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ASSESSING THE IMPACT OF NON-GOVERNMENTAL ORGANIZATIONS (NGOS) ON COMMUNITY DEVELOPMENT: A CASE STUDY OF HOPLEY WARD 13, HARARE (2019-2024).

BY

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JUNE 2026

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DEDICATION

To my mother and father, thank you for the sacrifices you made so that I could pursue education when the road was anything but easy. This achievement belongs to you as much as it does to me. To the residents of Hopley Ward 13, men and women who opened their homes, shared their stories and trusted a young researcher with the truth of their lives, this work was done for you and because of you.

ABSTRACT

This study examines the impact of Non-Governmental Organisations (NGOs) on community development in Hopley Ward 13, a peri-urban informal settlement on the southern outskirts of Harare, Zimbabwe, covering the period 2019 to 2024. Despite the sustained presence of multiple NGOs in the area over this period, it remained unclear whether their interventions had produced meaningful, lasting improvements in the lives of residents. This gap in evidence formed the central motivation for the study.

The study was guided by the Theory of Change framework, which provided a systematic lens through which to trace the relationship between NGO inputs, activities, outputs and broader development outcomes at the household and community levels. A pragmatist research paradigm was adopted, which supported the use of an explanatory sequential mixed-methods design. This involved the collection and analysis of quantitative data from 150 purposively stratified households across three sections of Hopley (Old Hopley, New Hopley and Tariro), followed by a qualitative phase comprising semi-structured interviews with six NGO programme representatives and three community leaders, as well as two focus group discussions with male and female residents.

The findings revealed that six categories of NGO intervention were implemented in Hopley during the study period, namely water and sanitation, education, food aid, livelihoods, housing and youth empowerment. Organisations such as CARE International, UNICEF Zimbabwe, Plan International and GOAL Zimbabwe were among the most active. Water and sanitation projects reached the largest number of households and produced the only statistically significant positive outcome of the study, with a paired t-test recording a significant improvement in access to clean water. Food security, however, showed a statistically significant deterioration over the same period, reflecting the dependency effects of short-term food aid that failed to address structural causes of hunger. Changes in education access, health outcomes and household income did not reach statistical significance, indicating limited measurable impact in these domains.

Qualitative findings enriched these patterns considerably. Participants acknowledged that borehole installation and hygiene programmes had reduced their reliance on unsafe water sources. At the same time, many residents described feeling excluded from project decision-

making, with community participation largely confined to implementation rather than needs assessment or design. Concerns about unequal benefit distribution, particularly perceptions that women, youth and well-connected households received preferential access, were also frequently raised.

Regarding sustainability, the study found that donor dependency, weak community participation, lack of maintenance systems and limited local capacity were the most significant threats to project continuity. Savings groups established by NGOs stood out as a notable exception, with some continuing to function beyond project closure, suggesting that community-owned financial mechanisms hold greater sustainability potential than service-delivery projects.

The study concludes that while NGOs have contributed meaningfully to addressing some immediate needs in Hopley, particularly in the WASH sector, their overall impact on long-term poverty reduction, livelihood improvement and food security has been limited. For NGO interventions to produce enduring development outcomes in informal settlements such as Hopley, greater investment in genuine community participation from the earliest stages of programming, multi-year integrated livelihood approaches and structured post-project handover mechanisms are essential.

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Table of Contents

APPROVAL FORM 2
RELEASE FORM 3
DEDICATION 4
ABSTRACT 5
ACKNOWLEDGEMENTS 7
CHAPTER ONE 13
1.1 Introduction 13
1.2 Background of the Study 13
1.3 Statement of the Problem 16
1.4 Aim of the Study 17
1.5 Objectives of the Study 17
1.6 Research Questions 17
1.7 Justification of the Study 17
1.8 Definition of Key Terms 17
1.9 Delimitation / Scope of the Study 18
1.10 Limitations of the Study 18
1.11 Organisation of the Study 18
1.12 Conclusion 19
CHAPTER TWO: LITERATURE REVIEW 20
2.1 Introduction 20
2.2 Non-Governmental Organizations (NGOs) 20
2.3 Community Development 22
2.4 Theoretical Framework: Theory of Change (ToC) 23
2.6 Community Development Projects Implemented by NGOs. 24
2.7 Impact of NGO Programs on Community Development 26
2.8 Factors Affecting Sustainability of NGO project impact 27
2.9 Conclusion 29
CHAPTER THREE: RESEARCH METHODOLOGY 30

3.1 Introduction 30
3.2 Description of the Study Area 30
3.3 Research Paradigm 31
3.4 Research Approach 32
3.5 Research Design 32
3.6 Study Population, Sample and Sampling Techniques 33
3.7 Research Methods 34
Household Questionnaire (Primary Data) 34
Key Informant Interviews (NGO Staff & Community Leaders) 34
Focus Group Discussions (FGDs) 35
Quantitative data analysis 35
3.8 Reliability and Validity 36
3.9 Ethical Considerations 36
3.10 Summary of the Chapter 37
CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS 37
4.1 Introduction 37
4.2 Background Data: Profile of Study Participants 37
4.3 Community Development Projects Implemented by NGOs in Hopley 39
4.3.1 Household Awareness of NGO Activities 41
4.4 Impact of NGO Programmes on Community Development in Hopley 42
4.4.1 Personal Experience of Benefit 44
4.4.2 Differential Benefit Across Groups 45
4.5 Challenges and Enabling Factors Affecting Sustainability of NGO Projects 47
4.6 Chapter Conclusion 49
CHAPTER 5: SUMMARY, DISCUSSION OF FINDINGS, RECOMMENDATIONS AND CONCLUSION 51
5.1 Introduction 51
5.2 Summary of the findings 51
5.3 Discussion of Results 51
5.4 Conclusion 54
5.5 Recommendations 54
Recommendations for NGOs 54

Recommendations for Donors 55
Recommendations for Government 55
Recommendations derived from identified challenges and enabling factors 55
Recommendations for Future Research 56
References.....57
Appendices.....62

List of Figures

FIGURE 1: NGO BENEFICIARY BY PROJECT SECTOR.....40
FIGURE 2: **PRE- AND POST-PROJECT INTERVENTION COMPARISON** 42
FIGURE 3: PERSONAL EXPERIENCE OF BENEFIT FROM NGO PROGRAMMES 45
FIGURE 4: **LIKERT SCALE FREQUENCY DISTRIBUTION** 47
FIGURE 5: ENABLING FACTORS FOR SUSTAINABILITY.....49

List of Tables

TABLE 1: **DEMOGRAPHIC PROFILE OF QUESTIONNAIRE RESPONDENTS (130)** 38

TABLE 2: **DESCRIPTIVE SUMMARY OF NGO PROJECTS IN HOPLEY WARD 13 (2019–2024)**.....39

TABLE 3: AWARENESS OF NGO ACTIVITIES.....41

TABLE 4: PAIRED T-TEST 43

TABLE 5: **MEASURES OF CENTRAL TENDENCY – PERCEPTIONS OF DIFFERENTIAL BENEFIT (130)** 46

CHAPTER ONE

1.1 Introduction

This study examines the impact of Non-Governmental Organisations (NGOs) on community development, using Hopley, Harare Ward 13, as a case study. NGOs play an important role in promoting socio-economic development, particularly in marginalised communities where state interventions may be limited. The study seeks to evaluate how NGOs operating in Hopley contribute to community empowerment through initiatives such as education, health care, poverty alleviation and infrastructure development. This chapter introduces the study by outlining its background, problem statement, aims, objectives, research questions, justifications and delimitations. It also explains the limitations encountered during the research and provides an overview of the dissertation's structure.

1.2 Background of the Study

Globally, Non-Governmental Organisations (NGOs) are now essential players in advancing community development and social transformation. They often emerge in response to state incapacity or inefficiency in addressing the socio-economic needs of citizens (Banks et al, 2015). Over the past few decades, the role of NGOs has evolved from merely providing humanitarian relief to engaging in participatory and sustainable development projects aimed at empowering marginalized groups. The shift towards participatory development models reflects the recognition that communities must play an active role in shaping their destinies rather than being passive recipients of aid.

NGOs function in a variety of sectors including health, education, environmental protection, gender equality, poverty reduction and governance. According to Lindberg (2017), NGOs have been instrumental in bridging the gap between the state and citizens, especially in areas where government services are limited or non-existent. They have received recognition on a global scale for advocating for bottom-up development strategies that strengthen local ownership and inclusivity. For example, in India, NGOs such as SEWA (Self-Employed Women's Association) have successfully improved women's economic participation through microfinance and entrepreneurship programmes (Mackenzie 2019). Similarly, in South Africa, organizations like the Treatment Action Campaign (TAC) have played a crucial role

in the fight against HIV/AIDS by advocating for access to antiretroviral drugs and influencing national health policies.

The global rise of NGOs has been supported by international donors and multilateral institutions such as the United Nations (UN), the World Bank and the European Union (EU). These institutions have recognized NGOs as key partners in achieving global development goals such as the Sustainable Development Goals (SDGs), particularly those related to poverty reduction, education, gender equality and environmental sustainability (United Nations, 2015). However, despite this growing popularity**,** questions remain about the accountability, sustainability and long-term impact of NGO interventions. Critics such as Cuel (2022) argue that some NGOs have become overly dependent on donor funding and may prioritize donor-driven agendas over local needs. This has sparked a global discussion about how NGOs can continue to be legitimate, effective and sustainable in their development practices.

In the Sub-Saharan African region, NGOs play a pivotal role in enhancing community development due to widespread poverty, unemployment and governance challenges. Many African governments face challenges in providing adequate public services due to limited resources, political instability or corruption. As a result, NGOs often act as intermediaries, filling the development gap and providing essential services such as healthcare, water and education (Romijn et al 2018). Their activities are also shaped by partnerships with international organizations, bilateral donors and local communities.

In Kenya, for instance, NGOs have contributed significantly to rural development through microcredit schemes, agricultural training and water management projects (Gachui 2017). These inclusions have enhanced household income and improved food security in many rural areas. In Malawi, NGOs have been central to combating HIV/AIDS by raising awareness, distributing medicines and supporting orphans affected by the epidemic. Likewise, in Uganda, organizations such as Bangladesh Rehabilitation Assistance Committee (BRAC) and ActionAid have promoted women's empowerment through education and income generating initiatives.

Despite these successes, regional critiques have emerged regarding NGO effectiveness and sustainability. Some studies have highlighted that NGO projects tend to be short term and donor driven, often lacking community participation or alignment with national development strategies (Ketola 2016). Moreover, the rapid proliferation of NGOs in Africa has sometimes

led to duplication of efforts and competition for limited donor funds, reducing efficiency. Nonetheless, the overall contribution of NGOs to poverty alleviation, empowerment and service delivery in Sub-Saharan Africa remains significant and continues to shape the development discourse on the continent.

In Zimbabwe, the role of NGOs has become particularly visible since the early 2000s, following severe socio-economic and political crisis. Economic decline, hyperinflation and weakened public institutions created a vacuum that NGOs sought to fill (Chikunda, 2018). Many international and local NGOs began to work in areas such as humanitarian relief, livelihoods support, education, water and sanitation and healthcare delivery. The Zimbabwe NGO Act (2004) provides a legal framework for NGO operations, though relations between the government and NGOs have sometimes been tense, with accusations of political interference or lack of transparency.

The post 2000 era identified an expansion of NGO activity as international donors redirected humanitarian assistance through civil society actors rather than state institutions. According to ZIMCODD (2019), NGOs such as CARE International, World Vision and Plan International implemented poverty alleviation and empowerment programs targeting vulnerable households. These programs include Village Savings and Loans Associations (VSLAs) to empower women and men economically through community-based savings group, Area Development Programs (ADPs) focusing on education, health and livelihoods and Girls Get Equal Campaign, promote girls' leadership, education and safety. In the education sector, organizations like CAMFED (Campaign for Female Education) supported thousands of rural girls with scholarships and mentorship programs, contributing to gender equity and human capital development.

Additionally, NGOs played an important role in the health sector through HIV/AIDS awareness campaigns, distribution of antiretroviral drugs and maternal health interventions. UNICEF, for example, has been active in enhancing child nutrition and access to clean water. However, the proliferation of NGOs also raised questions about coordination, transparency and dependency (Baur 2012). Many communities began to rely heavily on NGO aid, sometimes undermined local self-reliance and the role of local government institutions.

Hopley settlement, located in the southern part of Harare, was established in 2005 following Operation Murambatsvina, a government led urban cleanup exercise that displaced over 700,000 people across Zimbabwe (Tibaijuka, 2005). The displaced people, many of whom

were relocated to Hopley, faced severe socio-economic hardships including inadequate shelter, lack of clean water, limited access to education and unemployment. This situation attracted many NGOs seeking to address the humanitarian crisis and support long term community development.

Over the past two decades, several NGOs have worked in Hopley. UNICEF has focused on enhancing access to clean water, sanitation and education through the construction of boreholes and classroom facilities (UNICEF 2018). According to Doh et al (2022), Plan International has implemented child protection and livelihood projects targeting youth and women while Practical Action has introduced energy and waste management initiatives promoting environmental sustainability. Local NGOs such as Restless Development and GOAL Zimbabwe have also implemented community empowerment and vocational training programs.

However, the community continues to face high levels of poverty, unemployment and inadequate social services (ZIMSTAT, 2022). Many populations still live in makeshift housing structures without secure tenure while access to electricity and healthcare remains limited. This raises critical questions about the effectiveness, sustainability and impact of NGO-led development initiatives in Hopley. It is unclear whether these interventions have resulted in long term improvements in livelihoods, empowerment and infrastructure or whether they have only provided temporary relief.

Moreover, coordination among NGOs and between NGOs and local authorities has been limited, sometimes leading to duplication of efforts or uneven service delivery. There are also concerns regarding community engagement in project design and implementation which affects the sustainability and ownership of development outcomes (Chikunda, 2018). These issues underscore the significance of assessing NGO's impact not merely in terms of activities implemented but in relation to tangible changes in the quality of life of residents.

1.3 Statement of the Problem

Despite the presence of several NGOs in Hopley working in sectors such as education, healthcare, water and sanitation and livelihood support, it remains unclear whether these efforts have resulted in real and lasting improvements in people's lives. The lack of clear evidence on the actual impact of NGO projects makes it difficult to determine if they are addressing the community's real needs or only providing temporary relief. This situation affects both the community, which continues to face poverty and poor living conditions and

development partners who struggle to design better and more sustainable strategies due to limited information on project outcomes.

1.4 Aim of the Study

To assess the impact of Non-Governmental Organisations on community development in Hopley, Harare Ward 13.

1.5 Objectives of the Study

1. To identify community development projects implemented by NGOs in Hopley.

2. To assess the impact of NGO programmes on community development in Hopley.

3. To identify challenges and enabling factors affecting the sustainability of the NGOs development projects in Hopley.

1.6 Research Questions

1. What community development initiatives were implemented by NGOs in the area of study?**?**

2. How have NGO activities impacted the socio-economic well-being of the residents**?**

3. What challenges and opportunities do NGOs face that affects the impact and sustainability of NGO funded community development projects in Hopley?

1.7 Justification of the Study

Firstly, it will stipulate empirical evidence on the effectiveness of NGO's interventions in urban informal settlements thereby contributing to academic literature on development practice in Zimbabwe.

Secondly, the findings will benefit policy makers by identifying gaps and suggesting ways to strengthen NGOs and government collaboration in community development. NGOs themselves will benefit from understanding the outcomes of their interventions and improving their project planning and monitoring frameworks.

The community will also benefit as the research may inform future projects that are more inclusive, participatory and sustainable. Academically, the study fills a research gap by focusing on an under researched area Hopley settlement where rapid urbanisation and socio-economic challenges co-exist with intense NGO activity.

1.8 Definition of Key Terms

Non-Governmental Organisation (NGO) is an independent, non-profit organization that operates outside government structures to promote social, economic and humanitarian goals (Lewis, 2020).

Community Development is a process where community members come together to take collective action and generate solutions to common problems (Bhattacharyya, 2018).

Impact refers to the long term or significant changes positive or negative that result from a project's activities (OECD, 2010).

Sustainable Development refers to development that meets present needs without compromising the ability of future generations to meet their own needs (Emina 2021).

1.9 Delimitation / Scope of the Study

This study focuses on Hopley, Harare Ward 13, an informal settlement established after the 2005 Operation Murambatsvina. The area was chosen due to its high concentration of NGO activities targeting marginalised people, making it a suitable case for assessing NGO contributions to community development. The research will include NGO officials, community leaders and residents as key participants. The study confines itself to NGO led interventions in sectors such as education, health, sanitation and livelihoods between 2019 and 2024.

1.10 Limitations of the Study

Firstly, limited access to NGO's data due to their confidentiality concerns, constrain data collection and analysis. This was mitigated by triangulating data through interviews and community surveys. Secondly, financial constraints limit the researcher's ability to conduct extensive fieldwork, hence, this was addressed by prioritising key informants and focusing on a smaller representative sample. Lastly, participant bias is another limitation faced by the researcher, as participants give socially desirable answers due to confidentiality concerns. To minimise this, anonymity and confidentiality was assured throughout the research process, which enabled the success of this research.

1.11 Organisation of the Study

The dissertation is organised into five chapters. Chapter one that introduces the study by providing the background, problem statement, aims, objectives and other foundational aspects that establish the context of the research. Chapter two reviews related literature on the role of NGOs in community development, incorporating both theoretical perspectives and

empirical studies to build a conceptual foundation for the study. Chapter three outlines the research methodology, describing the research design, sampling methods, data collection and analysis techniques employed to achieve the study's objectives. Chapter four presents and analyses the findings from fieldwork, interpreting results in relation of the study's aims and objectives. Finally, chapter five provides the conclusions and recommendations derived from the key findings, emphasising their implications for policy, practice and future research on community development initiatives.

1.12 Conclusion

This chapter has introduced the study by discussing its background, rationale and research focus on assessing the impact of NGOs on community development in Hopley, Harare Ward 13. It outlined the objectives, research questions and delimitation that will guide the study. The next chapter will provide a detailed review of relevant literature to establish the theoretical and empirical context for the research.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

This chapter reviews scholarly literature on the role of Non-Governmental Organizations (NGOs) in promoting community development, using Hopley settlement as the study context. It examines key concepts, theoretical perspectives and empirical studies relevant to NGO interventions and their influence on socio-economic development. The literature review is organised at global, regional, national and local levels in line with the study objectives. Research gaps emerging from the literature are highlighted to justify the study. The chapter concludes with the presentation of the theoretical framework guiding the research.

2.2 Non-Governmental Organizations (NGOs)

At the global level, NGOs are widely recognised as important actors in development because of their ability to work closely with communities. Banks et al., (2015), conducted a systematic review of NGO effectiveness in developing countries finding that NGOs are often more flexible than state institutions and are better positioned to reach marginalised groups. For instance, organisations such as Oxfam, based in Oxford, have implemented programmes in countries like Ethiopia and Bangladesh focusing on food security, climate resilience and women's empowerment (Oxfam, 2019). Similarly, BRAC in Bangladesh has developed programmes targeting extremely poor households by combining skills training, financial support and asset provision. Banerjee et al., (2015) support that evidence from these programmes show improvements in income levels and long-term resilience.

Even so, the role of NGOs remains contested. Some scholars argue that NGOs can unintentionally weaken state institutions. Moyo (2018), conducted a study on aid dependency in sub-Saharan Africa, drawing on evidence from Zambia's Copperbelt Province and argued that sustained reliance on NGO delivered services reduces political pressure on governments, suggests that heavy reliance on NGOs may reduce pressure on governments to improve public service delivery, thereby weakening state accountability mechanisms over time. Mansuri and Rao (2016) in a World Bank commissioned review of community-based development programmes across forty-two countries cautioned that participatory programmes implemented by NGOs do not always benefit the poorest groups. Their analysis demonstrated

that in contexts where community governance structures are weak, local elites including village committee members and politically connected households tend to dominate decision making processes often redirecting project benefits towards themselves and away from the most marginalised. Edwards (2020) further points out that many NGOs depend heavily on donor funding, which raises concerns about sustainability once projects come to an end.

Across Africa, the growth of NGOs has largely been linked to economic challenges and the limited capacity of governments to provide services (Eade et al., 2019). In Kenya, for example, WaterAid has implemented water and sanitation projects in informal settlements such as Kibera in Nairobi. These projects have improved access to clean water and reduced the spread of diseases (WaterAid, 2020). In Nigeria, ActionAid has supported youth empowerment initiatives in cities like Lagos, focusing on vocational training and small enterprise development (ActionAid, 2021). These interventions demonstrate how NGOs contribute to improving livelihoods and access to services.

Across Africa, the growth of NGOs has been closely linked to economic challenges and the limited capacity of governments to provide basic services (Eade et al., 2019). WaterAid's programme evaluation in Kibera, Nairobi (2020) reported that borehole installations and hygiene campaigns reduced water-borne disease incidence by 28 per cent among 12, 000 beneficiary households. In Nigeria, ActionAid's assessment of youth empowerment initiatives in Lagos (2021) found that vocational training combined with small enterprise grants increased self-employment rates among participants by 41 per cent within eighteen months. However, African-based scholars highlight persistent coordination challenges, Kanyinga (2016), found in a study of NGO operations across Nairobi's informal settlements that 62 per cent of programmes overlapped in targeting, resulting in significant duplication of effort. Chinsinga (2017) observed in a study of three districts in Malawi that donor priorities shaped NGO programme design more than community-identified needs in 70 per cent of NGOs of cases reviewed.

In Zimbabwe, NGOs have become key players in development, particularly in response to economic decline and service delivery gaps. Organisations such as CARE International and World Vision have implemented programmes focusing on food security, water and sanitation and child protection (CARE, 2020; World Vision, 2021). These initiatives have contributed to improving household incomes and resilience. At the same time, studies in Zimbabwe point to several limitations. Dzimiri (2020) investigated NGO operations across Harare and found

that political and regulatory constraints including mandatory government approval for programme implemented across Masvingo and Chitungwiza between 2017 and 2020 reported that 68 per cent of participating households increased their monthly savings and 52 per cent had started income-generating activities within twelve months of joining (2020). Machingura (2021) further highlighted that NGO-led projects struggle to continue once donor funding is withdrawn. A finding corroborated by a Zimbabwean NGO Forum (2019) survey in which 74 per cent of NGOs reported project closure within six months of funding termination.

2.3 Community Development

At the global level, community development is closely linked to participatory approach. Chambers (2017), drawing on participatory rural appraisal research conducted across South Asia and Sub-Saharan Africa, argues that development should be driven by local people, as they have a better understanding of their own needs and priorities. In countries such as India and Nepal, community-managed watershed projects facilitated by NGOs during 2005 to 2012 demonstrated improved availability for 1.2 million households and reduced soil erosion by 30 per cent in participating areas (Cornwall, 2016). However, Cooke and Kothari (2019) warn that participation can be superficial, with communities subjected to what they term 'participatory tyranny' where procedural involvement masks continued external control over decisions. argue that participatory approach can sometimes be superficial, with communities having limited influence over decisions.

In Africa, community development efforts often focus on addressing poverty, unemployment, and lack of basic services. In South Africa, for example, community-led housing initiatives in Cape Town have involved residents in upgrading informal settlements, resulting in better housing conditions (Pieterse, 2019). In Kenya, community-based organisations have been involved in waste management and sanitation projects in informal settlements, improving environmental health (UN-Habitat, 2020). Despite these initiatives, progress is often constrained by factors such as weak governance, limited funding and political instability. Kothari et al. (2019) argue that these challenges make it difficult to achieve sustainable development outcomes in many African contexts.

In Zimbabwe, community development is closely linked to issues such as housing, informal livelihoods and access to services. According to the World Bank (2021), peri-urban areas like Hopley experience significant service delivery gaps, including limited access to clean water and sanitation. As a result, NGOs and community-based organisations have become

important in supporting local development efforts. For example, savings groups supported by NGOs in Harare have enabled residents to mobilise resources for housing improvements and small businesses (Mushongera, 2018). According to Chibanda et al., (2016), health initiatives such as the Friendship Bench has improved mental health at the community level by providing accessible counselling services.

At the local level, community development in Hopley is largely driven by informal and collective efforts. Residents often organise themselves to address issues such as waste management, water access and housing construction. NGOs support these efforts by providing resources and training.

It can be noted that, at the global level, NGOs have demonstrated their ability to deliver development outcomes, but concerns about sustainability and accountability remain. In Africa, NGOs have improved access to services but face challenges related to coordination and governance. In Zimbabwe, NGOs are central to development efforts, especially in informal settlements like Hopley, where communities face multiple challenges. These issues highlight the need for a structured framework to assess how NGO interventions lead to development outcomes. This study therefore adopts the Theory of Change to analyse the relationship between NGO activities and community development in Hopley, Harare.

2.4 Theoretical Framework: Theory of Change (ToC)

The Theory of Change (ToC) was selected as the guiding framework for this study. Developed and popularised through the work of Carol Weiss (1995) and subsequently refined by Connell and Kubisch (1998), the Theory of Change provides a systematic framework for explaining how and why a development intervention produces change in a community. It specifies the casual logic linking programme inputs, activities and outputs to intend outcomes and long-term impact, while making explicit the assumptions underlying each step. The diagram below presents the standard Theory of Change logic model as adapted from Weiss (1995) and UNDP (2019).

PROBLEM / NEED

↓

INPUTS (Resources: funding, staff, materials)

↓

ACTIVITIES (Training, service delivery, infrastructure)

↓

OUTPUTS (Immediate results: number trained, boreholes drilled)

↓

OUTCOMES (Short-to-medium term: improved skills, behaviour change)

↓

IMPACT (Long-term: reduced poverty, improved livelihoods)

Source: Adapted from Weiss (1995) and UNDP (2019).

The ToC framework has been applied in diverse development contexts. Globally, Connell et al., (1998), applied ToC in evaluating comprehensive community initiatives in the United States, demonstrating its utility in attributing change to specific intervention components. ln Zimbabwe, the Friendship Bench programme explicitly used Theory of Change framework to map the casual pathway from community grandmother training (activity) to improved mental health literacy (output), reduced depression symptoms (outcomes) and enhanced community well-being (impact) enabling rigorous programme evaluation (Chibanda et al., 2016). At regional level, WaterAid (2019) applied the ToC in Kenya to trace the pathway from borehole installation to disease incidence among beneficiary households.

The Theory of Change is relevant to this study because it helps to explain how NGO interventions lead to community development. It allows the researcher to understand the relationship between activities and outcomes, identify challenges and gaps in implementation, assess whether interventions are sustainable and analyse different aspects of development, including social and economic factors. In a complex environment like Hopley, this framework provides a clear way of analysing how change happens.

2.6 Community Development Projects Implemented by NGOs.

At the global level, many Non-Governmental Organisations (NGOs) implement community development projects that combine several components such as housing, water and sanitation, health services, education and livelihood support. These integrated approaches are intended to address multiple dimensions of poverty at the same time rather than dealing with issues separately. For example, BRAC implemented the Ultra-Poor Graduation Program in Bangladesh between 2002 and 2015. The program provided assets, training and social support to over one million households with the aim of improving long-term income and food security. Studies show that beneficiaries experienced sustained improvements in their living conditions (Banerjee et al., 2015). According to Chambers (2017), in a similar way, Habitat for Humanity has supported housing development projects in different parts of the world since the 1990s, focusing on low-income households by providing affordable housing together with basic services such as sanitation.

Across Africa, NGO projects in urban areas often concentrate on informal settlements where access to services is limited. In Nairobi, the Kenya Slum Upgrading Program, implemented from 2004 to 2016 with support from UN-Habitat and the government of Kenya targeted 4,600 households in Kibera. The programme improved housing conditions for 3,100 households and installed 42 new sanitation facilities. However, Lines and Makau (2017) found that affordability constraints meant that 32 per cent of original residents were unable to purchase upgraded units at market rates, while forced relocation during construction displaced a further 18 per cent of households, resulting in the original community being fragmented and some of the poorest failing to return. In Uganda, WaterAid's borehole drilling and hygiene programme (2010-2018) improved access to safe water for 85, 000 people across 112 communities though Eade (2019) reported that 38 per cent of boreholes required repairs within two years of project completion due to limited community technical capacity and absent maintenance systems.

In Zimbabwe, NGOs have implemented several projects aimed at improving living conditions in low-income urban communities. For instance, CARE International ran an urban livelihoods program in Harare and Bulawayo between 2013 and 2018. The program focused on cash transfers, savings groups and small business training to support vulnerable households, reaching thousands of beneficiaries (CARE, 2018). In addition, UNICEF (2020), supported water and sanitation interventions between 2016 and 2020, including the rehabilitation of boreholes and hygiene education campaigns aimed at improving health conditions.

At the local level in Hopley, NGO activities have focused on improving access to basic services. The Zimbabwe Homeless People's Federation and Dialogue on Shelter Trust implemented water and sanitation projects between 2015 and 2023 including the installation of 12 communal water points serving an estimated 2,400 households (IIED 2023). During 2020-2022, Goal provided emergency food assistance to 1,800 vulnerable households. However, there remains limited detailed evidence on the full range, scale and long-term results of NGO interventions in Hopley which the study seeks to address.

2.7 Impact of NGO Programs on Community Development

The impact of NGO programs on community development can be effectively assessed using both quantitative and qualitative indicators, as these provide evidence of change in measurable terms as well as through lived experiences. Quantitative indicators focus on changes that can be measured numerically over time, while qualitative indicators help to explain how individuals and communities experience those changes.

At the global level, Mansuri and Rao (2016) analysed 500 NGO implemented community development projects across 42 countries and found that programmes with strong community participation achieved 37 per cent higher sustainability rates and 29 per cent better outcomes on household welfare indicators compared to externally managed projects. Quantitatively, improvements were measured using household income, dietary diversity scores, school enrolment rates and water indices. Qualitatively, beneficiary narratives revealed that perceived empowerment and increased confidence in accessing services were significant non-material gains. However, the same analysis found that only 22 per cent of programmes showed sustained impact beyond two years highlighting the limitations of short-term project cycles.

Within the African context, specific country studies demonstrate variable NGO impact. Riddell (2016) conducted a systematic review of 116 evaluations of NGO poverty reduction programmes in Sub-Saharan Africa and found that 58 per cent showed positive impacts on food security measured by increases in household dietary diversity scores of between 12 and 25 per cent. School enrolment improvements of 8 to 18 per cent percentage points were recorded in 47 per cent of education programmes reviewed. However, only 31 per cent of health programmes produced statistically significant reductions in disease incidence and income impacts were positive in only 44 per cent of livelihood interventions. These figures

suggest that NGO impact in Africa is positive but inconsistent across sectors and dependent on programme design quality and contextual factors.

In Zimbabwe, Dzimiri (2020) assessed the impact of five NGO livelihoods programme in Harare between 2015 and 2019 measuring household income, food consumption and school attendance. The study found that VSLA participants increased household monthly income by an average of USD 22 (41 per cent improvement) while food consumption scores improved by 15 per cent. Qualitatively, participated described increased confidence in managing household finances and a reduced sense of vulnerability. However, improvements were concentrated in VSLA participants and did not extend to non-participants in the same communities suggesting that coverage limitations constrain aggregate community-level impact. In peri-urban settlements specifically UNICEF's (2020) evaluation of WASH interventions reported a 34 per cent reduction in reported cases of diarrhoeal disease in target communities though qualitative data revealed persistent affordability barriers to hygiene practice sustenance.

In Hopley specifically limited impact evaluation data is available. The IIED (2023) report on the Zimbabwe Homeless People's Federation water programme noted improved access for approximately 2,400 households but did not measure outcomes beyond output indicators. Qualitative accounts from Hopley residents collected by Goal Zimbabwe (2022) suggested that emergency food assistance during COVID-19 provided short-term relief but had not addressed underlying food insecurity as households reverted to food stressed conditions within three months of aid cessation. This body of evidence confirms that both quantitative measure such as income change, service access rates and enrolment figures and qualitative indicators including beneficiary perceptions and empowerments narratives are necessary to fully assess NGO impact. The absence of rigorous baseline and endline data collection in Hopley represents a critical gap that this study seeks to address through primary data collection.

2.8 Factors Affecting Sustainability of NGO project impact

The sustainability of NGO projects depends on how well key factors are addressed during and after implementation. These factors are closely linked to the type of project being carried out, the level of community involvement and the availability of resources to support continuity over time.

At the global level, evidence shows that projects with strong community involvement tend to last longer than those that are externally managed. Robert Chambers (2017) notes that rural development projects such as water supply programmes implemented in countries like India, between 2005 and 2012 were still functioning years after completion because communities were actively involved in managing and maintaining them. In Nepal, community water uses committees that collected maintenance fees sustained infrastructure for longer periods. In Bangladesh, BRAC's community health worker model which trained and employed local women as service providers maintained 82 per cent service coverage three years after programme transitioned to local management (Devereux et al., 2004). These comparisons demonstrate that community ownership, skills transfer and local institutional development are the most reliable sustainability mechanisms.

In Africa, the sustainability of NGO interventions has been affected by issues such as donor dependency and weak institutional capacity. Eade et al., (2019), examine agricultural projects implemented in Malawi and Kenya between 2010 and 2016 and show different outcomes. In Malawi, irrigation schemes struggled to continue after donor funding ended because beneficiaries lacked the necessary technical skills and local institutions were not strong enough to manage the projects independently. As a result, productivity declined over time. In contrast, similar projects in Kenya were more successful because they included farmer training and worked closely with local cooperatives. This enabled communities to continue operating the projects even after external support ended. These examples show that skills development and local partnerships are important for sustaining projects.

In Zimbabwe, the World Bank (2021), review of livelihood programmes implemented between 2015 and 2020 in areas such as Masvingo and Manicaland found that 64 per cent of poultry and market gardening initiatives declined within one year of project closure primarily due to hyperinflation eroding input purchasing power and market instability. In contrast, community water and sanitation projects in the same regions-maintained functionality in 71 per cent of cases where project design included the establishment of community management committees with formal structures and small maintenance funds. These findings confirm that economic instability, institutional mechanisms and community agency are critical determinants of sustainability in the Zimbabwean context.

Overall, the evidence suggests that project sustainability is strengthened by community participation, skills transfer and support from local institutions. On the other hand, it is

weakened by heavy reliance on donor funding, weak local structures and unstable economic conditions. While these patterns are evident in other contexts, there is limited research focusing specifically on Hopley. In particular, there is a lack of detailed evidence showing how these factors affect the long-term success of NGO projects in the area, which creates a gap that this study aims to address.

2.9 Conclusion

This chapter reviewed literature on NGOs and community development from global, regional, national, and local perspectives. It identified significant research gaps, particularly the lack of community-level studies on NGO impacts and sustainability in Hopley. This chapter presented relevant theory to guide the study. The next chapter outlines the research methodology.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the methods that guided the study on how non-governmental organisations (NGOs) influence community development in Hopley Ward 13, Harare. It explains the research paradigm, approach and design used to achieve the study objectives. It also describes the study area, the target population and the sampling techniques adopted to select respondents. Furthermore, it presents the data collection tools, data analysis methods and ethical considerations that ensured integrity throughout the study. This chapter also discusses how the researcher-maintained reliability and validity to produce trustworthy findings. Each methodological decision was made to ensure the study effectively captures both statistical evidence and lived experiences from Hopley residents.

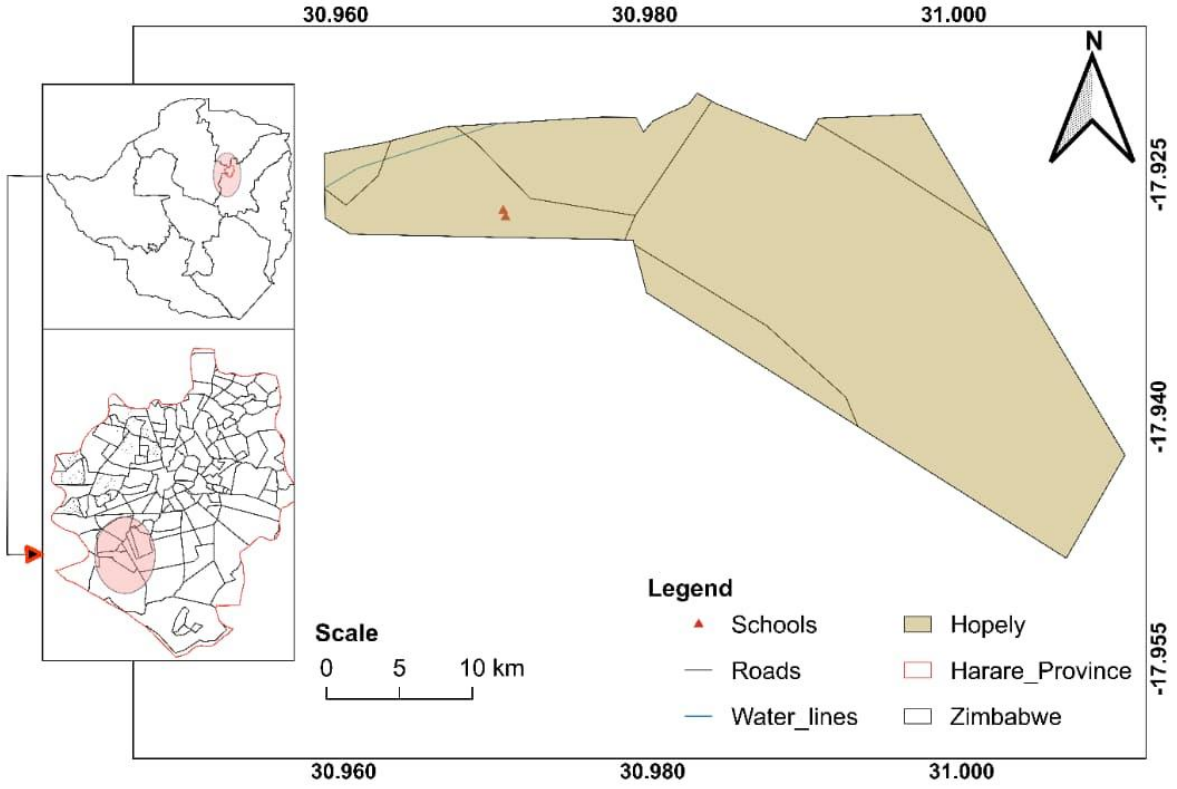
3.2 Description of the Study Area

This research was carried out in Hopley Ward 13, a peri-urban settlement situated on the southern outskirts of Harare. The area was established around 2005 during Operation Murambatsvina, which displaced many urban residents who later resettled in Hopley (Matamanda, 2020). Over the years, the settlement has expanded rapidly, now home to tens of thousands of people living under challenging socio-economic conditions. Most households rely on informal jobs, vending and small-scale trading to survive. According to Matamanda et al., (2020), basic infrastructure such as roads, sanitation and clean water supply remains inadequate.

Hopley lies in Zimbabwe's Natural Region II, which receives moderate rainfall that supports small-scale urban farming, though limited land availability makes agriculture a minor

livelihood source. The settlement's population is largely youthful, with high rates of unemployment and early motherhood (UNFPA, 2018).

Several NGOs have been active in the area, working to improve the quality of life. Among them are CARE International, focusing on water, sanitations and hygiene (WASH), World Vision Zimbabwe, supporting education and child welfare, GOAL Zimbabwe, promoting youth empowerment and health and Plan International, addressing gender equality and adolescent development. Projects such as the UNFPA infrastructure and youth empowerment initiative have also helped equip young people with vocational skills while improving access to basic services (UNFPA, 2018, SDI, 2023). The presence of these NGOs makes Hopley a relevant and valuable setting for assessing how external interventions contribute to local community development. Below is a fig 3.1 showing the study area map



3.3 Research Paradigm

The study was guided by the Pragmatism research paradigm, which encourages the use of both qualitative and quantitative methods to understand real-world problems from multiple angles (Creswell et al, 2018). Pragmatism focuses on finding practical solutions rather than being bound by one philosophical view. It allows researchers to choose methods that best answer the research question.

This paradigm suits the study because the research aims to measure tangible results of NGO activities such as access to clean water, school attendance and livelihood improvements while also exploring how people perceive and experience those changes. Combining numerical data with personal narratives provides a completer and more meaningful picture of development in Hopley (Saunders et al, 2019; Tashakkori & Teddlie, 2010). The pragmatic stance therefore makes it possible to capture both objective outcomes and subjective human experiences in one framework.

3.4 Research Approach

Consistent with the Pragmatist philosophy, the research adopted a mixed-methods approach. This approach integrates quantitative and qualitative data to provide a fuller understanding of the research problem (Creswell et al, 2018).

The quantitative side of this study involved structured closed-ended household questionnaires that generated measurable information on service access, income levels and participation in NGO activities. The qualitative side used semi-structured interviews and focus group discussions to gather deeper insights into community attitudes, challenges and opinions about NGO projects.

The use of both methods strengthened the study because numbers alone might show improvement in services but fail to explain the reasons behind it. Similarly, relying only on interviews could limit the ability to generalise findings. According to Saunders et al., (2019), the combination of the two ensured a balanced analysis that captured both statistical trends and the community's lived realities.

3.5 Research Design

This study adopted an explanatory sequential research design beginning with the collection and analysis of quantitative data and then moving into a qualitative phase to clarify and deepen the initial results. This design was chosen because development dynamics in Hopley Ward 13 are complex and often shaped by a mix of social, economic and institutional factors. Relying on numbers alone would show the scale of change but not the reasons behind it. Starting with quantitative data therefore helped establish a clear picture of measurable

outcomes such as levels of household wellbeing, access to basic services and the extent of participation in NGO programmes.

Once these patterns were identified, the qualitative phase allowed the researcher to return to the community and explore the stories behind the numbers. Speaking directly with households, NGO staff and community leaders made it possible to understand why certain trends emerged, why some interventions worked better than others and how residents themselves interpreted the contributions of NGOs. Creswell et al (2018), note that explanatory sequential designs are especially useful when the researcher needs rich, contextualised explanations to make sense of statistical patterns.

This approach was particularly suitable for Hopley Ward 13 because many of the development issues faced by the community such as livelihood insecurity, informal housing and inconsistent service delivery cannot be understood through statistics alone. The design ensured that quantitative findings were grounded in real community experiences allowing the study to connect measurable outcomes with the everyday realities of residents. By linking the numeric trends with lived narratives, the research produced a more complete and human centred understanding of how NGO initiatives are influencing community development.

3.6 Study Population, Sample and Sampling Techniques

The study targeted residents of Hopley Ward 13, representatives from NGOs operating in the area and local leaders such as the ward councillor and community health officials. According to the 2022 census, the area has 5 936 households, which made it necessary to select a smaller representative sample (ZIMSTAT, 2022).

A total of 150 households were selected using sample size appropriate for a population of approximately 6 000 households, in line with Krejcie and Morgan's (1970) guidelines. This number was large enough to generate reliable quantitative patterns while still manageable within the time and resource limits of the study. The study used a stratified purposive sampling technique, which divides the population into smaller groups (strata) based on location which are Old Hopley, New Hopley and Tariro section and then randomly selected from Old Hopley, 55 from New Hopley and 20 from Tariro, giving a total of 150 households. For the qualitative phase, 6 NGO representatives (1 participant per each organisation operating in the area) were chosen because they were the key organisations operating in the area and held information rich positions relevant to programme implementation. Finally, three community leaders (ward councillor, residents' association chairperson and community

development committee) were included to capture perspectives from recognised local leadership structures while avoiding over representation of elite voices. Together these sample sizes ensured depth, representativeness and methodological rigour within explanatory sequential design.

This method was adopted because Hopley is large and diverse and stratification ensured that different sections of the settlement were represented fairly. It also improved accuracy by reducing bias that might occur if sampling were done randomly across the entire community (Elfil & Negida, 2017). In addition, NGO officials and local leaders were selected purposively based on their knowledge of community projects and their involvement in local development activities.

3.7 Research Methods

Data was collected from both primary and secondary sources to address the study's three objectives:

1. To identify community development projects implemented by NGOs in Hopley.

2. To assess the impact of NGO programmes on community development in Hopley.

3. To identify challenges and enabling factors affecting the sustainability of NGO development projects.

Household Questionnaire (Primary Data)

A structured questionnaire was developed consisting of closed and a few open-ended questions. The questionnaire was divided into thematic sections aligned with the objectives. For Objective 1, the questionnaire asked households to indicate which NGO projects they were aware of or had benefited from (e.g., water and sanitation projects, livelihood activities, housing support, food aid). For Objective 2, questions focused on measurable indicators such as changes in income, access to basic services, food security and skills gained. For Objective 3, the study sought to capture residents' views on project sustainability, community participation, maintenance challenges and factors affecting project continuity. Since these views are qualitative in nature, data were collected using semi-structured interviews and focus group discussions. These methods allowed participants to openly share their opinions and experiences, providing detailed information on how the project is maintained and sustained within the community.

Key Informant Interviews (NGO Staff & Community Leaders)

A semi-structured interview guide was prepared to allow deeper probing. Interviews were conducted with 6 NGO representatives (programme officers, field coordinators and monitoring and evaluation staff) and 3 community leaders (ward councillor, residents' association chairperson and community development committee). Questions were open-ended and aligned to the research objectives. For Objective 1, interviews captured the list of development projects each NGO implemented, their goals, target groups and duration. For Objective 2, interviews explored organisational assessments of project outcomes, achievements and measurable improvements. For Objective 3, the interviews focused on funding issues, community ownership, operational challenges and enabling factors such as partnerships and capacity-building.

Focus Group Discussions (FGDs)

Two focus group guides were developed, one for men and one for women to encourage open participation. The guides contained prompts on shared experiences with NGO activities. For Objective 1, FGDs helped verify the range of projects implemented in the community. For Objective 2, they generated insights into perceived benefits and behaviour changes. For Objective 3, they captured collective views on sustainability barriers such as lack of community involvement, maintenance costs or project abandonment. Each focus group included 8-10 purposively selected residents, a size that allows for diverse views while ensuring effective participation and manageable discussion. Participants were selected based on their participation in or observation of NGO activities, as they possessed relevant first-hand knowledge needed to address the study objectives. Residents without such exposure were excluded to avoid uninformed or speculative responses and to enhance the relevance and credibility of the findings.

Quantitative data analysis

Data for the first objective include project counts and categorization per each NGO by sector, number of beneficiaries, geographic coverage, project budget and duration, therefore, under these objective descriptive statistics can be used to summarize beneficiary numbers, budgets, project durations and the information can be presented using bar graphs and pie charts.

On objective 2, there is collection of data such as access to services and other changes brought by NGO projects in Hopley, thus there are two different phases, pre-project implementation and post-project implementation. Paired T-test can be used to compare differences in terms of service access before and after a project and also an independent T-

test can be used to compare outcomes for participants from one of the three stratus versus an independent group, a group not covered by a certain project. This can be presented using bar graphs.

On objective 3, is collection of 5-point likert scale data to determine community ratings on challenges and enabling factors such as community participation, perceived sustainability and transparency. Frequency tables can be used to present the data and measures of central tendency can be used to identify the most significant challenge or enabling factors.

3.8 Reliability and Validity

To make sure the findings were consistent and accurate, the research instruments were tested in a nearby settlement called Ushewekunze with similar conditions before the main data collection began. The pilot helped refine the questions and ensure clarity. After the pilot, minor adjustments were made to improve clarity and relevance. For the main data collection, the study used three (3) trained enumerators who assisted in administering household questionnaires across three sections of Hopley. Using a small but well-trained team helped maintain consistency in how questions were asked and reduced interviewer bias. As Kumar (2019) notes, training enumerators is essential in field research because it equips them with skills to understand the research tools, follow ethical guidelines and apply standardised procedures when engaging respondents. This step strengthened the validity of data collected.

Reliability was further enhanced through careful data entry and checking for consistency across responses. To improve validity, the researcher compared information from different sources for example, matching community responses with NGO reports to confirm accuracy. Clear operational definitions were used for concepts like community participation and access to clean water, making the study easier to replicate and verify.

3.9 Ethical Considerations

The study followed ethical principles of respect, honesty and confidentiality. Before interviews or surveys were conducted, participants were informed about the purpose of the study and were asked to give their consent voluntarily. They were assured that their identities would not be revealed and all data was kept confidential unless asked to present for academic purpose only. Participants were also told they could withdraw from the study at any point without any negative consequences. Permission to conduct the research was obtained from community leaders and relevant local authorities.

3.10 Summary of the Chapter

This chapter presented the methodology used to examine how NGOs impact community development in Hopley Ward 13. It described the research area, paradigm, approach and design while explaining the sampling process and data collection methods. A combination of quantitative and qualitative techniques was adopted to ensure a well-rounded understanding of the topic. The stratified random sampling increased the accuracy and representativeness of the findings. Measures were taken to uphold reliability, validity and ethical standards. The next chapter will present the data gathered and analyse the results in relation to the study's objectives.

CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

4.1 Introduction

This chapter presents, analyses and discusses data collected from Hopley Ward 13, Harare, in line with the study's aim of assessing the impact of Non-Governmental Organisations (NGOs) on community development between 2019 and 2024. The chapter draws on both quantitative data obtained through 130 household questionnaires and qualitative data gathered from 9 key informant interviews with NGO staff (5) and community leaders (4), and 2 focus group discussions involving 18 participants. As outlined in Chapter Three, an explanatory sequential mixed-methods design guided this study. In line with the analytical framework established in Chapter Three, quantitative data are analysed using descriptive statistics, paired t-tests for Objectives One and Two and five-point Likert-scale frequency distributions with measures of central tendency for Objective Three. Qualitative data from interviews and focus group discussions are analysed using thematic analysis following Saunders et al. (2019). Findings are presented by research objective, with each section concluding with a summary before an overall chapter conclusion.

4.2 Background Data: Profile of Study Participants

Before presenting objective-specific findings, this section provides an overview of participant characteristics. A total of 130 household questionnaires were completed, representing an 86.7 per cent response rate from a target of 150 households. Additionally, 4 community leaders and 5 NGO staff members were interviewed and 18 community members participated across 2 focus group discussions. With regard to the background characteristics of participants, the

researcher found that respondents were predominantly female, working-age adults with secondary-level education and largely unemployed. This is illustrated in Table 4.1 below.

Table 1: Demographic Profile of Questionnaire Respondents (130)

Characteristics	Category	Frequency (130)	Percentage (%)
Gender	Male	54	14.5%
	Female	76	58.5%
Age Group	18-25	25	19.2%
	26-35	39	30.0%
	36-45	36	27.7%
	46-60	21	16.2%
	60+	9	6.9%
Education	None	11	8.5%
	Primary	36	27.7%
	Secondary	66	50.8%
	Tertiary	17	13.1%
	Employed	20	15.4%
	Self Employed	38	29.2%
	Unemployment	72	55.4%

Area	Old Hopley	65	50.0%
	New Hopley	45	34.6%
	Tariro	20	15.4%

As shown in Table 4.1, female respondents constituted 58.5 per cent (76) compared to 41.5 per cent male (54). The 26–35 age group was the most represented (30.0%,), followed by the 36–45 group (27.7%,). In terms of education, 50.8 per cent held secondary qualifications. Employment data revealed that 55.4 per cent were unemployed and 29.2 per cent self-employed, with only 15.4 per cent formally employed. Old Hopley was the most represented area (50.0%), consistent with the stratified sampling in Chapter Three.

4.3 Community Development Projects Implemented by NGOs in Hopley

The first objective was to identify the community development projects implemented by NGOs in Hopley Ward 13 during the 2019-2024 period. Findings are presented using descriptive statistics, tables and charts derived from household questionnaire data and supplemented by key informant interview and focus group evidence. In respect of the range of NGOs operating in Hopley and their project profiles, the researcher found that six major organisations implemented projects across multiple sectors during the study period.

Table 2: Descriptive Summary of NGO Projects in Hopley Ward 13 (2019–2024)

NGO	Project Sector	Number of beneficiaries	Project duration	Geographical coverage
CARE International	WASH (boreholes, hygiene)	1 200 HHs	2019–2024	Old Hopley, New Hopley
World Vision Zimbabwe	Education, child rights, health	950 HHs	2019–2024	Old Hopley, Tariro
Plan International	Livelihoods, food security, WASH	800 HHs	2020–2024	New Hopley, Old Hopley

GOAL Zimbabwe	Youth vocational training	400 youth	2019–2023	New Hopley
UNICEF Zimbabwe	WASH, nutrition, child protection	1 100 children	2020–2024	All three sections
Habitat for Humanity	Housing support	200 HHs	2019–2022	Old Hopley

Table 4.2 shows that CARE International and UNICEF Zimbabwe had the largest beneficiary reach, serving approximately 1,200 and 1,100 households or children respectively. CARE International, World Vision Zimbabwe and UNICEF operated across the full 2019 to 2024 study period, while Habitat for Humanity concluded its housing support programme in 2022. GOAL Zimbabwe focused exclusively on New Hopley, making its geographic coverage the most concentrated among the six organisations. All organisations targeted specific population sub-groups rather than the community as a whole, with women, children and youth as the predominant beneficiary categories.

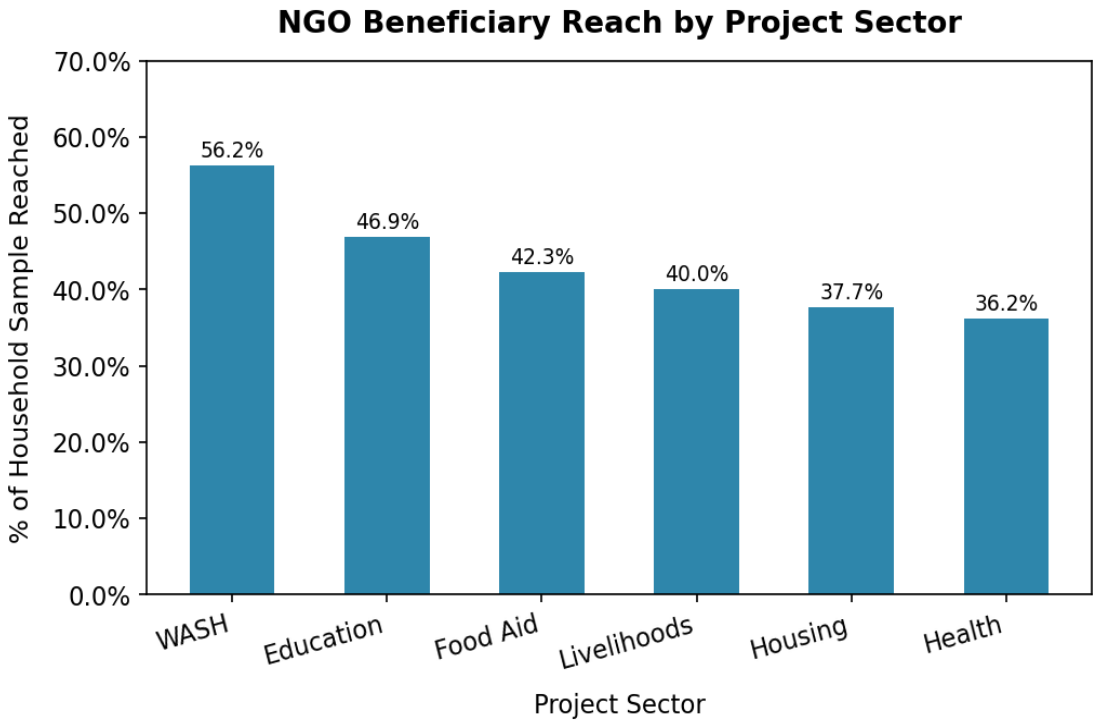


Figure 1: NGO Beneficiary by Project Sector

As shown in fig. 4.1, water and sanitation projects collectively reached the largest number of beneficiaries, with over 2,300 household contacts across three NGOs based on NGO programme records. Education projects covered approximately 1,950 beneficiaries across two organisations. The overall mean household sample reach across all sectors was 43.2 per cent, indicating that no single sector achieved universal coverage within the study area. It also illustrates this sectoral distribution visually, with water and sanitation clearly leading at 56.2 per cent of the household sample, followed by education (46.9%), food aid (42.3%), livelihoods (40.0%), housing (37.7%) and health (36.2%).

4.3.1 Household Awareness of NGO Activities

Respondents were asked whether they were aware of any NGO activities in their area. In respect of household awareness of NGO activities, the researcher found that the overwhelming majority of households had knowledge of NGO presence. This is shown in Table 4.3 below.

Table 3: Awareness of NGO activities

Project sector	**Respondents benefited (n)**	**Percentage of sample (%)**
Water and Sanitation	73	56.2%
Education	61	46.9%
Food Aid	55	42.3%
Livelihoods	52	40.0%
Housing	49	37.7%
Health	47	36.2%

As shown in Table 4.3, 87.7 per cent (114) of respondents were aware of NGO activities. Water and sanitation had the widest household reach (56.2%,), followed by education (46.9%,) and food aid (42.3%,). The bar chart representation in Figure 4.1 illustrates the step-down pattern across sectors, confirming that WASH projects dominated NGO activity in Hopley while housing and health programmes reached the fewest households. These descriptive findings are consistent with the project data in Table 4.2, validating the sector distribution reported by NGOs.

In summary, six NGOs implemented six community development projects, namely water and sanitation, education, food aid, livelihoods, housing and health, in Hopley Ward 13 between 2019-2024, with water and sanitation achieving the widest reach. Household awareness was high but community participation in project design was largely superficial, raising significant concerns about project ownership and sustainability.

4.4 Impact of NGO Programmes on Community Development in Hopley

This section presents results on the impact of NGO programmes, drawing on pre- and post-intervention service access data collected retrospectively through questionnaire responses. Respondents were asked to rate their household service access conditions before NGO project implementation (based on recall for the 2018 baseline period) and the time of data collection (2026).

Pre- and post-project implementation comparison

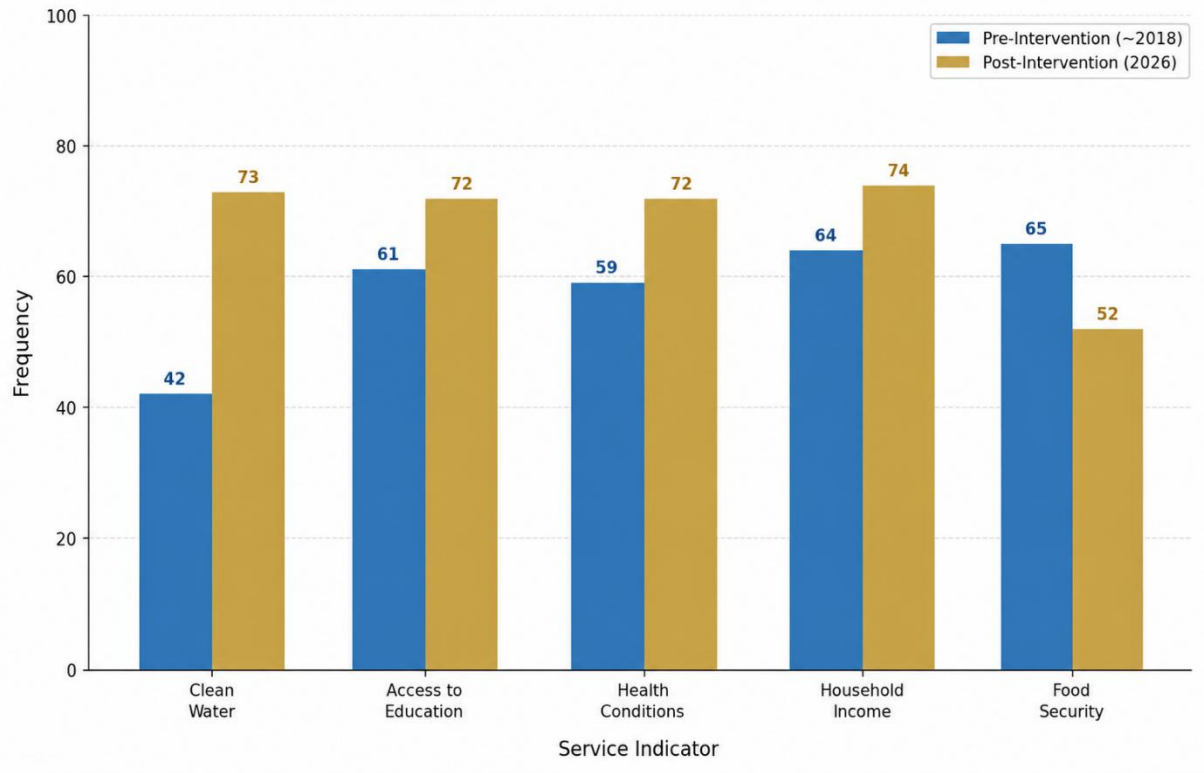


Figure 2: Pre- and post-project intervention comparison

The above graph presents the frequency distribution of respondents (130) reporting adequate service access conditions across five development indicators at baseline and post-intervention. Some households reported adequate access to more than one service indicator therefore total frequencies exceed 130. Frequencies represent the number of respondents who

rated each service condition as satisfactory. Correspondingly, respondents reporting inadequate service access declined for water (from 88 at baseline to 57 post-intervention), while inadequate food security reports increased (from 65 to 78), reflecting the deterioration captured in the paired t-test results. Access to clean water recorded the largest positive change, increasing from 42 respondents at baseline to 73 post-interventions, a difference confirmed as statistically highly significant. Education (61 to 72), health conditions (59 to 72) and household income (64 to 74) each showed marginal increases that were not statistically significant. Food security was the only indicator to decline, falling from 65 respondents at baseline to 52 post intervention, a statistically significant deterioration, reflecting the dependency effects of short-term food aid programmes. The figure confirms that NGO interventions produced measurable impact in the water and sanitation sector but failed to generate significant improvements across the broader development indicators.

Furthermore, this retrospective design enabled the application of paired t-test to identify statistically significant pre-post differences. Respondents recalled their household service conditions before NGO projects began (2018) and rated conditions at the time of survey (2026), using a five-point scale. A higher post-project mean therefore indicates an improvement. The paired t-test identifies whether the mean change between baseline and post-intervention is statistically significant.

Table 4: Paired T-test

Service Indicator	**Pre mean**	**Post Mean**	**Mean difference**	**t-value**	**p-value**
Access to Clean Water	2.10	2.82	0.72	3.14	0.002
Access to Education	2.95	3.11	0.16	1.02	0.309 (not significant)
Health	2.88	3.11	0.23	1.47	0.143 (not

Conditions					significa nt)
Household Income	2.98	3.20	0.22	1.38	0.168 (not significa nt)
Food Security	3.00	3.35	-0.35	-2.21	0.028

As shown in table 4.4, access to clean water was the only indicator showing a statistically significant improvement (t=3.14, p=0.002, with the mean score increasing from 2.10 to 2.82. this reflects a meaningful improvement consistent with the WASH infrastructure investments made by CARE and UNICEF Zimbabwe. Food security was the only indicator to show a significant worsening (t=2.21, p=0.028), with the mean increasing from 3.00 to 3.35. this deterioration suggests that NGO food aid programmes did not generate sustained food security improvements and may have created dependency rather than structural self-reliance. Access to education (p=0.309), health (p=0.143) and household income (p=0.168) showed no statistically significant changes, indicating that the corresponding NGO interventions did not produce measurable differences in these domains at the 0.05 significant level.

Key informant interviews and focus group discussions shed further light on these limited outcomes. A member from Care International noted that livelihood programmes lacked market linkages, limiting their ability to generate income change. A female focus group participant observed that projects providing training without accompanying resources or capital access were unable to produce lasting income improvements. These qualitative explanations are consistent with the quantitative finding that income, education and health outcomes remained statistically unchanged.

4.4.1 Personal Experience of Benefit

Respondents were further asked to categorise their overall personal experience. With regard to personal experience of benefit from NGO programmes, the researcher found that the majority reported no real change. This is illustrated in Figure 4.3 below.

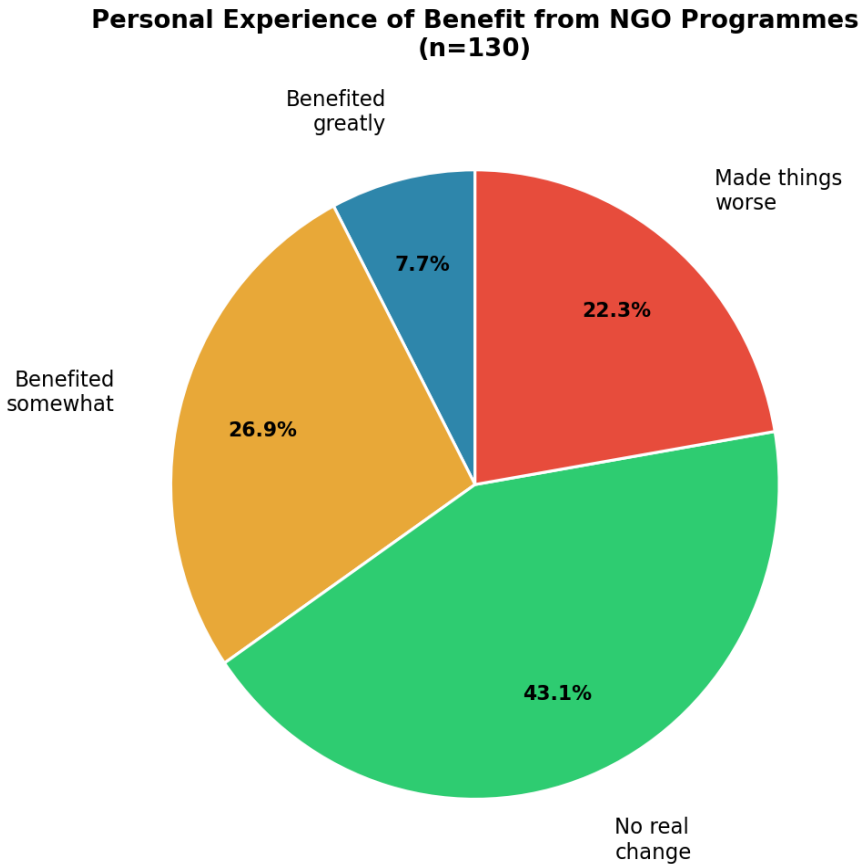


Figure 3: Personal Experience of Benefit from NGO Programmes

Figure 4.3 shows that 43.1 per cent (56) experienced no real change, while 22.3 per cent (29) reported that NGO activities made things worse. Combined, these two negative categories account for 65.4 per cent of respondents. Only 7.7 per cent (10) reported having benefited greatly. Key informant interviews and focus group discussions provide important context for these perceptions. One respondent during the key informant interview noted that most NGO projects addressed immediate needs rather than root causes of poverty, which explains why residents did not perceive lasting improvement. A male focus group participant stated that "boreholes were installed but broke down shortly after the NGO left, meaning the benefit was short-lived. These qualitative insights confirm that even where quantitative improvements occurred, the perceived quality and durability of benefits remained low".

4.4.2 Differential Benefit Across Groups

In respect of differential benefits, the researcher found that household exclusion was widely acknowledged and that youth were perceived to benefit disproportionately. The groups identified through questionnaire responses included women, youth (aged 18-35), older residents (aged 60+), households without NGO connections and households in peripheral

sections of Hopley, particularly Tariro. Measures of central tendency are presented in Table 4.5 below.

Table 5: Measures of Central Tendency – Perceptions of Differential Benefit (130)

Statement	**Mean**	**Std Dev**	**Mode**	**Median**	**Interpretation**
Some groups benefit more than others	3.08	1.21	4	3	Agree
Women benefit more than men	2.98	1.19	3	3	Neutral
Youth benefit more than older people	3.14	1.22	4	3	Slight agree
Some households are excluded from benefits	3.22	1.25	4	4	Agree

As shown in Table 4.5, the statement that some households are excluded recorded the highest mean (3.22) and a mode of 4, confirming that agreement with exclusion as a reality was the most common response. Youth benefiting more than older people also showed agreement-direction scores (mean=3.14, mode=4). This pattern reflects the fact that NGOs operating in Hopley applied selection criteria that explicitly prioritised youth aged 18 to 35, as this group was identified by organisational programme frameworks as particularly vulnerable due to high unemployment rates and limited access to vocational training opportunities in peri-urban settlements. Gender-based differential benefit was closest to neutral (mean=2.98, mode=3). These measures of central tendency confirm that exclusion and unequal targeting are recognised structural features of NGO project delivery in Hopley. NGO officer interviews provided additional perspective on these disparities. The field officer from Plan International acknowledged that their programmes deliberately prioritised women and youth as the most vulnerable groups, reflecting a programmatic rationale grounded in evidence that young people in informal settlements face disproportionately high unemployment, limited educational attainment and reduced access to financial services compared to older adults who may have more established households assets and social networks, which partly explains the perception of differential benefit among other community members. The interview also noted

that beneficiary selection criteria were set by head office and donors rather than the community, reducing local input into targeting decisions.

4.5 Challenges and Enabling Factors Affecting Sustainability of NGO Projects

The third objective was to identify challenges and enabling factors affecting the sustainability of NGO-funded community development projects in Hopley. Likert-scale data on community ratings of sustainability-related factors were collected and analysed using frequency distributions and measures of central tendency to identify the most significant challenges and enabling factors.

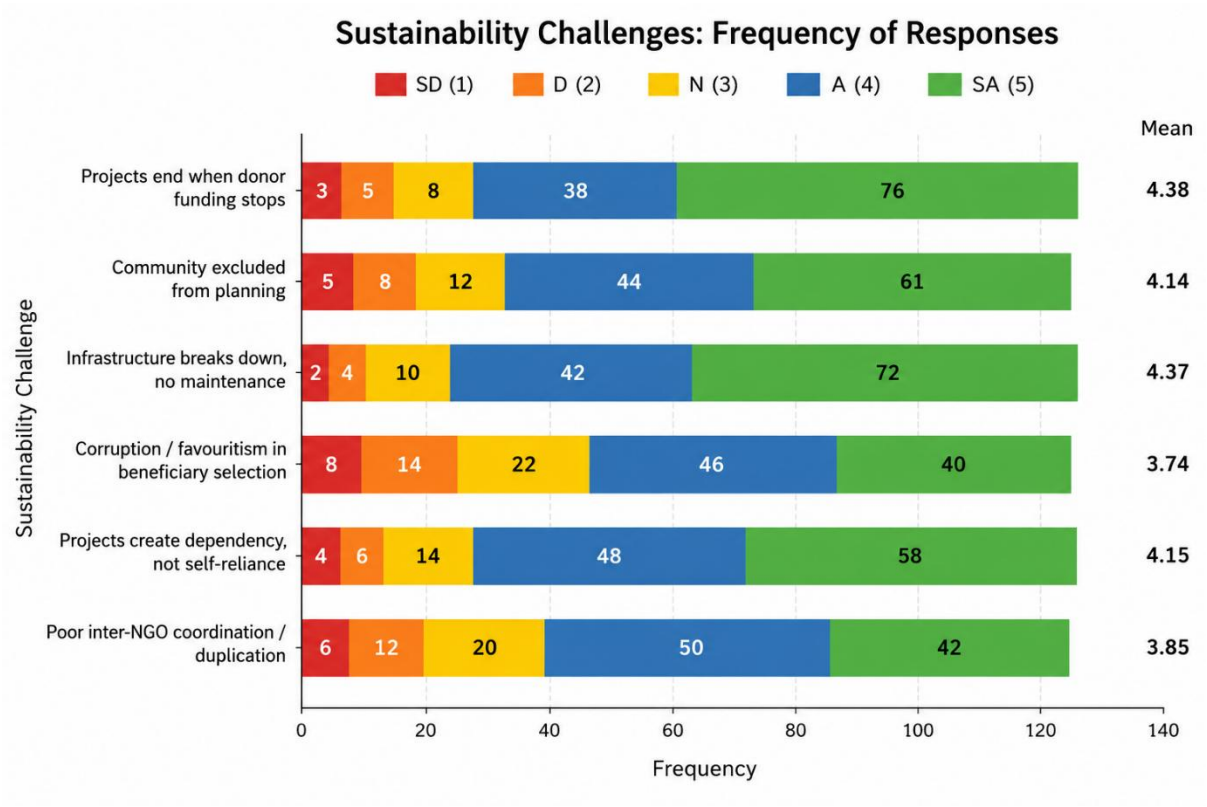


Figure 4: Likert scale frequency distribution

As shown in the graph above, challenge that projects end when donor funding stops recorded the highest mean of 4.38, with 76 respondents selecting Strongly Agree. Infrastructure breakdown with no maintenance followed closely with a mean of 4.37, with 72 strongly agreeing. The creation of dependency rather than self-reliance recorded a mean of 4.15, while the exclusion of communities from planning recorded 4.14. The absence of local capacity building by NGOs produced a mean of 4.11. These top-ranked challenges reflect systemic weaknesses in project design and implementation rather than isolated incidents. Poor inter-NGO coordination (mean=3.85) and corruption in beneficiary selection (mean=3.74)

recorded moderate-high levels of concern. The challenge of NGO staff coming from outside the community, though still above the neutral midpoint, recorded the lowest mean at 3.54. Qualitative data from key informant interviews and focus group discussions help explain how these challenges affect sustainability in practice. The Admin from Goal Zimbabwe explained that project budgets did not include post-project maintenance funds, meaning that once project activities ended, no financial provision existed to sustain infrastructure. The Residents' Association Chairperson described how several borehole hand pumps installed by NGOs had broken down within one year because no local technician had been trained for repairs. A male focus group participant directly linked donor dependency to the absence of exit planning, stating that NGOs arrived, worked for a period and left without preparing the community to continue.

Respondents also rated enabling factors that could support project sustainability. In respect of factors that could enhance sustainability, the researcher found that community social capital and willingness to participate were rated most highly, while structural factors such as proximity to markets and land availability received lower ratings. The enabling factors rated by respondents included community willingness to participate, strong social networks, local leaders willing to cooperate, functioning VSLAs post-project, skilled community members available, land availability for income generation and proximity to Harare city. Frequency distributions are presented in Figure 4.5 below.

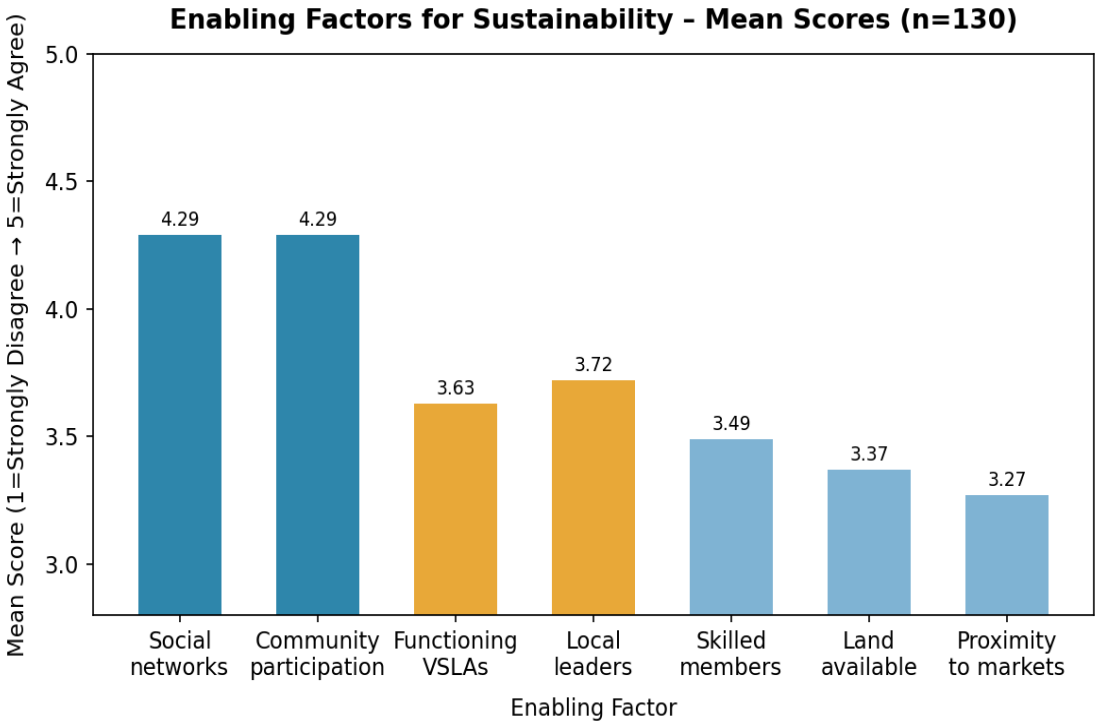


Figure 5: Enabling Factors for Sustainability

As shown in fig 4.5, community willingness to participate (mean=4.29) and strong social networks (mean=4.29) were jointly rated as the most relevant enabling factors, each with 64 to 66 respondents selecting Strongly Agree. Local leaders willing to cooperate recorded a mean of 3.72, while functioning Village Savings and Loan Association (VSLAs) post-project produced a mean of 3.63. Structural enabling factors such as proximity to Harare city (mean=3.27) and land availability for income generation (mean=3.37) received the lowest ratings, reflecting the community's awareness that geographic and resource advantages remain underutilised. Qualitative data help explain why these factors are considered enabling. The Ward Councillor noted that community members in Hopley have demonstrated a strong culture of collective action through neighbourhood committees and burial societies. Plan International Field Officer confirmed that VSLA groups had continued operating independently in some sections of Hopley after project closure, demonstrating the potential of financially structured community groups to sustain development outcomes.

4.6 Chapter Conclusion

Data was presented and analysed in accordance with the three objectives of this study, which are to identify community development projects implemented by NGOs in Hopley, to assess the impact of NGO programmes on community development and to identify challenges and

enabling factors affecting the sustainability of NGO development projects. The next chapter presents the summary of findings, discussion of the results, recommendations and conclusion.

CHAPTER 5: SUMMARY, DISCUSSION OF FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1 Introduction

This chapter presents the summary of the study, discussion of the major findings, recommendations and conclusion. The study focused on assessing the impact of Non-Governmental Organisations (NGOs) on community development in Hopley Ward 13, Harare between 2019 and 2024. The chapter is organised according to the study objectives which were to identify NGO community development projects, assess their impact on the socio-economic wellbeing of residents and examine the challenges and enabling factors affecting the sustainability of NGO projects.

5.2 Summary of the findings

The findings shows that NGOs in Hopley implemented six community development projects, namely water and sanitation, education, food aid, livelihoods, housing and youth empowerment. Organisations such as CARE International, UNICEF Zimbabwe, World Vision Zimbabwe, Plan International and GOAL Zimbabwe were among the main NGOs active in the area. Water and sanitation projects reached the highest number of households compared to other sectors. The study further established that NGO activities produced mixed results. There was noticeable improvement in access to clean water due to drilling and installation of boreholes as well as implementation of hygiene programmes. However, improvements in areas such as household income, food security, health and education were limited. Most respondents indicated that NGO programmes had not significantly changed their living conditions in the long term. The findings also revealed that sustainability remains a major concern, with many projects ceasing to function once donor funding ended, community members highlighted challenges such as lack of maintenance, weak community involvement, dependency on aid and poor coordination between NGOs, though strong community cooperation, willingness to participate and savings groups established by some NGOs were identified as opportunities for sustainability.

5.3 Discussion of Results

The study found that NGOs in Hopley focused mainly on providing basic services to vulnerable residents. Water and sanitation projects were the most common interventions because Hopley continues to face serious challenges related to clean water and sanitation facilities. This finding reflects the reality that informal settlements often receive limited

government support, forcing NGOs to fill service delivery gaps. This pattern aligns with Banks et al., (2015), who established that NGOs predominantly concentrate their programmes in sectors where state service provision is most absent, a finding consistently replicated across Sub-Saharan African informal settlements. The IIED (2023) report on Harare's per-urban communities similarly confirms that WASH dominates NGO programming because water and sanitation deficits remain the most acute and visible challenge residents face.

NGOs concentrated primarily on specific demographic groups including women, children and youth. While this targeting aligns with global best practice for reaching the most vulnerable, it generated perceptions of exclusion among other community members, consistent with Mansuri and Rao's (2016) finding that community-based programmes tend to benefit the more connected rather than the most marginalised when governance structures are weak. The pattern of ceremonial rather than substantive community participation identified in this study mirrors Cooke and Kothari's (2019) critique of participatory development as procedural involvement that masks continued external control over decisions. Community members' experience of being consulted only at implementation stages, rather than during needs assessment and design, is a structural feature of donor-driven programming that Chambers (2017) identifies as fundamentally undermining local ownership.

The statistically significant improvement in water access is consistent with WaterAid's (2020) evaluation in Nairobi, which reported a 28 per cent reduction in water-borne disease incidence following borehole installation. The failure of education, health and income interventions to produce statistically outcomes mirrors the pattern identified by Mansuri and Rao (2016) in their analysis of 500 NGO projects globally, where only 22 per cent showed sustained impact beyond two years. However, the study found that NGO programmes had limited impact on broader socio-economic conditions such as poverty reduction, employment creation and food security. Many households remained unemployed and continued struggling to meet their daily needs despite the presence of NGO activities. Food aid programmes were mainly viewed as temporary relief measures because conditions often became difficult again after assistance ended.

The study also revealed that only a small number of respondents believed they benefited greatly from NGO projects, while many reported no major improvement in their lives. This suggests that although NGOs provide important support, their interventions alone are not enough to bring lasting socio-economic transformation in Hopley.

Another important issue identified was unequal distribution of benefits. Some respondents believed that youth and selected households benefited more than others. Complaints about favoritism and exclusion weakened trust within the community and affected people's perceptions of NGO programmes. This pattern aligns with Mansuri and Rao (2016), whose global review of 500 community-based development programmes found that when governance structures are weak, well-connected households disproportionately capture programme benefits at the expense of the most marginalized. Chinsinga (2017), similarly documented in Malawi that non-transparent beneficiary selection processes eroded community trust in NGO operations, a finding that directly mirrors the favouritism perceptions recorded in this study.

The finding that donor dependency was the most highly rated sustainability challenge is consistent with the Zimbabwe NGO Forum (2019) survey, which found that 74 per cent of NGOs reported project closure within six months of funding termination. Eade et al., (2019) similarly found in their comparative study of Malawi and Kenya that Malawian NGO projects failed after donor exit due to the absence of local technical capacity, while Kenyan projects succeeded where farmer training and local cooperative partnerships were built into project design.

Lack of maintenance was another major challenge identified during the study. Community members explained that some infrastructure projects stopped functioning because there were no proper maintenance systems in place. This problem was worsened by limited training of local residents on how to manage and repair projects after NGOs left the area. The findings also showed that weak community participation negatively affected sustainability. Residents felt that they were not fully involved in project planning and decision-making, which reduced their sense of ownership. Without strong community ownership, projects became difficult to sustain in the long term.

Despite these challenges, the study identified several factors that could improve sustainability. Strong social networks within the community and willingness by residents to work together were viewed as important strengths. Savings groups introduced by some NGOs were also considered successful because some of them continued operating even after projects had ended. This showed that projects promoting self-reliance and local participation have a greater chance of surviving beyond donor support. These findings resonate with Chambers (2017), who argues that community ownership and collective action are the most

reliable determinants of long-term project sustainability. Eade et al., (2019), similarly found in their comparative analysis of Malawi and Kenya that projects which invested in local capacity building and worked through existing community institutions were significantly more likely to continue functioning after donor exit, a pattern directly applicable to VSLA successes observed in Hopley.

5.4 Conclusion

The study assessed the impact of NGOs on community development in Hopley Ward 13 between 2019 and 2024. The findings showed that NGOs have played an important role in improving access to some basic services, particularly clean water and sanitation. Food security, notably, showed a statistically significant deterioration during the study period, reflecting the dependency effects of short-term food aid that did not address underlying structural food insecurity. Water and sanitation projects produced the most visible improvements within the community. However, the research also established that many NGO interventions had limited long-term impact on poverty reduction, employment creation and household livelihoods. Challenges such as donor dependency, weak community participation, lack of maintenance and limited local capacity continued to affect the sustainability of projects. The study concludes that NGOs remain important development partners in Hopley, especially in addressing immediate community needs. However, for NGO interventions to produce lasting results, there is need for stronger community participation, local capacity building and greater emphasis on sustainable livelihood programmes that reduce dependency on external aid.

5.5 Recommendations

The following evidence-based recommendations are directed at specific actors identified as having the capacity and responsibility to address the structural weaknesses documented in this study. Each recommendation is grounded directly in the empirical findings and connected to the literature that contextualises it.

Recommendations for NGOs

1. Institutionalise genuine community participation from needs assessment through project exit by establishing community project committees with formal constitutions and decision-making authority before activities begin.

2. Integrate mandatory sustainability and exit plans into all project's designs, including a funded maintenance plan, community technical training and a twelve-month progressive handover timeline.
3. Replace standalone food aid with integrated programming that combines food assistance, agricultural training, savings group development and market access linkages from project inception.
4. Accompany all skills training with seed enterprise grants and market linkage support simultaneously, as training without capital and market access cannot generate sustained income improvements.
5. Govern beneficiary selection through transparent, community-verified criteria, publicly posted selection rules, community oversight of selection processes a formal grievance mechanism.

Recommendations for Donors

1. Extend donor funding cycles to a minimum of five years, with a final twelve-month consolidation phase dedicated exclusively to community capacity transfer rather than programme activities.
2. Require evidence genuine community co-design, including signed community governance documents and community oversight of selection processes and a formal grievance mechanism

Recommendations for Government

1. The city of Harare and the Ministry of Local Government must establish a mandatory NGO coordination platform for Hopley Ward 13 to enable shared project mapping, joint maintenance planning and equitable geographic coverage.
2. The Ministry of Public Service, Labour and Social Welfare should formalise government responsibility for infrastructure maintenance and community technical support after project closure through a memorandum of understanding with NGOs.

Recommendations derived from identified challenges and enabling factors

1. Formalise and expand community savings groups (VSLAs) as a core component of all NGO livelihood programmes, requiring formal registration, elected leadership and a constitution before support is withdrawn.

2. Establish anti-corruption mechanisms in beneficiary selection through transparent criteria, community oversight committees and a formal grievance mechanism to rebuild community trust.
3. Leverage existing community social capital by partnering with established structures such as neighbourhood committees, burial societies and church groups as formal programme partners rathe than passive beneficiaries.

Recommendations for Future Research

Longitudinal studies tracking the development outcomes of Village Savings and Loan Association (VSLA) participants beyond project closure in Hopley and comparable Zimbabwean peri-urban settlements are needed to generate robust evidence on the conditions under which community savings models sustain positive welfare trajectories. Research examining donor perspectives on conditionality reform and the political economy of short funding cycles would contribute to understanding whether structural change in NGO programming is achievable within current financing architectures. Comparative studies of NGO impact in Hopley and other Harare informal settlements Budiriro, Dzivarasekwa Extension and Caledonia would allow research isolation of settlement-specific factors from broader programmatic patterns, strengthening the generalisability of findings across Zimbabwe's peri-urban informal settlement landscape.

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Appendices



SUSTAINABLE DEVELOPMENT DEPARTMENT

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BINDURA UNIVERSITY OF SCIENCE EDUCATION

CHAIRPERSON'S OFFICE

Tuesday 24 March 2026

TO WHO IT MAY CONCERN

Dear Sir/Madam

RE: RESEARCH SUPPORT LETTER FOR SUSTAINABLE DEVELOPMENT STUDENT

I am writing on behalf of the Sustainable Development Department requesting your collaboration on the research of our fourth-year student, BELINDA TARUWONA REGISTRATION NUMBER B220750B. The student is studying for a 4-year Bachelor of Science (Honours) Degree in Development Studies (HBSc.DG).

In the fourth year of study, students are required to do field research which require them to do their data collection for research purposes.

Kindly accord her the due cooperation she truly deserves.

Yours faithfully,

DR. J. BOWORA (CHAIRPERSON)
SUSTAINABLE DEVELOPMENT DEPARTMENT

PLAN INTERNATIONAL ZIMBABWE
13 MAY 2026
15 LEZARD AVENUE
MILTON PARK
HARARE

THE DIRECTOR'S OFFICE
GOAL ZIMBABWE
HEAD OFFICE
29 GOLDEN STAIRS, ASHBRITTLE
HARARE
Signed

Page 51 of 58

RESEARCH INSTRUMENTS

My name is Belinda Taruwona, a student at Bindura University of Science Education, pursuing a Bachelor of Science Honors Degree in Development Studies. I am currently conducting research for my undergraduate dissertation titled Assessing the impact of Non-Governmental Organisations (NGOs) on Community Development: A case study of Hopley Ward 13, Harare. You are kindly invited to participate in this study by completing this questionnaire. The questionnaire asks about your experiences with and perceptions of NGO activities in Hopley including their impact on your household and community. Your participation is entirely voluntary and may withdraw at any time without any negative consequences. Please be assured that all information you provide will be treated with the strictest confidentiality. This research is conducted for academic purposes. Only the researcher and her supervisor will have access to completed questionnaires. Please answer all questions as honestly as possible.

Thank you sincerely for your time and cooperation.

Section A: Demographic Information

1. Gender: ☐ Male ☐ Female
2. Age: ☐ 18–25 ☐ 26–35 ☐ 36–45 ☐ 46–60 ☐ 60+
3. Level of Education: ☐ None ☐ Primary ☐ Secondary ☐ Tertiary
4. Employment Status: ☐ Employed ☐ Self-employed ☐ Unemployed
5. Area of Residence: ☐ Old Hopley ☐ New Hopley ☐ Tariro

Section B: Awareness and Participation

6. Are you aware of any NGO activities in your area? ☐ Yes ☐ No
7. Which of the following projects have you benefited from? (Tick all that apply)
   ☐ Water and sanitation ☐ Education ☐ Health ☐ Food aid ☐ Livelihoods ☐ Housing

8. How long have you been involved in NGO programmes?
   ☐ Less than 1 year ☐ 1–3 years ☐ 4–5 years ☐ More than 5 years

Section C: Impact of NGO Programmes

The following questions are about your experience and views on NGO projects in your area. Please tick (✓) the option that best represents your opinion or experience.

A. Changes in Your Household Situation

Indicator	Improved	Slightly Improved	No Change	Slightly Worse	Worse
Access to clean water	☐	☐	☐	☐	☐
Household income	☐	☐	☐	☐	☐
Access to education	☐	☐	☐	☐	☐
Health conditions	☐	☐	☐	☐	☐
Food security	☐	☐	☐	☐	☐

B. Your Views on NGO Projects

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
NGO projects have improved my quality of life	☐	☐	☐	☐	☐
NGO programmes	☐	☐	☐	☐	☐

have helped me gain useful skills					
NGO activities have contributed to reducing poverty in this community	☐	☐	☐	☐	☐
NGO interventions address the needs of this community	☐	☐	☐	☐	☐

C. Differences in Impact

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Some groups benefit more than others	☐	☐	☐	☐	☐
Women benefit more than men	☐	☐	☐	☐	☐
Youth benefit more than older people	☐	☐	☐	☐	☐

Some households are excluded	☐	☐	☐	☐	☐

D. Your Personal Experience

☐ Benefited greatly

☐ Benefited somewhat

☐ No real change

☐ Made things worse

E. Other Impacts

☐ Yes ☐ No

If yes, please explain:

.....

.....

.....

.....

.....

.....

F. Explanation of Responses

Please explain your answers:

.....

.....

.....

.....

.....

Section E: Open-ended Questions

1. what benefits have you gained from NGO programmes?
2. What challenges have you experienced?
3. What improvements would you suggest?

2. Key Informant Interview Guide

My name is Belinda Taruwona, a student at Bindura University of Science Education, pursuing a Bachelor of Science Honors Degree in Development Studies. I am currently conducting research for my undergraduate dissertation titled Assessing the impact of Non-Governmental Organisations (NGOs) on Community Development: A case study of Hopley Ward 13, Harare. You are kindly invited to participate in this study by completing this questionnaire. The questionnaire asks about your experiences with and perceptions of NGO activities in Hopley including their impact on your household and community. Your participation is entirely voluntary and may withdraw at any time without any negative consequences. Please be assured that all information you provide will be treated with the strictest confidentiality. This research is conducted for academic purposes. Only the researcher and her supervisor will have access to completed questionnaires. Please answer all questions as honestly as possible.

Thank you sincerely for your time and cooperation.

Target respondents: Programme officers, project managers, field officers, and NGO coordinators working in Hopley.

1. What is your role in the organisation?

2. What projects has your organisation implemented in Hopley?

3. What were the main goals of these projects?

4. Who are the main beneficiaries?

5. How are beneficiaries identified or selected?

6. From your experience, what changes have these projects brought to the community?

7. Which projects have worked well, and what made them successful?

8. What challenges have you faced when implementing these projects?

9. How do you assess whether the projects are making a difference?

10. Do you think these projects can continue after funding ends? Please explain.

11. What steps are taken to make sure the projects last longer?

12. How do you involve the community in planning and implementation?

13. Have you noticed any differences in how people benefit from the projects (for example, between men and women, or youth and older people)?

14. What changes or improvements would you suggest for future projects?

B. Interview Guide for Community Leaders

Target respondents: Ward councillors, village heads, community development committee members, and other recognised local leaders in Hopley.

1. What is your role in this community?

2. What NGO projects have taken place in your area?

3. How were these projects introduced to the community?

4. In your view, who benefits the most from these projects?

5. Are there people or groups who do not benefit? Please explain.

6. What changes have you seen in the community since these projects started?

7. Which projects have been most helpful, and why?

8. What challenges have community members faced with these projects?

9. How involved are community members in these projects?

10. Do you think the projects will continue to help the community after funding ends? Why or why not?

11. Do different groups in the community (such as women, youth, or the elderly) benefit in different ways? Please explain.

12. What suggestions would you give to improve NGO projects in this area?

3. Focus Group Discussion Guide

My name is Belinda Taruwona, a student at Bindura University of Science Education, pursuing a Bachelor of Science Honors Degree in Development Studies. I am currently conducting research for my undergraduate dissertation titled Assessing the impact of Non-Governmental Organisations (NGOs) on Community Development: A case study of Hopley Ward 13, Harare. You are kindly invited to participate in this study by completing this questionnaire. The questionnaire asks about your experiences with and perceptions of NGO activities in Hopley including their impact on your household and community. Your participation is entirely voluntary and may withdraw at any time without any negative consequences. Please be assured that all information you provide will be treated with the strictest confidentiality. This research is conducted for academic purposes. Only the researcher and her supervisor will have access to completed questionnaires. Please answer all questions as honestly as possible.

Thank you sincerely for your time and cooperation.

This discussion aims to understand community views on NGO projects, including their impact, what is working well and what still needs to be improved.

1. What are the main challenges faced by people in this community?

2. What NGO activities or projects do you know about in this area?

3. What types of projects have been carried out, and who benefits from them?

4. How have these projects affected your lives? You can mention both positive and negative effects.

5. Have these projects improved areas such as income, health, education, or general living conditions? Please explain.

6. What has helped these NGO projects to work well in this community?

7. Are there any strengths or opportunities in this community that make it easier for these projects to succeed?

8. How are community members involved in these projects, and how does this affect their success?

9. What problems or challenges affect these projects?

10. Do these projects continue to help the community after they are finished? Why or why not?

11. What projects or support are still needed in this community?

12. Why do you think some of these needs have not been addressed by NGOs?

13. Why might NGOs not focus on these areas, even if they are important to the community?

14. What changes or improvements would you suggest for future NGO projects?