

# Challenges Affecting Participation In Provision Of Public Services In Arusha City Council, Tanzania

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**ABSTRACT:** In recently world creating opportunities under appropriate circumstances for people to manipulate decisions that affect them will increase the sense of ownership and care that is why participation has become a question of concern for any public and private project development and sustainability. The purpose of this study was to assessing the challenges affecting participation in provision of public services in Arusha city council. The specific objective of this study was to find out the challenges affecting public consultations and involvement in provision of public services at Arusha city council. The researcher use survey design technique in studying 150 samples from 416,442 which included public citizens, mayor, councilors and employees at the Arusha city council office. The sample was selected through non- probability sampling techniques which was purposive and convenience. The data was collected through questionnaire and structured interview schedule and data was qualitatively analyzed where the factual and logical interpretation was explained through using of table and percentages. From the findings of the study, provision of effective public services in Arusha city council is less effective and unsatisfactory because of insufficient number of staff, poor technology, conservatism, bureaucracy, culture, relationship, politics and poor communication. In order to address the issues, the researcher recommends that the governance is weak and it needed to be reviewed in order to enhance the effectiveness of the entire process in provision of effective public services.

**Keywords:** Participation, and public services

## Introduction

Universal Declaration of Human Right Article 21(2) establishes that all people have an equal right to receive public services provided by the state also The Local Government (Urban Authorities) Act, 1982 under Section 54(b) the city is empowered to promote the social welfare and economic well-being of all persons within its area, but up till now public services are widely perceived to be unsatisfactory and deteriorating since the poor and disadvantaged suffer in relation to delivery of public services. World Bank, UNDP, and government of Tanzania takes various initiatives in promoting participation for instance introduction of local government Reform Program, provision of loans from WB, Introduction of Public Private Partnership, decentralization and establishment of national frame work for Good governance in Tanzania, Yet its implementation is said to be a problematic issue and has become a question of concern in relation to provision of public services (Leonard Shio 2001). Therefore this study looked at the challenges affecting participation in provision of effective public services in Arusha city council specifically on the challenges affecting consultation process, involvement process and culture to help the city council to identify the challenging areas for making improvement and designing strategy for intervention after identify the attitudes and perceptions of the public concerning the provision of public services in Arusha city.

## Methodology

In these study, researcher employ survey design in studying 150 sample from a target population of 41,6442 according to 2012 census, where they use non-probability sampling technique to collect 150 sample from a target population specifically purposive sampling to select mayor, councilors and human resource officers and convenience sampling to collect some staff and public citizens. Data was collected through interview and questionnaires where the mayor, councilors and human resource officers are interviewed and some staff and public that are conveniently selected they respond to questionnaires. Data was analyzed qualitatively whereby the factual and logical interpretations, comparison and explanation of the study

findings are explained by using of table which means the data will be grouped according to their classes in terms of percentages to bring meaningful information.

## Results

### To find out the challenges of participation in provision of effective public services at Arusha city council

The study looked at what exactly influences the participation in provision of public services at arusha city council by reviewing some variable such as;

**Table 1.** Are there any framework the city put in a place to guarantee individual and community to participate in decision making

Responses	Number	Percentage (%)
Yes	72	56.3
No	37	28.9
I don't know	19	14.8
Total	128	100

From table 1, the researcher needs to know if Arusha city council allows the affected populations is part and parcel of the decision making process in relation to the provision of public services. And the researcher needs to know if there is a framework or procedure that allows the public to participate in decision making. From the findings 72(56.3% ) of the respondents responded that, the city has the framework a place that allows the public to participate in decision making processes and implementations while 28.9% they said no they don't allow and 14.8% they don't know. From the interviewed respondents 17(77.3%) responded that the city in fact does appreciate the public participation on decision making process that is why there are many suggestion boxes in the public offices but the problem is that most of the public citizens who are the

beneficiaries are not aware of giving feedback and 5(22.7%) responded that the city does not allow the public to participate in decision making processes that is why we find no improvements and unsatisfactory services.

**Table 2.** Do you think the city has consultation mechanism to disclose to public any information before they meet with them

Responses	Number	Percentage (%)
Yes	69	53.9
No	42	32.8
I don't know	17	13.3
<b>Total</b>	<b>128</b>	<b>100</b>

Table 2, shows the responses of the respondents concerning consultation mechanism to disclose information to the public before they meet with them. The finding showed that 69(53.9%) of the respondents responded that yes the city has a consultation mechanism and 42(%) responded that, no to mean the city has no consultation mechanism and 17(13.3%) they don't know if the city has the mechanisms for consultations. From the interviewed respondents 18(81.8%) responded that the city has a consultation mechanism to disclose information or topic of concern before they meet with the public and they use banners, radios, television and the road announcements that is why the city does not fail in establishment of the priorities while 5(22.7%) of the respondents, responded that the city does not have that mechanisms that is why most of city dwellers are not aware of what goes on within the city concerning provision of public services.

**Table 3.** Does the city has a formal procedure to implements feedback from the public concerning provision of public services

Responses	Number	Percentages (%)
Yes	70	54.7
No	43	33.6
I don't know	15	11.7
<b>Total</b>	<b>128</b>	<b>100</b>

The table 3 shows the responses of the respondents on the implementation of feedback by the Arusha city council. 70(54.7%) of the respondents said the city implements the feedback while 43(33.6%) they said they don't and 15(11.7%) said they don't know. From the interviewed respondents 20(90.9%) responded that the city executes the feedback by setting up priorities and to improve the services but the problem rose from the public since everyone wants his opinion to be implemented something which is impossible. The city is only considers all and implements the feedback which benefits all while 2(9.1%) responded that the city does not implement the feedback

since there is no any improvement in the provision of public services.

**Table 4.** Does the city has a priorities concerned with provision of public services

Responses	Number	Percentage (%)
Yes	72	56.3
No	9	7
I don't know	47	36.7
<b>Total</b>	<b>128</b>	<b>100</b>

From table 4, the researcher needs to know if the city operations on provision of public services have the preferences to be regarded mostly to ensure they meet public needs and demands. The finding shows that 72(56.3%) of the respondents, responded that the city has the priorities concerning provision of public services and 47(36.7%) they said they don't know if the city has priorities while 9(7%) responded that the city has no priorities concerning provision of public services. Also 16(72.7%) interviewed respondents responded that the city has the priorities but the problem is on the implementation of the priorities because you can find a city has more than one priorities but the implementation does not follow the meaningful order other than their preference that is why we find many conflict raising at the time of implementation while 6(27.3%) of the respondents responded that the city does not have priorities for social services instead they work according to the needs and emergency that arise in the community.

**Table 5,** do you think the city consider gender issues in provision of public services

Responses	Number	Percentages
Yes	48	37.5
No	72	56.3
I don't know	8	6.2
<b>Total</b>	<b>128</b>	<b>100</b>

From table 5, the researcher needs to know if provision of public services puts in consideration the issue of social construct that differentiates between males and females. From the findings the researcher found out that 56.3% of the respondents responded that in provision of public services the city don't put in consideration the issue of gender instead its equally provided, while 37.5% responded that, yes they put in consideration the issue of gender and 5% don't know if they put in consideration or not. From the interview responses 14(63.6%) responded that the city does not consider the issues of gender in provision of public services instead they are provided according to the need of the beneficiary to insure that women and men have equal access to public goods. While 8(36.4%) responded that

they don't know if the city considers the issue of gender in provision of public services or not.

**Table 6.** *do you think the city has good relationship with beneficiaries of the public services*

Responses	Number	Percentage (%)
Yes	58	45.3
No	70	54.7
I don't know	0	0
<b>Total</b>	<b>128</b>	<b>100</b>

Table 6 shows the relationship that exists between public servants and beneficiaries of public services 70(54.7%) of the respondents responded that there is no good relationship between public servants and beneficiaries while 58(45.3%) shows yes there is good relationship. From the interview data 18(81.8%) of the respondents responded that there is good relationship between public servants and public citizens since the public servants are willing to listen, advise and assurance of privacy something that proves the good relationship while 4(18.2%) responded that there is no good relationship between public servants and beneficiaries because they are very harsh, careless, corruptive and selfish something that weakens the interest of the public to demand the goods and services.

**Table 7** *Do you think there is any politics in the provision of public services*

Responses	Number	Percentage (%)
Yes	107	83.6
No	21	16.4
<b>Total</b>	<b>128</b>	<b>100</b>

From table 7, the researcher wants to know if there is existence of politics in provision of public services in arusha city council. And the researcher found out that there is politics in delivering of public services according to the respondents which is 107(83.6%), while 21(16.4%) said it does not exist completely. And those who responded yes said the impact of politics can be proved through the distribution of public services where the best services are established where the leader of the leading party comes from. Data from the interviewed respondents shows that 13(59.1%) responded that there is no any political influence but is equally distributed for the benefit of the public citizens and country in general while 9(40.9%) of the respondents responded that there is political influence in the provision of public services that is why many parts of the city from where the leaders such as councilors are from opposition the services are very limited compared to the place where there is a ruling party.

## Summary of the findings

The challenges of participation in provision of effective public services at Arusha city council and looked at two issues which were consultation and gender considerations in provision of public services and specifically looked at the issue of community participation, methods used to involve the public, disclosure of the information, feedback, priorities, gender issues, relationship and politics and found out that what challenging participation was implementation of the policies, priorities and framework that allows the public to be involved in decision making concerning provision of public services, gender issues, politics and relationship that exists between the service provider and beneficiaries.

## Conclusion

The researcher found out that the provision of public services in Arusha city council is less effective because of the issues that affect participations which were politics, relationships, technology and culture. The increase in politics in Arusha city council weakens participation of the beneficiary from the designing of the projects to implementation which leads to poor feedback and implementation of the priorities since every party needs to be at the fore front in provision of public services that is why there are many conflicts and hostilities frequently. Also the relationship between those in power, public servants and public citizens is not good that is why many people are not willingly to participate in decision making for fearing to be annoyed. Also most of citizens in Arusha practice their cultures and most of the cultures do not allow women to decide for men something that weakens participation in provision of effective public services.

## Recommendations

Based on the findings of this study that focus on assessing the challenges affecting participation in provision of effective public services in Arusha city council it was found out that the governance is weak and all the systems concerned with provision of public services needed to be reviewed and addressed in order to enhance the participation of the entire process in provision of effective public services. So the researcher recommends that Integrate ICT in provision of public services, the governance must play a great role in imparting the ICT in all the processes of provision of public services because it will easy communication something that will help in setting of priorities, in provision of feedback and to bridge the relation gap between governance, public servants and public citizens. Provision of civic education to citizens and capacity building to public servants will help since the finding shows that most of the public is not aware of their rights and responsibilities in provision of public service. The governance must play a great role in providing civic education that will build a sense of self reliance, patriotism and to make the citizens to be part of the governance. Also capacity building to public servant and leaders are most crucial things to be implemented since capacity building enhances the ability of public servants to evaluate and address the existing problems and to make them flexible with these technological and environmental changes. So continuous job training, induction is the most important in achieving competent public servants. Provision of exposure

opportunities to public servants and leaders of the city, since the findings reveals that most of public servant and governance member are not effective in implementing their duties, the city council has role to play about giving them exposure to other countries, or offices to learn how others succeeded and why them not succeeding. By giving them exposure it will help them to interact with different cultures and gain a lot of experiences that will increase their morale to work and commitment to serve the public therefore exposure plays a great role in motivating the public servants to do best.

### Recommendations for further studies

A further study is recommended concerning the impact of ICT in participation for provision of public services in ward, district, municipality and cities for making an improvement in current studies.

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