Social service provision in Zimbabwe resettled areas: A case of Kadoma resettled communities.

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DEDICATION

I dedicate this thesis to all Zimbabweans, working towards the improvement of the well being of people in remote areas.
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ABSTRACT

Land is a major economic resource for Zimbabweans and all Africans within the continent. Within the region, land reform was as a result of skewed land distribution, it is a reflection of colonial injustices (Owen 1993). The Zimbabwean government embarked on the Fast Track Land Reform program in the early 2000 to address the land issue. The land reform program was described as chaotic and unplanned by Mlambo (2003). As a result some were resettled in areas where there was no basic social service like water, education facilities, roads etc. The study examines the challenges being faced by the resettled communities with regard to basic social services like health, education, and clean water and sanitary. The research is based on the assumption that resettled communities are struggling to access basic social services. The main purpose of the research is to establish the current state of social services and understand social service challenges in these areas. The research shall use Mhondoro Ngezi District Ward 12 as the case study. The research is qualitative in nature in order to have a deeper understanding of the respondents’ view. The research used in-depth interviews and focus group discussion as data collection methods. It established that there is shortage of health and educational facilities in resettled communities. In many cases the absence of these basic social services is fuelling tensions and conflict demonstrating the applicability of human needs theory. Thus more still need to be done in order to improve the welfare of people living in resettled areas. The study will conclude by highlighting some recommendations to the government, local authorities and NGOs that would help improve the resettled communities.
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List of Abbreviations

AIDS: Acquired Immune Deficiency Syndrome
ECD: Early Childhood Development
ESAP: Economic Structural Adjustment Program
FTLR: Fast Track Land Reform
HIV: Human Immune Virus
MDC: Movement for Democratic Change
NGO: Non Governmental Organisations
SADC: Southern African development community
UN: United Nations
UNDP: United Nations Development Program
UNICEF: The United Nations Children's Emergency Fund
VIDCO: Village Development Committee
WHO: World Health Organisation
ZANU PF: Zimbabwe Africa National Union Patriotic Front
Chapter One

1. INTRODUCTION

1.1 Background of the study
The African continent was formerly colonised by European countries. The European countries were attracted by the rich minerals within the continent, fertile soils and good climatic conditions for agricultural activities. According to Mlambo (2003) the colonisation process was not fair to Africans because Europeans wanted to exploit the continent’s resources against the will of the majority. This resulted in different liberation movements across the continent. Zimbabwe was colonised by Britain in 1890 after the British South Africa Company successfully tricked Lobengula the leader of the Ndebele clan to sign different treaties. This allowed the British to penetrate within the country and carry out all activities they deem necessary. As a result they acquired large pieces of fertile land and forced the locals to migrate to dry arid regions known as reserves. According to Bratton (1994) more than 85 000 Africans were evicted from their original lands and resettled in reserves.

The whites forced the local black people to work on their acquired land and they were often ill-treated. This worsened the enmity between the Europeans and local Africans. This led the local Zimbabweans to unite and fight against the intruders. This resulted in the First Chimurenga and the successful Second Chimurenga which brought independence to Zimbabwe.

Zimbabwe attained its independence in 1980 from the Britain. The white British owned 45% of the arable land yet they constituted only 1% of the total population. After independence the government tried to create a balance through the resettlement programme conducted on
willing buyer willing seller (Kinsey, 1999). However this did not benefit the majority of black indigenous Zimbabwe who continued living in poor semi-arid regions prone to incessant drought. Up until 1999, eleven million hectares of land was still owned by more than 4,500 commercial farmers, the majority of them where whites. Only few black government ministers and other senior officials owned farms, yet the majority of rural black peasantry continued to suffer immense poverty.

Tensions between the government and liberation war veterans continued to increase. Soon after independence in 1980 they were about 60,000 guerrilla members both from ZANLA (ZANU) and ZIMPRA (ZAPU) about 20,000 of them joined the national army while the remainder were demobilised and awarded a pension. But some of them did not have other assistance to enable them to start a new life. However in 1997 the government announced a package of Z$50,000 and Z$2,000 monthly pension for life to every war veteran (Carver 2000). Within this decade the government was struggling with the growing economic crisis. The adoption of the Economic Structural Adjustment Program (ESAP) worsened the economic situation. It increased interest rates and inflation. This was also worsened by the 1992 drought. Food and fuel prices increased dramatically this led to urban strikes and political protest which saw the rising influence of trade union movements. Despite the problems the government sent about 11,000 soldiers to Democratic Republic of Congo in support of Laurent Kabila (Carver 2000). More so, this was the same period in which the Movement for Democratic Change (MDC) was formed. Its creation become a real threat to the government. The party attracted support from white Zimbabweans and received financial support, it also promised for “people driven land reform” (MDC manifesto, paragraph 3).

Therefore it is on the background of this tense situation that the government revived the call for a radical land distribution to fulfil the promises made at independence. As a result the government finally announced the resettlement program in July 2000 and it aimed to acquire more than 3,000 farms for redistribution. The Fast Track Land Reform Programme was led by liberation war veterans who claimed the land belonged to them because they had fought for it, the land reform process was described as chaotic, as a result some were resettled in areas where there were no basic social services like water, education facilities and roads (Kinsey and Biswnger 2012). According to Human Rights Watch (2001) the land reform process was so fast and disorderly that even some peasants feared displacements; others were worried about the certainty or ownership of land because of the absence of legal security in the initial stages. One war veteran interviewed by the Human Rights Watch explained how
“his land” has been reallocated to different people within weeks because he did not have a written proof that the land belonged to him, in some case people were told not to build permanent shelters (Human Rights Watch 2001).

The UNDP technical team noted that the provision of roads, schools, clinics and boreholes, etc. was lagging far behind settler emplacement," and that the provision of essential public infrastructure within a reasonable timeframe "will be difficulty on the Government's past track record and its current implementation capacity, the team concluded that “the current scope of the Fast Track is not implementable on a sustainable basis unless (a) the settlement timetable is substantially adjusted; (b) there is a considerable infusion of resources to finance the necessary infrastructure and support services; and (c) there is a stronger basis for optimism on the part of settlers about their future leading them to form viable community organizations aimed at ensuring the sustainability of new settlements” (UNDP 2002)

The government later tried to rationalise the newly formed and unplanned settlements, but it is proving difficult because of the chaotic nature of the process. This is clearly evidenced by the poor quality of social services in those areas. The resettled communities are struggling to access health services as they have to travel long distances to access quality service in nearby towns. This is affecting mostly pregnant women who require regular check-ups and those on anti-retroviral treatment, as a result the situation is resulting in high child mortality rate, it increases the prevalence and incidents of chronic diseases like HIV/AIDS, because of poor health facilities and health awareness programs) this ultimately reduces life expectancy. Regarding education most resettled communities are yet to have decent educational facilities. Most students are travelling long distances to reach the nearest school; few parents with enough resources are able to send their children to nearby towns to access quality education while the majority have to walk long distances to schools without enough resources (Centre for Conflict Management and Transformation 2014).

1.2 Statement of the problem
The Zimbabwe government embarked on the Fast Track Land Reform which was characterised by unplanned occupation. However it was faced with several challenges in
providing basic social services. Thus as a result resettled families are struggling to access medical services, clean water and accessing education. Some people have to walk a distance of 20 to 30km to reach the nearest health institution; this is mostly affecting expecting mothers who walk long distances to seek maternal care services. Therefore there is high risk of poor life expectancy, high rates of infections because of lack of medical knowledge. This will likely affect productivity in these farmers. Unavailability of health services increases the rate of infant mortality rate; maternal challenges to expecting mothers (Mlambo 2013:355). The poorest school infrastructures within the country are located in resettled areas. In some areas old farm houses and tobacco burns without basic material like benches and tables are used as schools. Students are travelling as much as 15km to the nearest school. This is resulting in high rates of school drop outs, early child marriages and poor pass rates because students will be tired of walking long distance (Centre for Conflict Management and Transformation 2014).

1.3 Assumptions
The research is based on the assumption that resettled communities are facing severe social challenges. The land reform program was characterized by unplanned settlements. As a result the resettled communities are yet to receive quality health services, quality educational service and clean water.

1.4 Purpose
The goal of the study is to generate data that will show the magnitude of the challenges being faced by resettled communities with regard to health, sanitation and education.

1.5 Objectives
i. To establish the current state of social services in resettled areas (Muzvezve area)

ii. To understand social service challenges facing resettled communities.

iii. To generate data (about the welfare of resettled communities) that can be used by service providers to promote the wellbeing of resettled communities.

iv. To find out the impact of failing to provide basic social services.
1.6 Research questions

i. What is the current state of social service in resettled areas?

ii. What are the main challenges being experienced by resettled communities with regard to education, health and sanitation

iii. Are the resettled communities satisfied with the quality of social service in their community?

iv. What are the measures being taken by different stake holders to improve social service provision

1.7 Significance of study

Since the research aims to examine social service provision, thus it shall highlight some of the major goals of the sustainable development goals like maternal health, child mortality, and universal primary education. Therefore it shall reveal the progress made by the government towards achieving sustainable development goals (UNDP 2016). This would allow the government to focus on neglected areas of concern. To add on the research will reveal the challenges facing the resettled farmers thus the data will be used to promote the well-being of resettled communities.

The research will create the foundation for intervention; it will allow different stake holders to play their role towards the development of remote communities. For example it will be meaningful to the Ministry of Education in improving the education sector for example their effort to reduce the distance of schools to 3km. It will also help the Ministry of Health to channel more developmental project to resettled areas to create a balance between towns and resettled areas. For example by explaining the status of sanitary conditions it will be meaningful for health officials to understand why there is poor life expectancy or high child mortality rate in remote areas
The study shall highlight the plight of children in accessing their basic right to education. This will create foundation for NGOs like Save The Children to intervene and assist in accordance with their vision. The study will also highlight challenges experienced by expecting mothers. This information will be relevant to different NGOs that aim to redress the injustice and inequality between men and women. The study will be vital not only to the resettled farmers but to the continent as a whole. This is so because it will identify and offer solutions to the challenges of resettlement and social provision. Thus it shall benefit different countries as they shall learn from the Zimbabwe’s mistake of the fast track land reform.

1.8 Delimitations of the study
The study is not going to cover the whole country of Zimbabwe it shall be limited only to Muzvezve Area Ward 12 in Mhondoro Ngezi District. It is not going to discuss or justify the process of land reform. The study is only limited to the period 2012 to 2015 ten years after land reform focusing on the process and progress made in resettled communities. The study will not cover all social services in resettled areas but will focus on health, education, sanitation and clean water.

1.9 Limitations of the research
The land reform process was conducted mainly on political grounds; most beneficiaries are loyal supporters of the ruling party ZANU PF. Therefore participants and community leaders might be reluctant to answer some questions thinking the research is politically motivated. Thus the research shall explain in detail the purpose of the study and highlight some of the benefits of the research this will enable participants to freely participate.
1.10 Definition of key terms

Local governance: Mapuva (2014) conceptualise local governance as the lowest sphere of governance nearest to community. It is the most accessible level of government to the people it provides the services utilised by individual households such as waste disposal, public transport, water schools health clinics and other services. Jonga, (2012) conceptualised service delivery as the execution of those services and requirements or needs that make life convenient or provided by the legislation and international instruments. Water Housing Infrastructure (roads, bridges, sewerage, drainage, street lighting) Education and Health Transport services Refuse collection. Governance is defined as the structures and mechanism which can be used in the authoritative political and economic allocation of values and resources to the society (World Bank 2007).

Social service: is generally defined as an activity designed to promote social well-being thus it includes any benefits and facilities such as health care education, subsidized housing provided by the government or local authorities to improve the life and conditions of the citizens (Murisa 2010). Therefore for the purpose of this research, social services are measures taken by relevant authorities to improve health services, education, clean water and sanitation. Land reform is a process of redistributing land to create a balance and benefit the majority, it is meant to empower the poor (Owens 1993)

Chapter summary

The chapter sought to explain and give a brief background to the research project. The statement of the research and purpose of the study was critically evaluated, the questions to be addressed were discussed, and the research objective were clearly outlined and justified. The chapter also explained the significance of the study and included both limitations and delimitation of the study.
Chapter Two

2. LITERATURE REVIEW

2.1 Introduction
This chapter aims to review the current literature that exists related to resettled farmers and service delivery. The chapter aims to validate research gaps that exist within the area, to give a detailed background concerning the topic, highlight major developments, to evaluate and analyze the weaknesses of previous studies.

2.2 Theoretical framework

2.2.1 Human needs theory
Human needs theory states that human beings need certain essentials (basic human needs) to live and to attain well-being. The theory suggests that violence occurs when certain individual or groups do not meet their needs. Abraham Maslow propounded the pyramid of human needs putting emphasis on hierarchy of needs showing some needs are important and urgent (Marker 2003). He places food, water and shelter on the first level, then safety and security on the second level followed by the need of belonging or love. When individuals fail to achieve these needs there is high chances of conflict/violence. On the other hand, John Borton claims that the universal human needs are often neglected and this is resulting in violence as groups claim their rights (Marker 2003). Thus in relation to resettled farmers the research aim to test whether they are satisfied and what would be the impact of unmet human needs. Thus the theory will be essential in analyzing the quality of social service provision.

2.3.1 Background on Land issue
Little literature exists concerning the provision of social services in resettled communities. Most studies focus on procedure of land reform, the legality of the process and its fairness. Zimbabwe like many other African nations is largely agrarian; agriculture is one of the backbones of the country’s economy. Up to now several agricultural policies have been modified to fit the national development policy framework. These policies however are biased on crop and animal production and ignoring real problems confronting the communities like health and education. Existing literature shows that most rural communities
within the country face several problems which include poor commodity prices, AIDS, water born and parasitic disease (Centre for Conflict Management and Transformation 2014).

Land is a major economic resource for Zimbabweans and all Africans within the continent. Within the region land reform was as a result of a skewed land distribution. It is a reflection of colonial injustices (Owen 1993). Within the country the Lancaster House Conference failed to address the land issue in 1979. This has led many scholars to regard the land issue as unfinished business. Booysen (2011) highlighted that land redistribution is a major factor in addressing the effects of colonialism it have been greatly discussed in debates of pan Africanism, afro radicalism and anti imperialist discourses. Most Pan Africans view whites’ colonialist as unsympathetic, this explains why in some cases the land reform was violent.

Zimbabwe was colonized by Cecil John Rhodes in 1890; most colonized Africans were forced into dry arid regions known as reserves. According to Bratton (1994) more than 85 thousand Africans were evicted from their original lands and resettled in reserves. This was further legalized by the 1930 land Apportionment Act which divided land according to racial lines. 51% of the land was set aside for the whites (suitable for agricultural activities) Black Africans were not permitted to occupy or buy land in these reserved areas and those who lived in those areas were evicted.

Several Acts were passed and introduced which restricted ownership of land to blacks and hinders development for the locals, while favourable to whites. These include the land Husbandry Act which restricted the number of cattle that the Africans had to own. This becomes one of the major reasons that resulted in the liberation movements (Sunday News 2015). Furthermore the Land Tenure Act: (1969) was passed; it divided the land between whites and blacks. The worst 45 million acres was given to blacks, that land was known as native land and the best 45 million acres to whites. However it was not fair for blacks since it would give an average white farmer about 180 acres while average black farmer about 79 acres of barren and air soils (Sunday News 2015).

2.3.2 Fast track land Reform (FTLR)
It was an unplanned land reform land occupation in which some Zimbabwean peasants gave themselves land to settle. Many scholars agree that the FTLR started in 2000 after the constitution referendum. According to Marongwe (2000) within five months more than 2 706 farms were gazetted for compulsory expropriation (Human Rights Watch 2001). Initially the
then Home Affairs minister condemned the invasion and instructed war veterans to stop and some white farmers become victims of violence. This led US and Britain to impose sanctions in March 2000 on ZANU PF government top officials. The Supreme Court and High court made judgments that the farm seizures were illegal. Justice Chinhanga further instructed the police to respect and enforce the court order, but war veterans and land hungry peasants remained on the farms. The FTLR was meant to forcefully take land and to punish white commercial farmers who intended to support the newly formed Movement for Democratic Change party (Moyo 2003). However most peasants did not benefit from the FTLR most farms were taken by politicians, army officers and ZANU PF supporters. This was further supported by the Movement for Democratic Change leader Morgan Tsvangirai who concluded that the FTLR benefited only those politically connected to the ruling elite not the majority. However this is not the only case as some peasants benefited.

2.3.3 Criticism of the FTLR
The land reform was heavily criticised within the country mainly by the opposition party (MDC) it was also criticised regionally and internationally. Within the region the SADC countries criticised the manner in which the newly resettled farmers acquired land. This is clearly evidenced by the President of Botswana Ian Khama who openly criticised the manner it was conducted and concluded that it was not fair. However this did not stop President Robert Mugabe who had support from other SADC leaders like Sam Nujoma who believed that the Europeans had used force to disposes Africans from the land. This was further supported by Joachim Chissano of Mozambique who strongly believed that the liberation wars were fought to redress the land imbalances (Guvamatanga 2011).

2.3.4 Social service delivery
According to the business dictionary social service delivery it is the benefits and facilities such as education, food subsidies health care, and subsidized housing provided by a government to improve the life and living condition of children, the elderly, disabled and the poor in the national community. The FTLR was officially launched in Zimbabwe by the ZANU PF war veterans. The government later made efforts to rationalise the invasion in the form of organised farm settlement and distribution of farm inputs to increase food production. According to Murisa,T (2010). "service delivery to land reform beneficiaries is crucial for improving the quality of life and also to attract private investment" within Zimbabwe the
government have the major role in improving service delivery through the provision of social infrastructure such as clinic, dip tanks irrigation equipment and borehole for safe drinking water.

In resettled areas service providers include and are not limited to the government, Rural District council and District Administrator who is responsible for allocating, land solving disputes facilitating, securing and inputs development projects.

Research carried out by the Centre for Conflict Management and Transformation (2014) shown that most farmers are not aware of the service of the DA and several respondents are blaming the DA’s office of corruption. Thus this research also aims validate and add more detail to the existing literature.

2.3.5 Poverty alleviation
Poverty alleviation was one of the many reasons why the Zimbabwean government embarked on the FTLR. Thus land invasions were meant to empower local black farmers who had lived in communal lands. The local black farmers were forced to poor lands, sandy soils incapable of supporting the growing population. Thus land reform enabled people to migrate from these cursed traditional areas to farm on former white owned farms thus escaping from poverty torn areas. The land reform in a way would improve the food security by ensuring the availability and accessibility of adequate food through the farmers own production. On the other hand, Mlambo (2013) believed that the coming in of new farmers to commercial farms become a threat to commercial farm workers. This is so because farm workers feared losing jobs. Thus the conflict between the two caused disruptions within farms as it was characterised by vandalism. Most research has established that the resettled communities have remained underdeveloped because most new farmers lacked the capital resources needed to make their agricultural activities a success. The FTLR program aimed to reduce poverty among rural peasants and promote food security. However, the government failed to fully support the newly farmers with necessary infrastructure, services and inputs.

2.3.6 Challenges of poor social service
It is now 16yrs after the FTLR and a closer examination on the welfare of resettled communities clearly shows that they are still struggling to access basic social services. Thousands of FTLR beneficiaries are without access to health services, decent education facilities (Centre for conflict management and Transformation 2014). Large blame is attributed to members of parliament, who fail to priorities issues of concern evidenced by the
research conducted in Inisza North. The residents within the area are facing challenges with regard to poor health and education facilities. This sad development was attributed to former ZANU PF member of parliament Andrew Langa, by a local headmen who concluded that the MP was ‘‘working towards self-development than the development of the area’’ (Centre for Conflict Management and Transformation 2014).

One farmer further explained the sad situation “life this side is very tough when a member of the family get ill, eehish, there would be a big task. We have to wake up very early around four o’clock to go and fetch water at unprotected well which is 5km away. Normally we come back after two hours and we have to prepare to go to a very far away clinic, we are in danger because if someone is bitten by snake, he or she might die before reaching the clinic” (Centre for Conflict Management and Transformation 2014).

Within the area heath institution are located between 15km to 30km. What further makes the situation worse is that the resettled area do not have public transport this means that people had to travel long distances to seek health service. Most resettled areas do not have clinics as a results “expectant mothers are living life hell as they have to walk long distances to nearest clinics” (Murisa 2010). This is forcing expecting mothers to rely on traditional midwives which in most cases is not safe thus putting their live at risk. For example ward 21 councillor Mr Mavorera stated that the Ward have more than 1 500 families but the Ward do not have a clinic, this is forcing people to travel long distances to seek health service. (Centre for Conflict Management and Transformation 2014)

2.3.7 Absence of clear governance and leadership
The research by the Centre for Conflict Management and Transformation has established that the poor social service provision in most resettled areas is largely due to absence of clear governance. The research conducted in Kushinga Resettlement Area showed that respondents do not know who is responsible for managing their area between the government, the local governance and the lands committee. This is so because the responsibilities of these institutions are not clearly defined to the community members. Thus the community do not know who to ask when they have a challenge. This is evidenced by the fact that 50% of the responded within the Vungu resettlement believed that it is the responsibility of the council to provide basic service yet the other 50% believed that it is the responsibility of government through the DA,s office to provide basic service. Thus the communities cannot unite and
organise themselves to demand for basic social service (Centre for Conflict Management and Transformation 2014).

2.3.8 Service providers

2.3.8.1 Government
Respondents in previous research have established that the government does not prioritise their needs compared to communal areas or towns. Respondents concluded that they rarely see government representative in their areas except during election period. Thus their issues are not adequately represented. The resettled communities often receive empty promises during elections like building more schools, clinics etc. Some they attributed this to corruption and management of resources as officials are diverting development funds to their personal needs (Murisa 2010). This is further worsened by the fact that these locals are powerless to challenge the status quo. Thus they are afraid of losing their land if they raise issues against government officials.

However this is not the only case as the government is playing an important role in improving service delivery for example through the Ministry of Education in ensuring that all schools including in remote areas have qualified teachers. More so, it is the communities who in many cases are reluctant to take advantage of developmental projects or to cooperate with government or local authorities for example paying taxes and levies (Centre for Conflict Management and Transformation 2014). This makes it difficult for local authorities to make meaningful contributions.

2.3.8.2 Role of Non Governmental Organisations
Studies have shown that civil societies and NGOs have made little contribution in resettlements with regard to social services. This has been largely attributed to poor road networks or because of political reasons largely because the land reform program was politically motivated and was not “properly planned”. The resettlement areas are largely politicised areas thus it is difficult for NGOs to enter for example some political and traditional leaders do not want NGOs to operate in resettlement areas. Thus they is need to create a friendly environment that allows the penetration of NGOs in resettled areas to improve service delivery (Murisa 2010).

2.3.8.3 Community development initiatives.
Studies have shown that most resettled farmers have taken a leading role in improving their own well being through mobilising resources and coordinating themselves to improve their
community. For example in other areas individuals have taken initiatives like brick moulding for the construction of schools repairing roads and bridges that leads to schools clinics etc (Centre for Conflict Management and Transformation 2014). However this is often disturbed by divisions and tensions thus they is need for unity of purpose amongst the local in order to improve their communities.

**2.3.9 Performance of resettled farmers.**

Kinsey and Biswnger (2012) indentified different issues affecting performance of resettled farmers; these include experience, age, education, family labour force capital assets. They highlighted that using age; those aged below 45 are more successful. This further supported by Sachikonye (2003) who concluded that agricultural activities have a strong positive correlation with the number of family members able to work. The review also highlighted that resettled educated farmers are generally more successful. The same also applies to resettled farmers with experience and capital, they are more successful. Therefore the review clearly shows that resettlement programs must consider the age, experience, family labour force and capital for the program to move on swiftly. However this is not the only case considering the Zimbabwean land reform. This is so because it was chaotic very fast and unplanned. As a result the program benefited war veterans and peasants who acquired large pieces of land some of which they cannot fully utilise.

Some research suggests that the performance of resettled farmers largely depends on their access to resources like inputs such as seeds, fertilizes labour equipment training etc. Most beneficiaries of the land reform came from different background the majority of which had poor experience on agricultural activities. Those who had some experience carried out subsistence farming on small pieces of land but with the land reform they benefited with large pieces of land and they received little or no support of the much needed farming inputs thus making it difficult for them to improve their production and social welfare (Chiremba and Masters 2003).
2.3.10 Challenges of resettled farmers.

2.3.10.1 Education
Compared to communal areas resettled areas are less developed. This is so because most commercial farms had little social service infrastructure, in some cases the infrastructure was vandalized during the land invasion. It has been highlighted that the poorest school infrastructure within the country are located in resettled areas (Murisa, 2010). In some areas old farm houses and tobacco barns without basic material like benches and tables are used as schools these are often poorly maintained. Primary schools are placed at distances reaching as much as 15km despite the government effort to reduce the distance of schools to 3km. this often results in poor pass rate (Kubatana.net 2010)

2.3.10.2 Health
Several literatures concerning health in post fast track resettlement areas show the government failure in achieving the United Nations development Goal of health for all. Resettled farmers struggle to access health institution. Health institution are located 20km to 30km away this is most affecting expecting mothers who walk long distances to seek maternal care services The research survey by the Zimbabwe Medical Association concluded that most rural communities travel all the way to nearby towns to seek medical help (Parliament of Zimbabwe 2010). A research conducted in Zhaugwe showed that people had to walk 20km to reach the nearest clinic to access health facilities (Murisa, 2010). This is affecting mostly pregnant women who require regular check-ups and also those on anti-retroviral treatment as a result expecting mothers they give birth on their way to hospitals.

2.3.10.3 Clean water and sanitation
Most resettled areas do not have enough water both for human and livestock consumption due to unplanned settlement. Some areas do not have rivers and safe accessible water sources. Bore hole systems are not maintained or serviced facing the community to drink unsafe water thus increasing the risk of medical problems like cholera.
Most previous researches relied more on purposive sampling and participants included mainly the staff like District council, councillors, District Administrators etc. However this research will focus more on the viewpoint of resettled communities thus it will add more detail to the existing literature.

**Chapter summary**
The chapter aimed to review the current literature that exist concerning resettled farmers and service delivery. The chapter highlighted the major themes and development within subject. The chapter started by explaining the major theory informing the study. It outlined a detailed background on the land issue including the process of the land reform, purpose of the land reform, the challenges of the resettled community. The chapter aimed to validate the research gaps that exist within the area and also to evaluate and analyse the weakness of previous studies.
3. RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction
This chapter is concerned with the way the researcher carried out the study. It aims to explain how the sample size was selected, the data collection techniques to be used, how the data will be presented as well as how it will be analyzed. The research shall be qualitative in nature. This is so because it will enable the researcher to have deeper understanding of the respondents’ view concerning the subject. Qualitative research involves an objective way of studying things where as quantitative approach assumes that this is difficult and the research is subjective. (White 2000)

3.2 Research design
It involves the decisions regarding how, what where and when an inquiry as a research study can be conducted. It is defined by Selltiz et al (1962) as “the arrangement of condition for collection and analysis of data in a manner that aims to combines relevance to the research. It is important because enable the researcher to consider different research instruments there by making the research efficient for producing valid observation through using accurate instruments and informed logical reasoning. Kothari, (2004) state that the research design constitutes the blue print for collection, measurement and analysing data. For the purpose of this study the research shall use exploratory research.

Exploratory type of research is usefully conducted in new areas of inquiry to scope out the magnitude or extent of a particular phenomenon or problem. It is important in that it helps to generate initial ideas (Kothari, 2004). Thus it shall be useful to this study in finding out the extent of magnitude of social challenges being faced by resettled communities. The research shall incorporate element of explanatory as it also aims to explain why the communities are experiencing these challenges.
3.3 Target Population
Population refers to all the members of the entire, real or hypothetical set of people to which the researcher want to generalize the results of the research (Tellis 1997). The research shall be carried out in Mhondoro Ngezi district in Mashonaland West (Muzvezve ward 12). The target population consist of resettled farmers. Thus the researcher generated a list of all the beneficiaries of the land reform from the Ministry of Lands. Then the farmers shall be divided into different categories according to their location and villages. Then a random sampling will be conducted from each group to select a sample that is reasonably representative of the entire population. Secondary data was also important in giving ideas to the researchers. The ward is divided into 9 different villages with resettled farmers as shown below:

Table 3.1 Number of households in villages

<table>
<thead>
<tr>
<th>Village</th>
<th>Number of plots</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>97</td>
</tr>
<tr>
<td>6 and 7</td>
<td>134</td>
</tr>
<tr>
<td>8</td>
<td>107</td>
</tr>
<tr>
<td>10</td>
<td>132</td>
</tr>
<tr>
<td>Overlaw</td>
<td>68</td>
</tr>
<tr>
<td>Twintop</td>
<td>216</td>
</tr>
<tr>
<td>Rockbar</td>
<td>213</td>
</tr>
<tr>
<td>Sable</td>
<td>124</td>
</tr>
<tr>
<td>Madhodha/ Abendure</td>
<td>290</td>
</tr>
</tbody>
</table>

(Data from the Ministry of Lands, Kadoma)

This result in a total of 1381 households and the researcher has selected 69 plots for the sample (thus drawing 5% of participants from each village) The researcher gathered information also from the ward councillor, VIDCO chairperson, the school headmaster and one health worker. Therefore, out of the entire population the researcher has chosen a sample
of 73 respondents. The sample size was considered to be reasonably representative of the entire population considering time and resource constraints.

3.4 Sampling procedure
Sampling procedure refers to the number of items to be selected from the entire population to constitute a sample it should neither be excessively large nor too small (Khatari 2001). It must be optimum, thus it must fulfills the requirements of representativeness and reliability. Therefore in selecting the sample the researcher put into consideration the aims of the research, the entire population to be covered and financial and the resources at the disposal of the research. Thus 73 respondents were selected out of a total population of 1381.

3.5 Sampling technique
This involves methods used to select participants. The research used both probability and non probability sampling method. Probability sampling technique is one in which every unity in the population has an equal chance of being selected. This technique is useful because the sample that is generated through this method can be generalized to the entire population (Burton, 2000). Thus probability sampling techniques include simple random sampling, systematic, stratified and cluster sampling. Therefore for the purpose of this study the researcher employed stratified random sampling to ensure different categories of farmers have an equal chance of being selected.

The researcher used the stratified random sampling to select a reasonable proportion. In order to do this the researcher generated a list of the beneficiaries of the land reform from the Ministry of Lands. Then the plots were divided according to their location to avoid picking people from the same area. After this the researcher gave each plot a number from one up to the last plot in each village, and then used systematic random sampling to select participants. So the researcher randomly selected the sampling interval for example nine. Then randomly select the starting point number for example fifteen (Wadsworth 1997: 53). This will actually means that from the fifteenth number every ninth number will be selected, and this will be the sample population for the research.
Non probability sampling was also used as sampling technique thus the; ward councillor the school headmaster, Village Development Committee (VIDCO) chairperson and one health worker were purposively selected as key informants. This is so because they are the leaders on the ground thus they can help in providing answers to the research questions and update on any progress being made to address challenges.

Stratified random sampling is useful in obtaining a true reflection or representation of the entire population. It is defined by Saunders (2003) as a technique that involves the division of population into series of relevant stratum. It is a unique technique that can establish a true representativeness in a situation where the population consist of strata, since it covers categories with different characteristics. This is further supported by Knotes (2004) who states that “if a population from which a sample is to be drawn does not constitute homogeneous group, stratified sampling method is generally applied in order to obtain a representative sample”. Therefore the population will be divided into different homogeneous groups (called strata) therefore in this case the researcher has grouped farmers according to their location or villages. This means that each group will have an equal chance of being selected and findings will be true reflection on each group .Thus it will result in more reliable and detailed information.

3.6 Research instruments
The research used interviews, focus group discussion and empirical observation as the primary data collection methods. The researcher also used secondary data as an instrument of collecting data. This includes news media, publication by government, international bodies.

Secondary data, it is data or information that has been collected by others. Thus the researcher took advantage of this data to come up with a detailed report. Sources of secondary data included books, newspaper articles, web site and other masters’ thesis.

An interview is one of the important ways of gathering information, it is a method of collecting data that involves oral verbal stimuli and reply in terms of oral-verbal responses it is a more personalised form of data collection method that involves standardized set of questions .It is more useful compared to questionnaires because it allows the interviewer to record personal observation and comments it will include guided series of questions guiding the interviewer. However it will be useful in that the interviewer has the opportunity to clarify any issues raised by the respondents or ask probing or follow up questions. However the interviews are time consuming. Interviews were used to farmers they were structured
interviews in-depth interviews were used to the ward councillor, village chairperson and the health worker. This is so because in-depth interviews are useful in establishing much detail.

The interviews were much beneficial to the research topic as they would allow people to freely express their different views. It enabled points or questions that need further elaboration to be explained thoroughly. The interviews were informal, flexible and open ended. This would enable respondents to feel free in the interview and thus they are more likely to open up and discuss sensitive or painful experiences with regard to social service challenges and provide valid data that will help in answering the main challenges. This is advantageous in that, it allows the research to explore further questions.

The respondents were interviewed for a period not exceeding 20 minutes per person. The interviews were conducted using local vernacular language to enable respondents to fully understand the demands of the questions. In order to extract data that is a true reflection of the society the researcher remained open to new ideas.

3.8 Focus group discussion
This is another data collection method. It is a method in which small groups of respondents (usually 6-10) are interviewed together in a common location. The researcher will be the facilitator of the discussion and his job is to ensure that every person has an opportunity to respond. It was very useful in the study because it allowed deeper examination and the researcher gained much information from different viewpoints raised within the discussion.

The research is qualitative in nature. Thus the research used focus group discussions and interviews as data collection methods. The data collection methods was guided by the questions attached on appendix A, B and C from page 58.

3.9 Empirical observation
It is also another data collection method used to gather data that is visible to the researcher. Since the researcher is a non participant observer this enabled him to gather information like availability of nearby schools, the state or conditions of health institutions through moving around the community.
3.10 **Ethical considerations**  
The research is targeting humans as participants. Thus it is important to protect subjects and ensure that no harm in whatever means will be inflicted during or after the research (Gregory, 2003). Therefore firstly the research shall adhere to Bindura University Of science Education code of research ethics and remain honest with academic colleagues and supervisors. The research shall be conducted in a way that serves the interest of the society. Participants shall be fully informed about the nature and purpose of the study to avoid deception. Selected participants will not be forced to participate; the research was on voluntary basis. More so, participants were encouraged to answer questions they are comfortable with and they were informed that they were free to withdraw at any time.

3.11 **Data collection**  
First the research shall start by asking permission from the relevant authorities to undertake the research within their area. Thus letters were sent to provincial and district officers of Ministry of Lands. Appointment was done with ward councillor and village chairperson for in-depth interviews. Selected participants were visited plot by plot for the research for interviews. Then a focus group discussion was carried out in village 8.

3.12 **Data presentation and analysis**  
The data collected shall be carefully analyzed it shall be presented using tables and graphs. Logical theories will be used to compare the finding with those offered by other scholars. Data collected using interviews shall be carefully arranged and summarised using major themes highlighted.

3.13 **Validity**  
It is concerned with the integrity of the conclusions that are generated from a piece of research. Therefore the interview questions shall be guided by the research question to achieve validity.

3.14 **Reliability**  
It implies that repeated observation of the same phenomenon should yield similar results and different observers following the same methodology. Therefore the reliability of the interviews will be established by asking respondents similar questions.
Chapter summary
The chapter illustrated the research design and how the research was carried out firstly it highlights the sampling technique and justifies the research instruments. The chapter clearly explained how the data was collected and presented and highlight the ethical issues to be considered.
Chapter Four

4. Data presentation, Analysis and Interpretation

4.1 Introduction
This chapter aim to explain and present the findings of this study using qualitative methods and some elements of quantitative methods. The responses of the key informants will be narrated and discussed in line with the research questions. The researcher shall use graphs, tables and charts to make the findings more clearly.

4.2 Background of findings and response rate
A total of 69 plots throughout the ward were visited by the researcher for interviews and one focus group discussion was carried out with 8 people in Village 8. Four different in-depth interviews were carried out with the Ward Councillor, VIDCO Chairperson, School Headmaster and a health worker. The response rate was pleasing and successful. The table below shows plots visited by the researcher.

<table>
<thead>
<tr>
<th>Village</th>
<th>Number of plots</th>
<th>Number of plots visited for interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>97</td>
<td>6</td>
</tr>
<tr>
<td>6 and 7</td>
<td>134</td>
<td>7</td>
</tr>
<tr>
<td>8</td>
<td>107</td>
<td>6</td>
</tr>
<tr>
<td>10</td>
<td>132</td>
<td>7</td>
</tr>
<tr>
<td>Overlaw</td>
<td>68</td>
<td>4</td>
</tr>
<tr>
<td>Twintop</td>
<td>216</td>
<td>10</td>
</tr>
<tr>
<td>Rockbar</td>
<td>213</td>
<td>10</td>
</tr>
<tr>
<td>Sable</td>
<td>124</td>
<td>6</td>
</tr>
<tr>
<td>Madhodha/ Abendure</td>
<td>290</td>
<td>13</td>
</tr>
</tbody>
</table>
**Fig 4.1 Age of respondents**

**Fig 4.1** shows the age of respondents. It clearly shows that the majority of the resettled farmers fall within the age range of 41 to 50 who constitute 50% followed by the age range of 51 to 60 and 30 to 40 who constitute 25% and 15% respectively. Therefore the area has potential to develop compared to an area dominated by the elderly.
Fig 4.2 Period respondent has been on the resettled farm

Fig 4.2 shows the time frame the farmers have been on the resettled community. The majority of the farmers migrated into the area during the period 2003 to 2005, 15% percent migrated into the area between the year 2000 and 2002. 30% migrated to the area during the period 2006 and 2009. It clearly shows that the majority of farmers have been in the area for more than 10 years. Therefore they have enough knowledge about the challenges and progress being made within their area concerning social services.
The majority of those who migrated into the area, were allocated their land in the early 2000 but delayed migrating to the area because of financial challenges and poor social service within the area, this include poor road networks, unavailability of schools, health facilities and clean water.

**Fig 4.3: Level of education**

Fig 4.3 shows that the majority of the respondents have gone through Ordinary Level who constitutes 50% and those who have gone through Advance Level who constitute 20% and ZJC students 10%. This average level of education shows that the respondents are in a better position to answer the research questions.
4.3 Data presentation

4.3.1 Education

Education is the right of every child. According to the Universal Declaration of Human Rights everyone has the right to education and children are considered the main beneficiaries. Thus every child has the right to free and compulsory primary education. The right to education includes the responsibility to provide basic education for individual and ensure access to quality schools. Therefore every child must have an equal access to quality education that meet on individuals needs (United Nations Children’s Fund 2007). The right to education is protected by:

-Article 26 of the Universal Declaration of Human Rights.

-Articles 28 and 29 and 40 of the Convention on the Right of the Child.

However evidence from the research has shown that resettled communities are lacking behind compared to towns. The interview conducted with the block 6 VIDCO chairperson revealed that drop outs at schools have been increasing due to low incomes need for labour during agricultural seasons and long distances to school.

Since 2000, there has been enormous progress in achieving the universal primary education, reducing dropouts, increasing literacy rates and enrolment of the girl child at schools. However they are disparities between rural and urban areas. This is clearly evidenced by high drop outs and poor pass rate in resettled communities. This was clearly narrated by the VIDCO chairperson who stated that “a lot of school going age students are not going to school ... the pass rate is very low some parents prefer to send their students to nearby towns where the pass rate is normal”.

Girls with less access to quality education are more likely to marry early. Thus early child marriages are rampant in resettled areas because of poor quality of education. This is worsened by some religious sects that do not value the importance of education or the empowerment of the girl child. This was clearly stated by one respondent who stated that members of the apostolic sects are involved in early child marriages, most girls do not go or complete secondary school, some of them will be married to a polygamist based on religious background. Early child marriages constitute a violation of the rights of girls. This is so
because it forces the girl child into adulthood or motherhood before they are physically or emotionally mature (United Nations Children’s Fund 2007)

The ward councillor clearly stated that he is not satisfied with educational system within his ward. There is need for more schools to reduce walking distances especially for primary school students. The ward has two primary schools one in Village 8 and the other one at Rockbar. However, students travel for more than 8km to the nearest school. This is difficult especially for young ages and Early Childhood Development students (ECD). One parent highlighted the need for more ECD schools separate from the main school to enable young students to walk reasonable distances at least they will love school. More so another parent highlighted that they are delaying in sending their children to school until they are at least 8 years of age because a six year old child can not travel 8km alone to school.

The headmaster at Block 8 Primary School highlighted that drop outs at the school have been decreasing. However the interview conducted with the VIDCO chairperson have revealed that the community have a lot of school going age children who are not going to school, the major reasons being poverty and failure to pay school fees. As a result those not going to school will be used as a form of cheap labour which often results in child labour. One respondent in village 5 stated that these children will end up working as farm workers and are often poorly paid.

4.3.2 State and Condition of the school
A visit at Block 8 Primary School revealed that there is need for more developmental efforts to improve the school condition and environment. The school successfully completed two classroom blocks for grade six and seven, but the other grades are still using and sharing the old tobacco burn as a classroom. The different grades exchange the use of a single room as classroom. The school does not have enough chairs and desks for students; as a result some lower grades are using bricks and broken frames as chairs. More so, the school do not have a borehole. Both students and teachers rely on the nearby borehole at the farmhouse Thus they are sharing the same borehole with the community which is located about 200 meters from the school.
Therefore these poor conditions at the school are facilitating conflicts between the community members and the school authority. For example the community is blaming the school authority over the poor conditions and lack of development. On the other hand the school authority is blaming the community for failing to unite and mobilise resources for the developments of the school.

More still need to be done to achieve the government objective to reduce the distance of schools to 3km. This is evidenced by the fact that primary school students are still travelling more than 8km to reach the nearest school. The ward have one secondary school which is located in Madhodha area, unlike the primary which is located at the centre of the ward the secondary school is located at far end of the ward, thus it is not much beneficial to ward 12 members. As a result most parents prefer to send their children to stay with relatives in nearby towns for their secondary education. Other students they use bicycles to travel more than 12 km daily to school. Only a few parents with resources are able to send their children to boarding schools. Unavailability of education system is leading youth to indulge in anti social activities, drugs sexual immorality which often results in early child marriage, most youth do not pursue to tertiary education.

The fig 4.4 below shows farmers satisfaction with education service
The fig 4.4 shows that the majority of the respondents are not satisfied with the quality of education service within their area. 72% of the respondents are not happy with the educational status of ward, while 28% are comfortable with the current situation.

4.4 Health issues
Just like schools the study has established that resettlement areas have a shortage of health facilities. In Ward 12 there is only one clinic, this forces people to travel long distances to access health services. This is further worsened by the poor roads which are not maintained. This is forcing people to travel long distances for example those who stay in block 5, 6 and 7 they travel more than 20 km to the nearest clinic. One respondent stated that it is a walk able distance to able bodied people but you cannot expect a pregnant woman or a sick person to walk that distance. However the distance appears to be reasonable to those with scot catch as
they will use their animals for transport. However those with scot catch are not willing to share, thus it is still a challenge to those without animals or scot catch as they have to walk.

From the observation the researcher established that the use of public transport is not useful in transporting people to the clinic. This is so because transport is only available in the morning everyday between 6am and 8am going he opposite direction transporting people from Twintop (the area located the clinic) usually with people going to buy groceries and other necessities in town. The transport will return back in the afternoon at around 2 and 3pm. Therefore those who want to use public transport to the clinic will have to wait for the retuning public transport in the afternoon. However the major problem is that they will not find another transport that will take them back from the clinic. Therefore they will be forced to walk or hire transport. Hiring a car is a bit expensive to the majority of resettled farmers on average hiring a car from village 8, 7, 6 and 5 ranges from $12 to $15. One respondent stated that, we will be forced to walk because in most cases we will be unprepared because no one knows the day or time he or she shall be ill.

The only clinic that is available needs to be renovated. It does not have enough waiting rooms for expecting mothers. According to the Ward Councillor, health services have been seriously affected by shortage of health institutions. He further highlighted the plight of nurses who do not have enough accommodation.

4.4.1 Maternal issues
The resettled community are having serious health challenges with regard to maternal issues. Expecting mothers are forced to travel more than 20 kilometres to the nearby clinic. This is forcing the majority of them to give birth at home. This in many cases is not safe for both the mother and the child (The Standard 2014) As a result the clinic in collaboration with the ward leaders are now forcing those who give birth at home to pay fines $20 for the mother and $30 for “mbuya nyamukuta” (untrained midwife) this is so to encourage them to give birth at safe health institution and have a birth record. According to health expects pregnancy is not a disease but it is associated with a lot of risk before, during and after birth, which might results in death. The major risks include age of the mother (too young or too old), pre-existing diseases like HIV/AIDS, diabetes, high blood pressure, complications during pregnancy, bleeding or infections (World Health Organization 2015). Therefore all these conditions are avoidable if recognised and managed in time. According to World health Organisation (WHO) the maternal mortality rate is high in Africa because of:
• Delay in seeking health care

• Delay in reaching the health facility

• Delay in receiving effective care at health institutions

Therefore evidence from the research clearly shows that resettlement areas are at great risk of maternal mortality because of shortage of health facilities. Maternal mortality it is the death of a woman during pregnancy or shortly after pregnancy.

This is further worsened by some religious sects who are comfortable with the current health condition because they do not see the value of the clinic because of religious background. This is true with members of the Johanne Marange Aposolic sect. They do not go to the clinic or hospital; it is an offense or sin to visit a health institution. They believe that it is only god who heals thus going to the clinic is considered as “lack of faith” whenever they are ill they believe in prayers and anointing of “holy water”. This is seriously affecting the well being of the society as they are reports about two different children who died some moths after they were born and they did not receive any medical service. One responded stated that “the parents could have saved the lives of the infant if they had immunised the child” therefore this negligence is resulting in the increase of infant mortality rate within resettled communities. Immunisation is the process whereby a person is made immune or resistant to an infectious disease the vaccines stimulate the body’s own immune system to defend against subsequent infection. Therefore children must go several vaccination phases from birth until they are of school going age (World Health Organization 2015). Therefore immunisation is important in that it protect children against dangerous diseases like measles, polio, whooping cough etc. This situation is further worsened by the fact that the members of the religious group often try to hide the illness because they fear persecution. However child care welfare under social welfare has appointed one person in every village from that particular religion to attend lessens about the importance of healthcare. This would enable them to teach others.

4.5 Government effort

The unavailability of health institutions within the area has led the government to take initiatives through the ministry of health to conduct outreach programs at different public places. The outreach programs would benefit the society through immunisation programs, HIV/AIDS testing and counselling sessions. However the major problem is that the outreach programs are not conducted frequently.
In general the majority of the respondents are not satisfied with the quality of health service within the ward as shown by the diagram below:

![Farmers satisfaction with health service](image)

**Fig 4.5** shows that majority of the respondents are not satisfied with the quality of service within the area, they requested for more health institution more outreach programs. However 18.8% of the respondents are comfortable with the current health situation. The main reason being that some members belong to the apostolic sects they don’t see the value of health institutions and others they stay in Twintop the area located the only clinic for the ward.

### 4.6 Water and Sanitation

It is alleged that former white commercial workers vandalised the infrastructure as they left the area. The community rely on borehole water which was provided by UNICEF. However the community could have benefited with many boreholes however the division over sitting the boreholes have hindered progress overtime. Some are still using dam water for daily
consumption since the boreholes was located far away from their place. Thus putting their life/health at risk with diseases such as cholera and typhoid. The issue of toilets is another major issue affecting resettlement areas particularly Muzvezve. The majority of beneficiaries of the land reforms were allocated their land around 2004 and 2005 but however in Ward 12 the area was formally used for cattle rearing only by while farmers. Thus it was a bushy so people had to clear the area for other farming activities. However the majority are still to clear the entire area. Thus it is still a bushy area. As a result few people have blair toilets the rest rely on using their neighbours’ toilets or the bushy.

Unavailability of toilets poses serious health risk. Availability of toilets and personal hygiene plays an important role for the protection against infectious diseases. According to health expect “human excrement contains numerous germs that can cause sickness and can survive for a long period of time” (World Health Organization 2015).

According to the World Health Organisation (WHO) cholera, typhoid, diarrhoea and malaria are fuelled by open defecation and they claim the highest number of children under the age of five each year. The use of the bush toilets pollute water sources, this contamination creates health crisis. However to construct a simple blair toilet it cost roughly $150 to $250 but the majority of the community members are claiming that they cannot afford it. According to gender activist “bush toilets affects women and girls more and without proper toilet facilities they constantly risk rape and sexual assaults while defecating in the open” (World Health Organization 2015).
4.6 Fig 4.6 shows the percentage of plots with toilets

4.7 Community initiatives
The community have become actively involved in health matters that affect their society. They now have volunteers responsible for the well being of the society, accessing the well being of children and reporting any negligence. The ward now have 13 health volunteers, 6 behaviour change workers and 12 home based care workers. Their main duties are to assess and improve the well being of community members. More so, the village have been assigned to mould bricks for the construction of the new clinic in Village 8.

Members of village 8 are suppose to bring 20 000

Village 6 and 7: 20 000
Village 5: 10 000
Overlow : 10 000
However for this wise idea to be successful there is need for maximum cooperation from everyone

4.8 Vandalism
The poor state of social service is largely attributed to vandalism by former white farmers’ workers during the land invasions. It is believed that the borehole used to supply water to the old farm house in Block 7 was blocked using a mixture of concrete and cement. The electric transformer used to pump water was removed. More so pipes used to supply water to surrounding tanks within the area for animal consumption were destroyed. Thus vandalism also played part in reducing the quality of social service in resettled communities

4.9 Political structure
Political tension is a major challenge that is affecting most resettlement areas. This is so because resettlement areas are highly politicised. The leadership structure is highly politicised. The leadership structure is highly aligned with the ruling party ZANU PF. As a result some communal areas have been receiving extended resource for the provision of health services and schools from NGOs but the political structure and division amongst the people is hindering such progress as it is often difficult for NGOs to penetrate into resettlement areas.

4.10 Tensions and conflicts
A review of literature has established that most resettled communities have less community cohesion compared to more established communities. This is so because they are new inhabitants they come from different areas and background with different beliefs, culture and values therefore in most resettled areas they lack the community bond. They just migrated to the new area because of economic advantages. Therefore in the initial stages it is difficult for the people to trust their new neighbours because trust often takes time to build.

Therefore with few resources in an area where there is little community cohesion. There are high chances of conflict, because of mistrust. As some parties seek access or contrast of the resources and services. In the end such conflicts would became tribal or political. Muzvezve area constitute of people from different areas and background. The majority of them come from community areas surrounding Kadoma like Gokwe and Sanyati, while others come from as far as Masvingo Matebeleland and Manicaland. The interviews conducted have reviewed that these tribal groups often accuse each other of witchcraft. Thus there is division
among the community based on the background. The division was clearly seen over the sitting of the borehole. As some respondents claimed they favoured themselves. More so, tensions and division amongst the community members have hindered efforts by the desperate community members to turn the old farm house into a clinic

4.11 Human needs theory
From the human needs theory perception, all these conflicts or tensions are avoidable if there is enough resources for everyone, if the quality of social service improved. This means the availability of more water sources, availability of more health institutions and the improvement in the educational system.

Chapter summary
The chapter highlighted the major findings of the research, it started by presenting the background of and response rate of the research. The data was presented using pie chats tables and graphs to make the findings more clear. The data was presented using major themes that emerged from the findings this include health challenges, maternal problems education, water and sanitation and community development initiatives.
Chapter Five

5. SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Introduction
The chapter concludes the study; it aims to summaries the findings, give recommendations with regard to the improvement of social service provision. It shall also give recommendations for future research.

5.2 Summary
The study examined the challenges being faced by resettled farmers with regard to social services. The aim of the research is to generate data that allows different stake holders to intervene and assist the resettled farmers. The research has showed that the people in Muzvezve are struggling to have basic social services. Therefore, people are competing for the few services available, this often results in tensions or conflicts as highlighted by John Boton in his Human Needs theory. The resettled communities are struggling to have health services because of shortage of health institutions. People are travelling long distances to reach the only clinic in the ward. This is affecting mostly expecting mothers.

Concerning education more still need to be done to improve the quality of education. This is so because there is shortage of schools within resettled areas. This is forcing students to travel long distances to reach the nearest school. Some children are not going to school because of several reasons including poverty and the need for labour during agricultural seasons. The research has established that most resettled farmers in Muzvezve do not have enough toilets thus they are still resorting to the bush toilets which pollute water sources and poses serious health crisis. The community have few boreholes which is forcing some members to travel long distances as a result some are still using open water sources which is not boiled in some cases. Thus putting their lives at risk with disease like cholera, typhoid etc.

The study was mainly qualitative in nature because it aimed to make the findings a true reflection of the resettled communities’ experiences it was based on the view point of
participants however it employed elements of quantitative research to make the findings more clear. Quantitative instruments were used in the data presentation to show the amount or percentage of people with toilets and to show the percentage of people satisfied with the quality of social services. The findings of the research seems to be in agreement with the research carried out by the centre for conflict management and transformation which concluded that resettled communities are struggling to have basic social services.

5.3 Conclusion
This research examined the provision of social service in resettlement areas focusing on ward 12 Muzvezve area. The research has established that the resettlement communities are struggling to access basic social services like health, education and clean water. From the human needs theory the research also shows that tensions and conflicts within the areas can be reduced if the basic social services are easily accessible. The findings presented is important to different stake holders like Ministry of Education, Ministry of Health and different Non Governmental Organisation as it can be used to promote the well being of resettled communities. With adequate assistance the resettled communities will be able to have decent living this will enable them to improve their wellbeing. Different stake holders should play part in the improvement of resettlement areas and channel more developmental programs in these areas rather than focusing on cities and towns. This would enable Zimbabwe and the rest of Africa to achieve the sustainable development goals.

5.4 Recommendations
• Community members should play part in the well being of their society. They should report on all suspected child marriages to the police or alert the VIDCO chairpersons. Heavy penalties should be imposed on all those who marry young girls under the age of 18. This will deter other future potential offenders.

• NGOs should play part and work hand in hand with local leaders to identify the vulnerable children who are not going to school because of financial challenges. This would reduce drop outs and prevent cases of child labour. Child labour is an offense, stake holders should embark on awareness programs.
• Even though there have been some improvement within the education sector more still need to be done to improve the conditions and environment at schools. For example at Block 8 Primary School there is need for more classroom blocks to avoid using the tobacco burn as classroom and stop sharing classrooms. The ward needs more schools to reduce the walking distance of children. The local council should also play part in the improvement of the educational system within the area through building more schools.

• The Ministry of Education Sports and Culture should work together with various NGOs to ensure that all schools have access to clean water. For example Block 8 Primary School should have a borehole specifically for the school and avoid sharing the borehole with the community.

• The Ministry of Health and Child Welfare should focus more on remote areas and increase health facilities. They should conduct more outreach programs until health facilities are established.

• There is need for more educational and awareness programs on the importance of immunisation

• Leaders of apostolic sects should be informed or taught about the advantages of health institutions.

5.5 Areas for further research
Future studies should focus more on the well being of children in resettlement areas. Researchers should consider studying the following topic:

“An assessment of child labour in resettlement areas”

The researcher identified an urgent need for research within that particular area to help vulnerable children who are being used as a form of cheap labour.
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Appendix A: Interview Guide for ward councillor

- How big is your ward in terms of population?
- How many health institutions do you have within your ward?
- In your opinion, do you think you have enough health institutions within the ward?
- What challenges are you facing with regard to health services?
- Do you have any plans to overcome the challenges?
- What do you want the Government to do
- Do you have enough schools within the ward?
- Does every child have access to education, if not what could be the possible reasons?
- Do you have any cases of drop outs due to early child marriages or child labour?
- What other challenges are you facing as a ward with regard to education?
- Do you have enough and clean water sources?
- What is your view concerning the availability of Blair toilets?
Appendix B interview guide for the school headmaster

- What is the current state of education within the area?

- Do you have access to clean water

- Do you have enough infrastructures (enough class rooms, furniture etc?)

- What is the average distance travelled by most students and the longest distance travelled by students to school?

- Do you have any cases of drop outs because of child marriages or child labour

- What is your average pass rate and in your opinion is it good, if not what is affecting it?

- What are some of the challenges they are facing as teachers/

- Do you have any plans to improve the situation?

- What are some of the recommendation you have to the ministry and different stake holders?
Appendix C: Interview guide for farmers

• How long have you been staying in the area?

• How old are you, and what is the highest level of education you have attained?

• What is your view concerning the current state of social services, this include:
  
  • Health- availability of healthy institution
  
  • Education- nearby schools both primary and secondary
  
  • Sanitary- access to clean water and availability of blair toilets

• What are some of the challenges you are facing with regard to these services?

• Do you know the duties of service providers this include the role of local authorities etc

• Community development initiatives: what are you doing for yourself to improve your community?