

**RECIPIENT PARTICIPATION ON QUALITY OF WATER SERVICE DELIVERY IN
ZANZIBAR, CASE STUDY OF ZANZIBAR WATER AUTHORITY (ZAWA)**

BY

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**A RESEARCH DISSERTATION SUBMITTED TO THE SCHOOL OF BUSINESS AND
MANAGEMENT IN PARTIAL FULFILMENT OF REQUIREMENT OF
MASTER DEGREE IN ECONOMIC, POLICY AND PLANNING OF
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DECLARATION

I, Khadija Ali Omar, declare that research titled “*Recipient Participation on Quality of Water Service Delivery in Zanzibar, Case Study of Zanzibar Water Authority (ZAWA)*”, is my own work, that has not been submitted for any degree or examination in any other University, and that all sources used or quoted have been indicated and acknowledged by the author in complete references.

Name:

(Candidate)

Date

Signature

Approval

I certify that, I have read and hereby recommend for acceptance by the faculty of Business Management of Kampala University a research report titled “*Recipient Participation on Quality of Water Service Delivery in Zanzibar, Case Study of Zanzibar Water Authority (ZAWA)*”, It is the original work of Mrs. Khadija Ali Omar and was done under my supervision.

Signature.....

Date.....

Buyondo Hamza

DEDICATION

I would like to dedicate this research report to my late husband Khatib Mohamed Juma and children of Zanzibar. This work is also dedicated to Zanzibar Water Authority (ZAWA). They can use my recommendations for improvement of water supply system and have bigger contribution in poverty reduction in Zanzibar

ACKNOWLEDGMENT

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ABBREVIATION

DWD	Department of Water Development
JMP	Joint Monitoring Program
	Ministry of Agriculture, Natural Resources, Environment and Cooperatives
MANREC	
MDG	Millennium Development Goals
MHSW	Ministry of Health and Social Welfares
MRASU	Ministry of Regional Administration and Special Units
MTIMT	Ministry of Trade, Industry, Market and tourism
MWCEL	Ministry of Water Construction Energy and Land
MYEWDC	Ministry of Youths Employment, Women Development and Children
RGoZ	Revolutionary Government of Zanzibar
TPOZPRP	Thematic Paper of Zanzibar Poverty Reduction on Plan
UNDP	United Nations Development Programmed.
UNEP	United Nation Environment Programmed.
UNICEF	United nations International Children's Fund
WHO	World Health Organization
ZAWA	Zanzibar Water Authority
ZDVP	Zanzibar Development Vision Policy
ZNWPP	Zanzibar National Water Policy
ZPRP	Zanzibar Poverty Reduction Plan
ZSGRP	Zanzibar Strategy for Growth and Reduction Plan
ZWASBP	Zanzibar Water Strategic Business Plan
ZST	Zanzibar State Trade

ABSTRACT

This study was about analysing Recipient participation on quality of water service delivery in Zanzibar. It used a ZAWA as a case study how and to what extent the quality of service can be influenced by recipient participation in service provision. It used a check list questions and structured questionnaires to collect required information from institution and respondent households respectively these data were analysed using Excel computer program. From the study results it was evident that ZAWA customers were mainly participating in service provision by paying their monthly water bills that help to sustain service provision with majority of them were receiving water as per their daily requirements. Majority of ZAWA customers were satisfied with the quantity of water as per their daily demand and therefore were more likely to willingly pay their monthly water bill. In addition, a good proportion of customers had good relation with service provider and therefore they can be categorised as loyal customers. Thus it is recommended that ZAWA should conduct rigorous mass sensitization campaigns to get more people understand the importance of paying their monthly water bills for sustainability of water supply services in Zanzibar. However, this should go together with increasing service coverage and efficiency in water service delivery, good management of water resource and supply network. Moreover, ZAWA should regularly assess its services and measure the willingness and perceptions of recipients on service delivery. A separate study could also be conducted to analyses in detail the legal and institutional factors con straining cost sharing in water supply in Zanzibar. With much deeper analysis to explore the degree of association of between dependent and independent variables

