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FACULTY OF SCIENCE AND ENGINEERING
DEPARTMENT OF SUSTAINABLE DEVELOPMENT

TITLE OF PROJECT

Public perceptions on the role of ICT in improving Municipal Service Delivery in Harare. A Case study of Glen-Nora District Ward 28 residents.

BY

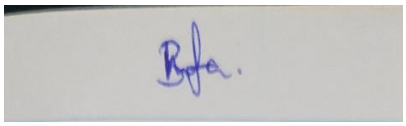
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DISSERTATION SUBMITED TO BINDURA UNIVERSITY IN PARTIAL FULFILMENT OF THE REQUIREMENTS OF THE BACHELOR OF SCIENCE EDUCATION HONORS DEGREE IN DEVELOPMENT STUDIES

RELEASE FORM

I, Bruce Musandipa hereby declare that the work presented in this dissertation entitled " Public perceptions on the role of ICT in improving Municipal Service Delivery in Harare. A case study of Glen-Nora District Ward 28 residents " has not been submitted for any other degree or professional qualification and that it is the result of my independent work. All the sources of data have been appropriately acknowledged through appropriate referencing.



Signed:___

APPROVED FOR FINAL SUBMISSION

Supervisor: 

Dr Chanza

APPROVAL FORM

DEPARTMENT OF GEOGRAPHY

The signatories certify that they have read and recommended to Bindura University of Science Education for acceptance of the research entitled, " Public perceptions on the role of ICT in improving Municipal Service Delivery in Harare. A case study of Glen-Nora District Ward 28 residents "

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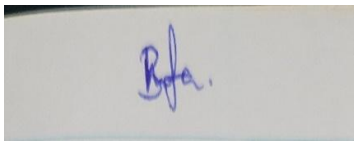
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DECLARATION

I, Bruce Musandipa the undersigned, affirm that the dissertation I have submitted is my original work and has not been previously submitted for assessment or credit at any institution. Furthermore, I attest that all sources I employed in the creation of this paper have been properly cited and referenced in their entirety.



Signed…….

DEDICATION

This undergraduate research is dedicated to my beloved family members and beloved friends, whose unwavering support, motivation and encouragement have been priceless throughout this journey of learning and discovery. With special dedication to Faith Musandipa, Rumbidzai Musunga and Silon Musandipa.

ACKNOWLEDGEMENT.

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My sincere gratitude is extended to my amazing family and friends. I never take for granted the effective support they provide. Special acknowledgment goes to Glen Norah Ward 28 community members and all stakeholders who spared their valuable time to honestly respond to my interviews and questionnaires.

ABSTRACT

This study surveyed public perceptions on the role of Information and Communication Technology in improving municipal service delivery in Harare focusing on residents of Glen Norah ward 28. The research was triggered by the growing concerns over poor service delivery such as challenges in refuse collection, water supply, billing system as well as the poor communication between residents and municipal authorities. The research targeted to assess the effectiveness of IT-based systems in enhancing efficiency, reliability and accessibility in municipal service delivery. A mixed-method design was adopted for both qualitative and quantitative approaches. Questionnaires, Focus Group Discussions, Observation checklists and Key informant interview guides were used to collect data within ward 28 residents and the collected data was analyzed through thematic analysis for qualitative and descriptive statistics for quantitative data. Though the residents appreciated the use of ICT, the study however revealed challenges that limit the effectiveness of ICT and the responses from the municipal officials in spite of the online reporting systems. The study therefore concluded that ICT plays an important role in improving municipal service delivery though its effectiveness mainly depends on adequate infrastructure, public awareness, affordability and the commitment by COH. The recommendations by the research stated that the City of Harare should invest more on infrastructure, training, enhancing responsiveness to the complaints by the public through digital platforms as well as improving digital communication channels. It further recommends that local authorities and telecommunication companies should collaborate to improve access to internet services that are accessible and affordable to all Glen Norah ward 28 residents and Harare at large.

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LIST OF ABBREVIATIONS AND ACRONYMS

COH	City of Harare
Dept.	Department
DOW	Department of Works
FGDs	Focus Group Discussions
ICT	Information and Communications Technology
IT	Information Technology
KII	Key Informant Interview-guide
PEOU	Perceived Ease of Use
PU	Perceived Usefulness
SMS	Short Message Service
TAM	Technology Acceptance Model
USSD	Unstructured Supplementary Service Data
ZIMSTAT	Zimbabwe National Statistics Agency

CHAPTER 1: INTRODUCTION

1.0 BACKGROUND, PURPOSE AND SCOPE OF THE RESEARCH.

Information and Communication Technologies when infiltrated into diverse governance systems can transform and positively influence how services can be and are delivered to the public. Digital platforms, E-governance and other tools have made service delivery globally to be more efficient, transparent and more accessible. ICTs assist local governments to manage services such as the supply of water, waste management and collection as well as the handling of complaints from citizens receiving and accessing the services being offered.

In Zimbabwe, there is a gradual inclusion of ICT in public administration. Harare City Council introduced digital platforms such as SMS services, municipal websites, WhatsApp channels and hot-lines as well as the use of social media platforms to enhance service delivery and communication with the residents (Savadye et al., 2025). There is therefore a digital divide within the 25 Districts in the City of Harare where in districts like Glen-Nora continues to have residents facing poor or no waste collection and management, broken water and sewer pipes, unattended complaints as well as delays in response to complaints.

It remains unclear how the residents view use of ICT in improving service delivery, whether they find these tools helpful, if the tools are accessible and easy to use or whether the residents are aware and fully equipped with information that they exist. This research therefore focuses on how Glen-Nora district ward 28 residents perceive ICTs role in delivering services, which is essential for improving future digital government efforts. The pith of the study is on how the residents are aware of these tools, how often they use them and how effective they think they are.

Although the research focuses on one community, Glen-Nora District ward 28, its findings have a potential to help improve the use of ICT in other urban and rural areas of Zimbabwe. The study will gather both survey and interview data from residents and stakeholders involved in service delivery.

1.1 JUSTIFICATION OF THE STUDY

Effective and transparent service delivery stimulates and ensures sustainable development from district to national to regional levels thus several reasons to why this study is crucial. To begin with, although the digital platforms are but in place and to some extent being implemented, there is limited research on whether the residents actually use the platforms or even trust them. On top of that, Glen-Nora district is a suitable area for a case study because it is facing the common urban service delivery challenges.

However, many of these studies focuses on national levels rather than the local communities. This research will provide much needed insights on how urban residents interact with and perceive ICT tools to improve the provision of services focusing on Glen Nora District case study.

1.1 PROBLEM STATEMENT

The population growth and speedy urbanization in Harare, Zimbabwe's capital city has put a strain on Municipal Service Delivery (Muzondi, 2014). These services include sanitation, water, transport and waste management to mention but a few. According to (Marie, 2024), the structures of governance by the City has struggled to keep up with the growing population needs resulting in inefficiencies and inadequacies in service. ICTs have been globally recognized as critical enablers of efficient and transparent service delivery. In Zimbabwe, efforts have been put to integrate ICTs into government operations so as to enhance responsiveness, reduce corruption as well as increasing citizen engagement (Sikhosana & Molope, 2026).

However, the implementation and outcomes of the initiatives often varied particularly in the Local Government level. According to Mutseta (2016), Glen-Nora District ward 26, 27 and 28 face long standing challenges continuously. These are challenges in accessing timely and quality Municipal Services which include waste management, water supply, and housing services. The City had introduced ICT platforms such as WhatsApp hot-lines, Municipal website and SMS feedback systems but there appear a gap and glitch between the targeted improvement and the actual citizen satisfaction and

usage. The adoption of ICT remains limited, the gap therefore, raises critical questions on public awareness, accessibility, trust as well as the usability of the ICT tools for service delivery. It is crucial to understand and note the public perceptions on ICT to enhance engagement by citizens. Thus, this study explores how Glen-Nora District ward 28 residents perceive the role of ICT in improving service delivery and the factors influencing the perceptions.

1.2 STATEMENT OF PURPOSE

The research seeks to evaluate the collective opinions or attitude of residents towards the role of Information and Communication Technologies in improving service delivery by the Municipality or Local Government in the city of Harare, Glen-Nora district ward 28.

1.3 AIM

To assess public perceptions of the role of ICT in improving service delivery in Harare, focusing on Glen-Nora District Ward 28 residents.

1.4 OBJECTIVES

1. To determine the rate of awareness and usage of ICT platforms among Glen-Nora residents for accessing public services.
2. To assess residents' perceptions on the effectiveness, efficiency and reliability of IT-based service delivery systems.
3. To determine challenges encountered by residents in utilizing ICT for interaction with Local Government services.
4. To propose policy recommendations for enhancing the adoption and impact of ICT in local service delivery based on public perceptions.

1.5 RESEARCH QUESTIONS

1. What are the challenges faced by residents in using ICT for interaction with municipal services?
2. What is the rate of public awareness and usage of ICT tools to access services among Glen-Nora residents?
3. How do Glen-Nora residents perceive the effectiveness and responsiveness of IT-based platforms to offer municipal services?
4. What strategies can be proposed to navigate the use of ICT to enhance municipal service delivery in Glen-Nora District ward 28?

1.6 DEFINATION OF TERMS

- Service delivery- the mechanism through which services like waste collection, water supply and road maintenance are provided to citizens by the Local government authorities.
- Public perception- the collective opinion or attitude of residents towards a particular subject. In this case the subject is the usability and effectiveness of ICT in service delivery.
- ICT [Information and Communication Technology] - A broad term that encompasses digital tools and platforms such as internet, mobile applications, SMS, and other sorts of digital media used for communication and service delivery.
- Digital Divide- the gap between communities having access to modern information and communication technology and they that do not have any access.
- E-Government- the electronic means used by the government to ensure the provision of services, information and communication with citizens.

1.7 ORGANIZATION OF STUDY

This research is organized into five distinct chapters with each contributing a unique insight towards the problem being researched. Chapter 1 is an introduction constituting the basis of the research through the presentation of the background, justification, problem statement, objectives, research questions, definition of key terms and the overall structured work. Furthermore, Chapter 2 is Literature review**.** It assesses and examines the previous researches on the roles of Information and Communication Technologies in enhancing service delivery through the theoretical framework guided by the Technology Acceptance Model [TAM]. In addition, Chapter 3 has the Methodology**.** It describes the design of the research, population, data collection instruments, data analysis procedures, sampling techniques and the ethical considerations. It exposes the systematic approaches initiated to gather information and well as the approached used to interpret the collected information. Moreover, Results are discussed in Chapter 4. Interpretation and presentation of the research findings from the actual data as both the qualitative and quantitative feedback and results are analyzed in relation to the research questions and the literature review. Lastly, Chapter 5 provides for the conclusion and recommendations. The key findings are summarized, conclusions are drawn and practical informed policy-oriented recommendations are suggested. A balanced argument is sited on limitations and opportunities for other researches.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

This chapter reviews scholarly work on the role of Information and Communication Technologies [ICT] in public service delivery. It focuses on the residents' perceptions, urban governance as well as local level implementation in Zimbabwe narrowing to the City of Harare, Glen-Nora district ward 28. The review helps to establish a theoretical foundation for the research through highlighting gaps in the literature and identifying key variables for investigation.

2.2 CONSEPTUALIZING ICT IN PUBLIC SERVICE DELIVERY

ICT refers to a broad range of digital tools such as websites, social media and SMS platforms that enable data exchange, communication and the interactions between citizens and the government institutions. In public service delivery, ICT can be used to facilitate service requests, reduce corruption through promoting transparency and accountability as well as streamlining communication. ICT have been put in place to manage services like waste management and collection, billing systems and water supply reporting in urban settings. David et al., (2023) postulate that, local governments may provide digital channels for use by residents to report on service issues as well as giving feedback on the services being offered. The digital tools can also be used to track responses and feedback provision on the performance of the ICT in influencing service delivery.

2.3 PUBLIC PERCEPTION AND USE OF ICT IN GOVERNANCE

Public perception refers to how the local resident view and interprets the usefulness efficiency and reliability of ICT platforms and tools in improving service delivery. Findings indicate that positive perceptions from residents encourages the use of ICT in service delivery whilst negativity hinders the engagement of ICT. Even in areas where ICT is available and active, the uptake is low due to the public's lack of awareness, lack of trust in the system as well as digital illiteracy (Sun et al., 2023). Therefore, perceptions from the public are crucial in determining the result and effectiveness of e-government initiatives. The local people in local communities are likely to adhere to

and adopt ICT given that their concerns and expectations are heard and met in their period of expectation. Any disappointment to the public's faith and trust in the governance systems triggers resistance and ignorance which is a hindrance to ICT positively impacting service delivery.

2.4 ICT AND SERVICE DELIVERY IN ZIMBABWE

The government of Zimbabwe has made diverse attempts in integrating ICT into public service systems and governance. For instance, e-passports and Public Finance Management system are some initiatives by the government of Zimbabwe. The City of Harare also introduced WhatsApp and SMS platforms to siphon services to its residents. There are however challenges such as lack of awareness, ignorance, resistance, poor internet access and outdated infrastructure. There is also limited follow ups that continues to undermine and disturb the efforts. Findings reflect that the implementation of ICT is weak as citizens often report the ineffectiveness and non-functionality of ICT in service delivery resulting in loss of trust in the system by the residents.

2.5 BARRIERS TO EFFECTIVE ICT USE IN LOCAL COMMUNITIES

A barrier refers to an obstacle that hinders progress and these can be physical or non-physical. The successful use of ICT in improving service delivery can be hindered by various barriers especially in low-income communities like Glen-Nora district ward 28. These barriers include;

2.5.0 LITERACY

Most of the platforms and tools are encrypted in English and it limits access by the illiterate [not fluent and knowledgeable] residents. This makes it difficult for many users or residents to be actively involved in the use of IT to access services. At times it is due to ignorance where residents resist the use of ICT to access services, the rather prefer the traditional mode of interacting physically.

2.5.1 LACK OF AWARENESS

The huge population are unaware of the existence of such platforms or even not acquainted with the knowledge on how to use them since they are used to being assisted physically. This lack of awareness can even be a as a result of ignorance and resistance which hinders the effective use of ICT in service delivery. It can be the lack of awareness by the service providers and or by the recipients.

2.5.2 DIGITAL DEVIDE

Many residents lack access to smartphones, stable internet as well as access to electricity. The accessibility to these accessories and gadgets is relative where what others consider to be affordable, some can fail to afford. It cannot be ignored that the area of study, Glen Nora District ward 28 is socially stratified, which makes the digital divide barrier inevitable.

2.5.3 OUTDATED INFRASTRUCTURE

There is poor user experience as many platforms are difficult to operate and they are not maintained and well serviced. The platforms, software and site require regular update and service to improve efficiency. Therefore, outdated infrastructure therefore negatively affects the performance of IT.

All these barriers reduce the effectiveness of digital tools integrated into various systems to enhance service delivery because they result in low uptake and poor feedback cycles.

2.6 RESEARCH GAP

Researches in Zimbabwe mainly focused on the adoption of ICT in the Educational sector and the central government having limited concentration on local municipalities as well as ward level service delivery. For example, the general citizen dissatisfaction with e-government tools in Harare City Council. The adoption of ICT in service delivery by the City council seem to be more verbal and on paper but not practical as Glen-Nora district ward 28 is infested with illegal dumping site, blocked and bursting sewer and water pipes that have been reported for years and are not yet attended to. As a result, this has led to the contamination of the Mukuvisi River in Glen-Nora with sewage.

This research therefore fills up the gap through focusing on resident's perceptions at ward level helping to understand why some communities benefit from the effects of ICT while other parts remain marginalized, disengaged and undeserving.

2.7 THEORATICAL FRAMEWORK

This research is guided by the Technology Acceptance Model (TAM). It is a model that explains how the users of technology come to accept and use it. It is based on two factors that influence the acceptance by the public and these factors are, the Perceived Ease of Use (PEOU) which is the belief that the use and adoption of ICT is simple and effortless. The Perceived Usefulness (PU) which is a belief that using ICT will improve access to services and their outcomes. TAM is a suitable lens to analyze ICT adoption in service delivery because the two main factors that influence the public's perceptions are directly related to public trust, satisfaction and awareness.

2.8 CONCLUSION

The literature reviewed reflects that the ICT are important in that they can help improve municipal service delivery through enhancing efficiency, insuring transparency, public engagement as well as accountability. The impact is therefore initiated through local contextual factors such as infrastructure availability, government framework, socio—economic inequalities and digital literacy. Past studies reflect that SMS reports, digital platforms and online payment systems can shorten service response times and reduces chances of corruption, barriers and unreliable electricity provision and connectivity. This implies that all efforts to utilize the use of ICT in Glen-Norah District Ward 28 should exceed the levels of just launching the technology. It should fix basic infrastructure, assist and teach residents how to use and interact with the digital tools and platforms. Services within the community should be well designed and the municipal systems should be strengthened to boosts the response mechanism. Through such actions being initiated the use of ICT becomes a reality, efficient and practical in a way to improve service delivery for all residents.

CHAPTER 3: RESEARCH METHODS AND MATERIALS

3.1 INTRODUCTION

The chapter discusses the research design, target population, sampling methods, data collection techniques, data collection, analysis procedures as well as the ethical considerations. These chosen methods are aimed at generating reliable, valid and relevant data that aligns the objectives and aims of the study. It as well involves the possible limitations encountered. The author in this research made wise use of a mixed methods approach to integrate qualitative and quantitative techniques to gather deeper understanding and interpretation of the public perceptions. Qualitative research approach was employed through interviews and focus groups to gather public perceptions the impact of IC in improving service delivery in Harare, Glen Norah District and Ward 28. The purpose of this chapter is to provide a detailed account of how the research was carried out to obtain its objectives.

3.2 RESEARCH DESIGN

The study adopted a descriptive research design to gather detailed information on the public perceptions on the role of ICT in improving Municipal Service Delivery in Harare, Glen Norah District ward 28. This study targets to capture mutually qualitative and quantitative data through the structured surveys and semi-structured interviews. It employs a stratified random sampling technique that ensures that different demographic groups are equally and well-presented amongst the participants. The Likert-scale questions will be used in the surveys to measure the resident's views on the effectiveness of diverse ICT tools quantitatively. Interviews will provide the researcher with deeper insight on the individual experiences and suggestions or improvement by the public. Statistical methods for quantitative data will be involved in data analysis. These include the use of software and thematic analysis for the responses that are qualitative. Ethical considerations are crucial since the ensure anonymity, informed consent as well as the right to withdraw from the research.

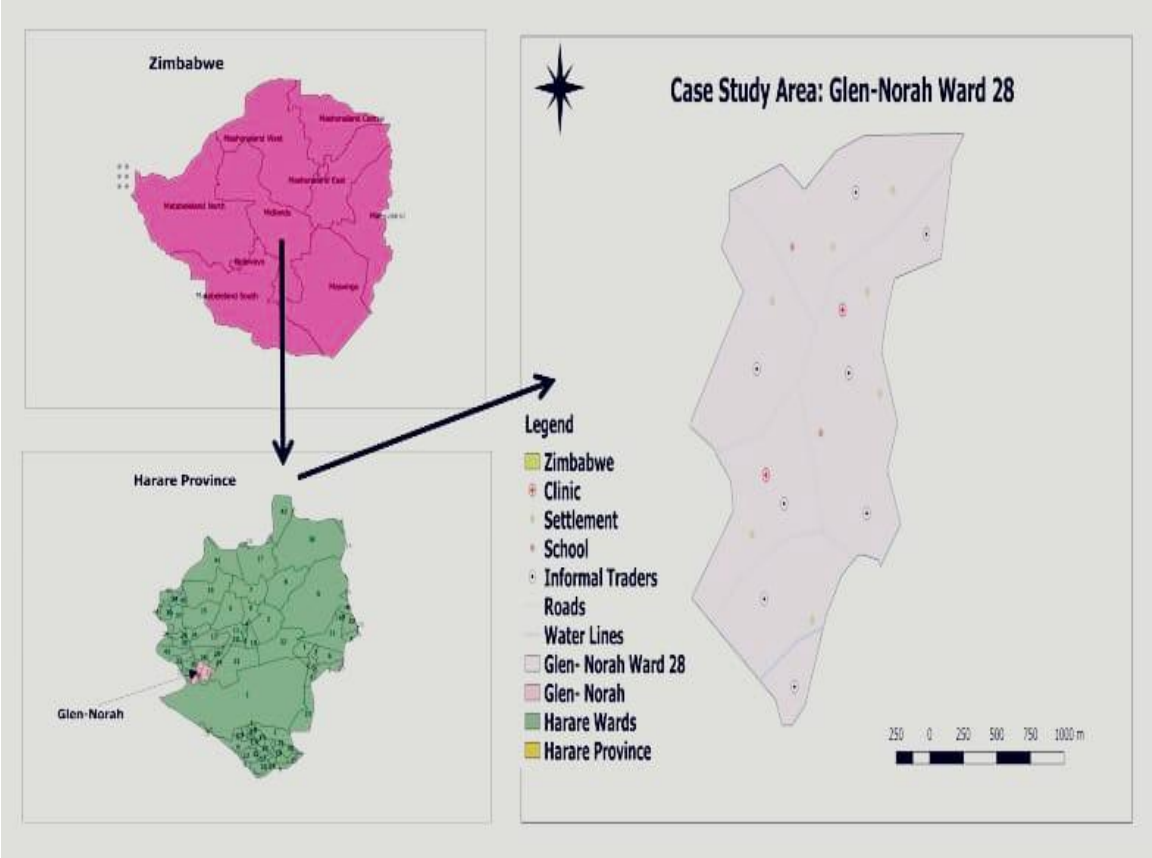
This design was selected because it enables triangulation, improving the validity of the results through the combination of the numerical data, personal experiences and opinions.

This chapter sets the foundation to understand how ICT affects the public perceptions and service delivery either positively or negatively contributing ultimately to better governance in Harare City and Zimbabwe at large.

3.3 DISCRIPTION OF THE STUDY AREA

Glen Norah is a high-density suburb located southwest of Harare, Zimbabwe and was developed in the 1960s. It is structured into 3 wards, ward 26, ward 27 and 28. Ward 28 is designed for high walkability, localized amenities, central commercial areas and public transport links. Glen Norah ward 28 is under the jurisdiction of the Harare City council. **Fig 3.1** provides an overview of Glen Norah Ward 28 layout, setting a deeper stage for exploring the public perceptions on the use of ICT to improve municipal service delivery.

Fig 3.1 STUDY AREA MAP



3.4 RESEARCH APPROACH

A mixed-methods research design was adopted to incorporate both qualitative and quantitative approaches so as to gain a comprehensive understanding. The quantitative component involved the use of structured questionnaires to gather the data that is measurable. For instance, awareness, usage and residents' satisfaction with ICT platforms. It also presents the sample of residents focusing on measuring the attitude towards ICT tools and platforms and the public's perceptions through the Likert scale.
The Qualitative included semi-structured interviews targeting deeper insights into the public's attitudes, experiences, perceptions and suggestions regarding ICT in enhancing service delivery. Focus group discussions targeting data pertaining to how the public perceive the use of ICT to enhance service delivery, their interaction with the platforms as well as the challenges faced and limitations. The research also involved a case study which is defined as an in-depth study of a particular research problem rather than a far-reaching statistical examination or survey (Coombs, 2022).
The dual approach also permits triangulation of data thereby improving the validity and reliability of the findings. Through integrating numerical data and narrative descriptions, the study is guaranteed to provide a holistic view on how ICT improves municipal service delivery and public satisfaction. It also triggers more informed recommendations for policy formulation and implementation.

3.5 TARGET POPULATION

Target population refers to a group of people from which a distinct sample can be drawn from (Willie, 2024) The target population is comprised of the residents of Glen-Nora District ward 28, Adult residents [house heads, adult household members], key local stakeholders within Glen-Nora District [local business owners and operators who should have experience and opinions about municipal services], community leaders [ward counselor], municipal frontline staff [clerks, technicians and operators], youths and student residents [18 to 35 years] as well as the users and non-users of ICT. The permanent resident should have stayed in Glen-Norah for 6 or more months.

3.6 SAMPLING PROCEDURE AND SAMPLE SIZE

A sample refers to a set of elements which are ideally representative of the population (Random Sampling, 2008). The sampling techniques are classified into probability and non-probability. This study therefore utilized stratified random sampling and purposive sampling to select participants who could provide relevant and multiple viewpoints concerning the focus of the study. On the preparatory stage, ethical clearance was obtained and Local leaders were engaged to ensure acceptance and compliance by the community. The mixed method initiated ensures that the range and depth of the public perceptions on the use of ICT to improve service delivery is collected and captured.

Stratified random sampling is a probability sampling technique where the total population is divided into smaller, non-overlapping subgroups known as strata. Strata are created based on shared characteristics and these include gender, age, income level and geographic location (Random Sampling, 2008). It divides the Glen Norah District population into subgroups to ensure that the final sample is truly representative of the population's diversity. The stratification of the population selected helps to reduce the collection of biased information.

3.7 PURPOSIVE SAMPLING

Purposive sampling is a non-probability sampling technique through which the researcher deliberately selects participants based on specific characteristics, knowledge and experiences which are directly relevant to the research question (Tajik et al., 2025). This method allows the researcher to select participants based on what they possess in terms of experiences and awareness. Purposive sampling was employed to select key informants such as the ward counselor, municipal officials and the residents equipped with ICT knowledge and experience as well as with opinions on municipal services. A mixed method allows for triangulation and it enhances the validity and comprehensiveness of the study findings.

3.8 SAMPLE SIZE

According to the 2022 Population and Housing Census results by ZIMSTAT, the Harare Province has a population of 2,427,231, with a high population density of 2,582 per km². While figures for Glen Norah as a high-density suburb of Harare had an estimated population of approximately 60,000 residents. The area is split into multiple wards, with Ward 27 for instance, reporting 1 954 households and Ward 28 reporting 2 000 in the preliminary analysis. According to the 2022 census, the average household size in Zimbabwe is 4 persons per household. The calculated sample size is the 5% margin of the 2000 households which is 100 participants. 15 participants are key informants comprising of 6 municipal officials, 3 ward leaders, 3 ICT personnel, 3 and business operators. This percentage constitutes the qualitative component. The primary participants took the root of quantitative methodology in which 85 households participated which are the resident of Glen-Norah ward 28 who have the total of 6 or more months of settling in this community.

3.9 DATA COLLECTION PROCEDURE AND INSTRUMENTS

Data collection refers to the systematic process of gathering information from primary and secondary sources to answer questions, test hypothesis, support decision measuring performance (Sukmawati, 2023). This involves selecting what is to be collected as well as choosing the methods of collection and the instruments to be used. Data was collected after obtaining approval from the University ethics committee and a mixed-method approach was adopted to obtain scope and depth of the public perceptions. An interview guide, observation checklist, questionnaires and focus group discussions were the instruments used by the researcher.

3.9.1 USE OF QUESTIONNAIRES

Structured questionnaires were used to collect qualitative data so as to capture measurable data from the primary participants on accessibility to ICT tools and platforms, the frequency of use, satisfaction and impact of municipal services as well as the public perceptions. They were as well used to gather information on the awareness of ICT-enabled initiatives by the municipality and the impact that ICT brought on service delivery.

They included both Likert-scale open-ended and close-ended questions on, Satisfaction with service delivery, Frequency of the ICT usage, Barriers to the adoption and integration of ICT as well as Awareness of ICT platforms and Perceived effectiveness [see appendix 1]. This was developed to collect primary data from the respondents. The questionnaires were structured into 5 sections. Section for demographic information (gender, age, education, occupation and household size), access to ICT tools or platforms (device ownership, access to internet, ownership of mobile phones as well as the frequency of use), use of ICT to access municipal services (interaction with municipal websites, digital payment, mobile applications, SMS services and digital reporting system), satisfaction and perceptions (transparency, overall satisfaction, responsiveness) and a section for barriers and suggestions.

The questionnaires were written in both English and Shona and were administered and interpreted with the help of trained and experience census takers. The paper printed questionnaires were administered face to face by the researcher to the targeted population. Completed papers were checked regularly and were stored and secured for confidentiality.

3.9.2 USE OF INTERVIEW GUIDE

A Key Informative is defined as a qualitative data collection method used by the researcher to conduct a semi-structured or open-ended interview with participants who have specialized knowledge, experiences and strategic perspectives on the topic, population, system and organization under study (Nuryanto et al., 2025). In the context of this study, the interview guide was employed to collect in-depth data from ward councilors, municipal officials (Clerical officers, IT technicians), community leaders and the business personnel. It targeted to explore the implementation of ICT in service delivery, institutional challenges and shortcomings, feedback mechanisms and the recommendations for improvement. These interviews permit in-depth exploration of the complex issues. During the field work there was Participant observation involved and the qualitative data was audio-recorded during the interview sessions. The quantitative date was converted into a spreadsheet for statistical analysis. Secondary Data was sourced from Harare City Council reports, ICT policy documents and the existing studies on ICT and Urban Governance.

The initiative targeted to capture information on current ICT initiatives (the description of municipal IT platforms and services that are in use in Harare, Glen Norah District and more specifically in Ward 28), access and usage, benefits and impacts as well as challenges and barriers (technical, financial, literacy levels and governance challenges that are being encountered that affect the effective provision of municipal services and the effectiveness of utilizing the use of ICT to improve service delivery). A more physical open-ended interview accompanied by audio recording was employed for each 20 to 30 minutes session (see appendix 2).

3.9.3 THE USE OF OBSERVATION CHECKLIST

The checklist is a structured tool used to record, measure and evaluate specific behaviors, skills, conditions or events during the observation of physical, social and technological features (Nuryanto et al., 2025). In the context of this study, the features are in relation to Glen-Norah District Ward 28 and are relevant to the public's interactions with municipal services and ICT. The data from observations complement interview data, assists in conceptualizing public perceptions as well as identifying the barriers to the effective use of ICT in municipal service delivery. The observation checklist included a printed checklist [see appendix 3], with record for the date, time as well as specific location. It also indicates the observation type and response option [yes/no/not applicable]. The checklist targeted the presence and conditions of municipal offices, internet cafes and mobile money agents, availability of information on municipal services, service delivery processes (queues, use of digital tools and availability of digital payment platforms), observing the evidence of residents using ICT tools to access municipal services as well as ICT access points (computers that are accessible and functional, Wi-Fi-hotspots and public terminals).

The observations were conducted at different time intervals for verification with each site being observed twice. Photographic documentation was employed where necessary and when permission was granted. Observations were employed to triangulate the data collected through questionnaires, interviews and focus group discussions.

3.9.4 USE OF FOCUS GROUP DISCUSIONS

Focus groups benefit both the researcher and participants. Focus groups are frequently used as a qualitative approach to gain an in-depth understanding of social issues. The mode aims at obtaining data from a purposely selected sample size. The participants managed to issue out their perceptions on the role of ICT in improving Municipal Service Delivery. The emphasis was on how knowledgeable residents are, challenges faced when interacting with the IT tools as well as advantages over challenges. The initiative targeted at exploring collective views by the public, the shared experiences as well as the community-level changing aspects concerning ICT and municipal services among the residents in Glen Norah ward 28. The researcher managed to ask questions thereby keeping the group on track. Three groups of 4 to 5 people were engaged (a mixture of youths from 18 to 35 years, adult men and women, formal and informal sector workers).

The discussions were focused on awareness of ICT options to interact with municipal services, daily experiences with services offered by the City Council (water and sanitation, waste management, roads and health services), barriers and the expectations and recommendations by the public. The researcher was the moderator in each session, ground rules were observed and ethical considerations were noted.

3.10 DATA ANALYSIS PROCEDURES

Qualitative data from Interview guides, FGDs and the Observation checklists were analyzed using Thematic analysis. Recurring patterns and themes were identified, coded and interpreted to understand public perceptions, attitude and the underlying factors affecting IT-based service delivery. Quantitative Data from the collected questionnaires was coded and analyzed through the use of Statistical Package for Social Sciences to summarize descriptive statistics such as percentages, frequencies and means as well as to test the relationship between variables such as ICT use and satisfaction with the services being delivered. Done through applying inferential statistics such as the Chi-square tests.

3.11 VALIDITY AND RELIABILITY

Research instruments are the tools, devices and procedures that range from questionnaires and tests to observations and sensor-based devices that are used by researchers to collect, measure and capture data that is relevant to specific research (Azodo et al., 2020). The author of this research used a pen, notepad, questionnaires and a digital recorder as instruments to carry out the research

3.12 ETHICAL CONSIDERATIONS

The study adhered to ethical standards which are important to ensure that the research is conducted in a respectful manner, responsive as well as a way protective to the participants involved observing their rights. These standards include, Informed consent, Voluntary participation. Anonymity and confidentiality. Ethical permission was obtained from the appropriate university research ethics board prior to data collection.

- **INFORMED CONSENT**

All the people engaged were informed on the purpose of the research and their right to withdraw if felt so and time was clarified. Participants received clear information on the procedures, risks, benefits, alternatives and confidentiality. Consent materials were written in plain language [English] and was translated into local language [Shona]. The contact information for the author of the research will be provided and an age-appropriate assent will be obtained.

3.12.1 VOLUNTARY PARTICIPATION

Participation was based on free will with no form of coercion or any incentives being given or offered in return for the information obtained. Interested people volunteered out of their will to participate in focus groups, interviews as well answering questions on the questionnaires without them being persuaded.

3.12.2 ANONYMITY AND CONFIDENTIALITY

Anonymity means the subject's identity is completely unknown to researchers and not collected at all (Hoft, 2021). Confidentiality means researchers know the participant's identity but securely protects it ensuring that data is never disclosed or linked to the individual. The responses therefore were used for the purposes of academics only and they were kept anonymous. Names were not involved on the questionnaires, titles and positions were classified and confidentiality was kept encrypted.

3.12.3 CULTURAL SENSITIVITY

Cultural sensitivity refers to the ability to recognize, respect and appropriately responding to cultural beliefs, practices, values and social norms of the community and individuals involved in the research (Foronda, 2008). The author managed to avoid imposing his own cultural assumptions to seek understanding of local contexts. The interaction involved the use of Shona and English for effective communication. The techniques avoided stereotyping, community leaders, local stakeholders, Harare City Council officials were engaged and permission was granted to carry on with the research. Where literacy was limited, consent was obtained orally through interpreting the demands in vernacular. The research made sure that there was respect for cultural identity.

3.12.4 PROTECTION FROM HARM

The interactions and questions asked were apolitical to ensure that the participants were safe and the feedback needed from them was not biased. The environments and atmospheres of interaction during data collection ensured safety from both weather conditions such as heat and rain. Interactions mostly took place indoors as well as through observations as the public interacted with ICT tools to interact with the municipality for services.

3.13 SUMMARY

This chapter outlined and described the methodology used to investigate how Glen-Nora ward 28 residents perceive the role of ICT in enhancing municipal service delivery. It as well justified the use of mixed-method design, described the sampling and data collection procedures as well as highlighting tools used to analyze the data. Ethical and reliability measures were as well addressed to ensure credibility of research findings. Ethical considerations ensured that the information to be collected was not prone to bias and that it was apolitical.

CHAPTER 4: ANALYSIS AND RESULTS

4.1 INTRODUCTION

This chapter presents the results, analysis and interpretation of the collected data in the field pertaining to the public perceptions on the role of ICT in improving municipal service delivery in Harare, a case study of Glen-Norah ward 28 residents. The findings are going to be presented in line with the major four study objectives. Study questions are analyzed using descriptive and inferential methods to ensure that the aim of the study is obtained. Pie charts, Graphs and Tables are used to demonstrate quantitative findings and the participant narratives are quoted in support of the findings as well as to provide a description. This chapter has three main sectors where the first describes the demographic characteristics of respondents (Age, sex, education level, employment status) so as to contextualize their ideologies on ICT and municipal service delivery. Furthermore, it presents and explore the resident's awareness, access and usage of ICT platforms that are provided by the COH (Online billing system, SMS, WhatsApp channels, social media pages). In addition, the chapter provides an analysis of residents' perceptions of how IT-based systems have influenced the quality, accessibility as well as the accountability of municipal services in Glen Norah ward 28 and to which extent. The chapter integrates descriptive statistics from the questionnaires and thematic analysis from interviews, focus groups and the observation checklist.

4.2 DEMOGRAPHIC CHARACTERISTICS OF RESPONDANTS

The demographic characteristics of 83 respondents from Glen Norah ward 28 is presented in **Table 4.1.** Understanding the characteristics is important for the interpretation of the public perceptions of ICT on municipal service delivery, Gender, Employment status and the Length of stay in Glen Norah ward 28. Of the respondents, 51.80% were male and 48.20% were women. 14.50% had stayed in Glen Norah ward 28 from 6 months to a year, 24.10% had a stay of more than a year to 5years, 33.70% had stayed for 6 years to 10 years and those that had a stay above 11 years made up 27.70%. Furthermore, of the 83 respondents, 68.70% were employed both informal and formal. 31.30% was constituted of the unemployed respondents.

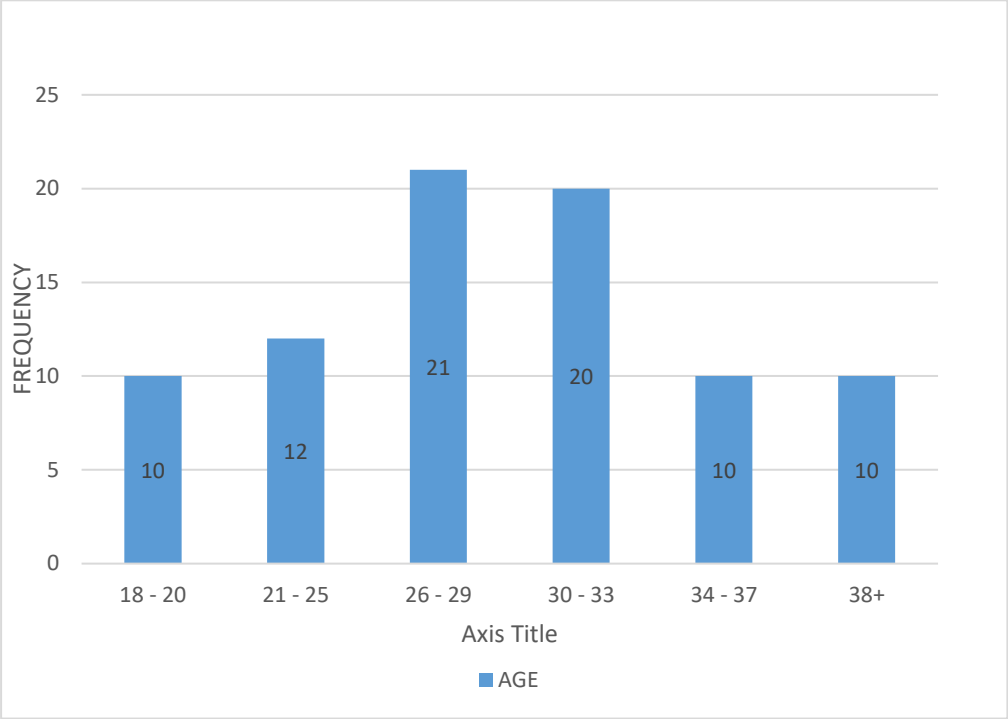
Table 4.1 DEMOGRAPHIC CHARACTERISTICS OF PARTICIPANTS [n=83**]**

Gender	Frequency	Percentage
MALE	**43**	**51.8%**
FEMALE	**40**	**48.2%**
TOTAL	**83**	**100%**
Length of stay		
6Months- 1 Year	**12**	**14.50%**
1 – 5 Years	**20**	**24.10%**
6 – 10 Years	**28**	**33.70%**
11+ Years	**23**	**27.70%**
TOTAL	**83**	**100%**
Employment Status		
EMPLOYED	**57**	**68.70%**
UNEMPLOYED	**26**	**31.30%**
TOTAL	**83**	**100%**

4.2.1 AGE DISTRIBUTION [n = 83]

The data presented on **Fig 4.2** show that out of the 83 respondents, 10 were from 18 to 20 years of age, from 21 to 25 years were 12, the majority of 21 respondents fell within the 26 to 29 brackets, followed by 20 respondents aged 30 to 33. The respondents from 34 to 37 years were 10 and from 38 years and above were 10. The age structure was important as it revealed that younger residents demonstrated higher familiarity with the ICT tool, platforms as well as digital applications

FIG4.2 AGE DISTRIBUTION



4.2.2 OWNERSHIP/ACCESS TO ICT TOOL [n = 83]

As presented on **Table 4.3,** the ownership of mobile phones, laptops and tablets as well as their successful usage was reported by 73.50%. Usage on internet or data was constituted of 42.20%, 51.80% was reported by the respondents who use WhatsApp or Facebook to access municipal service information and those that had no regular access to internet, data or ownership of mobile phones constituted 26.50%.

Table 4.3 ACCESS TO ICT TOOLS

ICT ACCCESS	REQUENCY [n]	PERCENTAGE
Owns/successfully uses a mobile phone, laptop, tablet	**61**	**73,50%**
Uses internet/ data [at least occasionally]	**35**	**42.20%**
Uses WhatsApp /Facebook to access service information	**43**	**51,80%**
No regular access	**22**	**26,50%**

4.3 RESPONSE RATE

Out of the targeted 100 residents, 83 participated thereby yielding 83% response rate. The Focus Group Discussions were slightly more with 15 (94% response rate) out of the targeted 16 participants, questionnaires targeted 58 participants and yielded 50 participants (86%), Key Informative Interview Guide and Public interviews saw lower participation with 10 out of 16 (62.5%) and 8 out of the targeted 10 participants (80%) respectively (see **Table 4.4**). These varied responses were attributed to factors such as the resident's availability and their willingness to participate as well as the levels of public engagement with Municipal services.

The high response rate for FGDs were strong and familiar to discuss ICTs role in service delivery collectively. The lower participation in KIIs and public interviews reflected hesitation among the key informants and the public to share their views.

Table 4.4 RESPONSE RATE

	TARGETED PARTICIPANTS (n1)	**PARTICIPATED** (n2)	**RESPONSE RATE**
FOCUS GROUP DISCUSSION	16	15	94%
QUESTIONNAIRES	58	50	86%
KEY INFORMANT INTERVIEW GUIDE	16	10	62.5%
PUBLIC INTERVIEW	10	8	80%

n1 = Targeted Participants

n2 = Participants Reached

The observation component of the study saw 8 out of the planned 10 observations being completed yielding 80% response rate Specifically, the 3 planned observations for the district office were completed successfully, 3 planned observations for the Headquarters were reduced to 2 (66.7% response rate), while the 4 planned observations for the community were as well reduced to 3 (75% response rate) as shown in **Table 4.5** below.

Table.4.5 OBSERVATION CHECKLIST RESPONSE RATE

SITE	**PLANNED** [n1]	**COMPLETED** [n2]	**RESPONSE RATE**
DISTRICT OFFICE	3	3	100%
HEADQUATERS	3	2	66,7%
COMMUNITY	4	3	75%
TOTAL	**10**	**8**	**80%**

n1=Number of planned observations

n2=Number of completed checklists

4.4 CONSEPTUALIZING ICT IN PUBLIC SERVICE DELIVERY

The researcher used Braun & Clarke (2006) thematic analysis which followed the six-phase process to ensure consistency (Ahmed et al., 2025). Through analyzing the data collected by the researcher, the thematic analysis revealed that Glen Norah Ward 28 residents have varying levels of awareness as well as rate of ICT tools and platform usage to access Municipal services. Limited awareness, Mobile dominance and Digital divide are the three key themes that emerged.

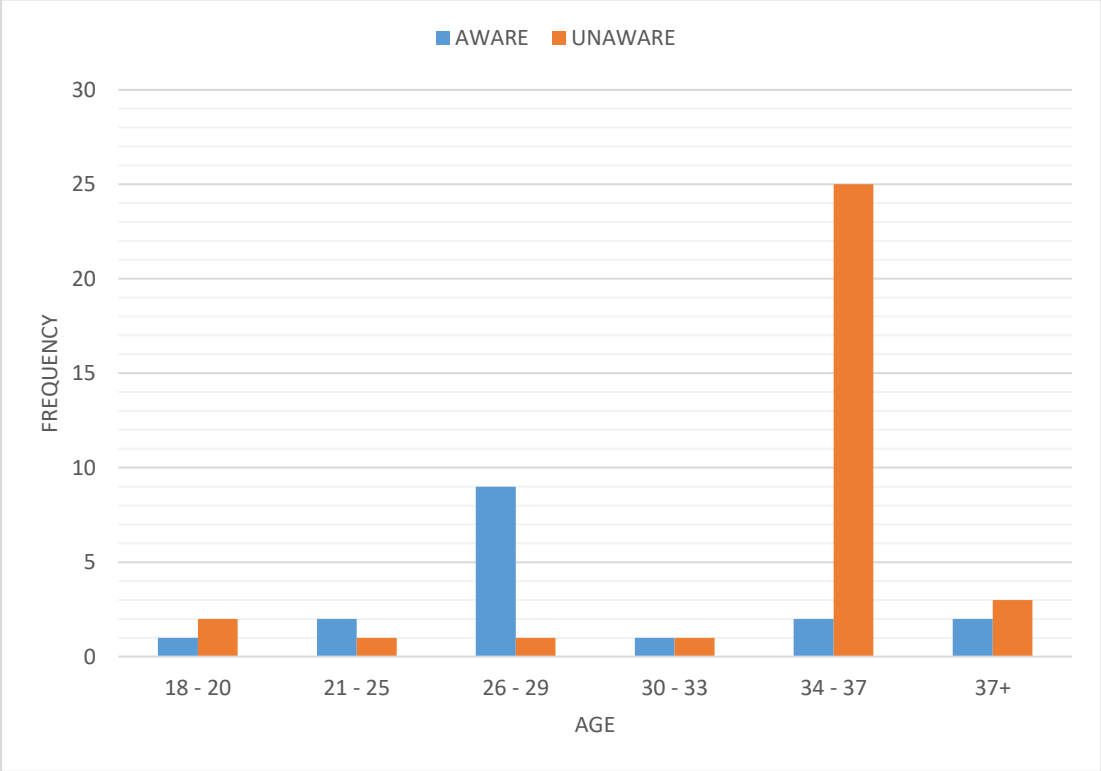
Limited awareness: The data collected from the questionnaires distributed by the researcher revealed that many residents were unaware of the official municipal ICT channels such as websites and mobile apps. Of the 50 participants who received questionnaires, 17 (34%) were aware whilst 33 (66%) participants were unaware as depicted by **Fig4.6** below. The data collected revealed that 66% of Glen Norah Ward 28 relied more on word-of-mouth and physical visits to access municipal services. This is supported by one of the residents who noted:

"I don't know if there are municipal websites, WhatsApp channels or mobile applications to access services, I have never checked since I am used to going to the district office to obtain assistance on any challenge I encounter." **[R14]**

In addition, focus groups revealed that mobile phones were the primary ICT tools used by residents in Glen Norah with a limited number of individuals who can effectively understand and are able to access services through electric platforms. The research findings revealed that youths mostly use WhatsApp and SMS for service inquiries such as reporting sewer blockages and checking bill balances. This is evidenced by the response from a brilliant youth who explained:

"I use WhatsApp and SMS to enquire my water bills, it's quicker than going to the office. I also check posts on Twitter by the COH for updates and notifications." **[R1]**

Fig.4.6 RATE OF AWARENESS



However, focus groups revealed that older residents and the less educated who makes up the huge population of the ward and district are unaware of the ICT platforms, they resist transition and they are illiterate. This is supported by one of the older residents who noted:

"Isu takakure kare, zviro zvechimanje-manje hatingazvikwanise, ndezve vechidiki." *(We grew up in a term where all this technology was not there, maybe the adoption is for the younger generation.)* **[R5]**

A digital divide existed in response to age, gender, occupation as well as levels of education as revealed by the data collected from questionnaires. This therefore affects the residents' rate of awareness to municipal websites, mobiles apps, social media and other online platforms used to access services. The data collected revealed that, the older and less educated residents tend to rely more on the traditional mode to access services such as visiting the office and seeking face-to-face intervention for assistance (**Refer to Fig4.6**). This is supported by one of the Municipal officials engaged in an FGD who noted:

"The statistics from our offices and the experience we have exposes that, we mainly interact with the old and less educated as they come physically to our offices to reports problems and inquiries. The youths and the young adults mainly access the services we offer on our websites, mobile apps and online channels on social media." **(Key informant)**

The researcher used an observation checklist to capture data on the availability of computers, other tools and their conditions, internet connectivity and availability, service delivery points, public interaction and community notice boards. The data collected revealed that there are few computers at the municipal office and most of them require repairing, replacements as well as updates. On internet connectivity, connections are there but the network is poor and slow. There are mobile money agents at the checkpoints though there are no internet cafes. The data collected revealed that there were signs, billboards and other printed materials explaining how to use ICT to inquire bill balances and make payments. These are the factors to consider that contribute to the effectiveness of the use of ICT tools to access municipal service delivery as suggested by the residents.

Furthermore, KIIG gathered key informants' insight on the reasons behind the themes that emerged. They suggested that internal and external factors contribute to the current state of ICT usage in improving municipal service delivery. The analysis of the data gathered proved that while ICT platforms are active and running, there is a room to improve awareness and accessibility. This is further supported by the key informants from the municipality and ICT experts who noted:

"We have not yet done effective and enough outreaches and campaigns to inform residents about the municipal ICT channels. We have been focusing mainly on getting the systems up and running, neglecting marketing the websites, tools and apps." **(Municipal ICT Officer)**

"Our social media platforms such as WhatsApp and SMS are convenient, cheap and widely used as they save time. It does not surprise us that there are residents who use these channels to contact us." **(ICT Expert)**

"Resource constraints and lack of digital literacy and skills are the major barriers to the adoption and use of ICT to access municipal services. We need to invest more on infrastructure development and training to bridge the gap." **(Municipal Official)**

According to the findings, mobile dominance reflected that residents find mobile platforms such as WhatsApp and Facebook useful to access municipal services as many respondents emphasized more on the possible advantages of ICT usage. This is evident in the residents' adoption of ICT for inquiries and reporting issues. This is further supported by the TAM theory where PU is a belief that using ICT will improve access to services and their outcome. The research findings also reveal that the public perceive that mobile platforms are easy to use which contribute to their dominance in the municipal systems as supported by PEOU of the TAM theory. It is however, important to note that the findings revealed that awareness and digital literacy gaps are a hindrance to the broader adoption of ICT. The digital divide suggest that the factors such as infrastructure development and training are important to boost for a wider acceptance. Therefore, enhancing awareness, improving PEOU and addressing digital literacy increases the adoption of ICT to improve municipal service delivery.

The adoption and usage of ICT in Glen Norah ward 28 aligns with Manda & Backhouses (2016) assertion that, mobile phones and other digital tools drive access to ICT in Zimbabwe. According to the data collected, residents influence technology in their daily interactions which includes interacting with municipal services. GSMA (2020) notes that, mobile phones act as primary internet access points. However, the gaps in infrastructure such as shortages or unreliable power supply and limited access to data or Wi-Fi affects the adoption of ICT by the public. Komba (2018) suggests that, investment in IT infrastructure should be robust to improve municipal service delivery which therefore highlight municipal prioritization in Glen Norah ward 28.

4.5 PERCEPTIONS ON THE EFFECTIVENESS, EFFICIENCY AND RELIABILITY OF IT-BASED SERVICE DELIVERY SYSTEMS

The objective number 2 sought to establish how the residents of Glen Norah ward 28 perceive the efficiency, effectiveness and how reliable IT-based municipal service delivery systems that the COH installed are. Data to capture the public perceptions was collected using questionnaires, FGDs, Observation checklists and Key Informant interview guide. Out of the 58 questionnaires distributed, 50 were returned giving a response rate of 86%.

4.5.1 PERCEIVED EFFECTIVENESS OF IT-BASED SYSTEMS

The researcher measured the effectiveness of IT-based systems through measuring the extent at which these systems were used by the Municipality to resolve the service delivery complaints and issues reported by the residents. The residents rated this effectiveness on a 5-point Likert scale on questionnaires. The data collected revealed that 76.4% of the respondents agreed that IT systems were effective to log complaints, issues as well as to access bills but of the 76.4%, only 24.1% indicated that the Logged-in complaints were resolved and 52.3% were left unattended to as indicated by **Table.4.7** below. This is further supported by residents who noted:

"Yes, we cannot deny that there are WhatsApp channels to communicate our complaints and toll to enquire our bill balances, but I only get reference number on WhatsApp to show that they noted my complain, but the burst pipe continues to flow for weeks without any emergency response from the municipality." **[R36]**

"Pamwe pacho tinenge tatofona kuOffice ya District Officer and they send us call in notices, but we will still have to do a physical follow-up till the complaint is resolved." (At times we call the office of the District Officer and they call us in, but we will still have to do a follow up until our issues are resolved) **[R19]**

Table.4.7 PERCEIVED EFFECTIVENESS OF IT BASED TOOLS

INDICATOR	MEAN	Std.Dev
IT makes it easier to report complaints.	**3.82**	**0.91**
IT response and reaction is faster than reporting in person.	**2.41**	**1.12**
Improves communication between residents and municipal staff.	**2..93**	**1.05**
ICT platforms are affordable and accessible to most people.	**3.67**	**0.88**

The data collected reveals a fast-track acknowledgement of IT-based systems but the glitch in the response mechanism draws the system back. Heeks (2006) notes, "*Front-end digitization is not matched by back-end enforcement.*" This stand to be a warning on "design-reality gap", where the digital systems are set to run without consistent organizational enforcement.

This therefore aligns with Fountain (2001) technology enactment framework which state that: *"Managerial follow-up determines whether the digital inputs translate to service outputs."* (Hoetker & Fountain, 2002)

The research findings revealed that Glen Norah residents perceived IT-based systems effective as they provide for easier communication with the municipality and its services, online payment of bills as well as a faster reporting systems to communicate issues. These findings align with the views of Machinga (2019), who highlighted that e-government systems can improve the residents access to the local authority services in Zimbabwe. Nel-Sanders & Malomane (2022), argued that ICT improves interaction between the municipality and the residents. The findings revealed that residents value the systems convenience and speed and ICT usage by the municipality is targeted at improving governance responsiveness.

4.5.2 PERCEIVED EFFICIENCY OF IT-BASED SYSTEMS

The data collected revealed that the researcher assessed efficiency of IT-based systems basing on the cost, the time and the effort that is saved compared to the manual system. On time efficiency, the data collected through questionnaires revealed that 24.1% of the users reported that IT platforms reduce time spent on physical follow-ups of complaints reported to the municipal offices. This is evidenced by one resident who noted:

"Mobile platforms make it easier to report issues and complaints; there is no need to queue at the office." **[R27]**

However, 52.3% of the respondents indicated that they still had to visit the District Office or the Rowan Martin Building because the system proves to be slow. Through collecting data using an Observation checklist, the researcher managed to reveal that 25.6% of the residents who visit the municipal offices are those that will be doing follow-ups on pending complaints and 58.3% makes up the population of residents who do physical bill payments and inquiries. This is supported by a resident and a municipal staff member who stated:

"Sometimes the systems work faster, sometimes it does not. The system reflect that progress is pending, I will have to visit the office physically more than thrice because of waste management and sewer bursts." **[R33]**

"We struggle with infrastructure, at times our systems are down and the communication and interaction with the system becomes poor, so it our networking system." **[Municipal Staff Member]**

On cost efficiency and effort saved, the data collected revealed that of the 8 participants (80%) involved in an interview guide, 64.6% agreed that USSD and WhatsApp saved costs for transport to visit the offices. Glen Norah ward 28 residents spend the minimum average of $3 on data that cover their monthly interaction with the IT-based municipal systems to access services compared to spending within a range of $4 to $6 on transport on each physical visit to the office.

Some of the responses by the respondents highlighted that ICT systems can be efficient as they result in queuing being reduced, saving time as well enhancing the speed to access municipal services. Others reported that the online payment platforms have the potential to make service delivery more convenient and accessible. However, others complained about disruption in access to internet as well as system failures especially month-ends which affected efficiency. This feedback supports Chilunjika (2024), who stated that ICT systems enhance efficiency in public service delivery. Twinomurinzi et al. (2021), argued that e-government systems enhance responsiveness and operational effectiveness. The infrastructure gaps may hinder the full potential of ICT efficiency.

4.5.3 PERCEIVED RELIABILITY OF IT-BASED SYSTEMS

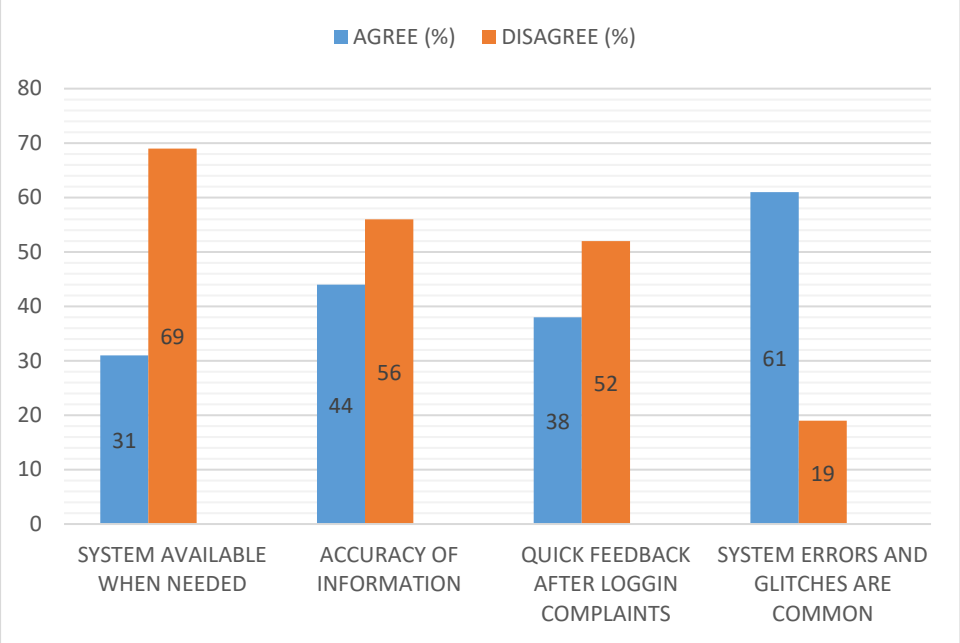
The perceived reliability response as recorded was based on the residents' experience and interaction with the ICT platforms and tools which determine the systems availability, accuracy as well as consistency. **Figure 4.8** below illustrated the feedback loop, digital divide as well as the system downtime. Respondents reflected that the "system upgrade" message always pop up on the payment portal especially when bills are due [month ends]. As illustrated, 79% of the respondents indicated that the system is not always available when needed. This is evidenced by one resident who note:

"The portal is always down especially month-ends when bills are due. We will have to visit the offices to make payments." **[R21]**

53% of the residents, from the data collected revealed that ICT systems are a "one-way stream". After residents login their complaints or make bill payments, there is no update on confirmation and the feedback on the reaction space until the residents embark onto physical follow-ups. This is supported by one of the residents who note:

"The municipality does not always respond nor do they confirm receipts. Ukasatofamba kuenda kuma Offices avo, you will be surprised uchinzi unechikwereti." (The municipality does not always respond nor do they confirm receipts. You will have to visit their offices. You will be surprised to be alerted that you have a standing balance) **[R30]**

Fig.4.8 ICT RELIABILITY RESPONSE



From the data collected, 61% of the respondent agreed that there are a lot of system errors and glitches where residents encountered mix-up of names and wrong spellings in the system portal. Poor network and the digital divide also affected IT reliability. The elderly respondents (37+years) highlighted that the low reliability is due to the lack of skills. This is evidenced by elderly responded who stated:

"System yekubhadhara nephone inosvika paku cutter ndisati ndapedza kubhadhara." (This electric system times-out before completing all the payment procedures) **[R41]**

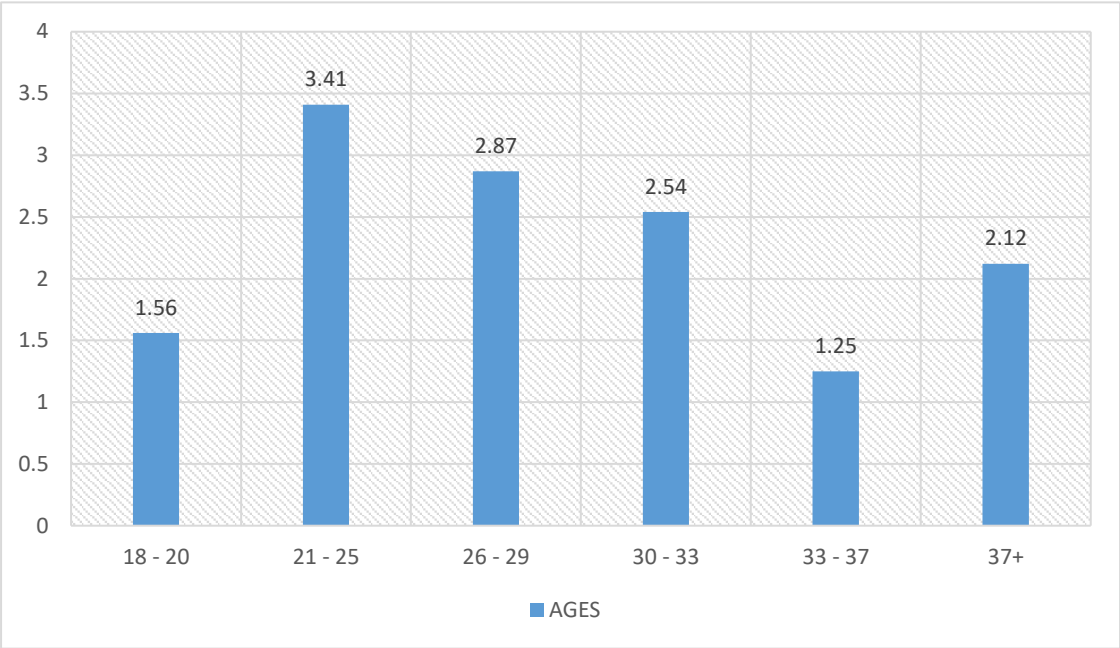
This therefore reflect that, due to the digital divide, the USSD system times out before the elderly, the less educated and the less skilled finish the payment process or the inquiry procedures.

The study established mixed perceptions towards reliability and some respondents considered IT systems reliable as they enabled continuous communication as well as digital record that are UpToDate. However, others complained about the system delays, poor network connectivity and coverage as well as system breakdown. The findings also highlighted the public's concern on privacy and the municipality's inconsistent feedback which affected trust by the public on ICT systems. Bidla (2025), argued that trust by the residents determines the reliability of digital governance systems. According to Muchinga (2019), infrastructural and administrative challenges also affect the reliability of e-government in Zimbabwe. Gichuki (2015), highlights the need to invest in robust systems to build trust by the public suggesting municipal prioritization of the maintenance of ICT system and platforms.

4.5.4 OVERALL PERCEPTION BY DEMOGRAPHIC VARIABLES

The **Figure 4.9** illustrates an overall distribution of the Glen Norah Ward 28 residents' satisfaction with IT systems portrayed through age as the demographic variable rated on a Likert scale of 5. The data collected revealed that younger adults and youths rated the system higher (21 -25 years averaging to 3.41/5) on efficiency but lower on reliability due to the high expectations on real-time service delivery by the COH. Effectiveness was rated low by the elderly (33-37 averaging to 1.25/5) due to the systems complexity in usability and accessibility. These are the usability barriers of IT platforms.

Fig.4.9 MEAN SATISFACTION



Reflected by the data collected from the questionnaires, FGDs, Observation checklists and Key Informant interview guide, Glen Norah Ward 28 residents perceive ICT-based municipal service delivery systems as moderately effective to access and transfer information and for logging-in complaints but are ineffective for the actual service resolution. The study revealed that demographic variables such as education levels, age, gender and occupation influence the residents' perceptions. Through observations and data collected from the focus group discussions, individuals proved to be literate and are somehow flexible to adopt ICT to access services. This is evidenced by the resident who note:

"The electronic systems prove to be an advantage, it serves time, it is easy to use, I can even contact the municipal office from work, from home or even while traveling compare to visiting the offices physically putting a halt to other duties that I will be piled up with." **[R36, AGE 30]**

The researcher indicates that the IT-based municipal systems are cost and time efficient when it comes to initial contact and are unreliable dues to the interruptions, poor feedback mechanism and the lack of integration. Young and more educated respondents had more positive perceptions as they were familiar with digital technology while the aged respondents encountered difficulties in using ICT platforms due to limited or no digital literacy. These findings align with Gosebo & Obono (2022), who stated that demographic factors influence the adoption of ICT and its usage in developing countries.

Ndou (2017) notes that, the effective adoption of ICT enhances transparency and accountability in governance. The gaps and perceptions of the public align with this assertion as some expectations were met in service delivery. As observed in KIIs, the adoption of ICT platforms such as WhatsApp by the municipality to communicate grievances and they are addressed reflected the publics responsiveness. However, the digital divide and the exclusion of the illiterate, poor and less educated were evident from the data collected by the FGDs. There is therefore need for inclusive strategies such as adopting ICT literacy programs and service options to ensure that IT benefits and reach all sectors of Glen Norahs population (Munyoka, 2020).

4.6 CHALLENGES ENCOUNTERED BY RESIDENTS IN UTILIZING ICT TO INTERACT ITH MUNICIPAL SERVICES

The researcher used questionnaires [50 returned] to identify the challenges encountered by the Glen Norah ward 28 Residents as the objective 3 of this research sought to identify and analyze these challenges whenever the residents interact with COH using IT-based platforms. Quantitative data were drawn from the 50 completed and returned questionnaires as shown on **Table.4.10** and qualitative data was gathered from the open-ended questions, 2 FGDs with a total of 8 participants and key informative interview guides which targeted 7 participants [6 participated, 86%]. Ignorance & resistance, insecurity concerns and lack of internet & poor connectivity were the top three ranked challenges encountered, with 66%, 60% and 54% respectively.

Table.4.10 CHALLENGES BY THEMATIC FREQUENCY [n = 50]

THEME	FREQUENCY OF MENTIONS	% OF RESPONDENT MENTIONING
Ignorance & resistance.	**33**	**66**
Data privacy and security concerns.	**30**	**60**
Lack of internet & poor connectivity.	**27**	**54**
Low digital/ ICT illiteracy	**24**	**48**
Lack of reliable/ up-to date information.	**18**	**36**
Cost of data/ airtime	**15**	**30**

The data collected revealed that participants involved repeatedly reflect that they were unaware of the municipal platforms and those that were aware had a bit of information indicating that the systems were complex thus, ignorance and resistance. This is supported by the resident who mentioned:

"I press the wrong button and I get to lose my airtime. I would rather send my grandson to the district office." **[R24]**

Through interviewing 8 participants in 2 focus groups of 4 participants each, some of the residents were furious about the system as well as the poor service delivery by the municipality which reflect their resistance against system adoption. The residents even questioned the system instead of wanting to adopt it. This is supported by the resident who mentioned:

"Why waste my dollar to report a burst water or sewer pipe on WhatsApp when the Department of Works will fail to come?" **[R 19]**

The data collected from FGDs and through observations revealed that most of the residents know and have heard about the platforms and ignorance is relative. This is evidenced by the resident who note:

"I heard that they launched the apps on TV but no one came to our ward to teach us on how the system operates. We don't know if service delivery is improved by the system since we don't know how it works and what it can do." **[R16]**

60% of the respondents expressed their distrust in the system as many feared that their details might be misused and that their bills may be tempered with. This is supported by the resident who note:

"What if the first time I use the portal my bill doubles the next month or the balance does not debit? I'm not even sure if they'll respond or fix the issue" **[R48]**

54% of the respondents according to the data collected indicated that there is poor and weak network coverage which caused USSD to timeout and result in failed submissions. This may be because Glen Norah is a high-density suburb. This is supported by the resident who stated:

"The USSD code timeouts before I finish typing my account number. Our network seems to be weak here if not poor." **[R 8]**

The researcher used key informative interview guide to gather valuable insights concerning the reasons behind the findings. The insights gathered were based on municipal and ICT experts' perspective. The insights expressed possible reasons behind Infrastructure challenges, resource constraints, awareness and digital literacy, poor network coverage as well as addressing reliability concerns. This is evidenced by key informants who note:

"We usually struggle with outdated infrastructure which leads to system downtime. This is because the budget limits strain us from investing more on ICT upgrading and training. Our staff members as well before the residents have to be trained as well."

[Municipality staff]

"We acknowledge feedback issues; we are working on improving the feedback mechanism. As an organization, we need to engage more on outreaches to inform residents about ICT channels as well as training so as to fuel IT adoption" **[ICT expert]**

The insights gathered assisted in interpreting the mixed public perceptions and challenges thereby informing the recommendations to the challenges towards improvement. Thematic analysis revealed that the challenges being faced by Glen Norah ward 28 residents are not just technical but rather socio-technical. The systems proved to be unreliable which triggered pessimism. This is a negative feedback loop undermining the goals of e-government thereby reducing the potential adoption and future use.

The challenges as reveal by the research findings mirror global South concerns that Komba (2018) emphasized on ICT for development. The examples as indicated by the FGDs indicate that the elderly had limited ICT literacy and it highlights the need for targeted training programs that as well aligns with Mandas (2016) advocacy for digital inclusion initiatives and programs. According to ZIMSTAT (2021), costs and connectivity reflect Zimbabwean context where economic constraints affect the publics access to ICT. Public Private partnerships can be adopted to curb the reflected barriers by the public as the municipal policy makers can prioritize subsidized IT access as well as community hotspots so as to enhance ICT uptake by the public (Lwoga, 2018).

4.7 POLICY RECOMMENDATIONS FOR ENHANCING THE ADOPTION AND IMPACT OF ICT IN LOCAL SERVICE DELIVERY BASED ON PUBLIC PERCEPTIONS

Data was collected from the 50 distributed questionnaires, 2 focus group discussion of 4 participants each and key informant interview guide as well as observation checklists. The recommendations were grouped thematically and ranked by their frequency of mention and triangulated with qualitative findings as shown in **Table 4.11**. Respondents were asked:

1. *What should the COH do to improve ICT based service delivery?*
2. *If council was to introduce a mobile reporting system, what features would make it more effective?*
3. *Are there any additions or suggestions on ICT and Municipal services in your community?*

According to the findings, the suggestions formulated the three main themes which are reliability, feedback loops and the sponsored integration.

Table.4.11 POLICY RECOMMENDATIONS

STAKEHOLDER	KEY ACTION	CALCULATED IMPACT ON TAM
COH ICT Dept.	Enforcing 90+% uptime Integrating platforms with the Dept. of Works & Billing Dept.	Improves the quality of the system and PU.
TC/ Management	Publishing ward dashboards.	Enforces accountability and transparency which boosts PU for complaint resolutions
Ward Councilors	Running monthly or weekly digital literacy operations. Recruiting youths with ICT skills and knowledge.	Improves PEOU for the elderly, poor and less educated.
Mobile Network Operators	Introducing zero-rate to municipal USSD and websites.	Curbs cost barriers. Improves behavioral intention to use ICT
Residents	Participating in feedback forums and reporting downtime.	Trust is raised through co-creation which triggers quick adoption.

The thematic analysis of the qualitative recommendations was based on KII data, FGDs and open-ended questions from questionnaires. Four main Policy themes emerged according to the data collected by the researcher. These include:

1. *Establishing ICT infrastructure and System trustworthiness.*
   This was raised in response to curbing the downtime barrier for the interventions and goals of ICT in improving service delivery. The goals tend to be failing due to the lack or reliability. This is supported by the responses that note:

"The COH should upgrade their servers every month-end. If the system continues to crush when bills are due, it affects the aim and purpose of using ICT to improve municipal service delivery." **[ICT Expert]**

"The Council should initiate the issue of having penalties for the service providers when the payment portal is down because we are losing trust and revenue." **[Key informant]**

2. *Improving the feedback mechanism and closing the gap for accountability.*
   There should be effective implementation of an integrated service delivery management system that generate responses to complaints, update residents on the period of response as well as developing receipting system and an auto-deduction on bill balances after the payments are done. The findings revealed that the residents suggested that there should be an enforced follow-through system. This is supported by the respondents who note:

"If DStv is able to send SMS messages to keep us updated on technical challenges, why does council fail to do the same We are looking forward to receiving SMS message such as "Complain received, Team dispatched and Issue resolved" so that we are assured that the system is reliable and we can trust it." **[R18]**

"There should be a responsible officer and a deadline for every complaint logged in. At least a minimum of a week, if it fails, our grievances should escalate to the office of the Town Clerk." **[Ward Councilor]**

3. *Institutionalizing transparency and public engagement.*

   Based on the collected data, the feedback from the residents revealed that the initiation and implementation of the use of ICT to improve municipal service delivery was brought about through a Top-down approach, therefore the respondents suggested that COH should address the issues of distrust through launching ward-based ICT-user feedback forums. This evidenced by the respondents who stated:

"When the app and IT-based system was initiated and launched, the public were not engaged. We highly suggest that the public should be involved in testing so that the system works for us, since you cannot always decide something for someone without their concern and expect them to adopt it." **[R11]**

"The Municipality should have a system or billboard that publishes weekly updates on, how many complaints were received from Glen Norah [according to wards and districts] and how many were fixed with the average time taken." **[R13]**

4. *Addressing the digital divide.*

   The findings revealed that cost and literacy were other barriers to the effective use of ICT. It mainly affected the elderly residents, the poor and less educated. This is because the purchasing price for digital gargets is relative depending on sources of income for the residents in ward 28. There should be zero-rate on Municipal platforms as suggested. The COH should have more campaigns, ward-based digital literacy and support. This is supported by the respondents who note:

"The COH should utilize using community hall to administer monthly training. Youths should be trained and employed as Digital Champions to help and assist ana Gogo nana Sekuru to navigate USSD." **[R14]**

"As an organization, we will try our level best to establish Ward ICT desks with trained youth volunteers to assist residents with registration, navigation and for follow-ups as well. We also will improve our call center." **[Municipal Staff]**

As argued by Heeks (2006), ICT effectiveness is achieved when technology enactment is supported by strict and effective follow-ups, accountability and transparency and political back-up will close the gap between citizen input and service output. Therefore, based on the findings on the public perceptions, the enhancement of the adoption of ICT demands transitioning to digitization and digital accountability. The feedback reflected that the residents prioritize reliability, enforcement and feedback over new apps. Therefore, the policies must attend to socio-technical issues. That is infrastructure, human capacity and the institutional enforcement.

According to the research findings, the suggested recommendations align with United Nations (2020) global trends which stresses the need for inclusive and citizen centric e-governance. Therefore, investing in infrastructure and literacy addresses these barriers. Inclusive access ensures that the intended benefits of ICT by the City Of Harare will reach all segments. The suggested transparency initiatives by Glen Norah Ward 28 residents can build trust and accountability (Ndou, 2017).

4.8 CHAPTER SAMMARY

The chapter focused on data presentation and analysis of the findings on Glen Norah ward 28 residents' perceptions on ICT-based municipal service delivery. The data was collected through questionnaires, Focus Group Discussions, Observation checklists and Key Informant Interviews. The findings were analyzed through thematic analysis for the qualitative data and was presented through tables, bar graphs and pie charts for quantitative data. These findings explored public perceptions on the effectiveness, reliability and efficiency of ICT and the exploration reviewed the mixed views. The main themes that emerged include the efficiency gains, reliability concerns and the mixed effectiveness. Residents exposed the advantages of adopting ICT and these include its convenience and its ability to facilitate a quick reporting system. However, they faced technical challenges and awareness gaps. The Technology Acceptance Model [TAM] assisted in explaining the findings through highlighting infrastructure and literacy gaps. Engaging key informants provided the researcher with more information on resource constraints, system limitation and the need for awareness campaigns by the COH.

The presented data explored the public's perceptions on the use of ICT in improving municipal service delivery. The research findings proved that there is a potential for the adoption of ICT. The perceptions however, revealed the digital divide due to literacy gaps and as well stated policy recommendations to curb the barriers so as to cement the adoption of ICT by the public. Addressing these challenges improves service delivery and resident satisfaction.

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

This chapter presents an overview on the research findings, the conclusions drawn from the study, the suggested recommendations for the policies and for practice. Is also gives an overview of the suggestions for future research based on: "The public perceptions on the role of ICT in improving Municipal Service Delivery in Harare. A case study of Glen Norah Ward 28 residents."

5.2 SUMMARY OF THE STUDY

This study sought to assess the public perceptions on the role of ICT in improving municipal service delivery in Harare, focusing on Glen Norah ward 28 residents. The study aimed specifically at: Determining the rate of ICT awareness and usage among the residents of Glen Norah ward 28, Assessing residents' perceptions on the effectiveness, efficiency and reliability of IT-based service delivery systems, Determining the challenges encountered by residents in utilizing ICT to interact with Municipal services and to propose policy recommendations for enhancing the adoption and impacts of ICT on local service delivery based on public perceptions. A sample size of 100 participants was selected through a stratified random sampling and purposive sampling and the response rate was 83%. The research adopted a mixed method approach where it utilized the use of questionnaires, Focus Group Discussions, Observation checklists and Key Informant Interviews to gather both quantitative and qualitative data. The research findings were analyzed through thematic analysis for qualitative data and presented through tabulation, graphs and pie-charts for quantitative data. Findings from quantitated approach were presented using tables, bar charts, pie charts and Likert scale and analyzed through descriptive statistics inform of percentages and numbers.

5.3 SUMMARY OF MAJOR FINDINGS

Through the adoption of a mixed-method approach with 68 residents and 15 key informants from Glen Norah District ward 28, the researcher managed to gather diverse findings in relation to the major objectives of the study.

5.3.1 AWARENESS AND USAGE LEVELS OF IT-BASED SERVICE DELIVERY SYSTEMS

The study managed to reveal that residents' level of awareness of the municipal ICT platforms such as SMS and WhatsApp was low especially for the elders and high to the youths and the young adults, regardless of the fact the USSD was a complex system for a huge population in Glen Norah ward 28. The usage of ICT platforms was low as well among those who were aware, those who accessed internet and those that own and had access to mobile phones. According to the research findings, digital divide contributed to the low rate of awareness as 34% of Glen Norah ward 28 proved to be aware and 66% unaware and were dependent on the traditional mode of visiting the office physically. Youth and young adults according to the findings, had an upper hand to the use of IT based system and were enlightened because of educational qualifications, exposure and their literacy rate. The elders were not all educated and skilled to be able to operate digital gadgets as well as interacting with the municipality through social media platforms. The residents aged 33+ years reported the lowest ICT usage due to digital illiteracy and they faced difficulties in navigating the USSD set menu.

5.3.2 TO EXAMINE PERCEPTIONS ON EFFECTIVENESS, EFFICIENCY AND RELIABILITY

Regarding objective 2, the research findings revealed that ICT based platforms were effective as 76.4% participants highlighted. The respondents highlighted that ICT assisted them to access bills and logging complaints. However, of the 76.4%, 24.1% indicated that the logged in complaints were resolved and 52.3% were not attended to which stands to affect the effectiveness and adoption of ICT among the Glen Norah residents. The findings revealed that ICT were quite efficient in serving time to communicate issues with the municipality office but the reaction towards the complaints was poor. 79% of the findings revealed that the system was not reliable due to the feedback loop, digital divide and the system downtime. The access to information revealed high PU. Compared to the elderly, Perceived Ease of Use was high for the youths. This was due to the time outs of the USSD systems and poor interface designs.

5.3.3 TO DETERMINE CHALLENGES ENCOUNTERED BY RESIDENTS IN UTILIZING ICT INTERACTION WITH MUNICIPAL SERVICES

According to the research findings, ignorance & resistance (66%), insecurities (60%), internet and poor connectivity (54%) were the most indicated challenges that Glen Norah ward 28 residents encountered when interacting with ICT to access municipal services. The data collected revealed that ignorance and resistance mainly affected their interaction with ICT platforms. At most times, residents were resistant due to their intense reaction towards poor service provision by the City of Harare. Insecurity in residents was provoked by the lack of trust in the IT systems since they were used to physical interaction with the municipal office and physical documentation of all details. The findings revealed that Glen Norah is highly populated, therefore it affected network coverages and due to poverty relativeness, many could not afford to buy data to access internet so as to interact with the municipal office for services especially for ward 28.

5.3.4 TO PROPOSE POLICY RECOMMENDATIONS FOR ENHANCIING THE ADOPTION AND IMPACT OF ICT IN LOCAL SERVICE DELIVERY BASED ON PUBLIC PERCEPTIONS

Regarding objective 4, the research findings revealed that the suggested policy recommendations aimed at boosting and improving reliability, inclusion, the feedback mechanism as well as improving accountability and transparency. To improve the system quality, the residents suggested the enforcement of a 90% uptime as well as integrating platforms with the responsive departments such as the Billing dept. and the Works dept. The publishing of ward dashboards was as well recommended by the respondents so as to improve transparency and boost Perceived Use.

These recommendations targeted the COH departments, the Town Clerk as well as the Management. Residents suggested that, ward councilors should run monthly or weekly digital literacy options and to recruits youths with ICT skills and knowledge so as to improve PEOU for the poor, elderly and the less educated. This recommendation according the data collected, helps to address the issue of digital gap.

To boost trust in the system and addressing insecurity issues, the COH or the Mobile network operators were recommended by the residents to engage residents in the feedback forums and reporting of downtimes. The COH was recommended to introduce zero-rate to all the municipal USSD and websites so as to address cost barriers and improving the behavioral intention for the residents to use ICT to access municipal services.

5.4 CONCLUSION

Basing on the research findings, the study concludes that:

1. **Instead of accountability, ICT has digitized access.**

   For Glen Norah ward 28, ICT made municipal service accessible digitally as residents would log in complaints through diverse websites but accountability was not improved. Though reports could be made online, the follow-ups and the response mechanism by the municipality continues to lag behind. The study concludes that back-end service delivery was not transformed by the use of ICT though there was a flow between the residents and their interaction with the municipality.

2. **Institutional enforcement is mislaid or not enough to produce ICT results**. The study concludes that; improved and effective service delivery is not necessarily guaranteed by the presence and availability of ICT only. If there is lack of enforced workflows and the integration of service departments, ICT becomes a digital paperwork that produces no results and have no impact on the intended goals towards municipal service improvement and development.

3. **The digital divide marginalizes the vulnerable groups.**
   The research findings conclude that the current use of ICT in improving municipal service delivery in Glen Norah ward 28 reduces Perceived Usefulness and Ease of use. Vulnerable groups such as the elderly, less educated and low-income households might face challenges to use ICT to access municipal services and they are automatically and indirectly excluded from the benefits. These groups will have to rely on others less they do not benefit entirely.

4. **The distrust effect is a result of poor system design.**
   The factors such as lack of transparency, one-way communication (top-down approach) as well as the downtime and feedback loop triggered the sense of insecurity and distrust and suspicion toward the introduction and use of ICT in municipal service delivery. The research findings conclude that, due to the previous use of ICT that did not produce results, the behavioral Intention to Use ICT to access municipal services is low.

The overall conclusion by the study revealed that ICT plays a limited informational role in the delivery of municipal services in Glen Norah district ward 28 and its potential to bring in transformation is unrealized and not noticeable.

5.5 RECOMMENDATIONS

The following recommendations are based on the findings from the public perceptions and are supported by the Technology Acceptance Model [TAM].

5.5.1 RECOMMENDATIONS FOR CITY OF HARARE

1. To address the system downtime, the ICT dept. should invest in implementing 99, 5% uptime and maintaining month-end billing peaks.
2. Introduce zero rate on municipal USSD to improve access and adoption as well as to curb data costs barrier.
3. Establishing ward ICT desk at municipal offices to educate resident on IT-based platforms to close the digital gape and improve digital literacy.

5.5.2 RECOMMENDATIONS FOR PRACTICE

1. Invest in improving and making the existing ICT tools more reliable instead of making new ones when the old were not adopted and continues to fail.
2. Involving the residents in user-ICT testing for all the platforms so as to prevent USSD timeouts.

5.5.3 RECOMMENDATIONS FOR RESIDENTS

1. Utilize ward feedback forums to escalate systematic IT failures to the Councilor then the Town Clerk.
2. Establishing groups where the illiterate can be assisted by the digitally literate youths to interact with the USSD and other social media services.

5.6 FOCUS FOR FURTHER STUDY

1. Longitudinal assessment of the Unified Service Delivery Management System if implemented in Glen Norah ward 28.
2. Relative analysis of ICT impact on service delivery concerning high and low-density wards in Harare.

5.7 LIMITATIONS OF THE STUDY

This study was only limited to Glen Norah District ward 28 and the research findings may not be generalized to all high-density suburbs with diverse infrastructure. Furthermore, it did not provide an interview of the frontline municipal officials so as to triangulate the possible reasons for non-responsiveness.

5.8 CHAPTER SUMMARY

According to the research findings, the chapter concludes that even though Glen Norah Ward 28 residents may seem to be aware of the ICT platforms, the impact of these platforms on the intended service delivery is affected by poor feedback mechanism, lack of accountability, unreliable systems and digital divide. The study therefore campaign for a transition from digitization to digital accountability. This is through infrastructure reliability, institutional enforcement, automating feedback systems as well as inclusion. With these measures being effectively implemented and making them align with public perceptions, service provision outcomes are improved and it results in transformative potential of e-governance in Harare.

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APPENDICIES

APPENDIX 1: QUESTIONNAIRE SURVEY FOR GLEN-NORAH RESIDENTS AND NON-RESIDENTS

Questionnaire Survey

Dear respondent

I am Bruce Musandipa a student at Bindura University of Science Education studying towards the attainment of a Bachelor of Science Honors Degree in Development Studies. I am carrying out a research on the topic; 'Public perceptions on the role of ICT in improving Municipal Service Delivery in Harare. A case study of Glen-Norah, Ward 28 residents. The data collected for this study will be strictly confidential and used for only academic purposes.

Kindly respond to the questions with honesty. Make sure that you avoid writing your name. Your assistance will be greatly valued.

Thank you in advance for your assistance and cooperation.

SECTION A- Respondent background

1. Ward section: Glen-Norah A/ Glen-Norah B/ Glen-Norah C/ Other [Specify]……...

2. Ages:

18 – 25	25 – 35	35 -40	45 & above

3. Gender:

MALE	FEMALE

4. Highest education level completed: [Tick]

None formal education	
Ordinary level	
A-level	
Diploma	
Tertiary	

Other [specify]

5. Occupation ……

6. How long have you stayed in Glen-Norah?

Less 6month	6months -1year	1 – 5years	6–10 years	11-20years	Over 20years

SECTION B – Satisfaction with municipal service delivery

Instruction: Please specify how satisfied you are with each Municipal service in the following statements.

Use the scale: 1= Very dissatisfied, 2 = Dissatisfied, 3= Neutral, 4= Satisfied and 5= Very satisfied.

After indicating, kindly explain briefly why you gave that rating.

7. Water supply [piping/ reservoirs/ pressure]

1	2	3	4	5

Explain……
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……
…….

8. Sanitation/ Sewerage

1	2	3	4	5

Explain……
……
……
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9. Refuse collection [garbage]

1	2	3	4	5

Explain……
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……
……

10. Road maintenance, drainage and construction

1	2	3	4	5

Explain……
……
……
…….

11. Street lighting and public safety infrastructure

1	2	3	4	5

Explain……
……
……
……

12. Health and clinic services

1	2	3	4	5

Explain……
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……
……

13. Overall satisfaction with municipal services in Glen-Norah

1	2	3	4	5

Explain……
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SECTION C – Frequency of ICT usage

Instruction: For the following items, tick or describe where appropriate.

14. Do you own/ regularly use any of the following? [Tick all that apply]

Basic mobile phone	
Smartphone [Android/iPhone]	
Desktop/ Laptop	
Tablet/ iPad	
None	

15. How often do you use the internet [via phone, computer/ other]? [Select one]

Daily	
Several times a week	
Thrice a week	
Once a weak	
Never	

16. Which ICT communication channels do you use regularly? [Tick all that apply]

SMS/Text messages	
WhatsApp groups for the community	
Email	
Mobile money apps [e.g. Eco-cash]	
Facebook	
Twitter	
None	

Other [Specify]

……...

17. How frequently have you used ICT specifically to interact with Harare City Council/ any municipal service in the past 6 months?

Never	
Once	
2 – 5 Times	
More than 5 times	

If used, briefly describe what you used it for

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……

SECTION D – Awareness of ICT platforms and the channels used by the Municipality.

18. Are you aware of any digital or ICT channels through which Harare City Council provides information and services?

Yes	NO

If yes, which ones

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……

……

[WhatsApp number, social media, SMS Alert, Hotline, Council website, Digital payment portals]

19. How did you first learn about these municipal ICT platforms? [Tick all that apply]

Community meetings	
Word of mouth/ friends	
Social media	
Radio	
Posters/ Leaflets	
Through the Councilors/ Ward Office	

Other [Specify]

……

……

20. In your own words. What are the municipal services that residents can access or report using ICT in Glen-Norah?

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SECTION E – Perceived effectiveness of ICT in improving service delivery.

Instruction: For each of the below, indicate your level of engagement and agreement: 1= strongly disagree, 2 =Disagree, 3= Neutral, 4= Agree, 5= strongly agree.
After each response, kindly provide a short explanation and example where possible.

21. ICT makes it easier to report municipal problems?

1	2	3	4	5

Explaim……
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……
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……

22. When residents report problems via ICT channels, the response is faster than when reported in person at the municipal offices.

1	2	3	4	5

Explain……
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……
……
……....

23. ICT increases transparency and accountability in how service by the council are delivered.

1	2	3	4	5

Explain……
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……
……

24. ICT platform improve communication between residents and municipal staff

1	2	3	4	5

25. ICT platform [apps, hotlines, social media] are affordable and accessible to most people in Ward 28.

1	2	3	4	5

SECTION F – Barriers to the adoption and integration off ICT for Municipal services

Instruction: Use the same 1 – 5 agreement scale

BARRIER	1	2	3	4	5
Lack of internet access and poor connectivity					
Cost of data & airtime					
Low digital/ ICT illiteracy					
Lack of reliable/up-to date information					
Data privacy and security concerns					
Ignorance and resistance					

32. Are there other barriers you or your community face when trying to use ICT for municipal services? Please describe.

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SECTION G – Experiences, suggestions and reflection

33. Please describe your experience when you interacted with ICT to communicate with the municipality [What happened, the time taken till response, outcome?].

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……

34. According to your understanding, what are the 3 most important improvements, that Harare City Council, Glen-Norah District [Ward 28] could make using ICT to improve service delivery.

I. ……
……
II. ……
……
III. ……
……

35. If council was to introduce a mobile reporting system [e.g. WhatsApp number USSD Code], what features would make it more effective?

I. ……
……
II. ……
……
III. ……
……

36. Are there any addition or suggestions on ICT and municipal services in your community?

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……
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……

||Thank You||

APPENDIX 2: INTERVIEW GUIDE FOR KEY INFORMANTS

Dear respondent I am Bruce Musandipa a student at Bindura University of Science Education, studying towards the attainment of a Bachelor of Science Honors Degree in Development Studies. The interview guide seeks to gather information on the study, 'Public perceptions on the role of ICT in improving municipal service delivery in Harare. A case study of Glen-Norah [ward 28] residents'

To be administered to Harare City officials, Community leaders, Ward office staff and local ICT service providers.

All the information gathered will be kept confidential. Names of the respondents will be excluded therefore, respondents can freely respond without any sense of insecurity.

Demographic data

1. Gender: Male ☐
   Female ☐
2. Designation ……...
3. Position …….

Interview Questions

4. What ICT platforms, systems or channel are currently in use by Harare City Council to provide information, receive complaints or manage service delivery?
5. When were the platforms introduced? Are they used across the whole council or in certain departments and wards?
6. Are ICT reports integrated with field operations [work crews, contactors]? If yes, how is the information passed to the field teams?
7. How are ICT systems linked with the billing or revenue systems?
8. Do residents receive electronic receipts or confirmations after payments or service request?
9. What are the main institutional challenges faced when implementing and sustaining ICT for municipal service delivery?
10. What mechanism is used to provide feedback to residents who report problems via ICT?
11. Has ICT improved transparency and accountability? How, why or why not?

12. From your interaction with residents, what are the main barriers preventing them from using ICT channels and platforms?
13. Are there any ICT initiatives implemented in the last 3 to 4 years that aimed at improving municipal delivery?
14. Are there any current ICT projects planned for the near future for Ward 28, Glen-Norah or the City of Harare at large?
15. How can the Municipality ensure that ICT approaches are inclusive?
16. Is there anything else you think is important to understand about ICT and municipal service delivery in Glen-Norah ward 28]?

||THANK YOU||

INTERVIEW GUIDE FOR RESIDENTS AND NON-RESIDENTS

Dear respondent I am Bruce Musandipa a student at Bindura University of Science Education, studying towards the attainment of a Bachelor of Science Honors Degree in Development Studies. The interview guide seeks to gather information on the study, 'Public perceptions on the role of ICT in improving municipal service delivery in Harare. A case study of Glen-Norah [ward 28] residents'

To be administered to Glen-Norah resident [with a stay of 6 or more months] and non-residents.

All the information gathered will be kept confidential. Names of the respondents will be excluded therefore, respondents can freely respond without any sense of insecurity.

Demographic data

1. Gender: Male ☐
   Female ☐
2. Designation ……...

Interview questions

3. Which service[s] do you mainly interact with most frequently?
4. How would you describe the overall quality of municipal service delivery in Glen-Norah?
5. How do report problems [sewer burst, blockages, and water outage] to the council? Do go to the ward office, district office or use social media?
6. Have you ever used any electronic or digital channel to interact with municipal service delivery or even to report challenges to the council?
7. How does resolutions normally take?
8. Can you give an example where ICT helped or failed to bring action?
9. What are the challenges you face when trying to use ICT to access municipal services?
10. What actions should be prioritized by the municipality to make ICT more effective and trusted for residents?
11. Is there anything else you would like to highlight on ICT and municipal service delivery in Glen-Norah that has not been covered?

||THANK YOU||

APPENDIX 3: OBSERVATION CHECKLIST

ICT INFRASTRUCTURE	YES	NO
• Availability of Computers		
• Internet Connectivity [Wi-Fi]		
• Mobile Network Coverage		
• Condition of ICT Equipment		
SERVICE DELIVERY POINTS	**YES**	**NO**
• Municipal Offices Present		
• Customer Service Centers		
• Information kiosks		
PUBLIC INTERACTION	**YES**	**NO**
• Residents Using E- Government Services		
• Use of Online platforms [Website/App]		
• Mobile Money Transactions		
OTHER OBSERVATIONS	**YES**	**NO**
• Internet Cafes Conditions		
• Mobile money Agents on site		
• Cleanliness of Municipal Facilities		
• Community Notice Boards		

NOTES/COMMENTS

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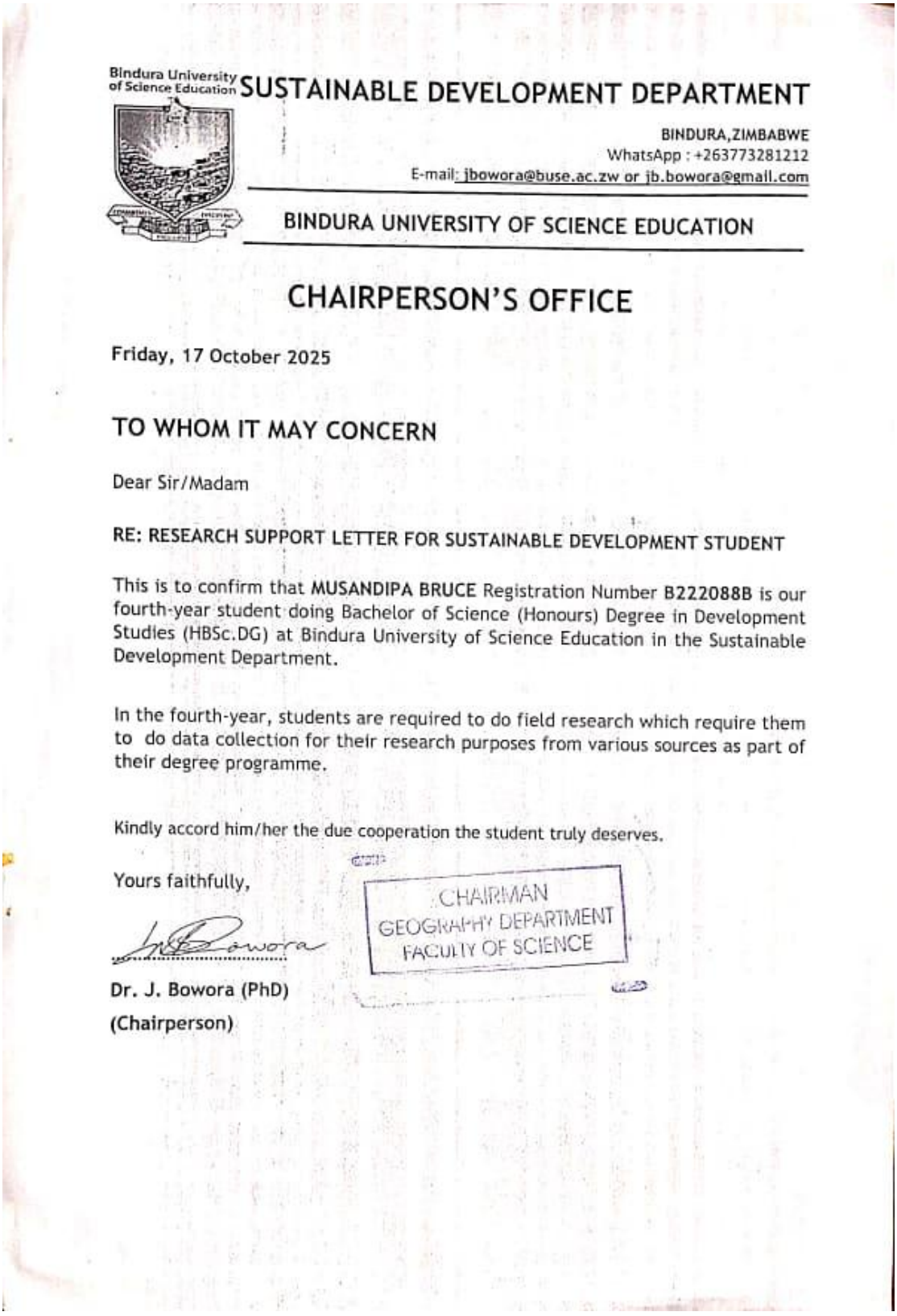
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APPENDIX 4: RESEACH LETTER



Bindura University of Science Education

SUSTAINABLE DEVELOPMENT DEPARTMENT

BINDURA,ZIMBABWE
WhatsApp : +263773281212
E-mail: jbowora@buse.ac.zw or jb.bowora@gmail.com

BINDURA UNIVERSITY OF SCIENCE EDUCATION

CHAIRPERSON'S OFFICE

Friday, 17 October 2025

TO WHOM IT MAY CONCERN

Dear Sir/Madam

RE: RESEARCH SUPPORT LETTER FOR SUSTAINABLE DEVELOPMENT STUDENT

This is to confirm that **MUSANDIPA BRUCE** Registration Number **B222088B** is our fourth-year student doing Bachelor of Science (Honours) Degree in Development Studies (HBSc.DG) at Bindura University of Science Education in the Sustainable Development Department.

In the fourth-year, students are required to do field research which require them to do data collection for their research purposes from various sources as part of their degree programme.

Kindly accord him/her the due cooperation the student truly deserves.

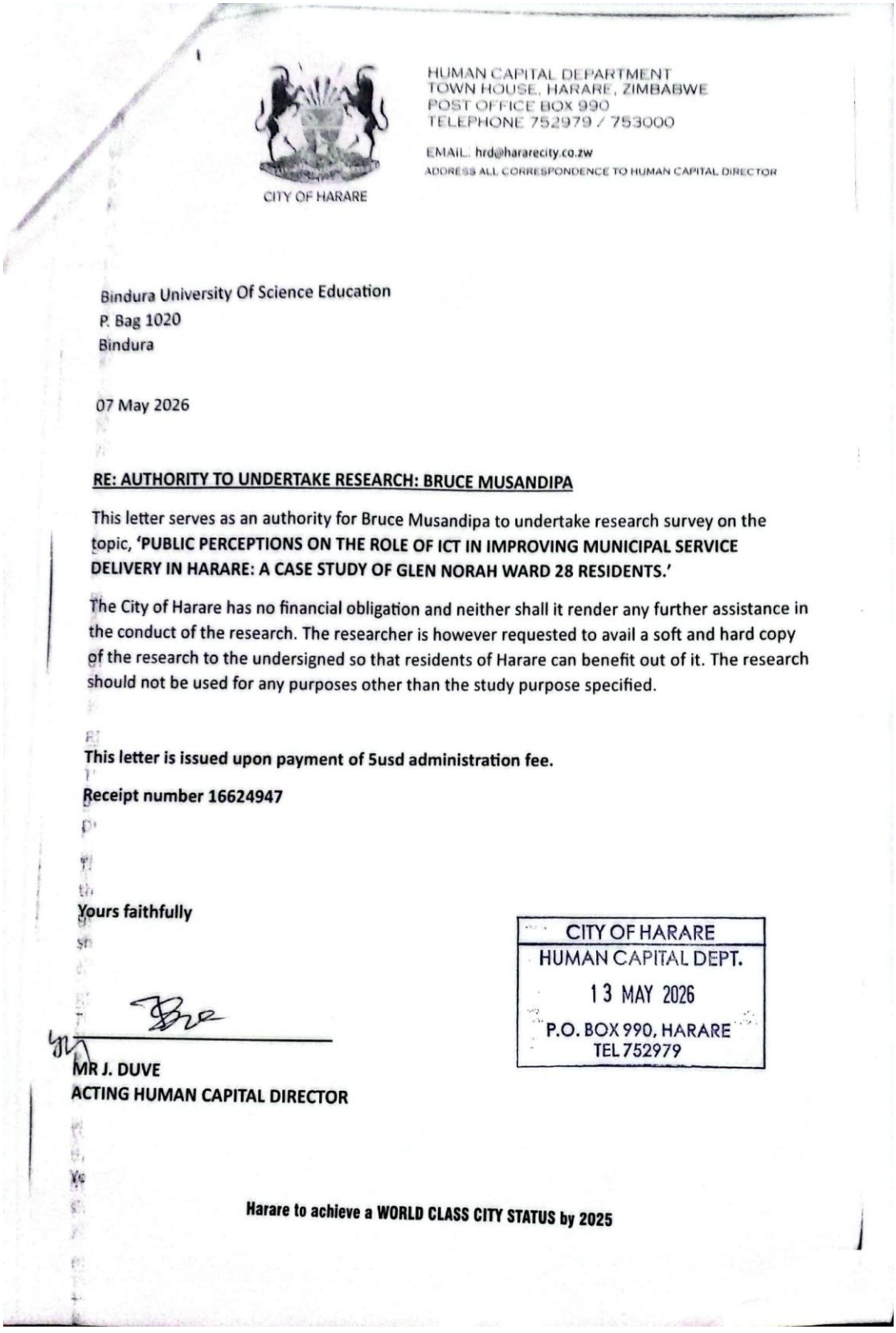
Yours faithfully,

CHAIRMAN
GEOGRAPHY DEPARTMENT
FACULTY OF SCIENCE

Dr. J. Bowora (PhD)

(Chairperson)

APPENDIX 5: APPROVAL LETTER



CITY OF HARARE

HUMAN CAPITAL DEPARTMENT
TOWN HOUSE, HARARE, ZIMBABWE
POST OFFICE BOX 990
TELEPHONE 752979 / 753000

EMAIL: hrd@hararecity.co.zw
ADDRESS ALL CORRESPONDENCE TO HUMAN CAPITAL DIRECTOR

Bindura University Of Science Education
P. Bag 1020
Bindura

07 May 2026

RE: AUTHORITY TO UNDERTAKE RESEARCH: BRUCE MUSANDIPA

This letter serves as an authority for Bruce Musandipa to undertake research survey on the topic, **'PUBLIC PERCEPTIONS ON THE ROLE OF ICT IN IMPROVING MUNICIPAL SERVICE DELIVERY IN HARARE: A CASE STUDY OF GLEN NORAH WARD 28 RESIDENTS.'**

The City of Harare has no financial obligation and neither shall it render any further assistance in the conduct of the research. The researcher is however requested to avail a soft and hard copy of the research to the undersigned so that residents of Harare can benefit out of it. The research should not be used for any purposes other than the study purpose specified.

This letter is issued upon payment of 5usd administration fee.

Receipt number 16624947

Yours faithfully

CITY OF HARARE
HUMAN CAPITAL DEPT.
13 MAY 2026
P.O. BOX 990, HARARE
TEL 752979

MR J. DUVE
ACTING HUMAN CAPITAL DIRECTOR

Harare to achieve a WORLD CLASS CITY STATUS by 2025