

**ASSESSMENT OF LOCAL GOVERNMENTS'
RESPONSIVENESS IN THE COORDINATION AND PROVISION
OF WATER AND SANITATION SERVICES IN TANZANIA: THE
CASE OF BIHARAMULO DISTRICT COUNCIL**

**ASSESSMENT OF LOCAL GOVERNMENTS'
RESPONSIVENESS IN THE COORDINATION AND PROVISION
OF WATER AND SANITATION SERVICES: THE CASE OF
BIHARAMULO DISTRICT COUNCIL**

**By
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**A Dissertation Submitted to the school of Public Administration and
Management in Partial Fulfilment for the requirements of the Award of Degree
of Master of Public Administration of Mzumbe University.**

2016

CERTIFICATION

We, the undersigned, certify that we have read and hereby recommend for acceptance by the Mzumbe University, a dissertation entitled “**An Assessment of local government’s responsiveness in the coordination and provision of water and sanitation services in Tanzania. The case of Biharamulo District**” in partial fulfillment for the requirements of the award of the degree of Master of Public Administration of Mzumbe University.

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I, **TIMOTHEO GASPAR**, declare that this dissertation is my own original work and that it has never been presented and will never be presented to any other University for a similar or any other degree award.

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DEDICATION

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LIST OF ABBREVIATIONS AND ACRONYMS

BDC	-	Biharamulo District Council
DED	-	District Executive Director
IWRM	-	Integrated Water Resources Management
LGA	-	Local Government Authorities
MDGs	-	Millennium Development Goals
MOROWASA	-	Morogoro Water and Sanitation Agency
MPA	-	Master of Public Administration
MWAWASA	-	Mwanza Water and Sanitation Agency
NAWAPO	-	National Water Policy
PIDS	-	Philippine Institute for Development Studies
UNICEF	-	United Nations Children's Fund
VEO	-	Village Executive Officer
WEC	-	Ward Education Coordinator
WEO	-	Ward Executive Officer
WHO	-	World Health Organization
WSDP	-	Water Services Delivery Plan

ABSTRACT

This study focused on assessing Local governments' responsiveness in the coordination and provision of water services and sanitation in Tanzania.

The general objective of this study was to assess the factors for Local government's responsiveness in the coordination and provision of water and sanitation services in Tanzania, a case of Biharamulo District Council (BDC).

Following the scarcity of water and sanitation in the mentioned area, the researcher was interested to know the factors that limit LG in the provision of water services. Three research objectives were developed of which one examined the role of LG in coordinating water and sanitation services. The second objective attempted to measure the attitude and satisfaction of service users on the service provided, and the last objective aimed at identifying the challenges that face LG when providing water services.

The study employed a case study design to answer these research objectives above. Both primary and secondary data collection techniques were used including interview and questionnaires. The sample consisted of 99 respondents from the population of 214.

The findings of the study showed that shortage of financial resources, lack of water and sanitation experts, weak institutional framework, poor water and sanitation infrastructures, low level of education and negligence to some agents were the factors for LGs' little responsiveness in coordinating and providing water and sanitation services in BDC. The findings further showed that poor participation from the community and population increase resulted to the scarcity of water service and sanitation.

Based on the findings, the study recommends, *inter alia*, that there is a need to redefine the responsibilities of LG in water services because there are some contradictions. The central government should also provide enough funds and experts improve infrastructure and provide education and training to increase their capacity and hence make them more responsive and accountable

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CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE PROBLEM

1.1 Introduction

This part presents the background information of the study. It traces back the essence of the shortage of water and sanitation services in Africa and Tanzania in particular. The ever growing number of people in the world, Africa and Tanzania in Particular has resulted into stiff competition for water and sanitation services. Little is known about the causes, effects and way forward to solve the problems of water shortage. Because of this, the study was designed to assess the responsiveness of local government in meeting the need and demand of water and sanitation in Biharamulo District and Tanzania in general.

1.2 Background of the Problem

Despite extensive recognition of the importance of enhanced standard water and sanitation and heavy investment by international donors and governments in extending normal standard water systems, more than half of the population of non-urban areas still lack access to clean standard water (Rondinelli, 1991). The rapid pace of urbanization is also increasing the demand for standard water in per urban communities and cities. Contaminated water and inadequate supplies water for individual hygiene and inadequate sanitations are responsible for about 4 billion cases of diarrhea each year that cause 2.2 million fatalities, mostly among children under the age of five (WHO, 2000, WHO, 2003). The fatalities from water-borne and water-washed illnesses in creating nations are likely to increase due to extensive illnesses in the people with HIV/AIDS, which increases the risk of contracting diarrhea disease (Kahinda et al., 2007). In many nations, potable standard water is collected from public resources which are either unimproved, such as unsecured water wells, unsecured springs and rivers, or enhanced such as protected water wells, boreholes and public standpipes (WHO & UNICEF, 2000a). In most cases the raised public resources are malfunctioning or completely broken down due to inadequate operation and maintenance, financial restrictions, inadequate project planning and inefficient management systems (Howard & Bartram, 2005, Mugabi et al., 2007). Due to chronic problems associated with enhanced normal

standard water such as the cost (both financial and time required to collect water), the quality and the reliability of the large populations in nations, especially in non-urban areas, are forced to use conventional resources that are polluted.

Given the time and costs of creating or rehabilitating enhanced public normal standard water resources, it can be cost-effective in certain circumstances to rely on existing conventional resources (Clasen & Bastable, 2003). This is possible if conventional rivers can be treated using standard water purification methods, which are inexpensive and suitable.

Local Government's responsiveness in the coordination and provision of water and sanitation service is very important. The war against the shortage of water and sanitation is not simple. It needs commitment from central government, local government as well as the community. The ever growing number of people in the world has resulted into shortage and stiff competition for water services and sanitation. This shortage of water and sanitation services is accompanied by a number of problems such as diarrhea, typhoid and other water bon debases. For example, various studies have reported that diarrhea kills 4,000 children every day around the world. In Africa, it is the leading killer of children under 5 years old, causing more deaths than AIDS, malaria and measles combined. But there are very simple solutions to this problem - clean drinking water, hygienic toilets and effective hand washing (Policy paper, 2015). The need for safe drinking water and good sanitation has resulted into the interest to conduct this study. Indeed, safe drinking water and sanitation is now a phenomenon across the globe. Various stake holders of water such as NGOs and International Organizations have put pressure for the governments to provide safe and clean water to the citizens. Today, access to safe drinking water and basic sanitation facilities is recognized as a basic human need and a pre-condition for economic and social development. However, global statistics show an alarming lack of water and sanitation services. Recent researches claim that 900 million people in the world do not have access to safe water and that 2.6 billion people do not have access to proper sanitation facilities (EC, 2011). Bergman, (2015), argues that access to safe water sources and good sanitation could save the lives of up to 1.5 million children a year. Various attempts have been made by the

governments to make sure that portable water and sanitation are adequately provided. For example, in Africa, the responsibility for water supply and sanitation in rural areas has in most countries been decentralized to municipalities. These local governments determine the water and sanitation needs and plan the infrastructure, in line with the national water laws. Here, the role of central governments is to create a national social fund (supported by donors) from which the municipalities can draw money to finance rural water supply and sanitation infrastructure. As African cities increase in size and economic output, urban governments face the unenviable challenge of providing a vast array of services to a diverse population. While one sector of the urban population has high technological and economic capacity, coupled with ability to pay and a sophisticated demand for municipal services, poorer sectors of the city population require consistent access to basic urban services as a human right. It is to this diverse group that African cities should strive to provide municipal services. Questions then arise about the decisions that these cities make in maximizing revenue for municipal expenditure. For example, Does the revenue assignment function cater for local preferences, and is local discretion evident in local revenue functions? (Kiwekete 2013).

In Tanzania, shortage of water has been a problem for years now. The problem is even bigger in rural villages (Mboyi&Jons2012). According to WHO, one out of six people lack access to safe drinking water in Tanzania (WHO 2004). Biharamulo, like many District Councils in Tanzania, faces poverty which hinders progress in many sectors. Many people in Biharamulo live on less than a dollar a day. The majority lack access to safe water and sanitation services because of poverty. Because of this, many people suffer from water-borne diseases caused by unsafe drinking water, inadequate sanitation and poor hygiene. Diseases like diarrhea are a direct result of drinking contaminated water, (concern2010). To alleviate this, local Governments were created to solve such problems in line with other problems.

1.3 Statement of the Problem

In spite of national efforts to address concerns in the provision of water services and sanitation, the efforts have yielded little return. Although the Tanzania's Development vision 2015, aims to eliminate abject poverty and attain high quality of life for all Tanzanians by 2025, the vision seems to have failed in the water sector, especially in

Biharamulo District. In villages like Runazi where I grew, water shortage is a big problem especially, in dry season. During this time, women and children wake up 5 am and walk for long distances to find water. Mothers in Biharamulo District with babies on their backs still walk long distances in search for water to use in their daily activities like cooking, washing and drinking. They face a problem of long lines at the point of water tap or boreholes where people spend hours to wait for their turn. Although the government of Tanzania has acted by decentralizing the water sector, the effort by the government to do major reforms on the sector since 2002, access to water and sanitation in Biharamulo District remains low. Existing studies have attempted to generalize the government's responsiveness with little attempts made to identify what makes local governments responsive in coordinating and providing water and sanitation services. Therefore, understanding what makes Local governments responsive in water coordination and provision is necessary in order for effective implementation to be taken to solve the problem and improve the quality of water services and sanitation. This study therefore aimed at investigating factors that affect Local governments' responsiveness in coordinating and providing water services and sanitation in Tanzania with the case of selected Local Government in Biharamulo District Council. For the purpose of this study, responsiveness is defined as an ability of local government to articulate the need and demand of the people especially for water services and sanitation.

1.4 Objectives of the Research

The aim of this part was to describe the objectives of the study. The part was divided into two parts whereby the first part presented the general objective and the second part presented specific objectives.

1.4.1 General Objective

The general aim of this research was to assess the factors limiting local government's responsiveness in the Coordination and provision of water services and sanitation in Biharamulo District in Tanzania.

1.4.2 Specific Objective

- i. To identify and examine the role of local government in the provision of water services and sanitation

- ii. To assess the local leaders attitudes towards LG's responsiveness in the provision of water services and sanitation
- iii. To investigate the challenges facing local government when providing water services and sanitation.

1.5 Research Questions

- i. What are the roles of local government in the provision of water services and sanitation in Biharamulo District?
- ii. What is the attitude of local leaders towards local government in the provision of water services and sanitation?
- iii. What are the challenges facing local government when providing water services and sanitation?

1.6 Significance of the Study

Since the study intended to provide information on how local Governments are responsive to meet the need and demand of the citizens especially water services and sanitation, therefore, the following were the significances of the study.

Firstly the study influenced social awareness on the importance of local governments towards improving water services and sanitation in Biharamulo Districts and Tanzania in general.

Secondly, the findings from this study also enhanced accountability of local government authorities since they were informed on their roles towards their immediate communities such as to be aware of their community needs.

The study can also be used for future references. Researchers, tutors and other academic scholars can find it useful for their citations and other academic works.

Recommendations from the study can also help to improve the performance of local government authorities in terms of service delivery because the study informed the community, ward authorities, ministry and other stakeholders of water on how to improve the programs.

Finally, the study was very potential for the researcher for the Partial fulfillment for the requirement for Master's Degree of Public Administration (MPA) of Mzumbe University.

1.7 Scope of the Study

The study was conducted in Biharamulo District where scarcity of water was a big problem. Heads of departments (HODs) from the district, officers from the selected wards and hamlet were involved. The researcher chose Biharamulo District council because it is among Local Government found in Tanzania which has a serious shortage of water and sanitation services. Therefore, the study intended to assess the factors that, when put into consideration, can help the service providers provide adequate and portable water and sanitation services.

1.8 Limitations of Study

Following the remoteness of the area where the research was conducted and the nature of environment as well as the majority of that particular area who are semi educated and the researches are not used to be conducted there, the researcher spent most of the time explaining the intention of conducting the research over that area as well as educating them on how to fill in the questionnaire.

Also, financial problem was another limitation that made the researcher fail to reach to the targeted areas like Nyamigogo and some other places. The study demanded the use of a lot of money that was not available to the researcher. While the study demanded at least TZS 2,000,000/, the researcher had only TZS500, 000/.The deficit of TZS1500000/ made the researcher fail to reach some of the previous areas. Therefore, for the researcher to solve this problem, the area close to the researcher's residence was selected, and the use of manageable sample. The approach cut off some of travelling and accommodation costs.

Low profile level of participation from management during data collection was also a limitation that faced the researcher. Responsiveness is an area of interest among the local government workers. The Majority hesitated to take part in filling the questionnaire with the fear that they would be jeopardizing their work. To solve this

problem, the researcher explained to them that the study was intended for academic purposes only and not otherwise.

The problem of accessing the respondents in their respective offices since they were busy attending their clients. The limitation was solved by the researcher through rescheduling his time and make appointments with respondents after working hours.

1.9 Definition of Key Terms

1.9.1 Assessment

Assessment refers to a judgment which can be justified according to specific weighted set goals, yielding either comparative or numerical ratings, (Taras, 2005).The term is multipurpose usually employed in various disciplines. For example, in education, the term refers to the systematic collection, review, and use of information about educational programs undertaken for the purpose of improving student learning and development, (Bloom,1956).Therefore, for the purpose of this study, assessment was defined as a judgment that attempts to justify the factors that make public servants responsive and accountable to their duties especially when providing water and sanitation services.

1.9.2 Responsiveness

The term responsiveness is both a discipline and a practice. As a discipline, the term refers to the degree that what you say, responds clearly and directly, to what the other person just said. If you are being responsive, the other person knows you are paying attention, and care enough about what he or she is talking about too. As a practice, the term refers to the ability of a government or some other public authority making some effort to identify and then meet the needs or wants of the people who will benefit from pro-poor growth, (Moore & Teskey, 2006) .From this perspective, the researcher defined responsiveness as an ability of the local government to articulate the need and demand of the people especially water services and sanitation.

Local government

The term local Government is as old as man's history. Because of its oldest, the term has received many definitions from different scholars depending on different perspectives.

For example, Shadrack, (2010), defines Local government as administrative authorities over areas that are smaller than a state. For him, the term is used to contrast with offices at nation-state level, which are referred to as the central government, national government, or (where appropriate) federal government. He further argues that, Local government only acts within powers delegated to it by legislation or directives of the higher level of government. On the other hand, (DIA 2011) defines Local government as the system of locally elected member representing their communities and making decisions on their behalf. These decisions can relate to the effective and efficient provision of services to meet community needs, to regulation of certain functions, to facilitation of local activities to pursue community goals. In making these decisions, councils have to report to their communities in a clear and accountable way.

Sanitation

Sanitation generally refers to the provision of facilities and services for the safe disposal of human urine and excrement. Inadequate sanitation is a major cause of disease world-wide and improving sanitation is known to have a significant beneficial impact on health both in households and across communities. The word 'sanitation' also refers to the maintenance of hygienic conditions, through services such as garbage collection and wastewater disposal (WHO 2014).

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The aim of this chapter was to review literature in relation to the main focus of the study that is assessing Local Government's Responsiveness in coordination and provision of water and sanitation services in Tanzania with case of Biharamulo District council. The review was important because it familiarized the researcher with the debate and theories on Local Government's responsiveness in coordinating and providing water services and sanitation. The review also helped in building knowledge that informed the design of the study, including the formulation of research objectives and questions. The review was also essential in identifying the gaps in research that this study contributed to fill. This chapter consisted of two parts. The first part presented theoretical review, where by the theory under pinning the study was reviewed while the second part presents empirical literature review. The second part also discussed the research gaps and conceptual framework of the study.

2.2 Theoretical Review

This section reviewed literature on Responsiveness. It covered *inter alia*, conceptualization and genesis of Responsiveness as one of the principals of good governance and also reviewed the theory of Responsiveness in relation to public services specifically water services and sanitation. The review was hoped to inform the analysis of the research problem.

2.2.1 Concept and Origin of Responsiveness

The term responsiveness is both a discipline and a practice. As a discipline, the term refers to the degree that what you say corresponds clearly and directly, to what the other person just said. If you are being responsive, the other person knows you are paying attention, and care enough about what he or she is talking about too. As a practice, the term refers to the ability of a government or some other public authority making some effort to identify and then meet the needs or wants of the people who will benefit from pro-poor growth, (Moore & Teskey, 2006) .From this perspective, the researcher defines

responsiveness as an ability of the local government to articulate the need and demand of the people especially water services and sanitation.

The Genesis of Responsiveness

The term responsiveness is one of the principles of good governance. Today, the term “governance” is used in different contexts. At geopolitical stages, for example, it is used to signify the world governance, national governance, local governance, and so on. It is used in different public settings including economic governance, social governance and environmental governance. It is also referred to describe various global or social goods such as land governance, water governance and internet governance. And it may be classified to different economic sectors such as public governance, and corporate governance (World public sector Report, 2015). Currently the terms "governance" and "good governance" are used in development literature. Pseudo governance is being increasingly termed as one of the motivator of all miserable in our communities. (Sheng, 2012) Major donors and international financial institutions are currently focusing their aid and loans on the situations that ensure good governance. In this context, (Sheng, 2012), defines governance as the process of decision-making and the process by which decisions are implemented or not implemented. Sheng argues that any Good governance has 8 major principles, and these are participation, consensus oriented, accountability, transparency, responsiveness, effectiveness and efficiency, equitability and inclusiveness and rule of law. It is also responsive to present the future needs of society. Therefore, responsiveness as one of the principle of good governance is tasted by the researcher to see how Local governments can improve the provision of services.

The concept of Responsiveness is reminiscent of Principle Agent Theory (PAT). Therefore, the provision of Water services and sanitation as one of the public service was analyzed according to this theory (PAT).

2.2.2. Principal Agent Theory

As noted above, the concept of Responsiveness is reminiscent of Principle agent Theory. The theory establishes sight of the Principle authority to argue for their appointed managers, the Agents to account for their actions and performance. The performance giving is done in accordance with the agreed framework which also leads to reward for

good performance or blame and punishments such as court actions or losing jobs for ineffective performance. From this experience one can realize that responsiveness is the a key performance control strategy that brings agents to be accountable to the need and demand of the Principal(Howlett&Ramesh,2003;Hughes,2003).This theory looks similar to social contract theory which establishes a social bond in terms of a social and political agreement about the right and responsibility of the state and individuals (kunkuta,2011;World Bank 2004).Since in a democratic society, sovereignty lies with people, the government that is the agent assumes its mandate from the people, the principle is selected to represent, promote and safeguard the interest of all in society. The government therefore answers for its actions to the citizens (Arroyo,2004; Malena et al,2004) .In Local government, Principle agent theory may explain the nature of social compact and accountability relationships between municipal governments (Agents) and both local citizens and central government that is local and national principals. However principal Agent Theory (PAT) provides a useful framework for exploring the nature of local government's responsiveness is coordinating and providing water services and sanitation. Factors to be explored may include adequate fund, education, stable infrastructure and expertise to enable the Agent to be responsive and articulate the need and demand of the principle.

2.3 Empirical Literature Review

The rationale for undertaking research into Local Service Delivery (LSD) is premised on the salient need for major improvements in the delivery of public goods and services, especially to poor people, as a way of achieving the Millennium Development Goals (MDGs) (Pids and Unicef, 2009). Various studies from various scholars have been done trying to investigate the reason for shortage of water and sanitation and the involvement of local government in the coordination of water services and sanitation. For example, Pids and Unicef, (2009), conducted a research, attempting to assess local service delivery systems and practices in the Philippines in light of sector performance. They focused in three services namely education, health, and water services. In water supply, they found that Philippines had a lot of challenges as regards to water services. They mentioned some of the challenges being, the problem of access and coverage of households with safe drinking water, problem of waterlessness that is not adequately

addressed by the President's Priority Program on Water (P3W), the low quality of service in terms of continuity of water supply and the inefficient LGU-managed water systems, water inadequacies for families, especially the poor in rural areas, the multiplicity of water-related institutions resulting to lacking clear assignment of duties, overlapping functions, and uncoordinated planning and monitoring, high degree of uncertainty in implementing EO 279, specifically Section 12 (d) that mandates LGUs to support LGU-managed water systems in their jurisdiction, as well as limited investment into the water sector, weak regulatory framework owing to unclear assignment of powers and functions, lack of capacities of regulatory authorities, and fragmented accountabilities due to lack of transparency in sector performance, among others. In their summery they suggested that water service is a human development priority, and therefore, requires holistic policy, institutional, and financing frameworks. They further argued that decentralization can only create an enabling environment for local service delivery if and only if it is designed properly, with rightsizing and proper phasing, that the improvement of local service delivery systems and practices depends greatly on the logic of interdependence of policy, institutions, and finance, each of which contributes and impacts synergistically on one another. Their research was cited because it had some sorts of similarity with that of the researcher though it was conducted in Philippines and mainly focused in three services, education, health and water, whereas that of the researcher focused at assessing local governments' responsiveness in the provision of water services and sanitation in Biharamulo District Council, in Tanzania.

Haigh et al (2008) ,conducted a research on the Role of Local Government in Integrated Water Resources Management Linked to Water Services Delivery (IWRM). The principle aim of the research project was to investigate the possibility and abilities for IWRM at local government level in a small to medium category of municipality using Makana Municipality as a case study and develop a framework of recommendations for action in order to achieve IWRM by defining the links between Integrated Water Resource Management and Water Services Provision. In their investigation, they discovered that, local governments did not do better in the provision of water services because of lack of understanding of the full scope and value of the Water Services Delivery Plan and Integrated Waste Management Plan. Members of staff were unable to

complete a WSDP and IDP independently. They suggested that in order to be able to complete these detailed plans independently, a comprehensive data-collection system has to be in place, which is not the case. To be able to utilize such data, analytical and information development skills are required. They further suggested that, IWRM goals can only be met if individuals and organizations fulfill new roles in effectively managing local water resources. To do this, they need to possess the necessary competencies, including task specific skills, cultivation of general attitudes, awareness, values, knowledge and abilities. This Research sounded similar to what needs to be investigated by the researcher though there some variations. For example, whereas the former aimed at investigating the possibility and abilities for Integrated water Resource management(IWRM) at local government level using the case of Makana Municipality, the researcher aimed at assessing the local government's responsiveness in the coordination of water services and sanitation in Biharamulo district as one of the district council found in Tanzania.

In addition to that, Smits & Butterworth, (2005), conducted a research on Local government and integrated water resources management. their study focused on the role of local government in water resources management and how this role is changing in response to a series of policy and institutional changes affecting the way the water sector functions and how government, especially at the local level, is organized in South Africa. While acknowledging that, access to clean and affordable drinking water is a fundamental right, and that the, governments have an obligation to ensure water and sanitation services for all. They concluded saying that, in the provision of water and sanitation services, local government tend to focus on the main town in a municipal area, thereby forgetting rural areas. They suggested that in rural areas, communities cannot be left alone to manage water systems even under the community management model instead; local government is being recognized as key actors in the provision of these services and in assuring their sustainability.

Meera & Mehta ,(2008), conducted a research on effective financing of local governments to provide water and sanitation services focusing in 12 African countries namely Bangladesh ,Ethiopia, Ghana ,Madagascar, Mali, Nepal, Nigeria, Philippines,

South Africa, Tanzania, Uganda and Zambia as case studies. The aim of their study was to identify some of the key blockages and systemic weaknesses that stand in the way of development finance reaching the local authorities who have the responsibility for delivering services to some of the world's poorest communities. In their study they discovered that every day, 5,000 children in the developing world die before they reach their fifth birthday because of the diseases caused by a lack of access to safe water and sanitation. These services are basic human rights, which underpin health, education and livelihoods, forming the first, essential step in overcoming poverty. They postulated that billions of people are denied access, not because of a scarcity of water resources or a lack of technical know-how, but because development finance for the sectors is not getting through to the authorities charged with delivering services. Because of this, they argued that local government authorities should be placed at the frontline of basic service provision which will be a key to the achievement of the water and sanitation services. The report argued that, if the principles of equity, sustainability and accountability are to act as the bedrock of delivery of sanitation and water services, it is necessary for national governments and donors in particular to step back and allow local governments to make decisions in response to local pressures.

Jiménez & Mtango, (2012), conducted a research on the role of Districts in the implementation of Tanzania's National Sanitation Campaign in Tanzania focusing in six Districts. The aims was to provide knowledge and new insights for improving the LGAs' role in the promotion of rural sanitation at local level, based on the existing capacities among districts and the current experiences of the implementation of the National Sanitation Campaign(NSC).

Moreover, Gbadegesin & Olorunfemi (2007) in their study about rural Water Supply Management in selected rural areas of Oyo State, Nigeria, they adopted a combination of qualitative and quantitative methodology, including Focus Group Discussions, interviews as well as structured and semi-structured questionnaires survey. In their finding, they found that rural water supply in sub-Saharan Africa, particularly those relying on hand pumps, often demonstrated low levels of sustainability. The key causes of this, included inappropriate policy or legislation, insufficient institutional support,

unsustainable financing mechanisms, ineffective management systems and lack of technical backstopping. They suggested that the problem will only be solved by adopting a holistic approach to planning and implementation rather than focusing on one issue such as community management or spare parts supply in isolation. They further argued that, the provision and maintenance of village water supplies is usually the weakest link in the technological process, mainly for organizational reasons. Thus, to improve the situation, devolution of authority from the state to the local level and effective co-ordination with other agencies is needed.

Kayitesi, (2008), Conducted a study about improving sanitation systems, “technical and socio - economic perspectives” in Kigali, Rwanda. The aim was to analyze experiences and practices with respect to technology, provision and management of sanitation systems in Rwanda. In his study, he discovered that, in Rwanda water and sanitation sector is facing various problems like insufficient sanitation infrastructure, lack of local expertise in terms of water resources management, lack of database for water resources and sanitation situation in the country, as well as limited participation of private sector in water resources management and sanitation. He further discovered that, the capacity of institutions in charge of sanitation is among the main barrier to achieve sectoral water and sanitation policy objectives. He suggested that capacity building mechanisms and programs at all levels starting from central government to local entities, the responsible Ministry of sanitation, and other partner ministries such as local government institutions ie Kigali City Council and Districts; need strong expertise in sanitation. His research looks similar but not equal. Kapitsa’s study focused primarily in sanitation services in Kigali Rwanda, while that of the researcher focused in both water and sanitation in Biharamulo Tanzania.

Musonda (2004) conducted a research on issues regarding sustainability of rural water supply in Zambia. The aim was to identify factors that contribute to the sustainability of rural water supply facilities. In his study he focused in 16 rural communities and 8 respondents from water agencies. He discovered that, the major threat to the sustainability of WFSs included high poverty level in communities, weak institutional framework and inability of communities to handle major breakdowns. He suggested that

in order to achieve sustainability of WSFs, there is a need to ensure that there is effective community organization, community have the abilities to operate and maintain WFS, Communities are able to raise adequate user fee for purchasing spare parts and strong back up support at the district level to carry out major repair

Cousins (2004) conducted a research on community involvement in the provision of basic sanitation services to informal settlements in South Africa. The aim was to differentiate between the roles and functions of civil society such as social networks, households, volunteers and committees, and community-based employable or contracted roles and functions that contribute to the improvement and sustainability of sanitation services within informal settlements. He focused on the context of urban poverty in informal settlements, taking community responses to sanitation delivery by local authorities into account. In his study he discovered that, the sustainability of sanitation systems in informal settlement conditions will be considerably strengthened by effective local-level monitoring of the functioning of systems, and regular evaluation of ongoing services. To his suggestion, Municipalities must ensure that capacities, resources, the tools and equipment that enable the optimal functioning of specific community-level roles and functions in service provision are in place, as part of their public sector responsibility.

Haysom (2006) conducted a study on the factors affecting sustainability of rural water supplies in Tanzania. The aim was to explore the reasons behind non-functionality of water points in six districts within Dodoma and Singida regions of central Tanzania. The study was commissioned by Water Aid, a UK-based charity that aims to improve the welfare of people living in poverty by delivering water supplies, improved sanitation and hygiene education through their local partners. In his study, he discovered that sustainability of water and sanitation in the areas studied was clearly being undermined by poor financial management, the constituent elements of which must be addressed by implementing agencies, donors and government alike. He suggested that, improvements to financial management can be achieved through a commitment to software at the district level, led by the DWE who must accept management as key to the success of water schemes, and adjust district policy accordingly so that they can provide training,

regulation and support to villagers. The study was cited because it looked similar to what was studied though it focused in Dodoma and singida. Also the studied has increased the understanding of the researcher since the discovered problem is what is what is expected from the finding.

Coleman et al (2008) conducted a research about the legislation for, and the support available to Water Services Authorities (WSA) to engage in Integrated Water Resource Management (IWRM), planning and implementation, using Makana Local Municipality as a case study. The aim was to tackle some of the root causes of the management crisis in Water Resource Management (WRM) and services delivery, namely the inefficiencies and conflicts that arise from un-coordinated development and use of water resources. The results showed that, one of the reason for lack of water services and sanitation in makana municipality was Loss of experienced employees with worker institutional memory , employment of current employees who do not have appropriate technological abilities or experience to gather and evaluate appropriate information so as to complete management and growth plans without outside assistance of professionals, a design of non-payment of service expenses and rates records higher than the lack of employment rate major to financial restrictions on functions and Control with major destruction of facilities and disruption of services, loss of recruiting due to low wage for Public administrators and Professionals as well as the Councilors., unsuitable cleanliness options for the geology of the high solidity areas, badly handled water-borne sewerage techniques as well as casual agreement that produce silage due to absence of water flow and drainage techniques, absence of contribution from the people and feel alienated. Only a small community of people plays an active part in championing positive environmental stewardship. The relationship and feed-back from councilors and authorities is generally found seeking. Inadequate environmental management leads to poor water quality. This study looked similar to that of the researcher in some instances though there some differences. The similarity is based on the premises that it attempted to explain the root causes of water shortage in, makana district and revealed those causes in detail. One advantage of this study is that it added new knowledge to the researcher as regards to his topic of study.

Marobhe,(2012),conducted a research on Drinking standard water in Tanzania and efficiency of local plant materials in purification of turbid standard water services .The aim of this research was to review standard water and provide solutions in selected city and non-urban sections of Tanzania, to investigate the existence of traditional standard water coagulation methods and to carry out laboratory studies on the efficiency of locally available natural coagulants including *Vigna unguiculata*, *Parkinsonia aculeata* and *Voandzeia subterranean* seeds under varying physical operating parameters. The research revealed that, the great majority of the population in city and non-urban sections of Tanzania faced acute standard water problems as regards to both quantity and quality aspects. The standard water p coverage in non-urban and towns is only 42 and 80% respectively .Despite significant investment in standard water projects, the great majority of the population in city and non-urban sections of Tanzania are facing acute standard water problems. This is due *inter alia* to lack of coherent action by standard water authorities and communities to address social, technical, operation and maintenance, management and financial issues. The city standard water was characterized by ageing and worn-out structures, intermittent and inadequate provision, poor standard water quality, low tariffs, poor customer management and uncontrolled standard water leakages. Based on the finding, the research recommended that the use of natural coagulants for standard water treatment should not be taken as a panacea for standard water problems in Tanzania, but rather as one of several means for improving standard water solutions in Tanzania. Rural women could improve the efficiency of the CSEs by using minimum dosages, adequate mixing and settling time of treated standard water for maximum turbidity removal. Lime or lemon juice could also be used for disinfecting clarified standard water prior to consumption. Furthermore, the low cost standard water lifting facilities that do not involve significant human energy and time should be developed. To increase standard water security of non-urban households, multiple rivers should be utilized depending on the season and geographical location, proper treatment be applied. This research was cited because of its relevance to the researcher's research. Since the specialist attempted to examine the local governments' responsiveness in coordinating and providing standard water solutions and cleanliness, this research helped to add knowledge to the specialist. Results and recommendation

from this research was very essential for the researcher's topic since they predicted what was going to be investigated. However, the only criticism is that the research focused only in explaining the problem without pinpointing out the causes and standard water solutions. This research therefore filled this gap by revealing the causes standard water solutions and cleanliness in Tanzania with experience from Biharamulo District council

Obosi (2013) conducted research about public service delivery challenge with experience from public-private sector partnership in standard water support supply in the Lake Victoria basin in Kenya to explain the extent to which this increasingly preferred group support distribution approach had improved access to standard water in terms of coverage, affordability, quality of standard water and customer support with information about Personal –Public Partnership policy for supply of standard water as a group good .The research used secondary information and primary information from a household survey of 288 respondents, seven (7) Focus Group discussions, and 28 Key informant of interviews .The findings revealed that group organizations that have implemented more private industry contribution have performed better than those that have not, hence the more people private industry collaboration, the better the quality of group support .From this finding, the research suggested the following: First, a realignment of the national standard water regulatory agency (WSRB) to be in charge of both support supply and resource control. Secondly, the part of the state should be changed to that of a regulator of solutions and facilitator. The idea is to make a shift which necessitates strengthening of organizations responsible for planning, implementation and control of standard water sources. Water support operation should be left to the group and providers. Third, the Water Service Trust Fund should be enhanced substantially to finance group or private standard water providers with viable suggestions to provide standard water to the group without having to go through Water Service. Experience from this research has included information to the specialist about his research. Although the research did not look similar to that of the specialist but it included encounter information to the specialist on how to increase local government's responsiveness in providing standard water solutions and cleanliness. Recommendations from this research provided new insight on how to make local governments responsive in support distribution. The only criticism is that the research failed to determine good

structure which can be implemented to provide adequate solutions .This gap was filled by the researcher's research whereby conceptual structure suggested the way ahead to increase support distribution.

Muriu,(2012), conducted a research about the Nature and Impact of Resident Participation on decentralized Service Delivery in Kenya. The aim was to examine how local people are involved in the production of services. The research revealed that, in most instances, the contribution of people is minimal and the resulting effect to the decentralized support distribution negligible. It concluded that despite the dismal performance of citizen contribution, LASDAP had played a key part towards institutionalizing citizen contribution that future structures will build on. The research suggested that an effective structure of citizen contribution should be one that is not directly linked to politicians; one that is founded on a lawful structure and where people have a lawful recourse opportunity; and, one that obliges officials both to implement what citizen's suggestions which meet the set criteria as well as to account for their actions in the control of group sources. In standard water support therefore, this research included information that the production of standard water services need commitment from the central government, local governments as well as the group. Involving the group in the production of standard water services and sanitation enables the constant supply of standard water. This research therefore is relevant to the researcher's topic though it did not set up other causes that lead to poor supply of services in communities. However, to fill this gap, the researchers' research suggested both the cause and way ahead to solve the problem.

Ban at el, (2008), conducted a research about Political Economy of Village Sanitation in South India .The aim of performing this research was to allow the exchange of ideas about developmental issues. Their research found that everyone is mostly informed about the local bodies' responsibility for keeping the village clean, with the significant exclusions of waste disposal and cleaning gathered mineral water. Yet there is little significant informative benefits amongst towns which are better placed to know of these positions, such as towns with higher ratios savvy, where the Panchayat head office were located, or even where the Panchayat lived. Nor do these towns display better sanitation

results than others. Given that there was a major development of Panchayat positions in the previous several years; one would expect that such towns would have initial benefits in conditions of information, and higher resident pressure to improve results. This implies the possibility that participants know of the Panchayats' sanitation positions because these are historical positions over the past century, and that the new system failed to tell individuals effectively about its newly-enhanced positions and abilities. Following this finding, they recommended that much needs to be done through the provision of information outreach to get individuals conscious of the connection between sanitation and their own wellness in conditions of exposure to disease. At present, even policymakers at the highest levels display a lack of know-how of these issues: for example, the new National career Guarantee Plan which provides money to GPs to give career to villagers to be employed to work on village washing projects. Such attention will motivate higher demand for and tracking of panchayats' hygienic solutions, and also induce personal behavior changes that help keep towns clean and healthier. It will also help ensure that village sanitation are based more on concerns of increasing their public wellness impact, and less on visual concerns. A second policy effects is that the government needs to tell individuals about the sanitation obligations of their regional government authorities. Additionally, regional bye-laws on sanitation are required to enable individuals and local government authorities understand concretely their specific tasks in guaranteeing sanitation, and be able to hold each other accountable for this. And finally, the government needs to enhance responsibility systems, and offer rewards, to reduce the misogynistic allowance of limited facilities sources, and sources for village washing. This research has some sort of variations to the researcher's research but it was cited because of the need for more information about water services and sanitation. Ideas for example from this research suggested that information was required to create local individuals conscious on the use of water services and sanitation. Equally in the synchronization and supply of water service and sanitation, by local governments, individuals should be given information on how to conserve their rivers and also to use water available effectively. Evidence from this research added new information to the specialist on how to create local governments sensitive in the supply of water and sanitation.

Maina (2010) conducted a study about assessment of the challenges of water supply and sanitation in uncontrolled residential developments of Huruma estate, Nairobi county. The aim of conducting this research was to identify the challenges of water supply and sanitation in uncontrolled residential developments. He used a sample size of 65 respondents to represent the entire population in the area using proximate representative estimation. He analyzed the findings using Statistical Package for Social Sciences (SPSS) and Microsoft Excel and represented in the form of bar graphs and pie charts. The research revealed that increased city inhabitants had a direct effect on accessing water services and sanitation in Huruma Estate as it was found to be a major cause of this challenge. Other major causes of insufficient drinking water and sanitation infrastructural improvements, depleted water towers and insufficient dump sites at low levels of income were reported to be the major causes. Based on the above findings, the research recommended that, the use of water storage devices such as water tanks as a short term strategy and an extension of water pipes and distribution lines to be in direct proportion with inhabitants' growth. Also, Group led total cleanliness mechanisms that would help correct the situation should be put into consideration. This research looks similar to that of the specialist though there were some variations. For example while the former attempted to evaluate the challenges of water and sanitation services, that of the specialist targeted to examine the standards which make local governments responsiveness in meeting the need and demand of individuals in Biharamulo District Council. The third objective in the researcher's research targeted at examining the challenges facing local government in the provision of water and sanitation services. Experience from this study therefore, helped the specialist to predict the answers from the study. However, the only weakness of this research is that, it did not establish the causes of water absence and the way ahead. This research therefore, filled this gap by exhorting both the causes and indicating the way ahead.

Mnisi (2008) conducted a study to assess the Water and Sanitation Problems in New Forest, Bushbuckridge Local Municipality, South Africa. The purpose of the study was to assess the problems facing the world, South Africa and in particular New Forest in the provision of water and sanitation. The study used the combination of qualitative and quantitative approach. The research confirmed that there was water and sanitation

issues that needed to be addressed. For example, most individuals, the desire was to acquire adequate water and sanitation while the existing water sources were not enough. The community's accessibility of water and sanitation was severely restricted due to their socio-economic status, mostly poverty. The villager's inaccessibility of water and sanitation was caused by absence of career. Deficiency of unemployment forces whereby individuals migrated to city to look for better opportunities. Most non-urban everyone was insufficient and was highly affected by privatization. Deficiency of participation was another socio-economic factor that deprived individuals from receiving portable water and sanitation services. Water and cleanliness coverage was insufficient in that town due to infrastructure failure. He further mentioned additional aspects contributing to water and sanitation problems, which involved absence of capital and funds by the government to provide accessibility of water and sanitation services. Water and sanitation coverage was insufficient in non-urban places because of the scattered nature of settlements. The increasing inhabitants were also resulting into serious depletion in water's accessibility and this was also had effect on the environment and economy. Water accessibility was also restricted to low or irregular rainfalls and again there was sinking available on the world surface, but most of this water was saltwater and only a small amount of freshwater was accessible. People used indigenous knowledge to endure water and sanitation issue. People in New Woodlands dig traditional hand dug wells to endure water problems and some accessibility of water from town river. The community borehole also supplied water to the villagers, but when water was not available individuals hired cars to collect water for them in places where water was available. Moreover, the report further stated that People in New forest use pit latrine for cleanliness. Pit latrines are considered as part of improved cleanliness options. These facilities are cheap, easy to operate and no maintenance is required. Majority of the villagers do not own flushing bathrooms because of water absence and some villagers do not have bathrooms at all. They share bathrooms with their neighbors. This research was very useful to the researcher's topic because it added new experience and knowledge to the specialist. From this study the researcher now new that the problems of water shortage in rural areas are not found in Tanzania only but rather in all villages across African countries. Factors for shortage of water services and sanitation as

suggested in this literature forecast what the research is likely to investigate during the study. However, the only weakness of this study is that it failed to suggest the best way to adopt in order to finish the problem of water services and sanitation. The researcher's study filled this gap by suggesting the way forward to solve the problem such as provision of adequate financial resources, employment of enough experts of water and sanitation, and so on.

2.4 Research Gap

The reviewed literature from the previous studies provided enough knowledge in understanding the state of Local government's responsiveness in coordinating and providing water services and sanitation in Tanzania. However, most of the studies provided experiences of Local government's responsiveness outside Tanzania. The reviewed literatures appeared to have generally inclined their focus in examining the levels of responsiveness among Tanzania's local government without specifically mentioning the factors that are likely to make local governments responsive. This study therefore filled this gap by pinpointing out the factors that can Make Local Governments responsive in the provision of water and sanitation services in Tanzania and specifically in Biharamulo District council.

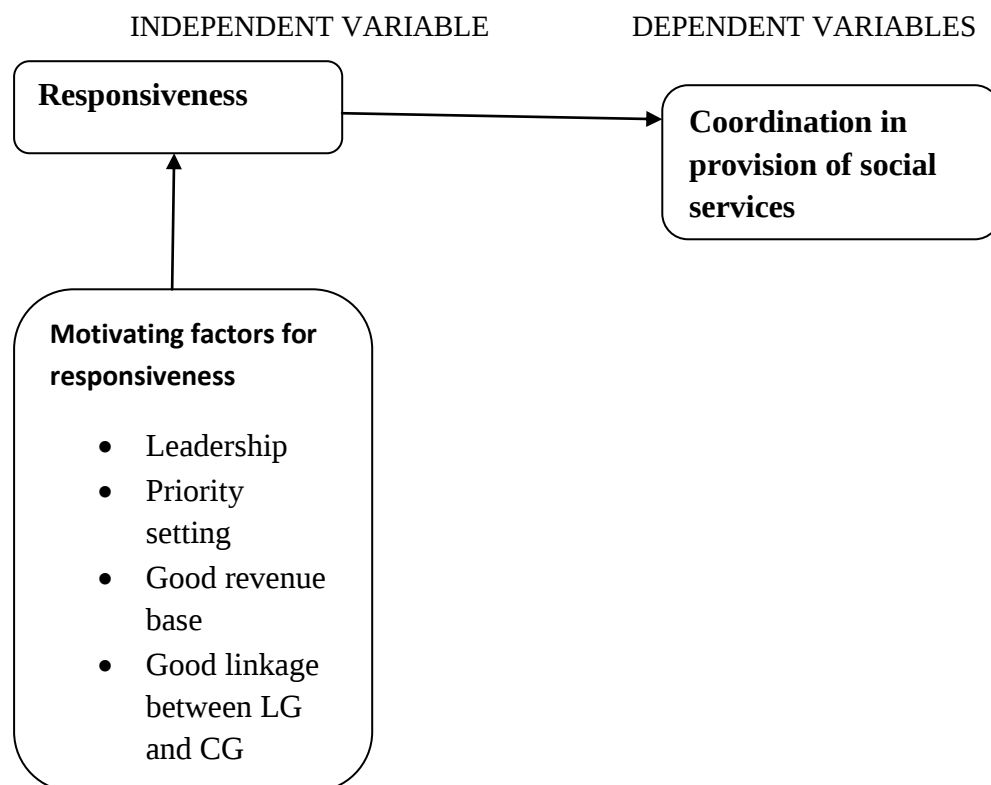
2.5 Conceptual Framework

The purpose of this study was to identify factors that hinder Local government officials not to be responsive in the coordination and provision of water services and sanitation. To address this problem, the study adopted Principle Agent Theory (PAT) whereby the analysis examined whether motivating factors can match public servants' responsiveness in meeting the need and demand of the public.

Thus, the study involved two levels of analysis. The first level of analysis of the study involved at assessing the motivating factors for LG responsiveness in the coordination of water services and sanitation. Motivating factors in this arena entail the factors that push the public servants to be responsive in meeting the need and demand of the public such as good Leadership, priority setting, good revenue base, good linkage between Local Government and Central Government and so on. The first box on the top left of the conceptual framework (Figure 2.1 below) shows the independent variable in which

motivating factors are mentioned in the box below in the same position. The last box on the right side shows the dependent variables whereby the outcomes of the motivating factors were realized and that is coordination,(See Figure 2.1 below)

Figure2.1 Conceptual Framework for Assessing Local Government’s Responsiveness in Coordinating and Providing Water and Sanitation Services



Source: Author (2016) based on Principal Agent theory and other literature related to the topic of study.

2.6 Concluding Remarks

From both theoretical and empirical studies, experience was drawn that many countries including Tanzania, the central government needed to provide more autonomy to the local governments to enable them perform their functions efficiently and effectively and in a more participatory manner. Principal Agent Theory, for example, proved that if motivating factors in the conceptual framework were attained, responsiveness in the Coordination and provision of water and sanitation was likely to be possible. This part provided an insight for what was going to be investigated and the researcher believed

that the finding in chapter four might be similar or equal to what was suggested in this part by various scholars

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presented and discussed the methodologies that were used in this study. It contained six parts namely research design, area of the study, population of the study, sample and sampling procedures, data collection method and data coding, types and sources of data collection and data analysis methods

3.2 Research Design

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedures (Kothari, 2004). This was a case study design and the aim was to assess the local government's responsiveness in the provision of water services and sanitation. This design was chosen because it facilitated comprehensive analysis of study unit. Also, the case study allowed in depth understanding of research problem using sample drawn from entire population through probability and non-probability method.

3.3 Study Area

The study concentrated in four wards found in Biharamulo District Council (BDC) which were purposively selected namely Kabindi, Nyabusozi, Nyakanazi and MajengoB. These areas were studied because they face some serious shortage of water and sanitation compared to other wards in Biharamulo district. Kabindi ward, for example, has a population of more than 20000 people, according to Tanzania national censer (2012), while the available water taps were not functioning. On average, one water tap saved up to 4019 people. Therefore, these areas were chosen because they bear a real picture of Biharamulo District Council as regards water and sanitation services. Therefore, the researcher believed that, the result from the finding on the studied area gave a true picture of Biharamulo DC. On the other hand, the studied areas have a good means of communication that enabled the researcher to reach different places and get relevant data easily.

3. 4 Study Population

Neuman (2003) defines population as the pool of cases from which the sample is selected. It is a set of all cases of interest of the researcher. The population of this study comprised of 214 working in Biharamulo district, specifically, the District executive Director (DED) ,and five departments namely planning office, water and sanitation office, health office, Human resource office, community development office as well as Lower local authorities such as, WEOs, WECs and other ward officials from the selected wards. (See table 3.1) below.

Table 3.1: Population of the Study

Categories	Amount in the Category
District Executive Director	1
HOD-Planning office	1
Employees of planning office	8
HOD-Water and Sanitation	1
Employees of water and sanitation	10
HOD-Health office	1
Employees of Health office	100
Human resource officer	1
Community development officers	1
Ward Executive Officers	24
Ward executive committees	62
Elected councilors	4
Total	214

3.5 Sample and Sampling Techniques

The study used both random sampling and non-random sampling. Under random sampling the study used simple random sampling where by lottery method was used to get respondents from the employees and ward Executive committees. Under non-random sampling, purposive sampling was employed for DED, Heads of department, Ward Executive officers (WEOs) and village Executive officers (VEOs) whereas convenience sampling was used to get beneficiaries in the respective area.

3.5.1 Sample Size

This refers to the number of items to be selected from the universe to constitute a sample (Kothari, 2004). Thus, in this study, the sample of 99 respondents was used, involving

both respondents starting from the DED, Heads of department from five departments, employees from five departments of local and lower local authorities found in Biharamulo District and other non-officials who are the beneficiaries of services found in the selected wards. The size was convenient to the researcher since it served time, money and energy. On the other hand, it was possible to scrutinize the available information when the area of coverage was wide. The sample was said to be representative as Kothari (2004) pointed out that a sample size of more than 30 respondents is representative and guarantee for the study to be conducted.

3.5.1 Purposive Sampling

As it has been explained before, this study employed both purposive and simple random sampling. Purposive sampling technique was employed to respondents who had no alternative or substitution such as the District executive director, Heads of department, Ward executive officers and elected councilors from the selected areas. The table below shows the purposive description of sample from the given population

Table 3.2: Purposive Sampling

Description.	Number of selected
District Executive Director	1
HOD-Planning office	1
HOD-water and sanitation	1
HOD-Health office	1
HOD-Human resource office	1
Ward Executive officers	3
Elected councilors	3
Total	11

Source: HR Report on Biharamulo 2015

To improve the representation of the sample from the total population, the decision in this research was made that 40% should be the criteria to explain the relationship between the sample from each category in relation to its total population respective as it has been argued by Kothari (2004) that a sample size of more than 30 respondents is

representative and guarantee for the study to be conducted. Through simple random sampling, a total of 88 elements were selected as shown in the following table.

Table 3.3: Simple Random Sampling

Description	Study population	Sample
Planning office employees	8	3
Water and sanitation employees	10	4
Health office employees	100	45
Community development office	24	10
Ward Executive members	62	26
Total	203	88

Source: HR Report on Biharamulo 2015

3.6 Data collection methods

In collecting the data, the researcher used multiple data collection technique in which interviews, questions and observation were used.

3.6.1 Types and Sources of Data

The researcher collected both primary and secondary data. Primary data were obtained from the respondents that are local government authorities, lower local government authorities such as WEOS, MEOS, WEC, and employees from five departments as it was stated above. Secondary source included journals, policies, literature and other resources from the websites. Diaries, Rosters and Books. Articles and various publications were consulted to get the first class information from the local government authority

3.6.2 Primary Data Collection Methods

Under primary method, data were collected through the use of Questionnaires, interviews and observation. In Questionnaires, Questions were prepared and distributed to the respondents for the purpose of asking facts on the studied area. Both closed and open ended questions were asked in both English and Swahili language so as to make room for the respondents to choose the language that he or she is conversant with so as to get first class information on the study area. The questionnaires were employed to LG

officials WEOs, WEC, MEOs, and community development officers as well as some citizens who are the end users of the services.

3.6.2.1. Interviews

This is the verbal interaction between the respondent and researcher. It involves a face to face interaction between the interviewer and the interviewee where by the interviewer asks questions and the interviewee responds to that question. In order to get first class information, the researcher conducted a face to face interview with DED of Biharamulo District and some citizens who were the victims of water shortage at Ward and village. The method was chosen because of its flexibility and it was easy to control so as to get adequate and detailed information.

3.6.2.2. Observation

Observation was also used to gather information whereby direct observation was employed to see how selected respondents and other citizens face the problem of water shortage. The technique also was used to observe how local government officers such as elected councils attend to the problem of water shortage and sanitation.

3.6.3 Secondary Data Collection Method

Under secondary data collection method, data were collected through journals, policies, literature and other documented information in the local government offices. The main source of information gathered they self-administered questionnaires and structured interviews which designed in such a way to allow the researcher to collect the desired information about Local governments' responsiveness in the provision of water service and sanitation in Biharamulo District.

3.7. Data Analysis

Wilkinson and Bhandarkar, (2002; Kumar 2002) define the analysis of data as the act of involving a number of closely related operations that are performed with the purpose of summarizing the collected data and organizing them in such a way that they will bring responses to the research questions. For the case of questionnaire, data were edited, classified, coded and tabulated using descriptive statistics. This process involved the use of computer Statistical Package for Social Sciences (SPSS) and Microsoft Word.

Qualitative analysis was used to analyze data collected from interview and documentary. The analysis procedures involved data screening and transcribing them to match the research questions. Meanings were established to the coded category of data with a view from the district executive director. The analysis also involved the use of quotes in order to capture the respondents' own talk and experiences.

3.8 Ethical Consideration

The researcher did not go to conduct the research before getting the permission from the authority of Mzumbe University where he was studying. The researcher asked for permission letter from the university to conduct the research and when he was allowed. He also asked for permission from the Biharamulo district authority where the research was conducted. Moreover, after the researcher was allowed into both parties, he asked the respondents to participate voluntarily in the whole exercise. However, before giving them questionnaire copies to fill in, the researcher made sure that all respondents were well informed about the main objective of the study before they took part in it.

CHAPTER FOUR

RESULTS AND DISCUSSION

4.1 Introduction

This chapter presented and discussed the results of the analysis of the data obtained from the field. The study was basically conducted to assess, local government's responsiveness in coordinating and providing water services and sanitation in Biharamulo District Council. Three research objectives were revised where the first objective was to identify and examine the role of local government in providing water services and sanitation, the second objective was to assess Local leaders' attitudes towards local governments' responsiveness in the provision of water services and sanitation and the third specific objective was to examine the Challenges facing local government when providing water services and sanitation. The data were collected from three groups of respondents namely the Civilians, the elected councilors as well as Local government officials responsible for water services and sanitation.

4.2 Biharamulo District Overview

. Biharamulo District Council is one of the eight districts in Kagera Region located in the Lake Zone of northwest Tanzania, 600 miles from Dar es Salaam, Tanzania's major city. It has an estimated population of about 450,000 people according to the 2012 censer and is administratively divided into 21 wards .The District Council was established in January, 1982 by provisions of section 8 and 9 of the Local Government (District Authorities) Act of the year 1982. It has 10 departments which are Administration, Planning, Trade and Finance, Education, Health, Community Development, Agriculture and Cooperatives, Land and Natural Resources, Water and Works (HR Officer, 2015). Biharamulo is a unique district with a mixture of people within Kagera and from neighboring Rwanda and Burundi. The people of Biharamulo are known as Wasubi, and they speak Kiswahili and Kisubi. It is one of the least developed districts in Tanzania which faces many problems due to its rural location. Whilst, water coverage is generally high in the district .According to Concern Tanzania,(2010) only 10% of people had access to water within the recommended 400m walking distance from their homes, and 48% of improved water points were not

functioning. On average one water point served up to 4,907 people. A map of BDC is provided below, (see figure3.1)

Figure 4.1: A map showing Biharamulo District Council



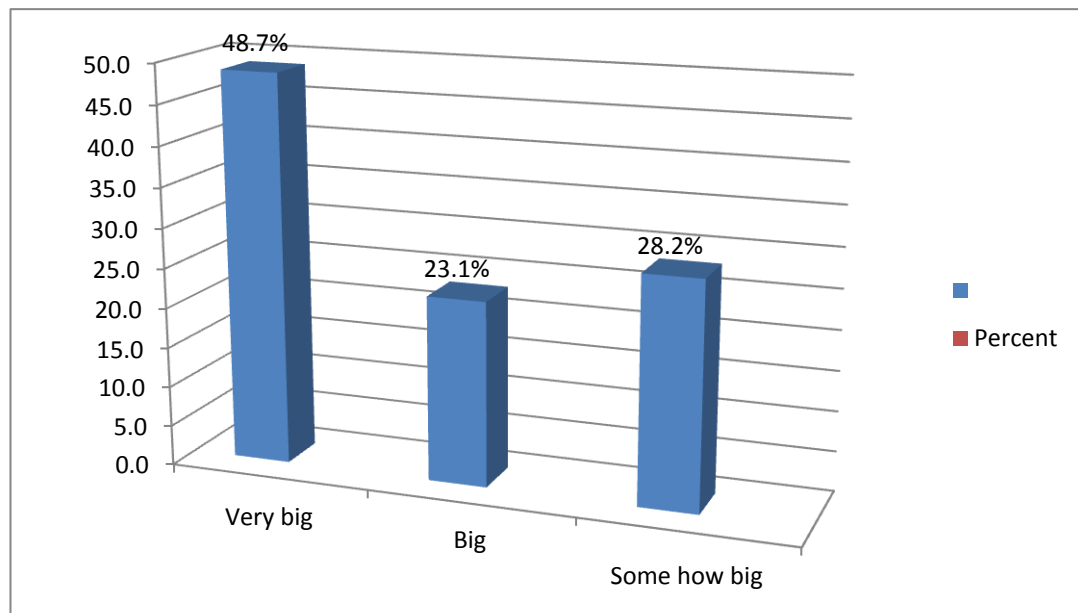
4.3 Provision of Water and Sanitation in Biharamulo District Council

4.3.1 State of Water Services and Sanitation in Biharamulo District Council

During the research, the researcher wanted to know if there was a problem of water shortage and sanitation in Biharamulo district council .out of 88 respondents who were asked this question, 41.0% said there was a problem of water, 37.2% said no while21.8% said they don't know. Again the researcher wanted to know if the problem does exist, to what extent.48.7% said the problem was very big, 23.1 % said the problem is big and 28.2% said the problem was somehow big. From this finding the result proved that, there was a problem of water shortage in biharamulo district. As it was shown above, the majority of respondents who were asked this question acknowledged that the problem of water was very tense. For example, out of 88 respondents who were asked this question, 41.0% said there was a problem of water, 37.2% said no while21.8% said they did not know. 100% of the elected councilors also reported that there was a serious problem of water services whereby majority of citizens were at risk of suffering from

diarrhea since they used unsafe water from the shallow wells and dams for drinking and cooking. However, in the interview carried out with District Executive director, he postulated that, the state of water services and sanitation in Biharamulo had improved to a greater extent compared to 2012. He said that in 2012, the average number of people who had access to clean water was 30%. To date, at least 70% had access to clean water and sanitation. This showed that there were some improvements that were made by LG of making sure that citizens were able to access water. Observation showed that there was serious problem of water in Biharamulo but the problem varied. For example, in kabindi ward, the researcher visited one of the water sources where he found a long line of beackets and women waiting for their turn. One of the women told the researcher that shortage of water in their village had affected them to a great extent since they wake up in the morning and travel a long distance to search for water. On the way they were at risk of being attacked by wild animals or being raped. The information provided by both respondents was relevant though there were some contradictions. For example, while the councilors argued that the problem of water was very tense, the DED refuted the argument by showing evidence of improvements. In a mixture of this information, one can realize that the state of water service and sanitation had improved since the researcher witnessed different water pumps functioning although they were not enough. As revealed in chapter two, on average, one water tap saved up to 4907 people. This caused the problem of long line of women waiting for their turn hence wastage of time for other economic activities. The researcher argued the service providers to work hard and make sure that the water taps are increased. The data from the findings were analyzed and presented in the figure below

Figure 4.2: State of Water Services and Sanitation in Biharamulo District Council



Source: Field data 2016

4.3.2 The Role of Local Government in Providing Water Services and Sanitation in Biharamulo

After realizing that there was a serious problem of water shortage in Biharamulo district, the researcher wanted to know if the local government had any role to play in order to make sure that the problem of water shortage was solved. 65.4% of respondents said yes, 26.9% said no while 7.7% said they don't know. To those who said yes, the researcher wanted them to mention the roles where. 20.5% said that the role of local government in the provision of water services and sanitation was to coordinate water services and sanitation projects, 23.1% said that the role of local government was to provide financial resource for water services and sanitation, 26.9% said that the role of local government was to provide education to the community on how to protect water sources, 5.1% mentioned the role of local government being setting the budget for water services and sanitation and 24.4% said they have no idea whether local government had any role in the provision of water services and sanitation. The mentioned factors are presented and discussed below.

To Coordinate Water Services and Sanitation Projects

This was one of the roles of local government in the provision of water services and sanitation. According to national water policy (1987) calls for water and sanitation agencies to coordinate different projects developed by the government. In urban areas, there are established bodies known as regulatory bodies such as MWAWSA in Mwanza and MORO WASA in Morogoro to coordinate water and sanitation services. However, in rural areas, Local governments Authorities are accountable to this function.

Provision of Financial Resource for Water Services

This suggestion as mentioned by the respondents was similar to that which was revealed in empirical studies. Literature for example (Mboyi&Jons2012) argued that the role of Local government in the provision of water services was to create social fund (supported by donors) from which the municipalities can draw money to finance rural water supply and sanitation infrastructure. Therefore the information provided here was relevant and therefore the researcher called upon the local governments to focus primarily in fundraising from both central government and donors so as to support the implementation of water services and sanitation.

Provision of Education

The term education is very broad and malt-meaning in nature. However, both meanings are confined in the process of imparting knowledge, skills and experience to individual so as to improve his or her performance. As stipulated by the respondents, the role of LG was to provide education to both the water and sanitation expert and the community on how to protect the water sources. If this role was done in a big scale, the problems of water can be solved because it will build the capacity for service providers to provide adequate water .The findings on the roles of LG in the provision of water services and sanitation were summarized and presented in the table below

Table 4.1: Roles of Local Government in The Provision of Water Services and Sanitation

Respondents	Frequency	Percent
Coordinating water and sanitation projects	16	20.5
Providing financial resources for water services	18	23.1
Providing education to the community on how to protect water sources	21	26.9
Setting budget for water services and sanitation	4	5.1
Not applicable	19	24.4
Total	78	100.0

Source: Field data 2016

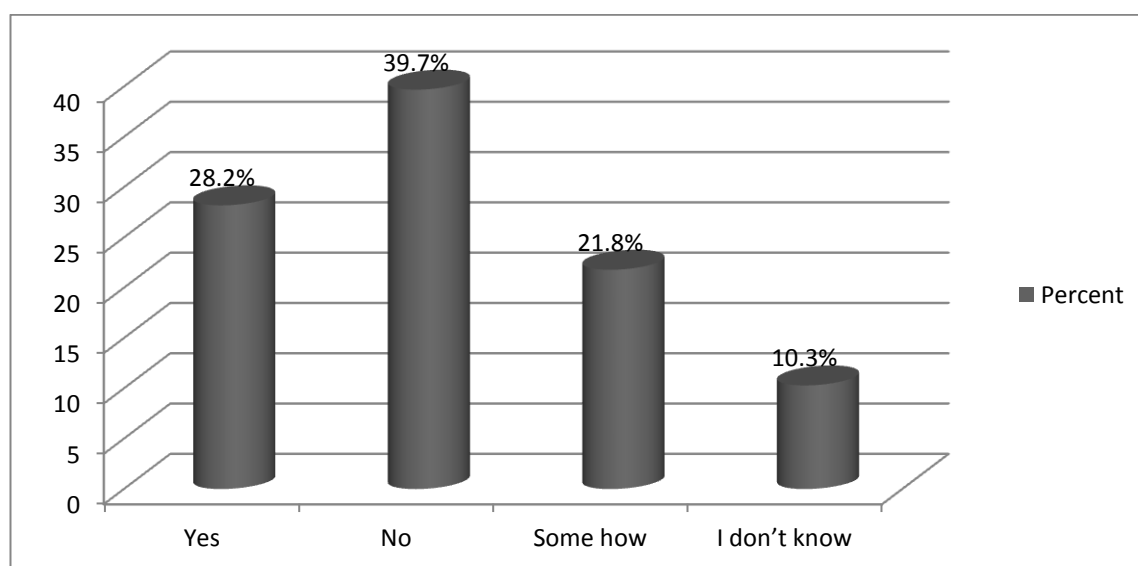
4.4 Local Leaders' Views and Attitudes on Local Government's Responsiveness in the Provision of Water Services and Sanitation in Biharamulo District Council

4.4.1 Ward Executive Committees from Selected Wards

After realizing that local government had a role to play in the provision of water service and sanitation, the researcher wanted to know if the WECs were satisfied with services provided by local government. 28.2% said they were satisfied, 39.7% said they were not satisfied, 21.8% were somehow satisfied whereas 10.3% said they didn't know. From this experience one can realize that water services provided by local government in Biharamulo district was not satisfactory since majority of respondents were not satisfied. Also the result showed that water services were not even provided since some of respondents were satisfied while others not. This showed that there was no equality in the provision of water services where by some places were given enough water services while the others were presumed. Observation revealed that there were so many complaints from the citizens as regards to service since the researcher witnessed most of the women in Kabindi ward who were waiting for their turn complaining for scarcity of water. However, in the interview carried out with the District executive director, he

explained that, it is true there were some complains from the citizens with regards to water services but he promised to finish the complains in a short time because the district had planned a lot of strategies to provide adequate water and services. The results of the WECs' satisfaction on water services provide by the local government were analyzed and present in the figure below.

Figure 4.3: WECs' Satisfaction on Water Services Provide by the Local Government



Source: Field data 2016

4.4.2 Local Government's Responsiveness in the Provision of Water Services and Sanitation

The researcher wanted to know if the local government was responsive enough to make sure that the problem of water shortage in Biharamulo district was solved. Out of 88 respondents who were asked this question, 23.1% said yes meaning that local government was real responsive, 30.8% said no meaning that LG was not responsive at all, 26.9% said that LG was somehow responsive and 19.2% said they didn't know anything. The finding showed that there was lack of seriousness among the LG officials who are the service providers as evidenced by the majority of respondents. The result showed that, there were various reasons that made local government irresponsible in meeting the need and demands of water services and sanitation where by, 20.5% of

respondents said that one of the reasons was laziness of some LG officials, 23.1% said lack of fiscal resources was a reason, 7.7% mentioned lack of education to LG officials was a reason, 6.4% believed that lack of water and sanitation experts was a reason, 10.3% said poor infrastructure was a reason and 32.1% said they didn't know. From this experience the researcher realized that water shortage was characterized by a number of reasons and if these reasons are solved the problem of water shortage in Biharamulo district would remain a story. The findings of this questionnaire were analyzed and presented in the table below

Table 4.2: Reasons for Irresponsiveness of LG officials in the Provision of Water

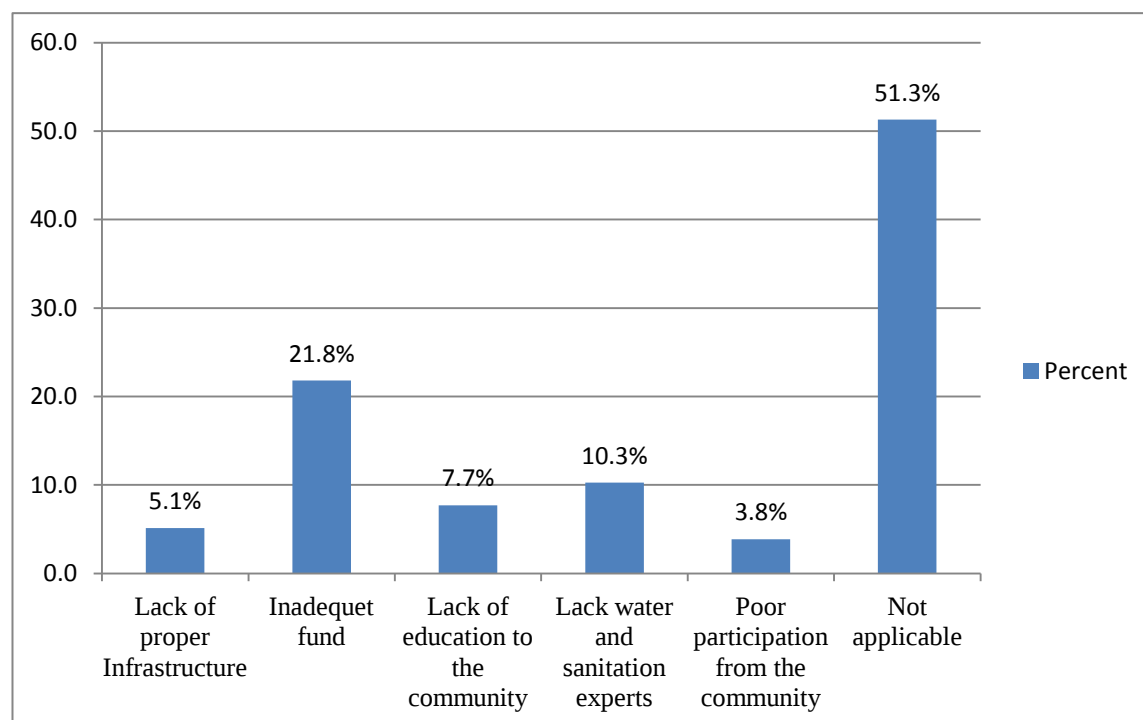
Respondents	Frequency	Percent
Laziness of LG officials	16	20.5
Lack of financial resources	18	23.1
Lack of education	6	7.7
lack of experts	5	6.4
Poor infrastructure	8	10.3
Not applicable	25	32.1
Total	78	100.0

Source: Field data 2016

4.5 Challenges Facing LG When Providing Water Services and Sanitation

In the provision of any services, challenges are indispensable. In the provision of water services and sanitation the researcher wanted to know the challenges facing local government officials. Out of 88 Respondents who were asked this question, 14.1% said yes, 29.5% said no and 55.1% said they don't know. This showed that majority of respondents had no enough knowledge about water services and how this service was provided. However, to those who said yes, the researcher requested them to mention these challenges where by 5.1% of respondents mentioned lack of proper infrastructure, 21.8% said inadequate fund, 7.7% said lack of education to the community, 10.3% mentioned lack of water and sanitation experts, 3.8% mentioned poor participation from the community and 51.3% said they don't know. From this finding the researcher noticed that local government in Biharamulo District was faced by many challenges and that had led to poor provision of water services and sanitation. The researcher believed that if the challenges were solved, the problem of water shortage would be solved. The data from the finding were analyzed and presented in the figure below.

Figure 4.4: Challenges Facing LG in the Provision of Water Services and Sanitation



Source: Field data 2016

4.6Elected Councilors Responses and Analysis

4.6.1: Problems of Water Shortage and Sanitation in Biharamulo District

After getting some information from the other respondents, the researcher did not satisfy. He went on to ask the elected councils if there were was a problem of water in their area of influence. Out of 100% respondents who were asked this question, 100% said yes meaning that there was a problem of water shortage in Biharamulo district council. The researcher wanted to know how big was a problem whereby 40% of respondents said that the problem was very big, 30% said the problem was big and 30% said the problem was somehow big. This showed that in some places the problem was very tense whereby in some places the problem was somehow big. Observation showed that the variation of water services depended largely on local voice. The councilors who expressed their voice vigorously their voices were head and their grievances were solved whereas those who remained silent the problem of water continued to take pace. The data from elected councilors were analyzed and presented in the table below.

Table.4.3: Problems of Water Shortage and Sanitation in Biharamulo

Elected councilors	Frequency	Percent
Very Big	4	40.0
Big	3	30.0
Somehow big	3	30.0
Total	10	100.0

Source: Field data 2016

4.6.2 Role of Local Government in the Provision of Water Service

After realizing that there was a problem of water shortage and sanitation in Biharamulo, the researcher also wanted to know the roles of LG in providing water services and sanitation as defined by the elected councilors where by 60% of respondents said that one of the roles of LG was to coordinate water services and sanitation, 30% said the role of LG was to provide financial resources for water services, 10% said to provide water and sanitation experts. The result from elected council was almost similar to that of the WECs. This showed that the mentioned factors were the roles of LG in providing water services and sanitation. The data from the elected councilors were analyzed and presented in the table below Table 4.5:

Table 4.4: Roles of LG in the Provision of Water Services and Sanitation

Respondents	Frequency	Percent
Coordinating water services and sanitation service	2	60.0
Providing Financial resources for water services	1	30.0
Providing water and sanitation experts	2	10.0
Setting budget for water services and sanitation		
Total	10	100.0

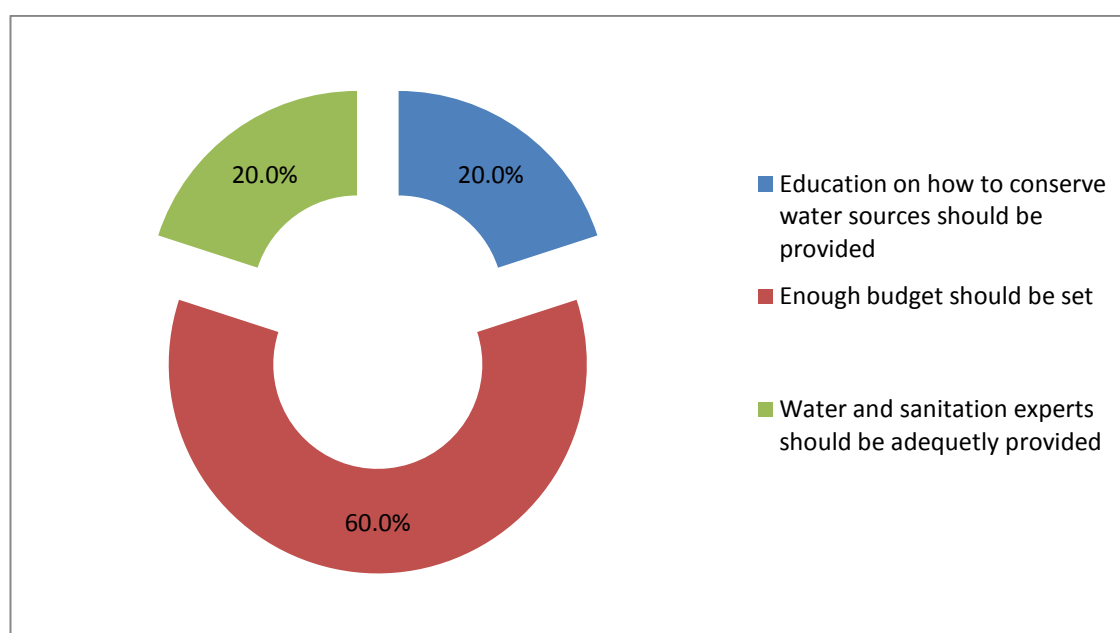
Source: Field data 2016

4.6.3 Satisfaction on the Water Services Provided by LG

In measuring LG'S responsiveness, the researcher wanted to know if the elected councilors who are the representatives of the citizen were satisfied with the services. Out of 10 respondents who were asked this question 60% said no and 40% said somehow

were satisfied. This shows that water services provided was not adequate and did not meet the need and demand of the people who are the users of the services. The researcher asked the respondents to suggest the factors that can help LG be responsive enough to provide water services and sanitation whereby 20% said that education on how to conserve water services should be provided. This should be in line with provision of education to LG officials so as to increase their flexibility and capacity to meet the demand of the many. 60% suggested increasing the budget for water since the local government had been providing inadequate budget. A budget that cannot meet the need and demand of water services and sanitation and 20% suggested that water and sanitation experts should be adequately provided. The data from the finding were analyzed and presented in the figure 7.

Figure 4.5: Factors to Improve LG's Responsiveness



Source: Field data 2016

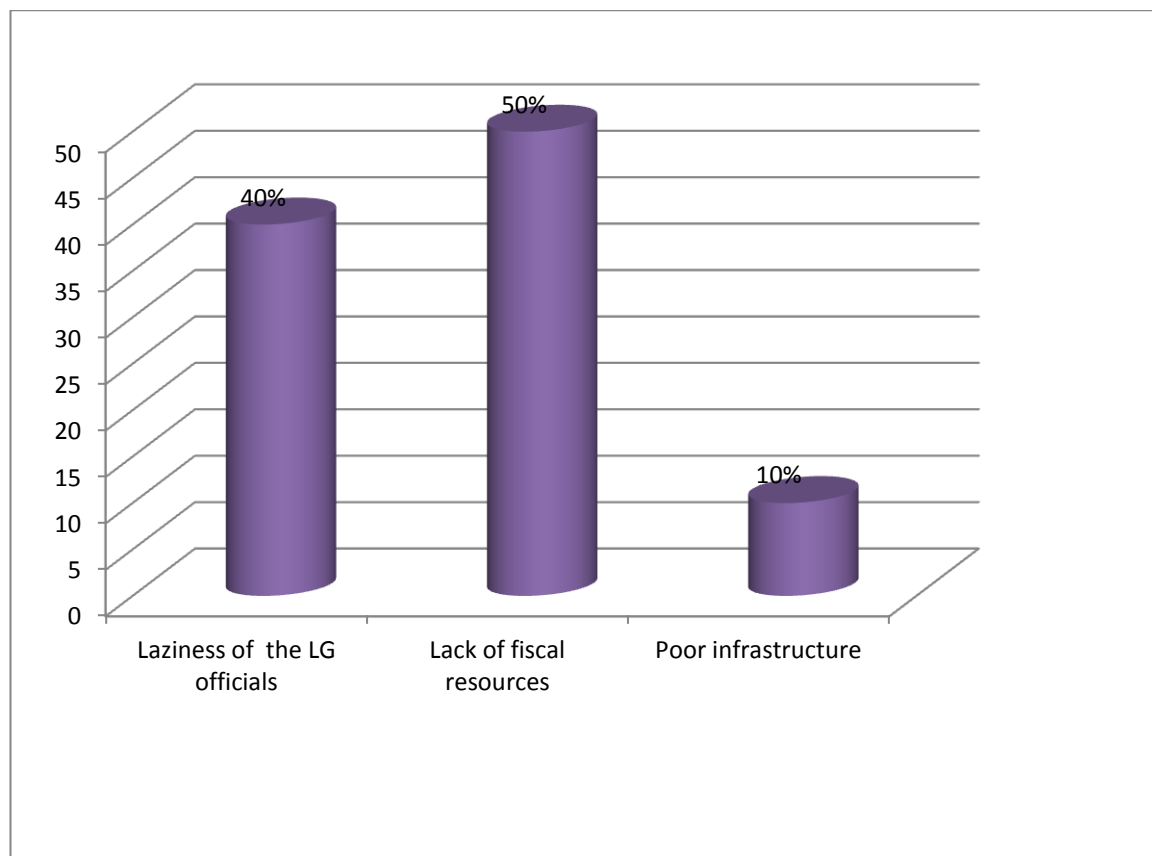
4.6.4 LG Responsiveness in the Provision of Water Services and Sanitation

The researcher wanted to know to what extent was local government responsive in the provision of water services and sanitation whereby 20% said yes, 40% said no, and 40% said somehow. This gave a true picture that the level of responsiveness in the provision of water services and sanitation in Biharamulo district was not satisfactory. The

researcher asked the elected councilors to mention the reasons for irresponsiveness whereby 40% said that some LG officials were lazy and that they could not fulfill their responsibilities, 50% said that lack of fiscal resource was major reason since the money set for water services and sanitation was not enough and 10% mentioned poor infrastructure to be the reason for LG irresponsibility. The result showed that LG had tried to be responsive though there were some factors that acted as an obstacle for it to be responsive. For example, out of 88 respondents who were asked to see their level of satisfaction, 28.2% said they were satisfied, 39.7% said they were not satisfied, 21.8% were somehow satisfied whereas 10.3% said they didn't know. From this experience one can realize that water services provided by local government in Biharamulo district was not satisfactory since majority of respondents were not satisfied. However, the level of satisfaction of the respondents was also determined by their level of education. Since majority were at the primary level so probably lacking knowledge of how to measure the quantity and quality of water. This was evidenced by the results from LG officials who altered that water services was somehow satisfactory though did not meet the demand of the population. They said that water scarcity was accompanied by a number of factors such as Population increase whereby a number of people had been increasing Day and night in search for fertile land and green pasture for the cattle. Therefore there was a great movement of people from neighboring regions especially Kigoma region and Bukoba who came to establish their permanent settlement in Biharamulo district thereby posing a challenge for water scarcity. They further mentioned other factors such as lack of fund, and experts of water to be the contributing factor for water shortage. Therefore they refuted the allegation posed to them that they were not responsive by saying that *“it is a fully biased argument to say that local government is not responsive in the provision of water services since the factors above are beyond our competence”*. They suggested that in order for LG to be responsive and provide a satisfactory services they should be given training to increase the capacity, financial resources should be increased so that to make the LG flexible in planning and implementing water projects and water and sanitation experts should be increased in order to match with this increase in population. The result of the finding on the reasons for local government's

irresponsiveness in the provision of water services and sanitation was analyzed and presented in the figure below.

Figure 4.6: Reasons for LG's Irresponsiveness in the Provision of Water Services



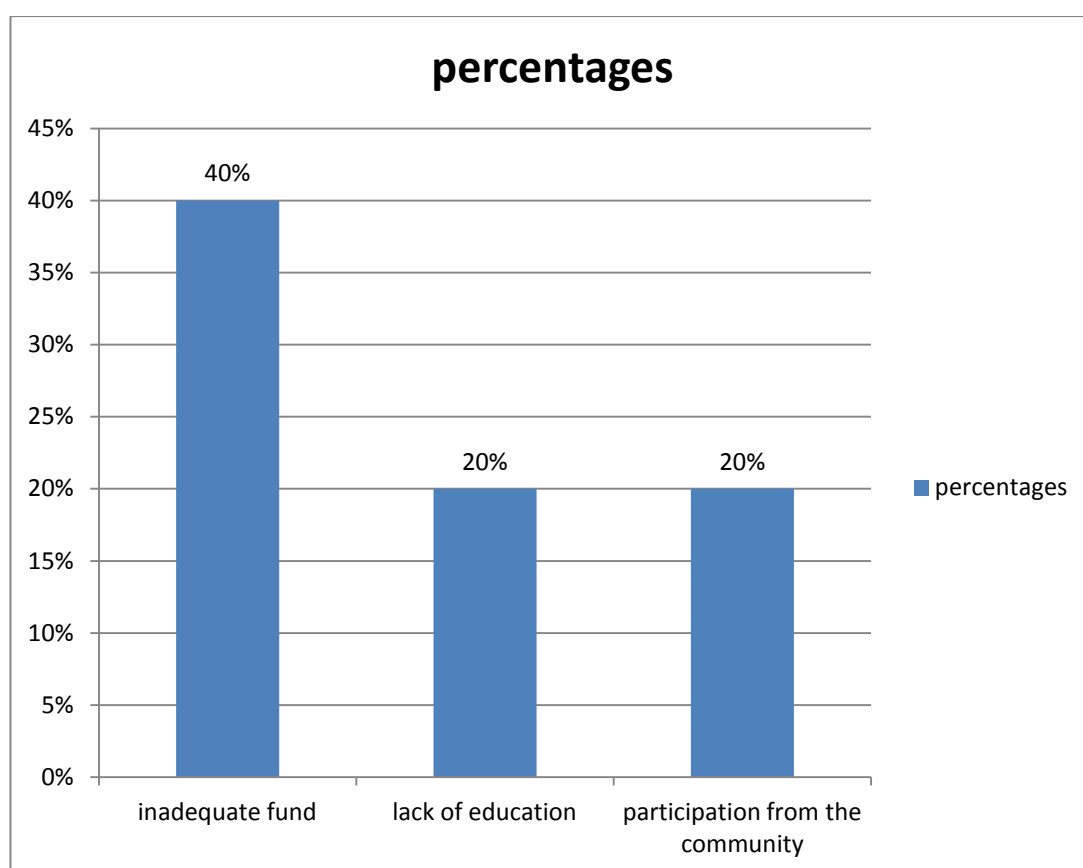
Source: Field data 2016

4.6.5 Challenges Facing LG in the Provision of Water Services and Sanitation

The researcher asked the same question which were asked previously to the elected councilors. The aim was to get information from different groups of respondent so that he can be able to establish a clear conclusion of the problem. Therefore, he asked the elected councilors if there were some challenges facing LG when providing water services and sanitation. 70% said yes meaning that there were some challenges that local government faced when providing water services and sanitation and 30% said there were no challenges. From this result the researcher realized that there were some challenges and he asked them to mention these challenges, whereby 40% mentioned inadequate fund to be the main reason where 20% said that lack of education to community on how

to conserve water sources was a serious challenge, 20% mentioned lack of water and sanitation experts to be one of the challenges facing LG and the last 20% respondents mentioned poor participation from the community to be another challenge facing local government in the provision of water services and sanitation. The data from this finding were analyzed and presented in the figure below

Figure 4.7: Challenges Facing LG in the Provision of Water Services and Sanitation



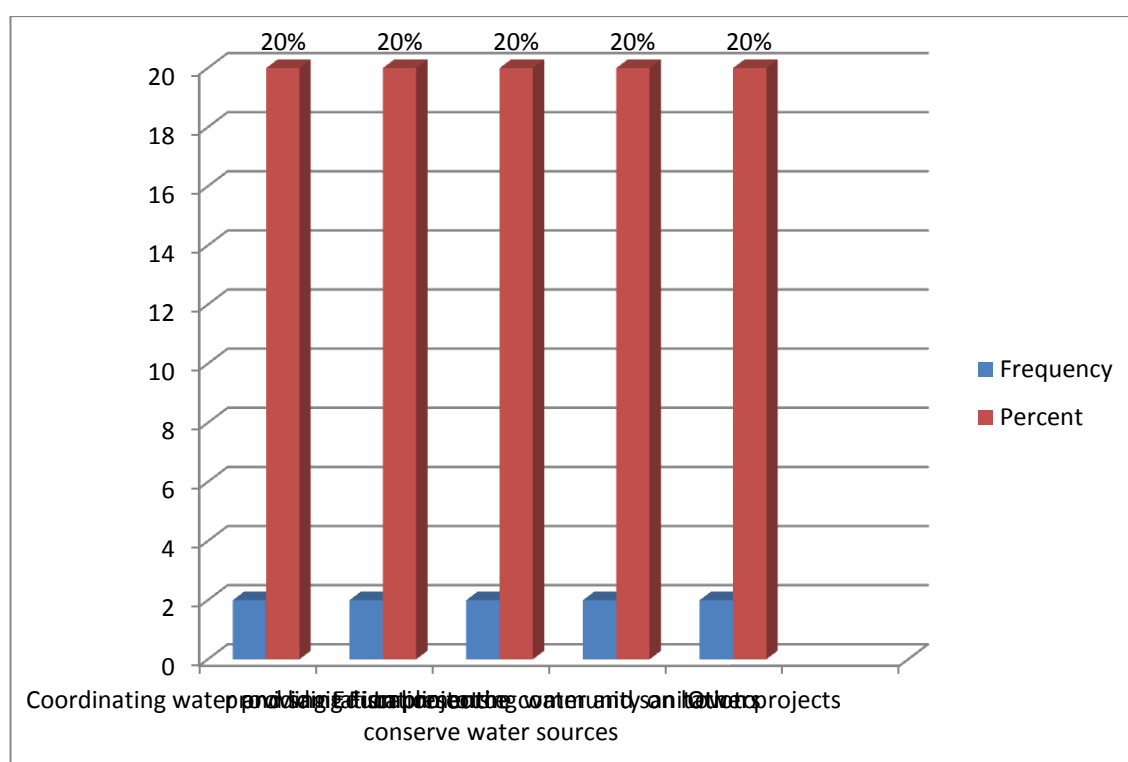
Source: Field data.

4.7. Roles of LG in the Provision of Water Services

The researcher wanted to hear the views of some LG officials on the provision of water services and sanitation. Out of 10 respondents who were asked if there some roles that are performed by LG, 100% said yes denoting that LG had a great role to play in the provision of water services. When the researcher requested them to mention these roles, 20% mentioned coordinating function as main role of local government in the provision

of water services.20% said that the role of LG is to provide fiscal resource for water project, 20% mentioned the provision of education to the community on how to protect water sources to be the major function and the last 20% said that the role of LG was to implement water and sanitation projects. The data from the finding were analyzed and presented in the figure below.

Figure 4.8: Roles of Local Government in the Provision of Water Services and Sanitation



Source: Field data 2016

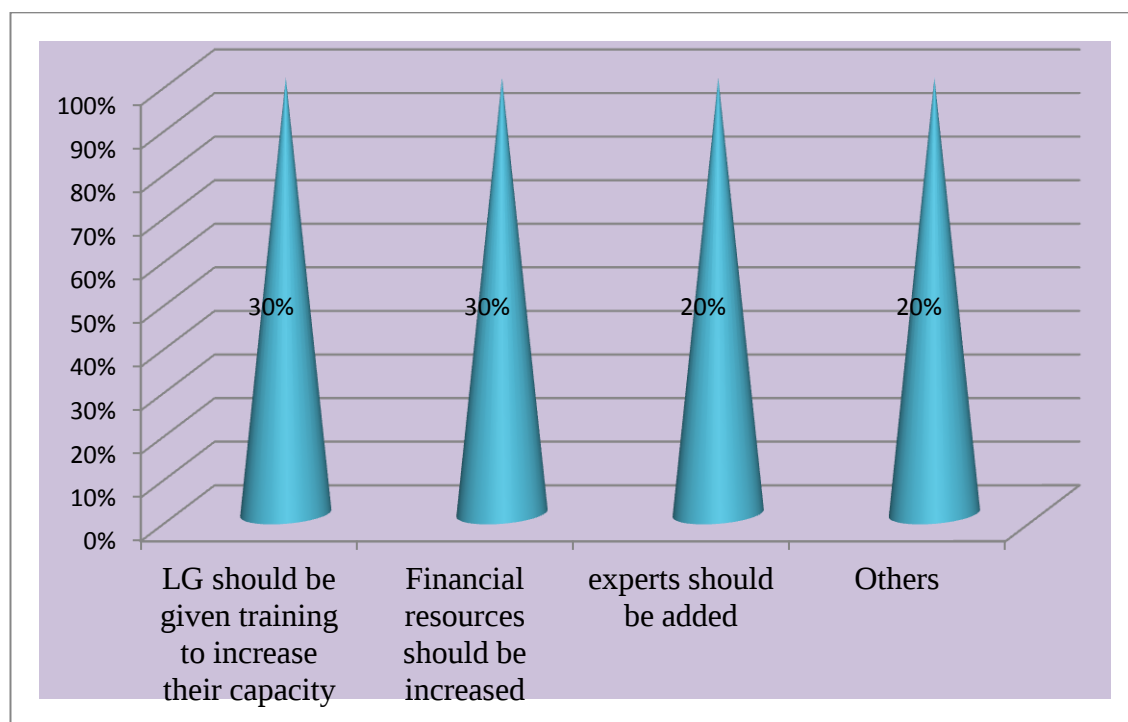
4.8 Local Leaders' Views and Attitudes towards LG Responsiveness in the Coordination of Water Services

4.8.1 Satisfaction with Water Services Provided

The researcher wanted to know to what extent were the water services provided were satisfactory to citizens, 70% of the LG officials said that the service was satisfactory while the remaining 30% said somehow though not pleasing. The researcher asked them to suggest the measures to be followed so as to provide a satisfactory services whereby 30% suggested that LG should be given training to increase the capacity,30% suggested

that financial resources should be increased so that to make the LG flexible in planning and implementing water projects, 30% suggested the increase of water and sanitation experts will help to provide adequate water since experts for water are not enough, and 20% said that there so many factors though they did not mention one. From this experience we can realize that the water service provided was not satisfactory since the mentioned factors acted as an obstacle for LG responsiveness to provide water services and sanitation. The data of the finding were analyzed and presented in the figure below.

Figure 4.9: Satisfaction with Water Services Provided by LG in Biharamulo District



Source: Field data 2016

4.9 Challenges Facing LG in the Provision of Water Services and Sanitation in Biharamulo

The Researcher wanted to know if there were some Challenges facing LG officials when providing water services and sanitation .Out of 10 respondents who were asked, 100% of respondents said yes. This proved beyond any reasonable doubt that there were so many challenges that faced LG officials when providing water services and sanitation. The researcher asked them to mention these challenges whereby out of 10respondents 10% said infrastructure was one of the challenges, 60% said inadequate fund, 20%

argued that lack of education to the community on how to protect water sources was a serious challenge and 10% said that poor participation from the community was another challenge facing LG when providing water services and sanitation. They argued that if these challenges were solved the problem of water and sanitation in Biharamulo District would be solved. The data from the finding were analyzed and presented in the table below

Table 4.5: Solutions on the Challenges Facing LG When Providing Water and Sanitation

Respondents	Frequency	Percent
Infrastructure should be improved	1	10.0%
Adequate fund should be provided	6	60.0%
Education should be provided	2	20.0%
Community should be fully involved	1	10.0%
Total	10	100.0%

Source: Field data 2016

CHAPTER FIVE

CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents a summary and draws a conclusion based on the findings presented and discussed. A recommendation also is drawn whereby various measures to solve the problem discovered in this study are suggested.

5.2 Summary of the Study

This study intended to assess the factors for Local Government's responsiveness in the coordination and provision of water services and sanitation in Biharamulo District council. Specifically the study aimed at investigating how local Government addresses and attends to the problem of water shortage and sanitation. A review of both theoretical and empirical studies related to the topic of study was presented in chapter two. Case study design was used, where by both primary and secondary data collection techniques was employed in order to answer the following questions.

- (i) What are the roles of local government in the provision of water services and sanitation in Biharamulo District?
- (ii) What is your attitude towards local government in the provision of water services and sanitation?
- (iii) What are the challenges facing local government when providing water services and sanitation?

Therefore, to answer the above research questions, data were collected and analyzed by using various statistical techniques such as percentages and frequency distribution. The qualitative data were also edited, coded and presented. Therefore, based on these research questions the following is a summary of the findings. Firstly, with regards to the roles of local government in the provision of water services and sanitation in BDC, the result showed that LG had various roles. For example, 20.5% said that the role of local government in the provision of water services and sanitation is to coordinate water services and sanitation projects, 23.1% said that the role of local government is to provide financial resource for water services and sanitation, 26.9% said that the role of

local government was to provide education to the community on how to protect water sources, 5.1% mentioned the role of local government being setting the budget for water services and sanitation .With respect to the second research question of the study, findings, revealed that water services provided by local government in BDC is not satisfactory since majority of respondents are not satisfied. The study in the third research question also attempted to examine the challenges facing LGs in providing WATSAN. The result showed that there were many challenges such as lack of enough financial resources, experts, poor participation from the community and so on.

The findings, from the interview conducted with the DED revealed that LG has been making some efforts to solve the problems of WATSAN. These involved constructing dams, boreholes water taps and rain harvest.

5.3 Conclusion

The study draws the conclusion based on the summary of the findings above. First, the study has revealed that the role of LG is to coordinate WATSAN's projects, provide financial resources, experts and education, thus the extent to which WATSAN will be obtained will depend on the way the LG will effectively work on these factors. Secondly, the findings have shown that there is a big scale of dissatisfaction on the water service provided where majority of respondents in chapter four expressed their dissatisfaction attitudes. The question of long line on the water tap when searching for water, wastage of time in search for water and dysfunction of some available water taps has resulted into serious complains from the citizens.

Thirdly, the study revealed that there were different challenges that made LG not to be responsive in meeting the demand of water and sanitation in BDC. The challenges are lack of adequate funds to finance water department, poor infrastructures such as vehicle, drilling machines, lack of WATSAN experts, lack of education to both community and service providers related to water provision and conservation and poor participation from the community. All these factors have posed the challenges to the LG when attempting to provide water services and sanitation. Therefore, from this experience, a very important conclusion is drawn that water services and sanitation is the most

important service that people cannot live without. As Thales argues that, “*the basic staff of the universe is water*”. He believes that there is no life and there is no universe if there is no water. People expect clean water for their domestic use and other economic use. Therefore there is a need to make sure that potable water and sanitation are adequately provided.

5.4 Recommendations from the Study

Based on the findings of the study and the conclusion drawn above, the study recommends the following:

The researcher recommends that water service is an important resource in the life of human beings; therefore it should be made available to all people regardless of their social differences. To solve the problem of water shortage, the researcher recommends the following to be improved.

5.4.1 Provision of Adequate Fiscal Resources

Throughout the research, a large number of respondents have reported that the main cause of LGs’ irresponsiveness in the provision of water services and sanitation is lack of fund whereby the money set for water services is not enough. The problem of fund has led to the scarcity of water services in many countries. For example, according to PIDs & UNICEF, (2009), Philippines are faced with scarcity of water services and sanitation because of inadequate fund set for water. In Tanzania, the situation is the same whereby very little amount of money have been set for water services and sanitation while the number of people has been increasing day and night thus posing for water competition. If enough budgets for water services and sanitation will be set then the LG will be responsive to provide adequate water services and sanitation. Biharamulo district council is one of the least developed districts in kagera among the four districts facing the scarcity of water and sanitation. Majorities have no access to water and have been suffering from water related diseases. Therefore, in order to solve the problem of water and finish the risk of suffering from water related disease, enough funds should be set.

5.4.2 Lazy Government Officials should be Retrenched

One of the reasons that have been causing the scarcity of water in Biharamulo district is laziness and negligence of some LG officials who are responsible for providing water services but not performing to the required standard. At least 49% of respondents argued that some LG officials are so much lazy such that during the time of working you find them charting with their smart phone and forgetting their responsibilities. The government has been spending a lot of money to pay them while they cannot work effectively. Because of this, the researcher recommends that business as usual is over. Previously lazy workers were retained despite their ineffectiveness. The population is increasing day and night. To continue retaining lazy LG officials is to continue maintaining the problem of water services while majority are suffering. Therefore Lazy LG officials should be retrenched to make others responsive.

5.4.3 Provision of Education

The term education is a very broad concept that entails the provision of knowledge, skills and experience from one person to another. During the field study the researcher noticed that lack of education to both civilians and service providers were the reason for shortage of water services and sanitation in Biharamulo district. For example in the group of Civilians at least 80% had primary education and below. This marks a problem because most of them do not know how to protect water sources and sanitation. For example, when the researcher asked them to mention if there were some problems of water, majority said yes and as he wanted them to suggest the measures, they only complained that the local government is not responsive. This shows that most of citizens do not know that access to water services is one of the basic human right that every human being is entitle to. If they had enough education they would be able to raise their local voice and argue for the LG to provide adequate services to them. Therefore the researcher recommends that community should be educated on the importance of water and sanitation for their survival and also they should be educated on how to protect the available water sources because some people have been dumping their domestic waste product in the water sources and even taking baths in the walls and yet others come to fetch water on the same well. If enough education is given, people will know the importance of water and how to protect the sources. Also education should be provided

to the LG officials who are the service providers to make them flexible. As one of the respondents argued, that one of the reasons which has been causing ineffectiveness of LG in the provision of water services is lack of training to the workers. One of the importance of training is to add knowledge and capacity building to the workers to perform to the required standard. LG officials are not well and frequently trained thus causing them to perform to lowest standard. Therefore the researcher recommends that in order to improve water services, LG officials should be frequently given training.

5.4.4 Community Participation

In the process of service delivery there should be cooperation between the service users and service providers also known as regular producers. When the researcher wanted to know how citizens are involved in the provision of services, majority said are not involved anyhow and that's why there is a scarcity of water. Therefore in order to make water services and sanitation available citizens should be involved .One advantage of involving citizens in the delivery of water services and sanitation is that you impart the sense of ownership whereby citizens will not involve in any activity of destroying the infrastructures since they believe that the available water sources belongs to them so destroying the infrastructure would lead to losses.

5.4.5 Improvement of Infrastructure

One of the challenges that were discovered during the research was poor infrastructure. Most of the respondents especially the LG officials reported that poor infrastructure was an obstacle to the provision of water services and sanitation whereby most of the available infrastructure such as water taps and pipes are old therefore they cannot resist the pressure of water. A lot of water was lost on the way because of some pipes which have been basting due to their oldest. Also inadequate machines have been a problem since there are no enough machines which can be used to dig the wells. Some areas are very hard and they need heavy machine to dig the well. Therefore the researcher recommends that infrastructure such as machines, should be increased. Also cars for engineers of water should be provided because sometimes the engineers have been failing to report to the problem whenever addressed because of lack of transport.

Therefore, if the infrastructures will be improved, the LG officials will be responsive to provide water services and sanitation to citizens.

5.4.6 Addition of Water and Sanitation Experts

During the study, the result showed that lack of water and sanitation experts was a challenge that in one way or another caused the problems of water. Biharamulo as one of the four districts in kagera has 21 wards and about 400,000 people. This is a large number of people who need a lot of water. However, very unfortunately there are only two engineers of water and very few semi skilled people of water in the whole district. This is a very small number of experts to meet the need and demand of water in Biharamulo. The researcher recommends that in order to finish the problem of water services and sanitation in Biharamulo, water and sanitation experts should be added. The government should hire a big number of experts and improve their wages because some of experts have been leaving the jobs because of low wages. Therefore, if the government will hire these experts and improve their wages, it will help them remain and continue working to make sure that water services and sanitation are available.

5.4.7 Good Linkage between the Central Government and Local Government

Good linkage between the central Government and local government should be improved. Experience has shown that the relationship between CG and LD is very important since the two governments work together. Principle agent theory for example has suggested that the relationship between the principle and the agent is very important. The theory argues that an agent is likely to perform as principle wishes if there is a good relationship between the two. Therefore, Local government as an Agent of the central government will work to provide adequate services only if receives cooperation from the central Government which is a principle in this arena.

5.4.8 Good Policies should be Formulated

Reviewed literature, both theoretical and empirical reviews have suggested that ,the most important factor to be put into consideration when attempting to improve water services and sanitation is to formulate good policies which will help to analyze the current need of water services and sanitation. For example, the current National water

policy (NAWAPO) argues that there should be a water tap 400meters from the house hold. This has in some instances become ineffective since there is a tremendous increase of people in the country thereby posing the challenge for water services and sanitation. Therefore, to solve this problem, good policies should be formulated to address the current need of water and sanitation.

5.4.9 Regular Definition of Demand and Needs of the Community.

Literature for example Haigh et al (2008) on their study entitled Role of Local Government in Integrated Water Resources Management Linked to Water Services Delivery (IWRM) discovered that there is serious problem of defining the need and demand of the community. People have priorities and these priorities differ from one another. However priority for water and sanitation is common across the globe. The government therefore should press water and sanitation as a number one priority. This will help to set enough budget for water and sanitation in which Local governments and municipalities can draw financial aid to implement water and sanitation projects.

5.5 Area for Further Studies

There so many studies that have been done in various disciplines such as education economics, politics, sociology and the alike. However, there very few studies about water services and sanitation. Very often, the available studies are talking about the problems of water in a certain area and leaving aside the agent or the service provider like local government. Therefore, the researcher calls upon the intellectuals and other interested groups to focus their studies in water services and sanitation as coordinated or provided by Local Government Authorities.

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APPENDICES

APPENDIX A

Questions for the LG officials

Introduction

Dear Respondent

I am a postgraduate student from Mzumbe University, pursuing a master degree of Public Administration. I am currently conducting a research entitled “**An assessment of local governments’ responsiveness in coordinating and providing water services and sanitation in Biharamulo District**”. This study is purely for academic purpose. You, together with other participants have been selected to participate in this study. I kindly request you to fill all the items in this Questionnaire with honest and sincerity. For confidentiality, please do not write your name. Each honest response you provide is important for this study and is highly appreciated. Be assured that all the information you provide will be treated with high degree of confidentiality.

Instructions

Please indicate your response by ticking () and filling the space provided in each question.

SECTION A: Demographic characteristics of the Respondent

Gender: Male () B. Female ()

Age 21-25 () 26-30 () 31-35 () 36-40 () 41 and above ()

Marital status: single () married ()

Level of Education (A) Primary Education (B) Secondary Education (C) Diploma (D) Advance Diploma (E) Bachelor degree (F) Master and above ()

Your department.....

SECTION B: The roles of local government in the provision of water services and sanitation

1. Is Biharamulo District facing the problem of water shortage and sanitation?

A. Yes () B. No () C. I don't know ()

2. If the answer is Yes, how big is the problem?

A. Very big () B. Big () C. Somehow big () D. Not big ()

E. I don't know ()

3. Does local government have any role in the provision of water services and sanitation in Biharamulo District?

A. Yes () B. No ()

4. If the answer is yes, what are the roles?

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.....
.....

SECTION C: Citizen's attitudes towards local government in the provision of water services and sanitation

5. Do you receive any complain of water shortage from the citizens?

A. Yes () B. No ()

6. If yes, how do you react to the problem?

A. very quickly () B. quickly () C. We don't react any how ()

(D). Citizens have to solve the problem on their own ()

7. To what extent have you solved the problem of water shortage in Biharamulo District? A. 100% () B. 50% () C. 30% () D. 10% () E. I don't know ()

SECTION E: challenges facing local government when providing water services and sanitation

Do you face any Challenges when providing water services and sanitation in Biharamulo District? A. Yes () B. No ()

If yes what are the challenges

.....
.....

13. How can the challenges be alleviated?

.....
.....

APPENDIX B

DODOSO LA MADIWANI

UTANGULIZI

Mimi ni mwanafunzi wa chuo kikuu cha Mzumbe ninayesomea shahada ya uzamili ya Uongozi na Utawala. Nimekuchagua wewe kama mdau wa Maji safi na salama katika mamlaka za serikali za mitaa ili ujaze taarifa sahihi za dodoso hili la utafiti unaohusu **“Uwajibikaji wa serikali za mitaa katika kutoa huduma ya maji safi na salama katika wilaya ya Biharamulo”** ili kukamilisha mafunzo ya shahada ya uzamili. Tafadhali jaza dodoso hili kwa ufasaha ili kupata ukweli kamili wa mambo. Napenda kukuhakikishia kwamba Taarifa zozote utakazo toa zitaheshimiwa na zitatunzwa kwa usili mkubwa. Kwasababu hiyo nakuomba usiandike jina lako mahala popote katika dodoso hili. Nakutakia ujazaji mwema.

SEHEM: A

Tafadhari weka alama ya vema () pale unapoona panastahili.

1. Jinsia (a) Mwanaume () (b) Mwanamke ()
2. Umri: 21-25 () , 26-30 () , 35-40 () 40 nakuendelea ()
3. Hali ya ndoa: Nimeoa () , Cjaoa () .
4. Ngazi yako ya Elimu: A. Elimu ya msingi () , B Elim ya Sekondary () C Stashahada () D. Shahada () E. Shahada ya uzamili na kuendelea () F. Sijasoma kabisa ()
- 5 Cheo chako.....
6. Kata/mtaa wako:.....
7. Uzoefu wa kazi , miaka : (a) 1-3 () , (b) 3-5 () , (c) 6 na kuendelea ()

SEHEM B: Kazi ya Serikali za mitaa katika kutoa huduma ya maji safi na salama katika wilaya ya Biharamulo

8. Tafiti mbalimbali zilizokwisha fanywa katika wilaya hii zinaonyesha kwamba swala la maji katika wilaya hii ni tatizo. Unakubaliana na tafiti hizi?

A. Ndio () B. () Hapana () C. Sifaham chochote kuhusu hili ()

9. Kama jibu lako ni ndio, Unafikiri tatizo hili nikubwa kiasi gan?

A. Kubwa sana () B. kubwa kiasi () C. sio kubwa (). Sifaham chochote ()

10. Kwa mtazamo wako unafikiri kuna kazi yoyote inayofanywa na serikal za mitaa katika wilaya hii ya Biharamulo ya kuhakikisha maji safi na salama yanapatikana?

A. Ndio () B. Hapana () C. sifaham chochote ().

11. Kama jibu lako ni ndio kazi hizo nizi?

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SEHEM C: Mitazamo ya wananchi kuhusu huduma ya maji safi na salama inayo tolewa na serikali za mitaa wilayani Biharamulo

12. Wewe kama diwani unaewakilisha wananch katika kata yako, unaridhishwa na huduma hii ya maji inayotolewa na serikali za mitaa wilayan biharamulo

Ndio () Hapana ()

13. Kama jibu lako ni hapana unapendekeza kipi kifanyike kuimalisha huduma hii mhimu?

.....
.....

14. Kwa mtazamo wako, unafikiri serikali za mitaa wilayan Biharamulo zinawajibika ipasavyo katika zoezi zima la kutoa huduma ya maji kwa wananchi?

Ndio () Hapana ()

Kama jibu lako ni hapana , unafikiri nini kifanyike ili kuzifanya ziwajibike ipasavyo

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.....

SEHEM E:Changamamoto zinazo ikabili serikali ya mtaa wilayan Biharamulo wakat wa kutoa huduma ya maji

Kuna changamoto zozote zinazo zikabili serikali za mtaaa wilayan Biharamulo wakat wa kutoa huduma ya maji kwa wananchi?

Ndio () Hapana ()

Kama jibu lako ni ndio, taja changamoto hizo

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Kwa maoni yako, unafikiri nini kifanyike ili kumaliza changamoto hizo

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Asante kwa ushirikiano

APPENDEX C

DODOSO LA VIONGOZ WA KATA

UTANGULIZI

Mimi ni mwanafunzi wa chuo kikuu cha Mzumbe ninayesomea shahada ya uzamili ya Uongozi na Utawala. Nimekuchagua wewe kama mdau wa mamlaka ya serikali za mitaa ili ujaze taarifa sahihi za dodoso hili la utafiti unaohusu “Uwajibikaji wa serikali za mitaa katika kutoa huduma ya maji safi na salama katika wilaya ya Biharamulo ili kukamilisha mafunzo ya shahada ya uzamili. Tafadhali jaza dodoso hili kwa ufasaha ili kupata ukweli kamili wa mambo. Napenda kukuhakikishia kwamba Taarifa zozote utakazo toa zitaheshimiwa na zitatunzwa kwa usili mkubwa. Kwasababu hiyo nakuomba usiandike jina lako mahala popote katika dodoso hili. Nakutakia ujazaji mwema.

SEHEM: A

Tafadhari weka alama ya vema () pale unapoona panastahili.

1. Jinsia (a) Mwanaume () (b) Mwanamke ()
2. Umri: 21-25 () , 26-30 () , 35-40 () 40 nakuendelea ()
3. Hali ya ndoa: Nimeoa/nimeolewa () , sijaoa/sijaolewa () . mengineyo ()
4. Ngazi yako ya Elimu: A. Elimu ya msingi () , B. Elimu ya Sekondary () C. Stashahada () D. Shahada () E. Shahada ya uzamili na kuendelea () F. Sijasoma kabisa ()
5. Cheo chako.....
6. Kata/mtaa wako:.....
7. uzoefu wa kazi , miaka : (a) 1-3 () , (b) 3-5 () , (c) 6 na kuendelea ()

SEHEM B: Kazi ya Serikali za mitaa katika kutoa huduma ya maji safi na salama katika wilaya ya Biharamulo

Je k una tatizo la maji katika eneo lako unapoishi?

A. Ndio () B. Hapana ()

Kama jib lako ni ndio,eleza tatizo hilo ni kubwa kiasi gani

A.Kubwa sana (), B Kubwa (), C Sio kubwa sana (), sifaham chochote kuhusu hili ()

Kwa mtazamo wako, unafikiri kuna kazi yoyote inayofanywa na serikal za mitaa kuhakikisha maji safi na salama yanapatikana?

A.Ndio () B Hapana ()

Kama jibu lako ni ndio,kazi hizo ni zipi

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SEHEM.C: Mitazamo ya wananchi kuhusu huduma ya maji safi na salama inayo tolewa na serikali za mitaa wilayani Biharamulo

Je unaridhishwa na huduma ya maji inayotolewa na serikali za mitaaa katika wilaya yako ya biharamulo?

A.Ndio () B. Hapana () C. Kiasi sijui () Sifahamu chochote ()

Kwa uonavo wewe unafikiri serikali zamitaa katika wilaya hii zinawajibika ipasavyo katika kuahakikisha maji safi na salama ayanapatikana?

A Ndio () B. Hapana ()

Kama jibu lako ni hapana unafikiri ni kwanini

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Nini maoni yako kuhusu hili

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SEHEM E: Changamamoto zinazo ikabili serikali ya mtaa wilayan Biharamulo wakat
wa kutoa huduma ya maji

Kuna changamoto zozote zinazo zikabili serikali za mtaaa wilayan Biharamulo wakat
wa kutoa huduma ya maji kwa wananchi?

Ndio () Hapana ()

Kama jibu lako ni ndio, taja changamoto hizo

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.....

Kwa maoni yako, unafikiri nini kifanyike ili kumaliza changamoto hizo

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Asante kwa ushirikiano

APPENDIX D

INTERVIEW GUIDE FOR DIRECTOR.

1. Sex.....
2. District Council.....
3. Position
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4. Working Experience
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5. Level of Education
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6. According to local government article 7and8 of 2002, local governments are given mandatory to correct revenues and determine their budget. What budget do you set for water services and sanitation?
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7. In your own view, do you think the budget you set satisfactory to provide adequate water service and sanitation?
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8. Various researches have reported that shortage of water service and sanitation in Biharamulo is an alarming Phenomenon. How far is this statement true?

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9. What do you think are the major problems causing the shortage of water service and sanitation in Biharamulo?
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10. There has been some grievances from the citizens that local government in Biharamulo is not responsive enough in the whole process of coordinating and providing water services and sanitation .How far are these grievances correct?
-
-
-
11. You as a director of this district, what strategies do you employ to solve the problem of water shortage?
-
-
-
12. in your own view, do you think the problem of water shortage in your district can be solved by local government only. If no what is your suggestion?
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13. When working to provide water services and sanitation, do you involve the citizens who are consumers of the service?
-
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-
- If yes how do you involve them and what is their response

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-
-
14. In your local budget how many percentages do you set for water services and sanitation?
-
-
-
15. Does it satisfy to provide adequate water services and sanitation?
-
-
-
16. Does the central government provide subsidies to facilitate water services and sanitation in your district council?
-
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-
17. The current national water policy, argues that in every 400metres from the house hold, there should be a water tap. To what extent have you mate these instructions? And in how many villages specifically
-
-
-
18. Is your suggestions towards solving the problem of water services and sanitation in Biharamulo district council
-
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-

19. If the expected goals of the national water policy will be met, what social economic impact will be likely to happen in your district council?

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Thank You for Your Participation.

APPENDIX E

ACTION PLANS FOR RESEARCH WRITING

SN		Activity	TIME FRAME										
Activity		2015							2016				
		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Marc	Apr	may	June
1	Developing a research proposal												
2	Research proposal submission and amendments												
3	Questionnaire pretesting and data collection												
4	Data processing (editing, classification, coding, transcription and tabulation)												
5	Data analysis												
6	Report writing												
7	Report submission and amendments												

APENDIX F. Citizens in Biharamulo district scrambling for water





Public Stand post in Kabind ward in Tanzania's Biharamulo district council