CHALLENGES BEING FACED BY RURAL DISTRICT COUNCILS IN SERVICE DELIVERY: [A CASE STUDY OF CHAMINUCA RURAL DISTRICT COUNCIL, SHAMVA, ZIMBABWE: PERIOD AUGUST 2012-AUGUST 2013]

SUBMITTED BY

SHINGIRAI MUDEDE

B1025604

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ABSTRACT

The study sought to analyze challenges being faced by Zimbabwean Rural District Councils in the provision of social, economic and infrastructural development services to communities under their jurisdictions using Chaminuka Rural District Council as a case study. The research was inspired by desire to see local councils give residents quality service for their money. The major objectives of this study are to identify the council’s mandate in the context of social, economic and infrastructural development services that should be provided by CRDC in line with the government’s socio-economic and infrastructural development guidelines, obtain the residents’ views on nature of service delivery. The study also seeks to identify the challenges constraining service delivery and possible solutions to mitigate such challenges. A descriptive research approach was used since it encompasses a large number of people, in case of this study, the researcher targeted an approximated population of about 110 000 residents. The population was divided into two main categories which were council employees and the general public. A sample of hundred residents was selected using stratified random sampling from these main groups of residents. In carrying out the study both qualitative and quantitative methods of data collection were used as the researcher used questionnaires, interviews and focus group study discussions to collect primary data. Secondary data was obtained from council’s financial and management records, published texts and journals as well as the internet. Research findings were a number of challenges chief among them financial, poor budget performance, poor revenue collection methods as well as inadequate human resources and equipment for efficient and effective service delivery. The study thus found it necessary for the council to improve its capital base, human resource, link planning with budgeting and improve stakeholder participation. It was also seen to be very vital for the government to avail PSIP funds and grants to facilitate development in Rural Districts.