1.2 Background of the Research Problem

The role of civil society in a country is to promote social accountability, monitor, and enhance transparency in the government. In Tanzania, the history of civil society can be traced back to the colonial period and after independence in the 1960s. However, vibrant civil society organizations can be traced from the 1990s after the introduction of multiparty politics. The introduction of political and socio economic reforms changed the system of governance allowing more participation of civil society organizations in state activities, and thus creating vibrant civil society organizations that exists today.

Civil society has increasingly become recognized by the government; for instance the national framework policy for good governance recognizes civil society organizations as constituting a strong instrument for the effective participation and involvement of people in decision making and social, political and economic activities. It further states that civil society organizations have a crucial role in informing and sensitizing the people. Among other things the framework requires that civil society organizations be involved deliberately in carrying out activities of civic education, as well as sensitization on issues of law, health, agriculture, environment, gender, accountability, transparency, integrity and human rights (Marcossy, 2008).

The role of civil society organizations in Tanzania is critical to holding government to account in light of evidence to its activities. They work behind the scenes, bringing ordinary citizens together to demand action and they also work publicly and sometimes in consultation with political parties and parliament to bring about change from within (Hearn & Mapunda, 2012).

The National Strategy for Growth and Reduction of Poverty in (NSGRP) Phase II which was to be implemented between 2010/11 and 2014/2015 in Tanzania recognized civil society organizations as key actors in enhancing poverty reductions. It underline the role of civil society as building local capacity and evaluation at national and community level; mobilizing and enhancing community participation; and mobilizing community resources for poverty reduction. The policy states that, civil society organizations will advocate for accountability of its members and government to the people. Civil society will work closely with the government ministries and local authorities in implementing the ministerial sectoral and district plans.

The Local Government Reform Program (LGRP) established in 1998 in Tanzania aimed at enhancing community participation and ensuring that local authorities are transparent and accountable to the people. Civil society organizations are the major stakeholders in ensuring effective enforcement of accountability within the local authorities. There are many efforts done by the civil society organizations to exercise accountability on leaders and administrators of the local authorities. The most notable is Accountability Program in Tanzania (AcT) conducted between 2010 and 2015 involving various civil society organizations such as Action Aid, Daraja, Haki Kazi, Haki Elimu, Help Age intervention, Legal Human Rights Centre (LHRC), Oxfam, and Tanzania Forest Conservation Group (TFCG). It aimed to achieve increased accountability and responsiveness of the government to its people (MacDonald & Vogel, 2012).

Also, there are many progresses by the civil society organizations in ensuring that local authority' leaders became accountable to their actions. These are done through public hearings, consultations, training, social mobilization, advocacy and lobbying, and media etc. However, the reality on the ground suggests that there is much to be done by the civil society organizations. A report by REPOA in 2008 revealed that, accountability as promulgated under the LGRP is not yet realized; citizens are not fully aware of mechanisms at their disposal to enforce accountability. Much is left desired on what civil society organizations have done in promoting citizen awareness in enforcing accountability within the local authorities in Tanzania. This study will examine the role of civil society in strengthening citizen awareness in enforcing accountability in Rorya District Council.

1.3 Statement of the Problem

Achieving transparency and accountability is more important for the Local government councils in Tanzania to become successful in delivering services to the citizens. Civil society organizations have the most important role in local government reforms, to ensure effective implementation of decentralization by devolution. There are many efforts being made by the civil society organizations to exercise accountability in the local government authorities to ensure that they become accountable and responsible for their actions.

However, studies indicate that there are little interventions by civil society organizations in promoting citizen awareness in enforcing accountability. A Citizen Survey Report by REPOA in 2013 conducted in Ilala Municipal Council, Mwanza City Council, Moshi, Bagamoyo, Kilosa, and Iringa District Councils revealed lack of citizen awareness and low participation in local government authorities' affairs. The surveyed results on participation were: village or ward council meetings 22.3%; council meetings 22%; School committee 15%; water management committee 9.5%; Public work project committee 9.7%; preparation of the village/ward plan 16.1%; TASAF project committee

6.3%; primary cooperative society/ farmers' association 11.8% agriculture/ livestock extension contact group 6.4% (Chaligha, 2014).

Civil society organizations are left with a huge hole to fill to enhance enforcement of accountability and transparency. Therefore, this study intended to examine the role that is being played by the civil society organizations in strengthening citizen awareness in enforcing accountability in local government authorities in Tanzania, specifically in Rorya District Council.

1.4 Research objectives

1.4.1 General objective

The general objective of the study was to examine the role played by the Civil Society in strengthening citizen awareness in enforcing accountability in Rorya District Council.

1.4.2 Specific Objectives

The specific objectives of the study were;

- i. To identify the activities which are done by civil society in Rorya District.
- ii. To find out efforts made by civil society in promoting awareness in enforcing accountability.
- iii. To identify the challenges facing civil society in promoting awareness in enforcing accountability.
- iv. To identify the successes achieved by civil society in promoting awareness in enforcing accountability.

1.5 Research Questions

- i. What are the activities done by the civil society in Rorya District?
- ii. What efforts have been made by the civil society to promote citizen awareness in enforcing accountability?

- iii. What are the challenges facing civil society in promoting citizen awareness to enforce accountability?
- iv. What are the successes achieved in promoting awareness in enforcing accountability?

1.6 Significance of the study

Identifying the role that is being played by the civil society organizations in strengthening citizen awareness in enforcing accountability is very important. The study intended to remind Local Government Authorities (LGAs) on their role of being accountable to the citizens. It had a purpose of helping the civil society organizations in Tanzania to review their social accountability role; it aimed at reminding citizens of their right to learn and demand enforcement of accountability mechanisms. Also, the findings of this study will be useful for policy and decision makers at the level of LGAs, Central Government, as well as NGOs, civil societies and donors in formulating and enforcing appropriate policies and strategies which will be geared towards establishing mechanisms for empowering citizens on their responsibility of enhancing good governance.

The study may also help practitioners to understand how far the civil society organizations have gone in promoting citizen awareness in enforcing accountability in the local government authorities in Tanzania. Likewise, the study will help and provide important inputs to Rorya District Council to practise transparency and accountability. The findings of the study may be used as empirical literature and a benchmark for other researchers who may become interested in the area of study in the future. Lastly, the study was part of an effort by the researcher to earn a Master's Degree in Human Resource Management at Mzumbe University.

1.7 Scope of the Study

The scope of this study was to find out the role that is being played by the civil society organizations in strengthening citizen awareness to enforce accountability within the

local authorities in Tanzania. The study was conducted in Rorya District, Mara region from 20th April to 29th June. The study involved traveling to meet the respondents and distributing questionnaires and conducting interviews. It also covered collection of secondary data, making analysis and interpretation, writing the report, and making submission.

1.8 Limitation of the study

The study encountered various limitations: the researcher had to travel for a long distance to meet the respondents due to remoteness of the district, such that, much time was spent to complete the study; also the researcher faced lack of cooperation from some of the respondents who unreasonably feared to be involved in the study; some respondents wanted to be paid to take part in the study; at some point, it was difficult to reach some respondents, for instance, it was difficult to meet the area Member of Parliament and Ward Councilors who were among the respondents of the study; the researcher faced financial constraints since he had no elaborate source for financing the study.

To counter the challenges mentioned above: the researcher hired a motorcycle so as to access the respondents timely; to meet the Member of Parliament (MP) and the Councilors, the researcher acquired their contacts from sources and made appointments with them; also the researcher had to make elaborate explanations to respondents to understand the content of the study to gain their cooperation. For respondents who asked for money, the researcher explained that the study was for academic purposes and he gained nothing rather than earning a master's degree, thus they agreed to take part.

1.9 Delimitation of the study

The study could not cover all the areas in the districts; it covered only areas that were selected in the sample due to time constraints and limited resources. Also the study did

not focus on the systems of the local government authorities in Tanzania. It focused on accountability, civil society, and the citizens.

1.10 Definition of key terms

1.10.1 Citizen awareness

Awareness is a situation where a person has knowledge of something and understands the reality that exist within his/her surroundings and can take action based on the existing reality (Cambridge Advanced Learner's Dictionary, 2008). Therefore, citizen awareness implies a situation where citizens understand the reality existing within their localities and can take actions to hold those with authorities responsible. In this study; citizen awareness has been described as the action by citizens in making sanction, accessing budgetary information, participating and influencing decisions, and demanding meetings from the government.

1.10.2 Accountability

Accountability is a process of being answerable and responsive to one's own actions. A person or an organization is obligated to account for its own actions. It involves the responsibility to answer and justify certain actions to persons with legitimate claim (Bovens et al, 2014). Therefore, in a public realm; accountability refers to a process where the government ought to provide answers and justify its actions to the general public. In such circumstance, the government is obligated to inform the public on decisions and actions it takes, and justify them, and expect punishment from the public if there is any misconduct. In this study, accountability has been described as the responsibility by the government to explain and justify its actions to the citizens.

1.10.3 Civil society

Civil society is an organization that operates outside the government realm. These are organizations that are tasked with exercising accountability on the government. These include; non- governmental organizations, trade unions, community based organizations,

charities, religious group, media, cooperatives, and professional associations etc. In essence, civil society implies to an organization that is not under the control of the government or state, partnering the state in promoting welfare of the society (Diamond, 1994). In this study, civil society has been described as organizations which help the citizens to become aware of mechanisms of demanding accountability from the government.

The next chapter (chapter two) provides detailed explanation of the variables defined above by linking them with the objectives of the study and the studies that have been done in the past as well as relevant theories that are attached to them. The chapter explains; the activities that are being done by civil society, efforts that have been made to enhance citizen awareness to enforce accountability mechanisms, challenges facing civil society in promoting citizen awareness, and the successes that have been made by civil society to promote awareness in enforcing accountability. It further provides theories and different related studies that have been made in the past that relates to the current study, and the conceptual frame work that explains the interchangeable relationship between the civil society, the citizens and the local government in realizing accountability.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter consists of theoretical literature review, empirical literature review, the synthesis, and the conceptual framework. Theoretical review includes the discussion of important concepts and terms related to the research topic, and the objectives. It provides an insight and a good understanding of trends regarding the research. It has covered the literature review from earlier studies which shows the findings and contributions that were made by previous studies that are similar to the research topic. The synthesis provides the research gap that emanates from the past studies, and the conceptual framework provides the link between civil society, citizens, and the local government authority in enforcement of accountability.

2.2 Theoretical Literature Review

2.2.1 Citizen awareness

Cambridge Advanced Learner's Dictionary (2008) defines awareness as knowledge that something exists, or understanding the situation or subject at present time based on information or experience. Therefore, in this case citizen awareness makes the local government officials responsible for their actions. Awareness is a concept that implies proper understanding of reality; it is an ability to understand self, which enables voluntary action.

Awareness is an interest, an attraction, a spontaneous seeking after meaning, a tending toward the fulfillment of the meaning in some kind of perception of the meant as present in some way (Tougas et al, 2013). Krishnamurti (1992) contends that awareness is "being fully conscious of one's whole process of thinking, and being able to go beyond

that process. In essence, awareness is the process of knowing or realizing something that exists and that is important. In the context of accountability, awareness means; knowing about the responsibilities, obligations, duties that are undertaken by the government and actions that may be taken when the government fails to fulfill its obligations. Therefore, citizen awareness involves making the citizens to know about the general issues that are performed by the government.

2.2.2 Accountability

Accountability means many different things to different authors and readers. There are readings in the literature that attempts to define accountability. Here are some of the readings that identify core attributes of the concept of accountability. The word accountability stems from the Latin *acomptare* “to account”, a prefixed form of *computare* “to calculate”, which is derived from *putare* “to reckon” (Bustin, 2014). The idea of accountability is rooted in the practice of book-keeping and in the discipline of accounting. This implies the obligation of an individual or organization to account for its activities either money or property, and disclose the results of such activity in a transparent manner.

In another context; Bovens, Goodin and Schillemans (2014) defines accountability as being answerable for one’s actions to some authority and having to suffer sanctions for those actions. Bovens et al (2014) contends that “A is accountable to B when A is obliged to inform B about A’s (past or future) actions and decisions, to justify them, and to suffer punishment in case of eventual misconduct”. Therefore, accountability is about providing answers to others with legitimate claim to demand an account. It emphasizes the responsibility to answer, or explain, and to justify certain actions. From this perspective, the government has responsibilities, and citizens expect the government to fulfill such responsibilities. The citizens are concerned about responsibilities, obligations, and duties that are undertaken by the government.

Public accountability refers to accountability in, and about, the public domain. The government ought to be responsive, willing to act in a transparent manner, fair, compliant, and equitable way. According to Bovens et al (2014), there is no general consensus about the standards for accountable behavior, and these standards differ depending on role, institutional context, era, and political perspective. From that context, to hold somebody accountable, there should be specification of what is expected from him/her. There should be rules that specify roles, procedures, standards and inactions.

Lindberg (2009) provides defining characteristics of any form of accountability as: an agent or institution who is to give an account (A for agent); an area, responsibilities, or domain subject to accountability (D for domain); an agent or institution to whom A is to give account (P for principle); the right of P to sanction A if A fails to inform and /or explain/justify decisions with regard to D. When decision-making power is transferred from a principal (e.g. the citizens) to an agent (e.g. government), there must be a mechanism in place for holding the agent to account for their decisions and if necessary for imposing sanctions, ultimately by removing the agent from power.

In essence, the system of accountability involves two types of people; accountability holder and accountability holdee. Accountability holders are citizens, politicians, auditors, journalists etc. Accountability holdee are those given the mandate by the accountability holders i.e. civil servants, public officials etc. In this process, when the accountability holdee does something good, nothing happens. But when they do bad things, what happens is punishment which is subject to the requirements of due process. Therefore, it is the state of being liable, responsible, accountable, and obligated to make accurate records of property, documents, or funds.

2.2.2.1 Types of accountability

According to Lindberg (2009) accountability is categorized into three dimensions; sources of the accountability relationships, the degree of control relationships, and spatial direction of the accountability relationship. In sources of the accountability

relationship, the main issue is to identify whether the accountability holder or principal is internal or external to the one being held accountable. For instance, when superiors are holding subordinates accountable for their task, the source is internal. This is different to the relationship between voters and elected representatives where the source is external.

The degree of control relationship determines the extent to which the principal (eg. Citizens) controls the activities done by the agent (eg government). For instance, the degree to which voters controls the activities carried by the elected officials. The third dimension, spatial direction of the accountability relationship refers to the direction through which accountability is exercised. That is either vertically or horizontally. For instance, shareholders exercise vertical accountability when they hold business executives accountable. In another context, when legislature engages in executive oversight, it is a form of horizontal accountability. These categories of accountability provide sub-types of accountability as follows:

Business accountability; it is a type of vertical accountability where principals in the organization like shareholders, hold agents (executives) to account for production, profit, and losses.

Bureaucratic accountability; this is a vertical accountability where top managers hold officials from lower level accountable. The lower officials follow rules and regulations in carrying out the instructions regarding the implementation of tasks as decided by the higher level. In this form of accountability, senior managers can influence and directly decide on the career of their subordinates.

Audit accountability; This is horizontal sub-type of business and bureaucratic accountability. In this form of accountability, an internal principal is holding other offices and office holders within the same organization accountable for financial accuracy and prudence.

Professional accountability; this is a type horizontal accountability found in academic and professional organizations. In this form of accountability, the degree of control relationship is low and the direction of accountability is mainly horizontal focusing on issues like audits and safe-guarding organizational reputation.

Fiscal and Legal accountability; this can be both vertical and horizontal. For instance, the legislature can vertically hold ministries, departments, and agencies fiscally accountable. In other case, when the legislature holds the executive accountable for fiscal prudence and budgetary constraints, the relationship is horizontal. Legal accountability runs vertically. Judicial institutions hold citizens, politicians and businesses accountable for lawful behavior.

Representational accountability; this is practiced in a democratic society. In this form of accountability, citizens are principals and the elected representatives are agents. It is a form of vertical accountability with high degree of control. Citizens participate and enquire information and hold elected leaders accountable.

Political accountability; this is a vertical variant of external accountability with low degree of control. For instance, politician's degree of control over the government is normally low due to the fact that the bureaucrats handle many issues and have cognitive ability, while in many circumstances politicians lack such cognitive ability. In this form of accountability, bureaucrats have discretionary powers.

Societal accountability; this involves civil society organizations. Whereby they take actions aimed at forcing politicians and bureaucrats to give information on their activities and justify their actions.

2.2.2.2 Significance of Accountability

The practice of accountability is significant for any institution and a country to make progress in its endeavors. Accountability helps to account for finances (money). It probes questions like, where did it go? Was it is spent on the people and things for

which it is supposed to be? It looks at whether the organization or the government and its officials have been good stewards of the resources which they are entrusted with. This helps to prevent corruption and misappropriation of funds.

Accountability brings fairness in the society. Holding the government accountable to exercise fairness ensures equitable provision of social services to the citizens, as well as executing the law. When accountability is exercised, people get the fair share of the national resources. Public servants have been entrusted with ensuring mutual commitment to fairness. They have the responsibility to treat citizens fairly. Thus, they are held accountable for doing so.

Accountability prevents abuse of power. It ensures that public officials, elected officials, appointed executives, or civil servants do not abuse their power. With the system of accountability, citizens seek to constrain the behavior of public officials, to limit their discretion, and prevent from abusing power. The obligation and responsibility to account for decisions and actions brings fear to those delegated with authority to act. Thus, they permit not to abuse power they have been given due to an obligation to account for actions.

Accountability enhances performance. It ensures accomplishment of public purposes by the organization or the government. It seeks to what the government has accomplished, the consequences of the government actions, and whether the policies, programs, activities by the government are producing results they were meant for. With this scope of accountability, expectations on outcomes are established, and the consequences it might create or the impact it might have are known. This often spurs performance in governmental activities which in turn leads to improvement of service delivery.

2.2.3 Civil Society

There is no universal definition of civil society; but there are many definitions that are attached to the meaning of civil society. Civil society can be referred as organizations that are not under the control of the government or the state, with the role of partnering

with the state in development activities. Diamond (1994) refer civil society as the realm of organized social life that is open, voluntary, self-generating, at least partially self supporting, autonomy from the state, and bound by the legal order of shared rules. This imply that, civil society are organizations that are open and autonomous engaging in managing social community life and are distinct from the state, and has some rules that bind them. Civil society is an arena through which social community interests are channeled. Berber (1995) contends that “Civil society is the domain that can potentially mediate between the state and private sectors and offer women and men a space for activity that is simultaneously voluntary and public; a space that unites the virtue of the private sector- liberty - with the virtue of the public sector - concern for the general good.”

Cohen and Arato (1992) refer civil society as “ a sphere of social interaction between economy and state, composed above all of the intimate sphere (especially the family), the sphere of associations (especially voluntary associations), social movements, and forms of public communication....in the long term both independent action and institutionalization are necessary for the reproduction of civil society.” This is expanded by Bellah (1991) who argues that “common good society can only be arrived at in the context of vibrant social institutions that undergird citizenship and social responsibility.” This explains the whole work of civil society organizations.

Naidoo and Tandon (1999) suggest the attributes and characteristics of civil society as organizations which meet one key normative value, namely demonstration of civic values and democratic practices such as tolerance, inclusion, non-violence, and commitment to promoting the public good. While associational life includes all CSOs, civil society does not include all organizations that comprise a society’s associational life. Distinction must be made between associational life that includes all types of voluntary forms and autonomous organizations and civil society, which narrows down this universe to those demonstrating civic norms.

In essence, civil society is regarded as a third sector that is different from the public sector (government) and private or business sector. Civil society organizations do vary in formality, power and autonomy. It consists of non-governmental organizations, community based organizations, trade unions, gender and cultural groups, religious groups, charities, cooperatives, professional associations, business associations, and the media etc.

The major role of civil society organizations is to enhance local community participation and protection of interests and resources. Civil society organizations further political and social interests of the community. This includes promoting human rights, good governance, environmental conservation and social welfare. Also, civil society addresses humanitarian affairs. They mobilize public support and voluntary contribution of aid. They provide relief to people who need food, shelter, medical services etc.

Civil society are engaged in building capacity of the local community to become self reliant. They provide training and education to the community on how to engage in development activities to sustain their wellbeing and reduce dependency on the government. They are also involved in advocating for change in policies that are made by the government to reflect the interests of the people. To attain their goals, civil society organizations employ various tactics such as lobbying and advocacy, community mobilization to change the understanding of the community in identifying and addressing problems, education and training, and provision of support to the community. In reality, civil society organizations are supposed to ensure that the government act and behave in a proper manner. However, there are some civil society organizations which do not serve that purpose, rather exist to gain access to development aid. Indeed, civil society organizations should serve the interests of the local community.

2.2.3.1 Activities by the civil society

Civil society organizations across the world are engaged in various activities. Over the past two decades, many African countries have experienced a shift from one party system (authoritarian) rule to multipart system. This has led to the emergence of civil society organizations that are demanding increased involvement in policy and budgeting decision making at the national level and local level. These organizations are at the forefront of pressurizing public officials to discharge their duties and responsibilities in a more transparent and accountable manner (Mc Neil & Mumvuma, 2006). Below are some cases on the activities of civil society in developing countries;

In Kenya, civil society organizations have grown substantially in number and influence over the past decades (Mulama, 2008). After the end of single party rule, civil society organizations have become vibrant. The civil society are engaged in provision of education to people who are unable to finance their own education; provision of food reliefs to areas who have been affected by food shortage; provision of clean water and sanitation, protection of human rights, capacity building, improvement of live hoods, caring of the street children, policy advocacy, gender empowerment, and engagement in political process.

In Benin, civil society organizations have been engaging in voter education. Most of civil society organizations have concentrated in educating the citizens on the importance of voting during elections. For instance, in the 2006 presidential elections; the civil society organizations organized a massive voter turnout campaign and town-hall meetings with political candidates. The results of the impact evaluation suggest that where such town-halls were held, voter turnout was higher and support for clientelist political platforms was lower (Devarajan et al, 2011).

In Rwanda, civil society organizations engage in activities such as charitable giving, volunteering in social development activities, conducting awareness on the effects of

HIV/AIDS, they participate in community projects to improve lives, gender empowerment, and community income generating activities (Civil society index report for Rwanda, 2011). The CSOs are largely involved in social activities and not issues related to accountability, because there are many restrictions by the government.

In Malawi, civil society organizations are engaged in many activities such as charities, promotion of interests of the vulnerable groups, capacity building, provision of budgetary information, and provision of food reliefs etc. There are many initiatives that have been taken by the CSOs in the country to track the expenditure and monitor the programs. The most notable initiative is the establishment of the Civil Society Coalition for Quality Basic Education (CSCQBE). The coalition has been set up in response to the challenges presented by Free Primary Education. The CSCQBE's main objective is to monitor and track public expenditure to ensure that sufficient funds reach the schools and children access quality education (Mc Neil & Mumvuma, 2006).

The United Nations Development Program (UNDP) report of 2013 has highlighted how civil society organizations in the developing countries have strengthened the link between the government and the citizens through various activities and programs. These include: improvement of the efficiency of public service delivery and increase of responsiveness to service users; improvement of budget utilization; emphasis on the needs of the vulnerable and marginalized groups; demand of transparency and exposure of corruption and government failure; facilitation of implementation of decentralization; and enhancement of new spaces for political engagement and protection of rights.

In Tanzania, civil society existed during the pre-colonial era. Groups were formed by families, clan, village and chiefdoms to protect members of the community against social and economic problems. These included burial groups, conflict solving groups, and cultural groups etc. During the colonial period, social movements and organizations emerged, largely necessitated by the conditions that were brought by the colonial rule.

This period experienced the formation of civil society organizations to counter problems that were emanating from colonial rule. This included local-ethnic based associations, religious organizations, sports clubs and dance societies which provided recreation activities, mutual aid and training skills to their members.

During the struggle for independence, civil society transformed to form larger unions with common civic interests. This led to the formation of the Tanganyika Federation of Labor (TFL) in 1955. This was to be followed by political parties, the Tanzania African Association (TAA) and the African Shirazi Party (ASP). Also, the African Association that included teachers, clerks and civil servants was formed. These movements later, led to the formation of Tanganyika African National Union (TANU) which led the movement for independence in 1961.

After independence, Tanzania introduced single party rule that went together with socialism policy. This undermined the work of civil society organizations. The state centralized its activities and there was no room for civil society organizations to conduct their activities autonomously without the influence and interference of the state. In a surprise, the kind of civil society that had enabled TANU to come to power was suppressed once independence had been achieved.

During the first few years of independence, the former TANU supporter Tanganyika Federation of Labor came in conflict with the new government and was banned. It was replaced by a government controlled trade union, the National Union of Tanganyika Workers (NUTA). Fearing disintegrating powers, the authorities also banned all unions based on ethnic identity, and warned religious associations to stay out of politics. As part of this policy, and as a move towards a more centralized government, the chiefdom system was abolished in 1964. With the chiefdoms, a number of traditional organizations disappeared. (Lange et al, 2000).

This trend increased when TANU and ASP merged to form Chama Cha Mapinduzi (CCM) in 1977. The ruling party controlled every sphere of life and discouraged independent organizations and associations that were formed by the citizens. Only organizations that focused on service delivery and those who supported the ruling party were allowed to operate. The government allowed people to participate in development and social activities through the ruling party only. In essence, Ujamaa policy provided an opportunity for people to voice their concerns through the village council, but from there all problems were solved through the party system up to the central government.

This would change after the introduction of the liberalization policies in late 1980s and early 1990s. Tanzania embarked liberalization policies to counter the ailing economy and poor delivery of social services. The abolition of single party politics and creation of multiparty politics followed. Trade unions and cooperatives were no longer attached CCM and they were now legally free to set up their own constitutions and elect their own leaders. The government realized that with the conditions of structural adjustment, the non-governmental sector was inevitable. The space left by the withdrawal of the state in providing services led to vibrant civil society organizations. They had to fill the gaps that were brought by the structural adjustment programs that forced the government to withdraw from delivery of social services. The World Bank and IMF encouraged voluntary organizations to counter activities done by the state.

Over the course of that period, civil society organizations have become recognized by the government. There is no law that covers all civil society organizations in Tanzania. The NGO Act (2002) provide the mechanism governing only the NGOs, it does not cover other civil society organizations. Some are registered under the Society Ordinance Act 1954; Companies act 1954, National Sports Council Act, trade unions are registered under the Trade Unions Act 1991, and political parties are registered under Political Parties Act 1992. However, the reality is that, the government recognizes the need to work together with NGOs and other civil society organizations as partners in

development and this has been increasing the call to the government to provide enabling environment for civil society organizations to operate.

In essence, civil society in Tanzania has grown rapidly in terms of scope and numbers. According to the Civil Society Index report on the state of Tanzanian civil society (2011), Tanzania have large civil society compared to other developing countries, occupying an estimated 2% of the economically active population. Civil society is regarded by citizens as the most significant player in terms of providing services to marginalized people, more than the state. Especially churches and religious based organizations have had strong tradition of community service: Religious based organizations own 491 out of 3,060 public health centers and many educational facilities in Tanzania (Civil Society Index Tanzania report, 2011).

Notably, some civil society organizations are affiliated to the government and are just engaged in provision of social services. However, many civil society organizations provide challenge to the government on various issues such as education, gender, land rights, constitutional reforms and media freedom. According to the Civil Society Index Tanzania report (2011) civil society organizations perform the following roles:

Social service provision; most of the CSOs are involved in providing social services. Social service receives much funding from donors, and majority citizens demand such services. They provide services such as water, health, HIV/AIDS prevention education and information, support for the disabled, widows, street children and orphans, school fees, construction of education infrastructure and income generation projects etc.

Lobbying and advocacy; civil society organizations are engaged in lobbying the government to provide services to the population. It also advocates for policy change in various development sectors like water, mining, agriculture etc. According to the CSI Tanzania report, lobbying and advocacy accounts for 9% of the work of civil society organizations.

Citizen empowerment and civic education; CSOs engages in empowering and providing civic education on issues such as human rights, gender, education, health, voter education, observation of election, and holding the government accountable etc. HakiElimu serves as an example in providing civic education and promoting awareness on issues concerning education.

Good governance; civil society organizations check state's abuse of power and ensure promotion of human rights and equitable distribution of resources. In the past ten years civil society organizations have increasingly pressurized the government to improve transparency and accountability.

Development activities; civil society organizations are involved development initiatives that are made by the government. These include issues like access to clean water and sanitation, safe fishing, environmental conservation, building capacity to small business enterprises, construction of health and education facilities, and provision of credits to the community.

2.2.3.2 Efforts by the civil society in promoting citizen awareness in enforcing accountability

There are many efforts that have been undertaken by the civil society across the world especially in developing countries. In Tanzania there are many notable efforts that have been made by the civil society organizations to strengthen citizen awareness in enforcing accountability. In 2010 Oxfam GB started an accountability program known as “Chukua Hatua” in Shinyanga region, Ngorongoro, and Loliondo divisions. The Chukua Hatua program was a five year governance and accountability initiative (2010-2015). The goal was to achieve increased accountability and responsiveness of government to its citizens. The program aimed at creating active citizenship; to enable citizens to be aware of their rights and responsibilities and be willing and able to demand those (Green, 2015).

In this program Oxfam GB applied various mechanisms to create citizen awareness. These were such as election promises tracking, farmer animations, active musicians, pupil's leadership project, and community radio. The land rights campaign and community forestry campaign both won positive responses. It has increased the number of village governments in Shinyanga, Ngorongoro, and Loliondo responding to the demands of the citizens. The Chukua Hatua program has penetrated well in these regions and people have started to demand their rights.

SYD Forum conducted a Social Accountability Program to increase citizen awareness in enforcing accountability for the period of 2010-2012 in Karagwe, Ukerewe, and Magu Districts. The biggest impact of this program has been increased awareness of community members and targeted groups on their rights, on how to hold duty bearers accountable, on who to go to for claiming their rights, and understanding the obligations regarding service delivery of the government and their own responsibilities to participate and take action for their own development as citizens (Roell & Mwaipopo, 2013).

The civil society development organization, HakiElimu, was formed in 2001 to promote citizens' involvement in realizing quality education by transforming schools, influencing policy development and stimulating dialogue. The work of the Citizen Engagement Unit closely focuses on ordinary citizens, including the poor and other historically disadvantaged people for the purpose of giving them information, and coordinating their efforts and actions to improve education and democracy (HakiElimu, 2016).

USAID in Tanzania sponsored Pact, Tanzania Advocacy Partnership (TAPP), and Building Organization Networks for Good Governance and Advocacy (BONGA) to conduct a program on strengthening transparency, accountability and responsibility. It covered Dar es Salaam, Zanzibar, Morogoro, Dodoma, Arusha, Kasulu, Ukerewe, Shinyanga, Ileje, and Ilomba. The results from this program have seen increased citizen awareness on issues concerning budget (Democracy International, 2014).

In Uganda, civil society organizations have engaged citizens to participate the Local Government Development Program (LGDP) through the local management committees. Local management committees are tasked with checking how the local government has spent on programs such as health, roads, education, water, and production. Through the local committees, citizens are able to ask the local authority leaders to provide the information on how they have spent the money on designated programs. In other cases, local radios hold programs in which local authority leaders are invited to respond to queries that have been raised by the citizens (Devas & Grant, 2003).

Also civil society organizations in Uganda have been employing Expenditure Tracking Surveys (PETS) to track the expenditure in local government authorities. The PETS have enabled the public to receive the feedback on how their money has been spent by the government. With this method; expenditures across all sectors are accounted for and compared to the funds that were allocated. It has increased accountability to a large extent since it also involves debates in the public on how local government authority have fared.

In India, the civil society organizations have made many efforts to promote citizen awareness. There are many kind of civil society movements which have been introduced to empower citizens to hold the government accountable. These are such as Chipko movement, Narmada Bachao Andolan, Mazdoor Kisan Shiksha Sangathan, India against corruption etc. These organizations have carried the aspirations of the citizens in promoting good governance (Sharma, 2013). Through these movements citizens are able to hold government officials accountable. The role of empowering citizen to exercise the right to be heard has led increase of protest in the country. These protests have led to more accountability by the government.

It has to be noted that India is a large, numerous and diverse populated society, such that corruption is very high. However, vibrant formation of civil society organizations like the ones mentioned above; have helped the community make close check up of the activities of the government. Citizens through these civil society organizations demand answers on how the resources are being spent. Also, citizen association with such organizations has increased awareness on civil rights and mechanisms of demanding justice.

In Brazil civil society organizations have been mobilizing the citizens to participate in budgeting. Participatory budgeting has been introduced following the negotiations between the government and the members of civil society organizations. Participatory budgeting is done within a year; whereby, citizens negotiate with the government through organized meetings. The negotiation usually involves allocation of new capital spending on public projects and social services (Wampler, 2012). The civil society organizations mobilize citizens to attend the meetings; in the meetings, they vote for public policies and elect their representatives. The CSOs have been further enhancing citizens to be aware of their political, social, and civil rights that the state must protect.

2.2.3.3 Challenges facing CSOs in promoting awareness in enforcing accountability

There are many challenges that face civil society organizations in strengthening citizen awareness in enforcing accountability across the globe; In Rwanda civil society organizations are legally stricted to operate within controlled bounds of discourse where the government keeps close monitoring of their activities. CSOs have failed totally to empower citizens to understand the mechanisms that can be used to demand accountability. According to the Civil Society Index (CSI) country report for Rwanda, 52% representing the population opinioned that civil society involvement in community capacity building is limited. The report shows that community capacity building focuses on women empowerment and not citizen awareness. CSOs in Rwanda are highly

dependent on the government authorization of their activities, funding and access to other resources such as land.

It is difficult for these organizations to establish mechanisms of accountability among citizens. For instance, during the budgeting stage, civil society organizations are expected to participate in each stage and inform the citizens on the inputs of the budget. However, this is not the case in Rwanda, CSOs are not involved in budgeting and therefore, the population cannot access the information contained in the country's budget (CSI Rwanda report, 2011). Powley (2005) contends that, the only active civil society organization that challenges the government on transparency issues is Transparency Rwanda. It has made studies and reports on integrity issues within Rwanda.

In essence, civil society organizations in Rwanda have not succeeded in empowering citizens to demand accountability from the government. Accountability program itself is non-existent, there is a total state hegemony on issues that concern good governance, such that civil society has become redundant and are just operating in family welfare activities. According to the CSI report (2011) for Rwanda; citizens have trust on the state and military forces than the civil society organizations. Therefore, there is a lot of work to be done by the civil society to enhance accountability awareness among the citizens of Rwanda.

According to the Civil Society Index country report for Tanzania (2011), civil society organizations face many challenges in accomplishing accountability activities. The following are some of the challenges that were underlined by the report:

Inadequate resources; many civil society organizations have scarce resources, so they fail to run their programs effectively. They are dependent on donor and Local government funded programs. Therefore, their agendas are driven by donors and the local government authority. The outcome is that, they lack authority in their activities

and sometimes they deviate from their missions and objectives to attract the funding. This has hampered the progress of accountability programs, whereby, many civil society organizations that were engaging in awareness promotion have shifted focus to other areas.

Urban oriented; many civil society organizations are concentrated in urban areas. They do not focus on rural areas where there is a huge gap of citizenship awareness. The CSI report (2011) has indicted that over 50% of CSOs have based their activities in urban areas. Even some organizations which operate in rural areas have put their bases in urban areas. This has become costly in terms of creating citizens awareness, majority of the population who requires education on awareness reside in rural areas. Therefore, CSOs need to shift their focus in rural areas.

Lack of skilled personnel; civil society organizations lack skilled personnel to perform their activities effectively. This is due to poor remuneration compared to other sectors, they cannot attract skilled personnel. Therefore, they resort to semi-skilled untrained personnel. Also, most of these organizations are prone to extinction; hence, people do not prefer to get employed by them. In turn they employ people who are desperate for jobs, but cannot produce competency.

Political interference; there is usual interference in the work of civil society organizations when they report deficiencies occurring in the government. A good example is the case of HakiElimu which was banned in 2007 for reporting deficiencies concerning the system of education. In the fear of prospect of ban or collision with the government, many civil society organizations have shifted their programs to provision of social welfare and building partnership programs with the government and donors. Although the constitution guarantees liberty to association, freedom of speech, and information dissemination; the government have purged CSOs purported to be inflicting its interests.

Poor leadership; many civil society organizations are small in terms of size and structure; they experience a one man show leadership. This sometimes leads to

nepotism, thus affecting the operation of the organization. In evidence, many civil society organizations have died due to immoral activities by their leaders.

Lack of innovation; civil society organizations fail due to lack of innovation in their activities. They fail to become flexible to employ different mechanisms in performing their activities. Sometimes they fail even to illustrate their achievements. Therefore it becomes difficult for those who engage in accountability programs to empower citizens to learn and demand accountability.

2.2.3.4 Successes by the civil society in promoting awareness in enforcing accountability

There are many successes that have been made by civil society organizations across the world to promote citizen awareness in enforcing accountability. For instance, in India civil society organizations have succeeded in promoting good governance through engaging citizen various accountability awareness programs. The Mazdoor Kisan Shakti Sangathan (MKSS), a grass root organization based in Rajasthan in India which organizes public hearings on detailed accounts from government expenditure records have been successful in raising awareness among citizens to hold their leaders accountable (Pasha, 2004).

The public hearing has been successful in exposing corruption by government officials and politicians. MKSS social audits have increased access to information, and success in mobilization of citizens to investigate and expose corruption and improve accountability for public funds (Pasha, 2004). In the end, communities at the local level in India have increased awareness on how to track the expenditure of funds that are allocated in their localities. The local government leaders have increasingly become accountable to the community due to involvement of such programs by other civil society organizations in India.

In Uganda there is evidence of success of budget program implemented by the civil society in the education sector. The Public Expenditure Tracking Surveys (PETS) have been used to measure discrepancies between budget allocations to schools in Uganda, and what actually reached the schools (Reinikka & Svensson, 2004). In this case, civil society organizations have been providing information to the citizens on how the budget allocations have been spent. Therefore, through the information; citizens have been able to scrutinize the school boards and the local authorities' leaders to account for any misappropriation. Also, CSOs have successfully used voter education, constituency report cards, and mass media to increase awareness among the citizens to demand accountability from their leaders.

In Ghana, civil society organizations have built coalitions to track the flow of money from the central government to district assemblies. The major aim of forming these coalitions was to find out how the assemblies were spending the money. This resulted from complaints by the public on alleged misuses and financial management. The coalition deployed descriptive and exploratory research methods to undertake the study on how the money was being spent. They collected information on the funds that were allocated to district assemblies. They also, used research tools such as interviews, documentary reviews on information that were available, group discussion at the community level, and observation of physical evidence (Mc Neil & Mumvuma, 2006). The method was successful in such a way that; the district assemblies adhered to procedures and spent the money allocated to them in a transparent manner. Also, the study helped the citizens at the community level to understand the importance of checking the use of funds that were allocated in their localities. Involvement in this study enabled the citizens to understand and became aware of the mechanisms of acquiring information on funds that were allocated to them. Therefore, they often demand clarity on the funds as soon as it is disbursed by the central government to the district assemblies.

In essence, many social accountability initiatives are taking place within Africa and other developing countries. However, such initiatives have countered many problems; thus, awareness among the communities is still low. There is urgent need by the members of civil society organizations in developing countries to take measures to overcome the challenges by building frameworks which would enable more citizens to participate in decision making, accesses information, and generally demand accountability from their leaders.

2.2.4 Theoretical views on the role of civil society in enforcing accountability

Different theories portray the role of civil society in strengthening citizen awareness in enforcing accountability. Each theory provides different assumption on the role of civil society in strengthening citizen awareness in enforcing accountability in the local government authorities.

2.2.4.1 Democratic theory

The basis of Democratic theory emphasizes the values of liberty, equality and justice in a system of governance. It promotes the rule of majority and protects the rights of minority and preserve value of compromise. The theory calls for freedom and rule of law and a system of governance which is transparent and accountable to its people. The theory advocates for everyone's participation in the affairs of the state.

Democratic theorists suggest that civil society is a public sphere; it comes for the common interests of the citizens. Civil society provides individuals with an opportunity to raise their voices and participate in resolving shared issues. The theory further suggests that, civil society is a creative and critical dialogue with the state. The dialogue is characterized by a type of accountability in which the state must defend, justify, and generally give an account of its actions in answer to the multiple and plural voices of the citizens raised in the civil society (Phillips et al, 2008). This study will employ the

theory to identify how civil society participates in promoting citizen awareness in enforcing accountability in the local government authorities.

2.2.4.2 Citizenship approach

Citizenship approach emphasizes empowerment and participation as the constituent elements of citizenship, and prerequisites for exercising voice and demanding accountability (Goetz & Jenkins, 2001). Civil society organizations are required to do the work of empowering citizens to raise voice and demand accountability from the actions and decisions made by the government. Eberly (2000) contends that “civil society builds social ties and a sense of mutual obligation by weaving together isolated individuals into the fabric of the larger group, tying separate individuals to purposes beyond their private interest. The reciprocal ties nourished in civil society are the wellspring of democratic society”. Therefore, this theory will be used in the study to identify how civil society organizations enable citizens to raise their voices and demands accountability.

2.2.4.3 Human rights based approach

From the human rights perspective, accountability is concerned with mobilizing citizens to know their rights and use those rights claims to demand accountability from the state, and other duty bearers like the private sector and civil society organizations (Newell & wheeler, 2006). The perspective of this theory is that, civil society organizations are obligated to mobilize citizens to know their rights and how to use such rights to enforce accountability. Therefore it will help the researcher to examine the extent to which civil society organizations are mobilizing and educating local citizens of their rights and mechanisms that they can use to apply such rights to demand accountability from the local authorities.

2.2.4.4 Neo – Liberal Theory

The Neo- liberal theory is associated with ideas that civil society is “the third sector.” This developed in the US in the 1970s and 1980s. The theory view civil society as a

group of organizations that are neither controlled by the state nor the market, but which play an essential role in facilitating the operations of both the state and market. The neo-liberal theory idea of civil society is linked to the ideas of Alexis de Tocqueville in 1870s, which put much emphasis on “associationalism”, implying minimization of the role of State. That, NGOs and voluntary associations and the like are much flexible and innovative, and can substitute the state in providing social services and checking abuses of power.

The idea of this theory was taken by development partners in the late 1980s and early 1990s to advocate for Structural Adjustment Programs in the third world countries. Therefore, this theory will help to determine how civil society as a third sector in the state economy promotes awareness among citizens to enforce accountability.

2.3 Empirical Literature Review

There are previous studies, related to the role of civil society in enhancing accountability that has been conducted by various researchers;

A research by Policy Forum on enhancing the role of Civil Society Organizations for Social Accountability in Tanzania stated that; the involvement of NGOs and civil society organizations in social accountability monitoring of financial and use of resources and expenditure in Tanzania was limited. Marcossy (2008) observed that many civil society organizations in Tanzania are using surveys, data collection and dissemination as methods to enforce accountability. In most cases, accountability programs have began to evolve; a number of organizations have started employing monitoring in form of expenditure tracking surveys (PETS).

Marcossy further noted the increase in formation of coalitions of civil society organizations through Tanzania Education Network (TEN/MET), HakiKazi Catalyst, Tanzania Coalition on Debt and Development (TCDD), Kiteto Civil Society organization on Poverty Reduction (KCSPR). Other initiatives in the process are those

by Action Aid Zanzibar and community score cards used to facilitate community evaluation of projects under TASAF.

Devarajan, Khemani, and Walton (2011) have examined the potential role of civil society action in increasing state accountability for development in Sub-Saharan Africa. According to their study; there are some of interventions that have been pursued by civil society organizations to enhance citizen participation political process “election” so as to hold their leaders accountable. Civil society organization have been addressing information gaps among citizens, employing strategic packaging of evidence and advocacy to mobilize and persuade citizens to address accountability failures during elections. Civil society has employed open budget initiatives; providing information about government budgets. However, the study indicates that the interventions have produced less impact in increasing awareness in enforcing accountability.

Pasha (2004) studied the role of civil society organizations in governance and concluded that; it is the work of civil society organizations to empower citizens so as to increase their influence in policy making and to align their interests together to hold politicians more accountable. She noted that, civil society can help channel the voices of the poor, coordinate on behalf, and demand greater service of accountability.

A study by Lange, Wallevick, and Kiondo (2000) reported on the complexity of Tanzanian civil society organizations. The study found that; various organizations are working with very different objectives in mind and with different financial and organizational resources. In areas where one type of organization is strong, others may be weak. Civil society organizations are in a mushrooming phase, where they come and go. The study further suggested that; in Tanzania, civil society organizations are usually formed by people with resources, who reach out to the grassroots. The organizations try to involve people through workshops and trainings. These workshops and trainings have

potential to do well, but the problem is that, the workshops and trainings do not reach out to the needed group of the population.

The study revealed that; there are many civil society organizations in Tanzania that work on advocacy and creating awareness. Most of these organizations are based in Dar es Salaam, and several of them are involved in an informal network. These organizations seem to have been successful in influencing central authorities, but when it comes to spreading their message to the grassroots, and involving them in accountability activities, they have a long way to go.

2.4 Synthesis and research gap

The literature reviewed above has indicated the efforts that civil society organizations have taken to promote accountability. The studies have indicated how civil society organizations have been striving to enhance accountability through programs such as expenditure tracking survey, advocating and coordinating activities on behalf of the citizens, introducing open budget initiatives, enhancing participation in election and introducing score cards to evaluate projects. However, the studies have not indicated the role that civil society organizations have been playing in promoting citizen awareness in enforcing accountability.

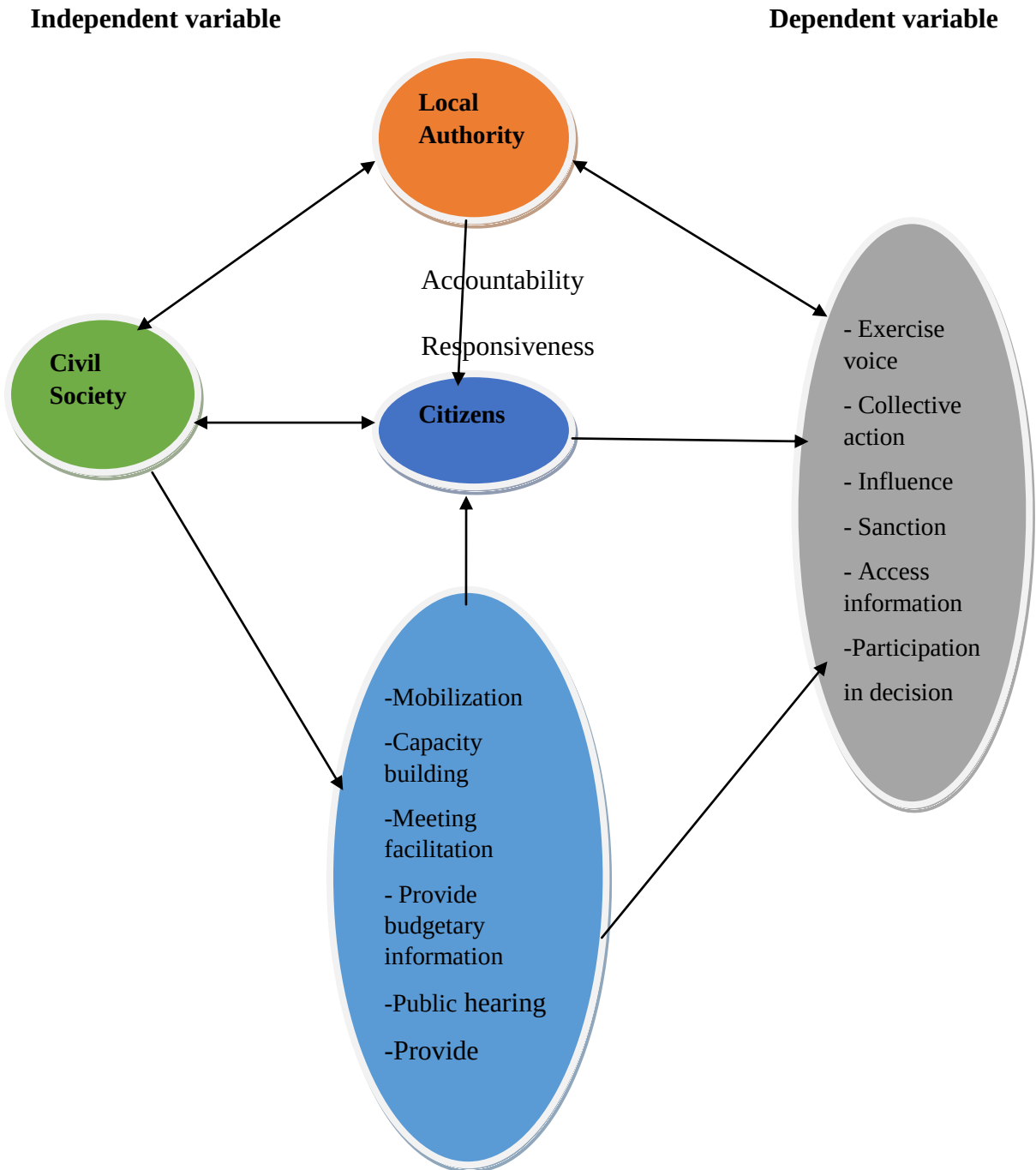
The studies have not clearly indicated as to whether civil society organizations educate citizens on their right claims to demand accountability. Therefore, this study intended to address the gap that have been left by the studies reviewed above; that is, to identify the role that civil society organizations have been playing in strengthening citizen awareness in enforcing accountability within the local government authorities in Tanzania, specifically in Rorya District.

2.5 Conceptual framework

Conceptual framework refers to a set of broad ideas and principles taken from relevant fields of inquiry and used to structure a subsequent presentation (Reichel & Raney, 1987; Msabila & Nalaila, 2013). Conceptual framework was used in the research to present preferred approach to an idea or thought. The researcher developed a model to guide the presentation of theoretical ideas in which this study is laying upon to explain the phenomenon. That is, the role of civil society in strengthening citizen awareness is likely to produce outcome in terms exercise of voice, influence, participation in decision making, sanction, and access of information by citizens. The model is illustrated diagrammatically in figure 2.1.

The next chapter explains the methodology that has been used by the researcher to conduct the study. It includes the research design, area of study, study population, sampling techniques, sampling size, data collection methods, and data analysis methods that were used by the researcher. The chapter clearly explains how the researcher gathered information, the composition of the study and the research tools that were used and how the information obtained from the field have been analyzed.

Figure 2.1: Conceptual framework



Source: Researcher's own construct 2017

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter describes the methodology that was used in conducting the study. It consists of research design, area of study, study population, sampling techniques, sampling size, data collection methods, and data analysis methods that were used by the researcher.

3.2 Research design

The study employed a case study design. The researcher used a case study design to narrow down the broad research area and to explain the phenomenon in depth as it was not possible to conduct the study that could cover the whole of Tanzania. Also, the researcher chose a case study design because it consumes relatively little time and enables the researcher to conduct a study using limited resources. In addition to that, the case study design was employed to enable the researcher to be flexible in employing various research methods to reach a good conclusion and implementable recommendations.

3.3 Area of study

The study was conducted in Rorya District. The district is located in the North of Tanzania and lies between latitudes 1°00" – 1°45" south of the Equator and longitudes 33° 30" – 35° 0" East of the Greenwich. The District is bordered by the Republic of Kenya to the North, Tarime District to the East, Butiama District to the South and Lake Victoria to the West. Rorya District has a total area of 9,345 square kilometers (URT, 2016). According to the National Population and Housing Census of Tanzania 2012, the

district had 265,241 people of whom 126, 247 were males and 138,994 females (National Bureau of Statistics, 2016).

The inhabitants of the district are Luo, Kine, Kurya, Simbiti, Sweta and Suba. Administratively, the district is divided into four (4) divisions, twenty six (26) wards, and 87 villages. The economic activity within the district includes agriculture, livestock keeping, fishing, small industries, and mining. The district was selected for the study due to the following reasons: it is among the newly established districts which receives more development funds from the government and aids from donors, therefore, the researcher was interested to determine the scope of its accountability practices; in the Chief Auditor General (CAG) audit report of 2014, Rorya District Council was issued with unqualified audit opinion and accountability problems were identified. Therefore, the researcher was eager to find out how far the civil society organizations have gone in strengthening awareness among citizens to enforce accountability.

3.4 Population of the study

Population refers to an entire group of individuals, events or objects having common observable characteristics (Mugenda, 2009: 9). The target population of the study comprised; District Commissioner, Heads of departments in the district, Councilors, Village Chairmen, Member of parliament, Local residents, key officials of civil society organizations (CBOs, NGOs, FBOs, media, political parties) operating in Rorya district. The target population selected comprised the major stakeholders of accountability practices within the district. They provided the researcher with relevant information on the role of civil society in strengthening citizen awareness in enforcing accountability in the district. Table 3.1 shows the total number of target population of the study.

Table 3.1: Target population of study

Population of the study	Total Number
Village Chairmen	87
Councilors	52
Heads of departments	10
Local residents	265,241
Non-governmental organizations	5
Community based organizations	78
Faith based organizations	5
Media	7
Political Parties	8
Member of parliament	1
District Commissioner	1

Source: Rorya District Council, 2017

3.5 Sample size and sampling techniques

3.5.1 Sample size

A sample refers as a number of people, things or objects taken from a large group and used in tests to provide information about the group. With the view of the costs that were to be incurred, the study could not cover the whole population target; instead a sample size of 70 respondents was selected by considering the marginal error of 5% and the level of confidence of 95%. It was constituted as follows; the District Commissioner, 7 Village chairmen, 5 Councilors, 3 Heads of departments, 39 Local residents, 2 faith based organizations, 2 NGOs, 7 Community based organizations, 1 media house, the Member of Parliament, and 2 Political parties.

The selected sample was expected to produce efficiency, representativeness, reliability and flexibility. Table 3.2 below provides the sample size distribution.

Table 3.2: Sample size distribution

Category of respondents	Sample size	Sampling method	Data collection tool
Village Chairmen	7	Simple random	Questionnaire
Councilors	5	Simple random	Questionnaire
Heads of departments	3	Purposive	Interview/Documentary
Local residents	39	Snowball	Questionnaire
Faith based organizations	2	Purposive	Interview
Community based organizations	7	Purposive	Interview
NGOs	2	Purposive	Interview/Documentary
Media Houses	1	Purposive	Interview
Political parties	2	Purposive	Interview/ Documentary
Member of parliament	1	Purposive	Interview
District Commissioner	1	Purposive	Interview
Total	70		

Source: Field data, 2017

3.5.2 Sampling techniques

Sampling technique provide a range of methods that enables the researcher to reduce the amount of data needed by considering only data from a sub group rather than all possible cases or elements (Saunders et al, 2007:204). The researcher employed purposive, simple random techniques, and snowballing techniques to obtain the sample.

3.5.2.1 Purposive sampling

Purposive sampling is a method of sampling technique whereby the units of inquiry are selected based on the researcher's judgment and knowledge. This type of sampling was applied to select; District Commissioner, Heads of departments, Faith based

organizations, Community based organizations, NGOs, Media houses, Member of Parliament and Political parties.

3.5.2.2 Simple random sampling

Simple random sampling is a method of sampling technique whereby; each member of the population has an equal chance of being selected as subject of the study. This technique was applied to select village chairmen and councilors.

3.5.2.3 Snowball sampling

Snowball sampling technique involves a process where a researcher asks the initial subject to nominate another person with the same trait. In this technique, the researcher chooses one or two persons first and then asks them to choose others who they think can provide required information (Msabila & Nalaila, 2013). The researcher applied this technique to select local residents. The researcher asked the village chairmen to select local residents whom they thought could provide the required information.

3.6 Data collection methods

Data collection methods in this study were both qualitative and quantitative supplemented with materials from primary and secondary data sources.

3.6.1 Primary data

Kothari (2004) describes primary data as those which are collected afresh and for the first time, and thus happen to be original in character. In this study, the primary data was collected using interview and questionnaire methods of data collection.

3.6.1.1 Questionnaire

It is a method of data collection whereby, a questionnaire is sent to a respondent of the study with a request to answer the questions and return the questionnaire. The researcher used both open-ended questions and closed-ended questions to get relevant information

concerning the study. This method of data collection was applied on local residents from Nyambogo, Raranya, Osiri, Busanga, Kowak, Sota, and Obolo villages; councilors from Roche, Nyancha bukura, Ikoma, Nyamagaro, and Mirare wards; and the village chairmen from Nyambogo, Raranya, Osiri, Busanga, Kowak, Sota, and Obolo villages. Table 3.3 (a&b) shows the number of respondents and locations involved in the study through questionnaires.

Table 3.3: Distribution of Local residents and Village chairmen

Village	Local residents	Village chairmen
Nyambogo	7	1
Raranya	5	1
Osiri	6	1
Busanga	5	1
Kowak	4	1
Sota	8	1
Obolo	3	1
Total	39	7

Source: Field data, 2017

Table 3.4: Distribution of Ward Councilors

WARDS	Number of councilor
Roche	1
Nyancha bukura	1
Ikoma	1
Nyamagaro	1
Mirare	1
Total	5

Source: Field data, 2017

3.6.1.2 Interview

An interview is a data collection method which involves face to face conversation whereby, an interviewer ask questions with the aim of getting factual information from the interviewee. The researcher applied semi-structured interview schedules where 3 heads of departments, 2 heads of NGOs, 7 heads of community based organizations, 2 heads of faith based organization, 1 head of media house, 2 heads of political parties, the

District Commissioner and the Member of Parliament were interviewed to obtain the information on the role that is being played by civil society organizations to strengthen citizen awareness in enforcing accountability. Interview method enabled the researcher to be flexible in data collection and to modify difficult questions for more clarity.

3.6. 2 Secondary data

Secondary data are those data that are already available. They refer to the data which have already been collected and analyzed by someone else (Daniel & Sam, 2011). In this study, the form of secondary data collection method that was used is documentary review.

3.6.2.1 Documentary review

Documentary review method was used to collect the secondary data. The researcher reviewed the existing literature to complement the primary data. The researcher reviewed both published and unpublished documents related to the problem of the study. Also, the researcher sought documented information from the civil society organizations, and from the district government officials. This method helped the researcher to obtain statistical information and other literature that would not have been easily obtained through questionnaires and interview.

3.7 Data analysis

During the study, the researcher collected both qualitative and quantitative data. Quantitative data collected from questionnaires were coded and then analyzed using Statistical Package for Social Sciences (SPSS) program. Qualitative data analysis involved factual and logical interpretation of data, comparison and explanation of the study findings. The output from data analysis has been presented in tables, percentage and explained in texts to simplify interpretation and general appraisal of the subject of the study.

The next chapter presents the analysis of the findings that were obtained in the field of study. It provides inputs on the demographic characteristics of respondents, and the major findings based on the specific objectives of the study and the related variables. The chapter provides a clear insight on the results found in the field by the researcher, and how they confirm with the major assumption of the study.

CHAPTER FOUR

DATA ANALYSIS AND PRESENTATION OF THE FINDINGS

4.1 Introduction

This chapter serves the purpose of analyzing and presenting the findings obtained during the study. The purpose of the study was to examine the role of civil society in strengthening citizen awareness in enforcing accountability in Rorya District. The findings are based on the objectives of the study and related variables.

4.2 Demographic characteristics of respondents

The study comprised different demographic characteristics of respondents distributed in terms of gender, age, education, and occupation. These characteristics were key in making analysis and presenting the findings. Such characteristics were obtained through the information obtained from questionnaires and interviews schedules. Tables have been used to present the statistic and characteristic of each respondent involved in the study.

4.2.1 Gender of respondents

The study involved the two gender variables; whereby, 44 men were involved representing 62.9 % of the study population and 26 women representing 37.1%. These were obtained from the questionnaire distributed and the interviews conducted during the study. Table 4.1 shows the distribution of respondents in terms of gender category.

Table 4.1: Gender of respondents

Gender	Respondents	Percent
Male	44	62.9
Female	26	37.1
Total	70	100.0

Source: Field data, 2017

4.2.2 Age group of respondents

The study involved 70 respondents with age distribution as follows: respondents below 20 years of age were 6 representing 8.6 %; respondents between 20 and 30 years of age were 17 representing 24.3 %; respondents between 31 and 40 years of age were 28 accounting for 40 %; and respondents between 41 and above years of age were 19 representing 27 % of the population of the study. From the findings, it has to be noted that majority of respondents were at the peak of their youth age. Table 4.2 summarizes age distribution among the respondents of the study.

Table 4.2: Age group of respondent

Age group	Respondents	Percentage (%)
Under 20	6	8.6
20 – 30	17	24.3
31 – 40	28	40.0
41 and above	19	27.1
Total	70	100.0

Source: Field data, 2017

4.2.3 Education level of respondents

The study involved respondents with different level of education. This is presented as follows: respondents who completed standard seven were 27, accounting for 38.6 %; respondents who completed form four education were 20, representing 28.6 %; respondents who completed form six was 1, representing 1.4 %; respondents with diploma certificate were 13, representing 18.6 %; respondents with Advanced Diploma

were 4, representing 5.7 %; respondents with Degree were 4, representing 5.7 %; and 1 respondent with Masters education, representing 1.4% of the population study. From the finding, it has to be noted that majority of respondents had less moderate level of education. Table 4.3 shows the level of education among the respondents of the study.

Table 4.3: Levels of education of respondents

Education level	Respondents	Percentage (%)
Primary	27	38.6
Form four	20	28.6
Form six	1	1.4
Diploma	13	18.6
Advanced Diploma	4	5.7
Degree	4	5.7
Masters	1	1.4
Total	70	100.0

Source: Field data, 2017

4.2.4 Distribution of respondents by occupation and level of experience

The study involved respondents with different category of occupations and level of work experience, the occupation of respondents was distributed as follows; District Commissioner, District administrators, Village Chairmen, Councilors, Journalist, Religious leaders, Peasants, Political party leaders, Teachers, Entrepreneurs, Health workers, Community based and NGO's officers. In terms of level of job experience, the distribution was as follows: respondents with less than five years were 4, representing 5.7%; respondents with experience between five to ten years were 28, representing 40%; respondents with experience between eleven to fifteen years were 20, representing 28.6%; respondents with experience between sixteen to twenty years were 12, representing 17.1% and respondents with experience between twenty one years and above were 6, representing 8.6%. From the findings, it has to be noted that, majority of respondents had experience of less than fifteen (15) years. Table 4.4 (a&b) shows the distribution of occupations and the level of experience among respondents.

Table 4.4: Distribution of respondents by occupation

Occupation	Respondents	Percent (%)
District Commissioner	1	1.4
Village chairmen	7	10.0
Councilors	5	7.1
District Administrators	3	4.3
Journalist	1	1.4
Religious leaders	2	2.9
Peasants	27	38.6
Teachers	5	7.1
Entrepreneurs	4	5.7
Health workers	3	4.3
Community based and NGO's officers	9	12.9
Member of Parliament	1	1.4
Political party leaders	2	2.9
Total	70	100.0

Source: Field data, 2017

Table 4.5: Distribution of respondents by level of experience

Experience profile	Respondents	Percent (%)
Less than five years	4	5.7
5-10 years	28	40.0
11-15 years	20	28.6
16-20 years	12	17.1
21 and above	6	8.6
Total	70	100.0

Source: Field data, 2017

4.3 Research findings

The main objective of the study was to explore the role that civil society organizations have played in enhancing citizen awareness in enforcing accountability in Rorya District. The assumption was that, citizens were unaware of the mechanisms that could be used to enforce accountability, and that hampered the practice of good governance in

many local government authorities in Tanzania. Thus, civil society organizations were required to step up to enhance awareness among ordinary citizens on how to enforce accountability within their localities.

4.3.1 The activities that civil society perform in Rorya District

The first research objective was to identify the activities that were performed by the civil organizations in Rorya District. The perception by the researcher was that; by identifying those activities, it would be easier to assess whether civil society organizations were engaged in enhancing citizen awareness in enforcing accountability. The assumption was that, civil society organizations were involved in other activities which were not related to promotion of awareness on accountability and good governance within the district. The researcher employed questionnaires and semi-interview guides to obtain information from the respondents. The findings on the kinds of activities that CSOs performed in Rorya District are summarized in table 4.5.

Table 4.6: Activities done by civil society organizations in Rorya District

Activity Profile	Respondents	Percentage (%)
Lobbying	7	10.0
Mobilization of participation in decision making	4	5.7
Civic education and empowerment	5	7.1
Capacity building for collective actions	2	2.9
Provision of information	6	8.6
Charitable activities	36	51.4
Development activities	9	12.9
I don't know	1	1.4
Total	70	100.0

Source: Field data, 2017

Table 4.5 above indicates that: seven (7) respondents representing 10% of the sample size responded that, civil society organizations were engaged in lobbying; four (4) respondents representing 5.7% identified mobilization of participation in decision making as the major activity; five (5) respondents representing 7.1% indicated that civil society performed civic education and empowerment; nine (9) respondents representing 12.9% identified development activities; six (6) respondents representing 8.6% of the

sample size identified provision of information as the major activity of civil society; thirty six (36) representing 51.4% mentioned charitable activities as the major activity of the civil society; two (2) respondents representing 2.9% of respondents mentioned capacity building for collective actions; and one (1) respondent representing 1.4% did not know any activity that were being done by the civil societies in the district.

From the findings, it has to be noted that; Charitable activities at 51.4% and development activities at 12.9% were viewed by respondents as the major activity that were being done by the civil society organizations in Rorya District. The finding is contrary to what the neo-liberal theory states on the role of civil societies within a state. Although the theory advocates that a civil society is substitute to the state in terms of provision of social services and engagement in development activities; the theory puts much emphasis on civil societies to check abuses of power by the state, and to promote awareness among citizens to check such abuses. In the context of the finding, civil society organizations in Rorya district have failed to engage in meaningful accountability programme. Results from the study shows that, neo-liberal theorist's call to the civil societies to check and promote awareness among the citizen in Rorya district have not been realized.

4.3.1.1 Whether the respondents participated in meetings organized by civil society organizations

The researcher asked the respondents the extent to which they participated in meetings organized by the civil society organizations. The purpose of the question was to explore whether citizens really participated in civil society's meetings and activities. Also, it intended to gather additional information on the first objective of the study. The findings are summarized in table 4.6.

Table 4.7: Citizen Participation in meetings organized by civil society

Participation Profile	Respondents	Percentage (%)
Yes, to a large extent	12	17.1
Yes, to a small extent	24	34.3
I do not participate at all	34	48.6
I don't understand	0	0.0
Total	70	100.0

Source: Field data, 2017

The finding in Table 4.5 shows that: respondents representing 17.1 % of the sample responded: “yes, to a large extent we are participating in meetings and activities organized by the civil society”. This implies that they extensively participated in the meetings organized by the civil society organizations; 34% of respondents opinioned that they participated in the meetings, but only to a small extent; the researcher pressed the respondents during interviews to indicate how often they participated, and the response was that they participated in the meetings but not often. 48.6% respondents indicated that they did not participate at all in the meetings organized by the civil society organizations; through interviews, respondents indicated that they did not understand the real scope of civil society organizations. Also, what to note is that none of the respondents indicated that they did not understand about the meetings organized by the CSOs.

The finding contradicts the Citizen theory on civil society’s role of enhancing accountability. Citizen theory states that the role of civil society is to empower and enable citizens to participate and exercise voice to demand accountability from the actions and decisions made by the government. Civil society organizations in Rorya district have failed to put the content of this theory into practice. As indicated by the results provided above, majority of citizens in Rorya district do understand and participate in the activities organized by the CSOs.

4.3.1.2 The kind of relationship existing between civil society, citizens, and the District Council government

The researcher also wanted to identify the kind of relationships that existed between the civil society organizations, citizens, and the district council. The findings are presented in two categories; relationship between civil society and citizens, and relationship between civil society and the district council. Table 4.7 (a & b) summarizes the findings.

Table 4.8: Relationship between civil society and citizens

Relationships	Respondents	Percentage (%)
Mutual relationship	46	65.7
Forced relationship	13	18.6
Hostility	0	0.0
None	11	15.7
Other	0	0.0
Total	70	100.0

Source: Field data, 2017

From the findings, it has to be noted that respondents who thought that there were mutual relationship between the civil society and citizens ranked at 65.7%. Respondents representing 18.6% of the sample size argued that there was a forced relationship. The researcher pressed respondents during interview to state the reasons why they thought a forced relationship existed between civil society and ordinary citizens; the response was that, civil society organizations did interact with citizens only when they seek to channel their interests within the community. One respondent was recorded saying *“they come only when they seek to make a start up on their activities, the relationship is really seasonal and it is forced by interests”*. 15% of the respondents observed that no kind of relationship existed between the civil society and ordinary citizens. Respondents did not indicate existence of hostile relationship or any other kind of relationship.

The results confirm the basis of Democratic theory on the relationship between the citizens and the civil society. The theory states that, civil society is a sphere which has common interests of the citizens. It makes dialogue with the state on behalf of the citizens. The results from the study suggest that to a large extent, civil society

organizations in Rorya district enjoy mutual relationship with the citizens. Therefore, CSOs should apply it as the benchmark of promoting awareness among the citizens.

Table 4.9: Relationship between civil society and District council

Relationship Profile	Respondents	Percentage (%)
Mutual relationship	16	22.9
Forced relationship	47	67.1
Hostility		0.0
None	7	10.0
Other	0	0.0
Total	70	100.0

Source: Field data, 2017

The findings on the table above portray the relationship that exists between the civil society and the district government whereby; 22.9% of respondents indicated that there were mutual relationship between the district council and the civil society organizations. Respondents ranking 67.1% of the sample size viewed the relationship as forced one. One respondent stated during interviews that “ *usually there is tension between the district government and the civil society due to differing interests, especially when civil society tend to unearth the wrong doings of the government.*” Respondents ranked at 10% failed to mention any kind of relationship that existed between the district government and the civil society. Also, there was no mention of hostility or any other form of relationship.

The finding contradicts the basis of the Neo-liberal theory which views civil society and the state as partners with common interest. The theory suggests that, civil society is a substitute to the state in a sense that they play essential role in facilitating the activities which are done by the government. That, the government and the CSOs should work in synergy to attain the interests of the citizens. However, the result from the study in Rorya district does not suggest so. Majority view the relationship between the CSOs and the District council as forced by circumstances and not a mutual one.

4.3.1.3 Whether the respondents acknowledged the importance of civil society in promoting good governance

Respondents were asked whether they acknowledge the importance of civil society in promoting good governance. The question was posed to identify how citizens viewed the importance of civil society in promoting good governance. The assumption by the researcher was that, citizens probably did not understand the role that civil society organizations do play in enhancing accountability within the government. The findings are presented in Table 4.8.

Table 4.10: Acknowledgment of the role of civil society

Acknowledgment profile	Respondents	Percentage (%)
Yes, to a large extent	23	32.9
Yes, to a little extent	28	40.0
No, I don't acknowledge	15	21.4
I don't know	4	5.7
Total	70	100.0

Source: Field data, 2017

From the findings provided in the table above: it has to be noted that 32.9% of respondents acknowledged the importance of civil society in promoting good governance to a large extent; at the same time; 40% of respondents acknowledged the importance of civil society organizations but only to a small extent. In other scenarios; 21.4 % did not acknowledge the importance of civil society in promoting good governance; 4% of respondents failed to understand the question.

4.3.2 Efforts made by civil society in promoting citizens' awareness in enforcing accountability

The researcher asked the respondents to inform on the efforts that have been made by civil society organizations to promote citizen awareness in enforcing accountability in Rorya District. The researcher wanted to seek information on the efforts that have been done CSOs in helping citizens learn and demand accountability from the local authority. The assumption was that, citizens did not fully understand the mechanisms that were at

their disposal to hold the government accountable. The findings were sought through questionnaires, interview and documented materials from some civil society organizations. Table 4.9 summarizes the findings on the efforts by the civil society in promoting citizen awareness in enforcing accountability.

Table 4.11: Efforts by civil society to promote citizen awareness in enforcing accountability

Efforts to promote awareness by civil society	Respondents	Percentage (%)
Civic education on accountability	6	8.6
Organization of public hearings	4	5.7
Provision of budgetary information	5	7.1
Provision of feedback on government activities	10	14.3
None	27	38.6
Assistance in decision making	6	8.6
I don't know	12	17.1
Total	70	100.0

Source: Field data, 2017

The finding in Table 4.9 shows various efforts mentioned by respondents to have been made by civil society organizations to promote citizens' awareness in enforcing accountability in Rorya District. These are further explained as follows: 6 respondents representing 8.6% mentioned civic education on accountability; 4 respondents representing 5.7% mentioned organization of public hearing; provision of budgetary information was mentioned 5 by respondents, representing 7.1%; Provision of feedback on government activities was mentioned by 10 respondents, representing 14.3%; 27 respondents representing 38.6% indicated that none had been done by civil society to promote citizen awareness; assistance in decision making was mentioned by 6 respondents representing 8.6%; and 12 respondents representing 17.1% did not know any efforts that were being made by the civil society organizations to promote awareness in enforcing accountability.

From the findings, it has to be noted that: majority of respondents ranked at 38.6% opinioned that, civil society had done nothing in promoting citizen awareness in

enforcing accountability; this was followed by respondents ranked at 17.1% who did not understand if there were any efforts made by the civil society organizations; In another revealing finding, 14.3% percent thought that civil society were providing feedback on government activities; 8.6% of respondents thought that civil society made efforts in promoting civic education on accountability; on the same terms, 8.6% opinioned that civil society have made efforts in assisting the locals in decision making; 7.1% mentioned provision of budgetary information as the major effort; likewise, 5.7% viewed organization of public hearing as the major effort that had been done by the civil society organizations to promote awareness among the citizens to enforce accountability.

The finding contradicts Human rights based approach perspective on the role of civil society in a state. The theory states that, civil society civil society organizations should be concerned with enhancing accountability in a society. That is, to mobilize citizens to know their rights so as to use those right claims to demand accountability from the state. The perspective of the theory has not been fully implemented by the civil society organizations in Rorya district. The results of the study indicated that, CSOs in the district were not mobilizing people to understand their rights and how to use such rights to demand accountability from the district council.

4.3.2.1 Whether the respondents acknowledged the importance of accountability in governance

The researcher was interested to know how the respondents acknowledged the importance of accountability in governance. The findings are presented in Table 4.10.

Table 4.12: Acknowledgement of accountability in governance

Acknowledgement profile	Respondents	Percentage (%)
Yes	46	65.7
No	24	34.3
Total	70	100.0

Source: Field data, 2017

In response to the question; majority of respondents (46) representing 65.7% acknowledged the importance of accountability in governance. However, 24 respondents representing 34.3 % of the sample did not acknowledge the importance of accountability in governance.

4.3.3 Challenges facing civil society in promoting citizen awareness in enforcing accountability

The respondents were asked to identify the challenges facing civil society in promoting citizens' awareness in enforcing accountability. The researcher wanted to know the response on the assumption that civil society organizations have been failing in promoting awareness on accountability due to certain problems they encountered in performing duties related to promotion of accountability. The researcher relied on answers from questionnaires and interview guides. The findings on the challenges facing civil society are summarized in Table 4.11.

Table 4.13: Challenges facing civil society

Challenges facing civil society	Respondents	Percentage (%)
Scarce resources	15	21.4
Poor leadership	18	25.7
Political interference	9	12.9
Lack of cooperation	6	8.6
Focus on other issues	15	21.4
Conflict of interest	7	10.0
Total	70	100.0

Source: Field data, 2017

The finding in Table 4.11 shows that; 15 respondents representing 21.4% mentioned scarcity of resources as the challenge facing civil society in promoting accountability; Poor leadership was mentioned by 18 respondents representing 25.7% as the challenge; Political interference was mentioned by 9 respondents representing 12.9%; lack of cooperation was mentioned by 6 respondents representing 8.6%; 15 respondents representing 21.4% opinioned that civil society organizations have focused on other issues other than promoting accountability; while 7 respondents representing 10% mentioned conflict of interests as the challenge facing civil society.

From the findings, it is noted that majority of respondents representing 25.7% cited poor leadership as the problem. They argued that many civil society organizations failed due to poor leadership which was caused by incompetency, dishonest, and self interests. During the interviews one respondent stated that, *“the civil society organizations face many challenges, but most of the challenges are imposed by their leaders who are incompetent and dishonest.”* 21.4% of respondents cited scarce resources as the challenge that faces civil society in promoting awareness on accountability. One respondent who is an official of a certain NGO within the district was recorded during interview stating that, *“we do not have enough resources to enable us to embark such awareness campaigns.”*

Likewise, 21.4% cited that civil society have put much focus on other issues such as environmental conservation, provision of health and education facilities, provision of clean water and sanitation etc, other than increasing awareness among citizens to enforce accountability. 12.9% respondents cited political interference as the challenge that sets civil society organizations back in promoting citizen awareness in enforcing accountability. Officials from the civil society organizations that were interviewed pointed that, the government usually interferes with their activities because of fear of actions that the citizens might take upon realizing their (government) wrong doings. One

official of the NGO was quoted saying *“it is difficult to promote awareness on accountability because sometimes the government intimidates and threaten to prosecute us.”*

In another finding, 10% of the respondents mentioned that civil society organizations had many conflicting interests which hindered them to promote awareness on accountability. They argued that, many civil society organizations have many interests within the local government; therefore, promoting awareness among the citizens is like touching their own interests. Respondents ranking 8.6% of the population of the study mentioned lack of cooperation between from the citizens and the government as the problem facing civil society. One respondent was quoted during the interview stating that, *“citizens do not bother cooperating with civil society when they are invited to attend functions organized by the civil society organizations.”*

The results confirm the concern by Neo-liberal theorists on the state of civil society. Liberal theorists reserved that, given the impoverish nature of many civil societies and their tendency to depend on the state and donors; it is likely that they could shift their focus in serving the interests of the people and become disorganized and submerged by the state. The study in Rorya district revealed that many civil societies were disorganized, shifted focus on other issues and become dependent on the government and donors' grants, hence neglecting the duty to promote awareness among the citizens.

4.3.4 The successes that have been achieved by civil society in promoting citizens' awareness in enforcing accountability

The fourth research objective sought to find out the successes that have been made by civil society organizations in promoting citizen awareness in enforcing accountability. Respondents were asked to identify any success that was made by civil society in terms of promoting awareness in enforcing accountability in Rorya district. The researcher

wanted to know whether the work of civil society had bore any fruit. The findings are presented in Table 4.12.

Table 4.14: Successes by the civil society organizations

Successes by the civil society	Respondents	Percentage (%)
Increased awareness on accountability enforcement mechanisms	3	4.3
No success	32	45.7
Transparency	6	8.6
Increased government responsiveness	12	17.1
Increased people's voice	7	10.0
Good relationship between the government and citizens	10	14.3
Total	70	100.0

Source: Field data, 2017

The findings presented above revealed the following: 3 respondents representing 4.3% of the study population thought that civil society organizations have increased awareness in enforcing accountability; likewise, 32 respondents representing 45.7% thought that civil society have not succeeded in promoting awareness in enforcing accountability; 6 respondents representing 8.6% opinioned that, CSOs have brought transparency; 7 respondents representing 10% thought that civil society efforts have led to increase in people's voice; moreover, 12 respondents representing 17.1% of the study population replied that civil society organizations have increased government responsiveness; and 10 respondents representing 14.3% thought that civil society organizations have improved the relations between the citizens and the local government.

From the findings above, it has to be noted that: respondents ranked at 45.7% thought that there were no any successes that could be described in terms of promoting awareness in enforcing accountability. One respondent recorded through interview stated that *"in reality I do not understand any mechanism to enforce accountability, so I cannot commend any success by civil society to promote such accountability issues"*. This was supported by the documents obtained by the researcher from the District

council office, where documented records provided many activities by the civil society organizations, but none was about promotion of awareness in enforcing accountability.

The Human rights approach perspective to the civil society advocate that promotion of awareness among citizens to claim their rights and demand accountability from the government is an essential role of the civil society organizations. The finding shows how civil societies in Rorya district have failed to impose the spirit of accountability among citizens. They have not treated it as an essential role as advocated by the human rights approach. In the other finding 17.1% of respondents opinioned that the work of civil society has increased government responsiveness. Respondents who shared this opinion attested that the District council government is more responsive and accountable than before.

Moreover, 14.3% of the respondents had opinion that civil society organizations have succeeded in making good relations between the district government and the citizens. Respondents who gave this opinion argued that, the district council government listens to the citizens than it was before. This was supported by one district official who was interviewed and stated that; *“now days, the community understands what the government is trying to achieve; they are really cooperative, I attribute it to the work of civil society.”* 10% of the respondents cited that civil society has helped to the increase of their voices. They feel that their voices are increasingly being heard by the district government. Likewise, 8.6% of the respondents thought that civil society has brought transparency within the government. The district government is increasingly becoming transparent and open in their activities. However, only 4.3% of the respondents thought that civil society has increased awareness within the community on how to enforce accountability. They thought that civil society organizations had done enough to conscientize the citizens on how to hold the district government accountable.

The next chapter involves the discussion of the findings that have been presented in this chapter. The chapter provides a clear discussion of the phenomenon and the outcome of the research. It provides an insight on the outcome of the findings and corroborates the hypothesis of the study. The chapter provides a clear picture on the role that civil society organizations have been playing to promote citizen awareness in enforcing accountability in Rorya District.

CHAPTER FIVE

DISCUSSION OF THE FINDINGS

5.1 Introduction

The general objective of the study was to address the research problem which probed the role of civil society organizations in enhancing citizen awareness in enforcing accountability within the local governments in Tanzania. The research problem emanated from the assumption that there is lack of awareness among citizens on mechanisms of enforcing accountability within their localities, leading to poor governance. The discussion is based on the objectives of the study and related variables.

5.2 Activities that civil societies perform in Rorya District

The findings have revealed that civil society organizations performed different activities in Rorya District. These activities included lobbying, charities, mobilization of participation in decision making, civic education and empowerment, capacity building, provision of information, and provision of social services, and development activities. However, other respondents of the study did not know any activity that the civil society performed in the district. From the findings it is noted that, 51.4% of the respondents viewed charitable activities as the major activity that is done by the civil society in the district. The finding has revealed that civil society organizations in Rorya District to a large extent are engaged in charitable activities such as supplying foods, medicines, shelter, clothing, donating money to the disabled people.

Likewise: 12.9% of the respondents revealed that civil society organizations are engaged in development activities such as construction of roads, health facilities, schools, environmental conservation etc; 10% of respondents viewed lobbying the government

in activities such as Aids programs, education and water programs, and protection of rights; 8.6% viewed information provision on government activities like budgetary information as the major activity by civil society; 7.1 % of respondents viewed civic education and empowerment; 5.7% viewed mobilization of participation in decision making; and 2.9% of respondents revealed that civil society have built the capacity for collective actions among citizens to hold the district government accountable.

In essence, civil society participation in activities that can enhance citizen awareness in enforcing accountability such as capacity building for collective actions, mobilization of participation in decision making, civic education and empowerment are very limited. The finding contradicts with neo-liberal theory perspective on civil society. The theory describes civil society as substitute to the state. It states that, civil society has to minimize the role of the state in providing social activities like charities, and development activities. The findings are also supported by the Civil Society Index (CSI) report of Tanzania of 2011. The CSI report indicated that 59% of civil society organizations in Tanzania are engaged in charitable activities. The report implied that the CSOs were less engaged in promotion of awareness among citizens to enforce accountability.

Moreover, a study by Lange, Wallewick and Kiondo (2000) found that; civil society organizations in Tanzania are working with different objectives. The study revealed that many civil societies work on charitable and policy advocacy issues, thus they have failed to get involved in accountability issues. Also, a policy paper on civil society, public action and accountability in Africa by Devarajan, Khemani and Walton (2011) stated that; the formations of community based organizations in Africa are derived by financial aid from international donors rather than accountability issues. The impact from such scenario is that, citizens have been unable to hold the local government accountable. As a result, the local government councils have developed unresponsive behaviors towards the citizens. In essence, civil society organizations in Rorya district are highly engaged in charitable and development activities, such that, accountability programs have not been keenly taken to the community. It has become difficult for citizen to exercise their

social responsibility to hold the district council government accountable. Local authority leaders act by their own virtues; accountability happens only when the executive or the legislature intervenes. Therefore, it is important for civil society organizations in Rorya District and Tanzania as a whole to review their programs and focus more on programs that educate citizens to demand accountability from the government.

5.3 Citizens' participation in meetings organized by civil society

The findings revealed that only 17.1% of respondents participated fully in meetings that were organized by the civil society; 34.3% of the respondents participated to a small extent, while 48.6% of the respondents did not participate at all. This implies that citizen participation in civil society's meetings is very limited; therefore it is difficult to see how accountability awareness can be enhanced among the citizens. It has to be noted that respondents who were interviewed indicated that civil society have failed to develop partnership with the citizens. They have failed to build synergy and collaboration with citizens.

Respondents further observed that civil society organizations have poor ethical conduct, thus it is difficult for them to participate in their meetings or activities. The researcher found that some CSOs showed poor ethical conducts towards the locals, this was sometimes caused by neglect of culture, norms and taboos of a community. It has to be noted that, those norms are important bonds within the African communities; therefore, when it happens that the civil society organizations or its members neglect the traditions of a community, it could lead to lack of support by the community and poor participation in the activities or meetings organized by them. Also, other respondents observed that they did not know what civil society organizations stood for; therefore, they could not participate in their activities.

Moreover, respondents observed that CSOs does not involve ordinary citizens in their strategic plans and hampers the participatory process. However, some respondents observed that, citizens do not participate in the meetings and activities organized by the

CSOs due to laziness or mere neglect. Also others noted that, some local government officials like village chairmen, village executive officers, hamlet chairmen are not supportive of the activities and meetings by the civil society due to fear of being held accountable. Therefore, they tend to suppress citizen's participation in the meetings or activities organized by the CSOs.

The finding is different to what citizenship approach on civil society state; the theory emphasizes participation of citizens in the activities of civil society as a necessary prerequisite. That is, for citizens to be able to learn and demand accountability, they must participate in the activities of the civil society organizations. The findings are also confirmed by the report of social accountability program, by Roell and Mwaipopo (2013) conducted in Karagwe, Ukerewe, and Magu districts. The study observed that, local leaders did not heed the call to summon meetings between civil society organizations and the communities. The communities were summoned to attend the meetings organized by the CSOs by high-level government officials. Lange, Wallevick, and Kiondo (2000) contended that lack of participation was caused by people's lack of awareness of their rights. Also, the study mentioned poverty as another problem that hinder participation; people were occupied with attending to their basic needs and they did not have time to attend the meetings or activities that were organized by civil society organizations.

Therefore, it is important for civil society organizations to build partnership with citizens to increase participation in their activities. Without citizens attending the meetings, it would be a brainer for CSOs to enhance awareness on accountability issues. Participation in CSOs meetings is among the most important factor in which mechanisms of enforcing accountability can be learned. Also, there is a need for the CSOs to build a good partner of relationship with the society. This should also involve practice of good ethical values by its members and preserving the traditions of the society which surrounds it. Moreover, leaders of the local government should restrain from suppressing the citizens to attend the activities and meetings that are organized by

the CSOs. Such activities/meetings cater for the interests of the citizens and bring good governance in the localities.

5.4 Relationship between civil society, citizens and District council government

The findings revealed relationships between civil society, citizens and the district council government as follows: on the relationship between the civil society and the citizens, 65.7% of the respondents observed that it was mutual; where as 18.6% observed that it was a forced one; 0% or none of the respondents viewed it as hostile; and 15.7% observed that there were no kind of relationship that exists; and none of the respondents indicated any kind of relationship. The findings stated above clearly reveal that, to a large extent there is mutual relationship that exist between the citizens and the CSOs. However, the researcher found out that, the presence of mutual relationship was mainly caused by CSO's charitable and development activities. Citizens seem to be attracted by the goodies that the civil society organizations offers, and that is why some respondents observed it as a forced relationship.

The findings discussed above are supported by the study by Roell and Mwaipopo (2013) which found that NGOs and community- based organizations which based their activities on marginalized and vulnerable groups built close relationship with the citizens. Therefore, it is important for the civil society organizations to plan on strategies to build mutual relationship with the communities even when they do not attend to charitable demands of the community. They should ensure preservation of good relationship regardless of the activity that they undertakes within the community. Enforcement of awareness on accountability among citizens will progress only when the CSOs are able to build understandable mutual relationship all the time.

The findings on the relationship between the civil society and the district council government showed that; 67.1 % of the respondents observed that the relationship was a forced one; where as 22.9% of the respondents thought it was mutual; while 10% of the respondents indicated that there was no any kind of relationship; none of the respondents

indicated the presence of hostility between the CSOs and the government; and respondents did not mention any kind of relationship that existed. Clearly, it has to be noted that, the study has revealed the presence of a forced relationship between the CSOs and the district council government. District government officials that were interviewed observed that at some point the CSOs undermined their roles and turned the citizens against them. Members of the CSOs who were interviewed also observed that the government officials felt uneasy on their activities due to their wrong doings.

The researcher noted that, the current ban on political party activities by the government has increased frosty relations. Political Parties' roles have been restrained, thus hampering enhancement of awareness among the citizens to enforce accountability. It has to be noted that meetings are not allowed and sanctions are imposed upon those who violets the ban. The government through the police force has been vigilant against organizations that organize meetings that tend to educate citizens on their rights and responsibilities of making check up of government activities. Members of such organizations are arrested and charged with incitement. This has increased frosty relations between the government and the CSOs such their relationship is increasingly becoming a forced one.

The finding is different to what democratic theory state on the relationship between the state and the civil society. The theory foresees civil society as a critical dialogue with the state. It states that, the state needs to dialogue with it (CSOs) and defends, justifies, and give an account of its actions in answer to questions or voices that are raised by citizens through the civil society. This is supported by Lange, Wallevick and Kiondo (2000) who contended that; the relationship between Tanzanian government and the civil society organizations has been characterized by the state's constant efforts to create political hegemony.

In essence, the government and civil society organizations are important stake holders in accountability. There should be a conducive environment that allows CSOs to freely

perform their accountability programs. The government should stand a test of integrity and focus together with the CSOs in building collaboration and partnership towards attaining good governance. Without mutual relationship between them, enforcing accountability will be unrealistic, and the lives of ordinary citizens will get worsened.

5.5 Acknowledgement of the importance of civil society in promoting good governance

The findings indicated that, 32.9% of respondents acknowledged the importance of CSOs to a large extent; 40% of respondents acknowledged the importance of CSOs to a small extent; whereas 21.4 of the respondents did not acknowledge the importance of the CSOs at all; and 5.7% of the respondents did not know the importance of the CSOs in promoting good governance. It has to be noted that, the knowledge among citizens on the importance of civil society in promoting good governance is limited. It is clear that citizens do not fully understand the importance of CSOs in promoting good governance. CSOs have failed to make the citizens understand their role of promoting good governance. Some of the respondents indicated the importance role of the CSOs as just helping them realize their economic needs.

This scenario can justify the findings on poor participation by citizens on meetings or activities that are organized by the CSOs on accountability issues. Therefore, CSOs need to change their tactics especially activities and conduct seminars to bridge the gap of knowledge that exists among the citizens. It is only when the citizens understand the importance of CSOs in promoting good governance, is when accountability awareness can be enhanced. Therefore, CSOs in Rorya District need to collaborate with the citizens and educate them on their role as a third party in governance. Citizens should learn and understand the importance of civil society in promoting good governance.

5.6 Acknowledgement of the importance of accountability in governance.

In regard to acknowledging the importance of accountability in governance; 65.7% of the respondents said that they do acknowledge the importance of accountability, while

34.3 % of the respondents did not acknowledge the importance of accountability. The findings clearly show that majority of respondents knew how accountability is important in governance. However, it is also revealing that others did not understand the importance of accountability. It has to be noted that during the interviews some respondents did not even know the meaning of accountability. The researcher found out that citizens do not know that they are part of the accountability practice. This was caused by abject lack of education on what accountability is.

The researcher identified problems that have led to such scenario as follows: there are few accountability programs that are undertaking place within the Rorya District; second, most civil society organizations that operate within the district are community based organizations who are mainly concerned with providing social assistance to the community; third, poor state of education especially in the villages makes it impossible for the locals to understand how accountability is important for achievement of good governance; and lastly, local residents have developed a culture of not questioning the actions of local leaders.

This is supported by Lange, Wallevick, and Kiondo (2000) who observed that; ordinary citizens in Tanzania to a large extent do not understand the importance of accountability. That, even citizens who knew the importance of accountability, thought it was the work of politicians to exercise accountability on the government. Therefore, civil society ought to make interventions to help citizens understand that, they are integral part of the accountability process. They should educate citizens to clearly understand the basis of accountability and the mechanisms at their disposal that could be used to promote good governance in the society. The CSOs need to start building an understanding from the grass root level so as to create a culture of undertaking part in accountability programs.

5.7 Efforts by the civil society to promote citizens' awareness in enforcing accountability

When it comes to the efforts that have been done by the civil society in promoting citizen awareness in enforcing accountability in Rorya District, the findings revealed the following: 38%.6 of the respondents observed that nothing has been done; where as 17.1% did not know if any effort had been done; while 14.3% observed that provision of feedback on government activities had been done; 8.6% respondents thought that civic education on accountability had been done; another 8.6% of respondents noted that assistance in decision making had been done; whereas 7.1% of the respondents noted that budgetary information had been given; and 5.7% of the respondents noted that organization of public hearing had been done by the CSOs.

From the findings, it can be noted that civil society organizations have not done much efforts in educating the citizens on the mechanisms of enforcing accountability. Few respondents indicated that mechanisms such as civic education on accountability, provision of information, organization of public hearing, assistance in decision making etc, had been done. Human rights approach to civil society advocates that, civil society organizations should educate and mobilize citizens to know their rights and how to use those rights claims to demand accountability from state. The theory demands that, citizens need to be educated on their rights to sanction, influence, and to access budgetary information etc. The finding is confirmed by the REPOA survey report of 2013 that was conducted in Ilala Municipal Council, Mwanza City Council, Moshi, Bagamoyo, Kilosa and Iringa District Councils. The report revealed lack of citizen awareness on mechanisms of enforcing accountability.

Furthermore, the Tanzania Civil Society Index report of 2011 indicated that CSOs have moderately succeeded in addressing gender issues, HIV/AIDS, poverty, and empowering marginalized groups; however, they have failed to enforce accountability mechanisms such as informing and educating citizens, building capacity for collective action, setting public hearings etc. Brinkerhoff (2001) contended that, "the roles of

CSOs extend beyond interest aggregation and advocacy. CSOs are also critical for providing information on, and demystification of, government policies, regulations, and responsibilities so that citizens can become knowledgeable consumers of policies and programs.” This is supported by Diamond (1996) report which asserted that; active press is key to both generating and disseminating the information necessary for citizens to hold public officials and agencies accountable.

Therefore, the CSOs should create new paths and shift focus to ensure that citizens become aware of mechanisms for holding their leaders accountable. It has to be noted that good governance cannot be realized without the practice of accountability. Civil society organizations have a huge role to do to ensure that citizens attain the knowledge on how to make their leaders become answerable on their actions.

5.8 Challenges facing CSOs in promoting citizen awareness in enforcing accountability

The findings revealed several challenges that the CSOs encounter when promoting awareness on accountability: 25.7 of the respondents pointed poor leadership; 21.4% noted scarcity of resources as the challenge; another 21.4% mentioned that civil society organizations focused on other issues; where as 12.9% pointed political interference; while 10% mentioned conflict of interests among the CSOs as the challenge; and 8.6% of respondents pointed at lack of cooperation from the local government and citizens.

Clearly, the findings have revealed what have been hampering civil society progress towards promoting accountability. It has to be noted that, many civil society organizations fail to do their activities properly due to poor leadership. The researcher noted that some officials of the CSOs were not competent enough to undertake their duties effectively, while some were lacking integrity. This is supported by the Civil Society Index (CSI) report of 2011 which indicated that poor leadership among civil society was caused by nepotism, egoism, and unskilled personnel.

Scarcity of resources has been a very common among civil society organizations. The researcher observed that many civil society organizations in the district were heavily dependent on the donors. This affected their objectives and missions; where by some deviated from their original mission to correspond to their financiers' needs. This is also supported by the CSI report (2011); the report observed that, donors influenced and compelled CSOs to deviate from their objectives and respond to donor funding demands. Therefore, where such demands are not concerned with accountability, it becomes difficult for CSOs to engage in accountability programs.

Also it has to be noted that, the findings have revealed that; civil society organizations focused on other issues rather than accountability. The study found out that, most of the civil society organizations in the district focused on providing charities, attending to the vulnerable groups, gender empowerment, and environment conservation etc. This has hampered the progress of accountability programs within the district. This notion is supported by the CSI (2011) report which stated that, many CSOs shift their focus from original missions to attract funding from the government and donors. The CSOs had focused on programs such fight against HIV/AIDS, health care services, human rights and gender empowerment etc. These programs attract funding from the government and donors, thus affecting implementation of programs that focused on accountability. This is different to what citizenship approach to civil society state; the theory states that civil society organizations should work on a sense of mutual obligation and serve the purposes of the citizens which are beyond their private interests. The theory advocates that the major purpose of any civil society should be to help isolated groups or individuals to demand their rights and accountability from the government.

Political interference in the activities of the CSOs had made it difficult to enhance accountability programs. Respondents revealed that the district government interfered where it deemed that its wrong doing would be uncovered. One respondent noted that, "the government through the police force has created hegemony and our activities has become increasingly controlled." It has to be noted that CSOs in Tanzania do not enjoy

much autonomy in their activities. There are many incidents where CSOs has endured government interference and even some became de-registered or stopped from operating. The case of HakiElimu can provide a good example on how the government intrudes in the activities of the civil society organizations.

Moreover, the findings revealed that civil society failed due issues that were derived by conflict of interest. The researcher observed that many civil society organizations served for certain interests. Therefore, it was difficult for some to enhance accountability programs because, such programs affected their interests. One respondent observed that, “it is almost difficult for the CSOs who are funded through the local government (LGAs) programs to sensitize accountability awareness among the citizens to hold the district council government accountable.” The researcher also noted that, some of the CSOs in the district were owned by people who had ties with the ruling party Chama Cha Mapinduzi (CCM); therefore, adopting accountability programs was not possible because such programs would interfere with their interests. This finding is also different to what democratic theory state on civil society. The theory states that, civil society is a public sphere; it comes and should exist for common interests of the citizens and not for private or personal interests.

The study further revealed lack of cooperation from the government and the citizens hampered the operations of the CSOs in the district. The study observed that many civil society organizations had failed in implementing accountability programs due to lack of cooperation from the residents and local leaders. CSOs have been encountering street bureaucracy from the local leaders to acquire permits to undertake their activities. This is highlighted in the CSI (2011) report; the report revealed that CSOs faced limited cooperation from the stake holders which led to less effective interventions. Therefore, CSOs need to build collaboration and synergy with its stake holders; the government and ordinary citizens should provide cooperation to the CSOs whenever required. This would help to build a good governance system which in turn leads to development. The success of CSOs is much dependant on the two stakeholders.

5.9 The successes that have been made by civil society in promoting citizen awareness in enforcing accountability

The findings revealed that: 4.3% of respondents thought that the CSOs increased awareness on accountability enforcement mechanisms; whereas 45.7% of the respondents thought CSOs did not make any success; 8.6% noted that the CSOs increased transparency; while 10% of the respondents noted that the CSOs had increased people's voice; 14.3% of the respondents observed that CSOs had good relationship with the government and the citizens; and 17.1% of the respondents noted that the CSOs had increased government responsiveness. From the findings it noted that, CSOs in Rorya District have made limited success in promoting citizen awareness in enforcing accountability.

Clearly the findings indicates that, civil society in Rorya District have achieved limited successes in terms of increasing awareness on accountability enforcement mechanisms, transparency, increased people's voice, government responsiveness. Human rights approach to civil society states that, it is the work of civil society to help the citizens to claim their rights and demand accountability. The theory states that, in the absence of such effort, accountability in a society is unlikely to be realized. The finding shows that civil society in Rorya District has failed to operate on what the human rights theory advocates.

Marcossy (2008) observed that there is increase in initiatives by the civil society organizations in Tanzania to enhance accountability programs. These include expenditure tracking surveys (PETS) and community score cards that are used to evaluate projects under TASAF. These initiatives have enabled the local community to get feedback and exercise their voice on the local government. However, it is impossible to hide from the fact that such successes are very limited. The study observed that majority of ordinary citizens do not understand mechanisms that can be used to hold local leaders accountable. One respondent noted that there was much corruption and mismanagement of funds by hamlet and village chairmen, and the citizens do not hold

any power to get them accountable for their actions. The researcher further noted that, most of these local leaders were held accountable by political leaders or high-level local government officials.

The findings are also supported by the study by Devarajan, Khemani, and Walton (2011) which observed that there is increase in accountability programs in Sub-Saharan Africa. The study revealed many interventions have been made by the CSOs to enhance citizen participation in holding their leaders accountable. However, the study further revealed that despite such interventions; civil society organizations in the Sub-Saharan Africa have achieved limited success in bridging the gap of awareness among the communities in enforcing accountability. Therefore, CSOs need to address the challenges that have been hampering their successes to ensure increase in accountability programs.

The next chapter is the last in this study; it entails a brief summary of the study and its findings, the conclusion and recommendations on the study. The chapter provides a brief insight on unique findings on the role of civil society in strengthening citizen awareness in enforcing accountability in Rorya District; and what should be done to enhance accountability programs in the local government councils in Tanzania in general.

CHAPTER SIX

SUMMARY, RECOMMENDATIONS AND CONCLUSION

6.1 Introduction

The main objective of this study was to identify the role of civil society in enhancing citizen awareness in enforcing accountability in Rorya District. This chapter intends to provide a summary of the research findings, draw up a conclusion on the findings, and present recommendations to different stakeholders of accountability in Tanzania.

6.2 Summary of the research findings

Many studies have presented the findings on how civil society organizations have exercised accountability in Tanzania by holding various units of the government accountable. The studies presented successes that CSOs have gained in influencing the activities of the government; however, such successes were found to be limited. This was due to lack of citizen awareness in enforcing and demanding accountability. The studies revealed that it is nearly impossible to realize accountability in the absence of citizen participation. Civil society organization, a third sector in a state has a role of ensuring citizens become aware of the responsibility of exercising accountability. Therefore, this study aimed at identifying the role of civil society in enhancing citizen awareness in enforcing accountability in the Local government authorities in Tanzania; a case study of Rorya District.

The specific objectives were to trace the activities that were being performed by civil society in Rorya district; the efforts that were being made by the civil society to promote citizen awareness in enforcing accountability, the challenges that were facing civil society in enhancing citizen awareness in enforcing accountability; and the successes that have been made by the civil society in enhancing citizen awareness in enforcing accountability. The significance of the study was to remind civil society organizations

their social accountability role. Also, it had a purpose of reminding the local government authorities in Tanzania of their accountability role. The study involved a sampling of 70 respondents who were chosen through purposive, snowball, and simple random sampling techniques. Data collection involved questionnaires, semi structured interview guides, and documentary reviews.

The study revealed that, civil society organizations in Rorya district are engaged in different activities such as lobbying, mobilization of participation in decision making, civic education and empowerment, capacity building for collective actions, provision of budgetary information, charities, and development activities. However, the findings have revealed that lobbying, charitable, and development activities were the most common among civil society in Rorya District. The study indicated that, activities related to accountability programmes such as mobilization of participation in decision making, civic education and empowerment, capacities building for collective actions, provision of budgetary information, are limited in Rorya District. Most of the civil societies in the district had focused their activities in charitable and development activities to attract funding from the local government and donors. Therefore, enhancement of awareness among ordinary citizens on accountability enforcement mechanisms was lacking.

The findings also revealed that, civil society organizations in Rorya district have made few efforts in enhancing citizen awareness in enforcing accountability. These were such as civic education on accountability, organization of public hearings, provision of budgetary information, provision of feedback on government activities, and assistance in decision making. Citizens do not understand the mechanisms that they can use to demand answers from their local leaders; they do not understand how they can sanction their leaders, demand meetings, and answers on the money that have been spent.

Moreover, the study revealed that; the role of civil society in enhancing citizen awareness in enforcing accountability in Rorya District has been hampered by scarcity of resources, poor leadership, political interference, lack of cooperation from the

government and local citizens, conflict of interests, and shift of focus on other issues. Civil society organizations have failed to build collaboration with the government and the citizens to promote accountability programs. There are no strategies by CSOs to acquire resources and skilled workers who can channel their agenda properly.

In essence, civil society organizations in Rorya District have succeeded to a limited extent to increase awareness on accountability enforcement on mechanisms, transparency, government responsiveness, and increased people's voice. The unique finding in this study is that 34.3% of the respondents did not acknowledge the importance of accountability in promoting good governance and the same percent (34.3%) did not understand what accountability means. This presents the general understanding among the citizens in the district, that the majority do not understand what accountability is, or what it stands for and who should be responsible to demand it. Therefore, civil society organizations in Rorya District have a long way to go in terms of ensuring that citizens understand what accountability means, its importance in promoting good governance and the mechanisms that can be used to enforce or demand it.

6.3 Conclusion

The general objective of the study was to identify the role of civil society in enhancing citizen awareness in enforcing accountability in Rorya District. The assumption that prompted the study was lack of awareness among citizens to enforce accountability within their localities. The study has revealed that it is quite true, there is little progress made by the civil society organizations in enhancing accountability programs. A large portion of the population does not understand even what civil society stands for, and what accountability means. These are caused by neglect of duties by civil society organizations, which have led to increase of malpractice among local authority leaders. Accountability which is the major pillar of good governance has not been realized in the district, and this extends to the local government authorities in Tanzania respectively.

Citizens who are supposed to uphold accountability are not aware of their responsibilities.

6.4 Recommendations

Based on the research findings, recommendations are made for civil society in Rorya district and Tanzania as a whole, the local government authorities, and researchers for future studies.

6.4.1 Recommendation to the civil society

Civil society should put much emphasis and focus in promoting social accountability mechanisms programs instead of charitable, advocacy, and development activities. They should know that, they are the main force in a state that can help citizens realize their potential in holding government authorities accountable. CSOs need to educate citizens on their rights and responsibilities. Civil society organizations need to find alternative ways of funding their programs instead of depending on government and donor driven funds. Also civil society organizations should train and provide skills to their officials to ensure that they become competent in their activities.

Civil society organizations should build partnership and collaboration with the government and the citizens so as to increase citizen participation in their activities. There is a need to fight corruption and mismanagement of CSOs' funds so as to enable implementation of their missions and visions.

6.4.2 Recommendation to the Local government authorities

The Local government authorities (LGAs) in Tanzania need to perceive civil society organizations as partners in development. This should also extend to the central government. The government should make efforts to ensure that there are proper laws which do not interfere with the liberty of civil society organizations. For instance,

Article 30 (1) of the constitution of the United Republic of Tanzania, tends to impede the right to access and disseminate information, and right of freedom from interference.

The government needs to stop the tendency of street bureaucracy among its officials so as to smoothen the activities of civil society organizations. Also, the government should empower and improve economic wellbeing of the citizens as well as reducing illiteracy rate. This would help the citizens to acknowledge and participate in CSOs' activities.

6.4.3 Recommendations for future studies

Interested future researchers on this topic are encouraged by the researcher to find out whether increased people's voice can lead to accountability. This is due to the assumption that; when citizen increase their voices, the state account for its action. However, that might not be true, therefore, it is better for future studies on this topic to focus on the issue.

Also, the researcher recommends future study on the extent to which illiteracy rate affect the work of civil society in promoting awareness on accountability. This has been promoted by the finding in Rorya District which has revealed high illiteracy rate as one of the major challenge that affect the work of civil society in promoting accountability programs. Due to illiteracy, citizens do not understand their responsibilities in demand accountability and even in participating in the activities organized by the CSOs to conscientize them.

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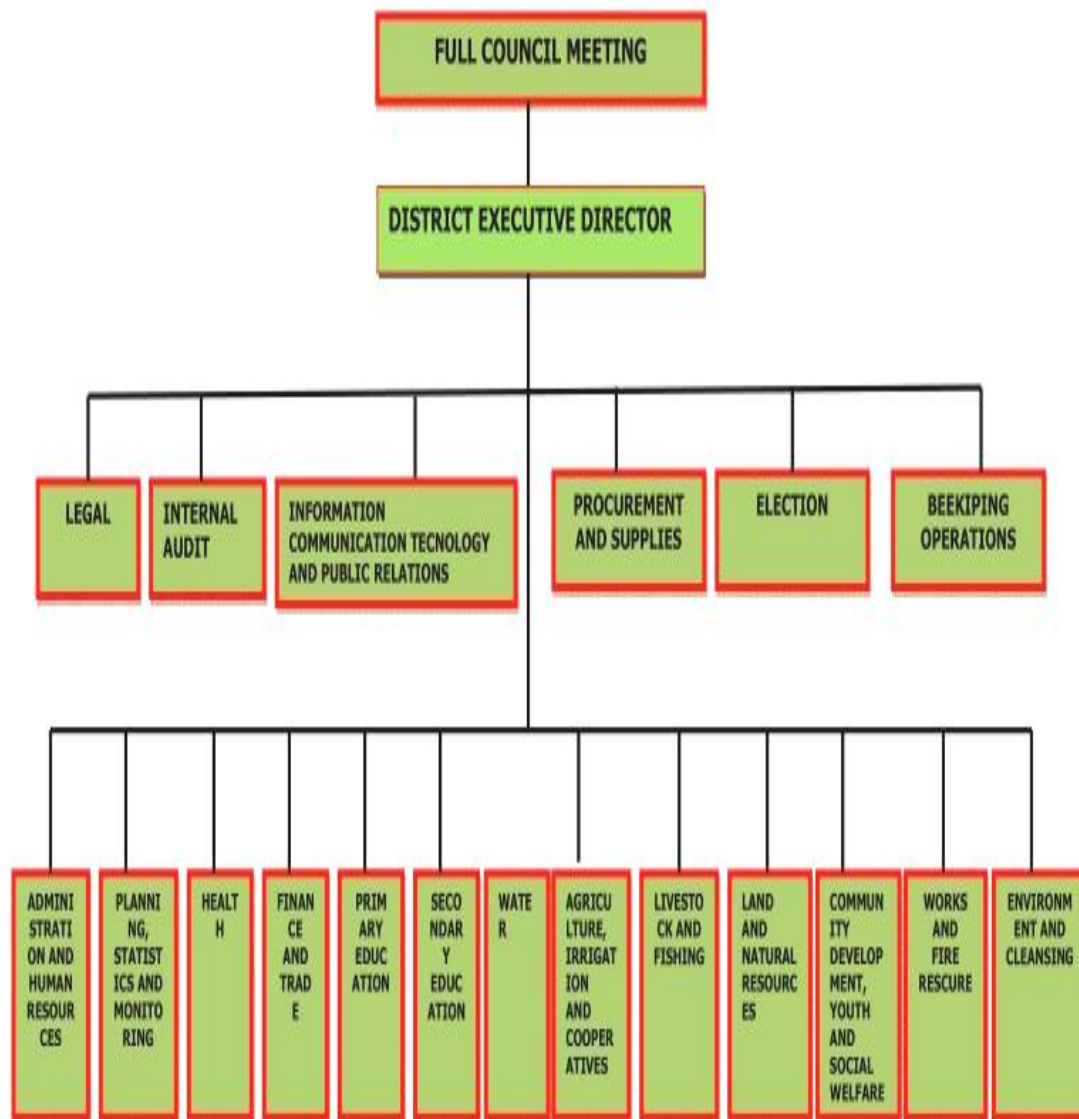
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APPENDICES

APPENDIX I

Organization Structure of Rorya District

ORGANIZATION STRUCTURE OF RORYA DISTRICT COUNCIL



Source: Field data, 2017

APPENDIX II

Map of Rorya District & District Council Offices



Source: Field data, 2017



SOURCE: Field data, 2017

APPENDIX III

RESEARCH QUESTIONNAIRES

Dear respondent, I am Emmanuel D. Ochupe, a Master student in Human Resource Management from Mzumbe University. The purpose of this questionnaire is to collect information on the Role of Civil Society in Strengthening Citizen Awareness in Enforcing Accountability in Rorya District. Your answer will lead me in writing my research report. You are asked not to write your name in responding to these questionnaires. Select appropriate answers in the questionnaires provided below and fill in the blanks by marking a **tick** (✓) in the bracket provided. Please be informed that your opinion will be treated confidentially. Note; do not provide answer for a questionnaire that does not concern you.

PART A: General information of respondents.

1. Gender: A. Male () B. Female ()

2. Age.

A. Below 20 years () B. 21- 30 years ()

C. 31 – 40 years () D. 41 and above ()

3. Academic and professional qualifications.

A. Standard Seven () B. Certificate of Secondary Education ()

C. Advanced Certificate of Secondary Education () D. Diploma ()

E. Advanced Diploma () F. Degree () G. Masters ()

H. Other (please specify).....

4. Name of Ward (for Councilors).....
5. Name of Village (for Village Chairmen and residents only).....
6. Area of residence (for local residents only).....
7. What is your occupation.....?
8. How many experience do you have in your field.....?
9. Name of Department (for District Officials).....
10. Name of Organization (for members of civil society only).....
11. Position/title (for District Officials and members of civil society organizations).....

PART B: The role of Civil Society in creating awareness for enforcing accountability. Please tick (✓) appropriate answer as provided in the brackets below;

11. Do you acknowledge the importance of civil society in promoting good governance?
 A. Yes, to a great extent () B. Yes, a little ()
 C. No () D. I don't understand ()
12. What kind of relationship exists between civil society, citizens and the District Council?
 A. Mutual cooperation () B. Forced cooperation ()
 C. Hostility () D. None () E. Other (please specify).....

13. Do you participate in the meetings/ activities organized by the civil society organizations?

A. Yes, to a large extent () B. Yes, to a small extent ()

C. Not at all () D. I don't understand ()

14. What kind of activities do civil society organizations perform in Rorya District?

A. Lobbying () B. Mobilization of citizens to participate in decision making ()

C. Civic education and empowerment () D. Capacity building ()

E. Provision of information () F. Provision of social services ()

G. I don't know () H. Other (please specify).....

15. Do you acknowledge the importance of accountability in governance?

A. Yes () B. No () j

C. I don't understand what accountability means ()

16. What efforts have been made by civil society in promoting citizen awareness in enforcing accountability?

A. Civic education on accountability () B. Organizing public hearing ()

C. Providing budgetary information () D. Giving feedback on government

activities () E. None () F. Other (please specify).....

17. What are the challenges facing civil society in promoting citizen awareness in enforcing accountability?

A. Scarce resources () B. Poor leadership ()

C. Political interference () D. Lack of cooperation by the government and citizens ()

E. They focus on other issues () F. Other (please specify).....

18. What are the successes that have been made by civil society in promoting citizen awareness in enforcing accountability?

A. Increased awareness on accountability enforcement mechanisms ()

B. None () C. Transparency () D. Increased government responsibility ()

E. Increased people's voice () F. Other (please specify).....

APPENDIX IV

INTERVIEW GUIDES

1. Do you acknowledge the importance of civil society in promoting good governance?
 - a) If yes, to what extent?
 - b) If no, why?
2. Do you participate in the meetings/ activities organized by the civil society organizations?
 - a) If yes to what extent?
 - b) If no, why don't you participate?
3. What kind of relationship exists between civil society, the citizens and the District Council?
 - a) Please mention the kind of relationship that you see.
 - b) Please can you give the reasons why you think such relationship exists?
4. What kind of activities do civil society organizations perform in Rorya District?
 - a) Please mention the activities
 - b) Which activity do you think is common by civil society
5. Do you acknowledge the importance of accountability in governance?
 - a) If yes, to what extent.
 - b) If no, why?
6. What efforts have been made by civil society in promoting citizen awareness in enforcing accountability?
 - a) Please mention the efforts
 - b) Which effort do you think has been common by civil society?
7. What are the challenges facing civil society in promoting citizen awareness in enforcing accountability?
 - a) Please mention the challenges.

- b) Can you mention the most challenge that face civil society?
- 8. What are the successes that have been made by civil society in promoting citizen awareness in enforcing accountability?
 - a) Please mention the successes.
 - b) Can you mention the most success?