

**KNOWLEDGE AND INFORMATION SYSTEMS (KIS) IN
EPWORTH**

ITDG SOUTHERN AFRICA REPORT

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With Assistance from

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November 2002

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List of Abbreviations

CBO:	Community Based Organisation
CC:	Consultative Committee
ELB:	Epworth Local Board
FGD:	Focus Group Discussion
DFID:	Department for International Development
ICT:	Information and Communication Technologies
IULP:	Improving Urban Livelihoods Project
ITDG:	Intermediate Technology Development Group
KIS:	Knowledge and Information Systems
NGO:	Non Governmental Organisation
SLF:	Sustainable Livelihoods Framework
TV:	Television

Acknowledgements

By any standards, the production of this report is indebted to a host of institutions and communities. This project on Knowledge and Information Systems (KIS) in Epworth is based on ongoing ITDG – Southern Africa’s *Improving Urban Livelihoods Project* (IULP). The research brought us into contact with a large number of institutions like the Epworth Local Board and related Non-Governmental Organisations and Community-Based Organisations working in the area. Their willingness to share their experiences over time and space is well appreciated and in line with one of this project’s theme of improving information gathering and dissemination.

We would also like to pay special thanks to all the people in Epworth who gave us their time, thoughts and advice during data collection processes. Although we cannot name them all here, we express once again our special mention for their informed insights and participation.

Lastly, but not merely the least we would also like to thank all those who helped us in the research project; from data collection, entry and analysis, and provision of comments that were of immense help for this final report. The high level of co-operation is well appreciated.

EXECUTIVE SUMMARY

It is generally agreed that for meaningful development to take place there must be beneficiary participation in the design and implementation of projects. However, beneficiary participation cannot be a panacea for all the problems related to urban people's livelihoods. In most respects it has been noted that projects may fail to empower the intended beneficiaries due to weak knowledge and information systems. Interestingly, both the producers and consumers of knowledge and information systems may be blamed for failing to co-opt sustainable communication linkages. Keeping in line with the aforementioned, this research was carried out so as to analyse existing trends in knowledge and information systems in Epworth. Thus, although base line surveys have been carried out in the area, it was felt that an analysis of KIS would help in informed decisions on project identification, implementation and future evaluations.

It is clear that information needs and gaps exist between and within communities. In addition, a nexus of social, political, economic and legislation tend to have differential impact on knowledge and information systems. Thus, within research there are still information gaps on KIS and how it can be improved for the benefit of the urban poor. By carrying out this research we sought to improve on existing knowledge and practice within the realm of urban interventions. Thus, while this information is important for ITDG and other development agencies, it is the urban poor themselves who are by far the most important in terms of gaining access to more and better quality information.

This research was focused on three areas of Epworth: Domboramwari, Chizungu and Gada. Generally, it was noted that the people living in the areas have a complex range of information needs that they require in their livelihoods. For example, the issue of legitimising settlements in Gada and Domboramwari has been a major need in the areas. Similarly, their vulnerability due to fear of being evacuated by the Central Government has related in negative outcomes that extend into their unwillingness to invest in improved housing or actively participate in community projects.

The results of the survey revealed that in terms of media access, radio was by far the most important source of information, while informally, people relied most on social networks (friends and family). The research also considered the role of the Epworth Local Board, and the system of commissioners and consultative committees in sharing information. They were found to be very weak. Their performance was rated as poor or very poor and few people attended meetings or were aware of who belonged to the committees. There are differences in the systems used for accessing knowledge between men, women and young people, with women and youth disadvantaged in terms of access to a range of useful information.

This research project recommends that people's livelihoods in Epworth may be improved through effecting sustainable knowledge and information systems. Developing a multimedia information dissemination system, and building the capacity of institutions through workshops and meetings would help towards this end. However, an underlying

premise that must be upheld through out this intervention measure is that there must be participatory decision making processes that should give due recognition to the nature of marginalisation that exist within some communities.

INTRODUCTION

In contemporary development thinking it has come to the fore that merely transferring technology to the poor is not sufficient for their empowerment. Technology may often be depicted as neutral with respect to culture, as if it should therefore be transferable from one culture to another, especially if accompanied by the necessary training required to operate or utilise the technology. This line of thinking has resulted in development interventions, dominated by urban professionals imbued with professional power, knowledge and values flowing out over and failing to recognise the knowledge of poor people themselves (Chambers, 1983). It is equally clear that ‘without documentation or information about women and their contribution to national development, society is handicapped in formulating policies and programmes that are truly reflective of the whole’ (Kwaramba and Muwanigwa, 2000: 263). In support of the foregoing, it should be put into sharper focus that formulation of policies should give due recognition to the fact that the use of technology is by the people, and it is intended for the benefit of people. As Korten (1990: 219) suggests: ‘In authentic development an assisting agency is a participant in a development process that is community driven, community led and community owned – basic conditions for sustainability.’

Keeping in mind the foregoing bias towards poor people’s knowledge and information systems, the Intermediate Technology Development (ITDG) seeks to build the technological capacity of poor communities in ways that are appropriate, affordable and sustainable. An interesting component that is upheld by ITDG is the participatory approach ingrained in its development work. ITDG (2001: 4) indicates that:

(it) works with men and women to strengthen their ability and confidence to analyse their own development needs, identify and agree on the available options for change, and evaluate and manage the development process in their own communities.

Interaction of this kind is far removed from the tendency by many development agencies (governmental, externally funded projects and, to some extent, NGOs) to seek ‘participation’ simply in order to get local agreement to a predetermined agenda (Marisa, 1998). Superficial interaction of this kind can have various effects on knowledge and information systems that should be the basis for project design and implementations. It may mean that external agencies discuss development proposals only with a few unrepresentative community leaders. Similarly, it may lead to situations where community meetings, sensing what type of external assistance is in the offing, tell visiting experts ‘what they want to hear’; or it may mean that opportunities are opened up for powerful groups to take control of the agenda (Farrington and Bebbington, 1993).

This KIS project was carried out as part of ITDG’s efforts to know existing gaps in knowledge and practice. In its *Improving Urban Livelihoods Project* (IULP), ITDG is of the opinion that since urban communities have a nexus of social, economic and political factors that inhibit their living conditions, it is only through a holistic or integrated approach that would improve livelihoods of the urban poor. Thus, within the IULP a baseline survey was done in Epworth to find out people’s livelihoods using the

Sustainable Livelihoods Framework (SLF). Emerging livelihood issues that came from the study were linked to water and sanitation, housing, environment, finance, income generating projects, and education/training. Generally, these livelihood issues provided good insights on physical, natural, social, financial and human assets.

A sub-sector analysis was also carried out to examine potential areas that need to be promoted in Epworth. The sub-sector analysis focused on micro-enterprises engaged in urban agriculture, carpentry, handicrafts and brick making activities. For each of these sub-sectors there was an analysis of relationships between enterprises from production, procurement and distribution of products. Constraints and opportunities facing these enterprises were also identified, and recommendations were made.

However, whilst the SLF baseline survey and sub-sector analysis helped ITDG Southern Africa to have an insight on potential areas for intervention, it seems there were still information gaps pertaining to KIS. For example, the baseline survey looked at broad areas of the SLF, thus not putting into sharper focus human and social assets that tend to determine the ability of people to acquire or disseminate knowledge and information. In addition, poor people's access to money (financial asset) or a good health (physical asset) positively leads to their capability to have education, training and even participatory decision making.

Although sustainable knowledge and information systems are marginalised by many, they are a prerequisite for making informed intervention measures within urban poor communities, not least in peri-urban areas like Epworth dominated by informal and formal settlements. In addition, strengthening the KIS of the poor has an unparalleled impact for their empowerment. It is generally known that knowledge is 'power', and the reverse is true. However, that 'power' is still lacking among the urban poor and therefore needs to be strengthened through participatory communication methodologies.

Objectives

Generally, the KIS project is part of the *Improving Urban Livelihoods Project* (IULP) that seek to make a holistic or integrated intervention approach, in among other places, Epworth. ITDG Southern Africa gives due recognition to the fact that people's knowledge and information are quite important in the development process, thus they need to be incorporated or strengthened as a prerequisite for sustainable livelihoods.

However, the specific objectives that guided the study were:

- 1 To identify key knowledge and information systems that exist among residents.
- 2 To analyse formal and informal communication channels,
- 3 To identify existing strengths and constraints on KIS,
- 4 To determine information needs and gaps that exist, and
- 5 Based on the study results to identify recommendations that may be used to strengthen urban people's KIS.

Key Concepts and Issues

Information: It is the data that has been given meaning by way of relational connection. This ‘meaning’ can be useful, but does not have to be. However, if information were appropriately collected such that its intent is to be useful then that would contribute towards knowledge.

Knowledge: In its simplest form knowledge means information or know-how. In a study on KIS, Schilderman (2002: 4) provides a working definition that is also incorporated in this project that:

Knowledge (is) information, which has been internalised by individuals, a community or a society. Information is different in that it can be shared or transmitted through communication. People often consult different sources of information to develop knowledge. The best way of representing that complexity is through KIS, rather than single flows.

Similarly, Chambers (1983) notes that besides knowledge acquired through learning most of it is located within people and only rarely written down. Thus, ‘knowledge’ refers to the whole system of knowledge, including concepts, beliefs and perceptions, the stock of knowledge, and the processes whereby it is acquired, augmented, stored, and transmitted (Chambers, 1983: 83).

Livelihoods: Livelihoods are said to comprise the capabilities, assets and activities by which people satisfy their needs or gain a living. A living is a set of resource flows (Hussein and Nelson, 1998: 3) and these resources include such things as agricultural produce, income from wage labour and self-employment in various micro-enterprises such as crafts, sewing, pottery, knitting, carpentry, migrant remittances and so forth. Although some rural and urban households adopt livelihoods that rely on a few activities, most employ strategies that are complex, diverse and variable over time (Ahmed, 1997: 7).

Sustainable Livelihoods: Livelihoods are said to be sustainable when they can maintain and/ or enhance people’s capabilities and promote asset accumulation (DFID, 1999). Thus, sustainability is achieved when designed projects meet the expected or appropriate standards and needs of intended beneficiaries. The project, therefore, tends to be truly worthwhile, and the beneficiaries will feel a sense of responsibility and ownership towards it. This helps to ensure project success. Makumbe (1996: 20) aptly savours this since ‘a successful project is of mutual benefit to both the beneficiaries and the sponsoring organisation.’

Methodology

It should be known that the KIS research project is not a stand-alone study. ITDG Southern Africa has done previous surveys and projects in Epworth, of which the

information obtained was a foundation for carrying out this detailed study on knowledge and information systems. Thus, in order to ‘learn’ and incorporate new insights on this project literature reviews were done on previous ITDG Southern Africa’s IULP research in Epworth. This included reviewing a livelihood study based on the SLF (October 2002) and a compilation report for ITDG by Schilderman (March 2002). The latter was more specific and related to this study since it was on *Strengthening KIS of the Urban Poor*. However, the research sites in that study, except Domboramwari are different from this project. This study also included Domboramwari, and two other settlements of Gada and Chizungu.

In addition, the researchers who did an earlier KIS research did not relate their findings to the SLF, although ‘there was an asset link’ (Schilderman, 2002). However, this KIS project contributed to filling this information gap by incorporating the earlier findings from the SLF study that was carried out earlier in 2001. Incorporating the SLF was easier due to continuity: some of the research team members who did the SLF study were also available in this KIS study.

Data Collection

The literature review provided us with insights and issues that needed further inquiry and these formed a large part of our field methodology. The fieldwork included data collection using both quantitative and qualitative methods. Thus, structured questionnaires and unstructured interviews formed part of the KIS data collection schedules. The two data collection schedules that were used are shown next.

Schedule 1: Structured Questionnaires

The survey was carried out in three areas of Epworth namely Gada, Chizungu and Domboramwari. Data for use in the survey was collected over a period of three weeks, in November 2002, using a combination of tools such as a structured questionnaire and FGDs. In each of these areas, a total of 100 respondents were selected randomly for interview. A list of households obtainable from the Epworth Local Board was used as a sampling frame and names of households were chosen. A simple random sampling approach was used to avoid the problem of selection bias. The total sample size was therefore 300 respondents. Table 1 shows the gender distribution of the sample.

Table 1 Gender composition of the sample

	<i>Male (% within area)</i>	<i>Female (% within area)</i>
Chizungu	57.0	43.0
Domboramwari	56.0	44.0
Gada	43.0	57.0

A total of 156 men and 144 women were interviewed in the survey and this represented 52% and 48% of the sample respectively. Most of the people interviewed were men as shown in Table 1. However, in Gada, women who constituted 57% of the total number in the area dominated, the sample size. In addition, the sample was also characterised in

terms of age, into youths and adults, across the three study areas. Table 1a shows the distribution of youths and adults in Gada, Domboramwari and Chizungu.

Table 1a Age distribution in the survey areas

<i>Area</i>	<i>% Youths (if less than 21 years)</i>	<i>% Adults (if 22 and above)</i>
Chizungu	26.9	73.1
Domboramwari	26.0	74.0
Gada	9.0	91.0
Total	20.7	79.3

People in the survey areas were categorised into either youths or adults using the legal age of majority in Zimbabwe, which is 21 years. Adults in the three areas, particularly Gada dominated the sample, where 9 out of 10 individual interviewed were adults.

Schedule 2: Unstructured Interviews

This schedule involved the use of Focus Group Discussions (FGD), Key informant interviews and observation techniques.

Focus Group Discussions (FGD):

FGDs, by their nature calls for trust building between communities and outsiders, so that respondents ‘open up’ and able to share their information. FGDs helped us in collecting data on information sources, communication channels and institutional arrangements that exist in Epworth. By fully participating in identifying an array of social, economic and political factors that influence KIS the respondents were able to highlight problems and prospects they face in their livelihoods. Basically, the FGDs served the purpose of letting the local people familiarise themselves with group discussions and to allow them to gain confidence that they can ‘teach’ outsiders about their environment and livelihoods.

Some of the FGDs were done according to characteristics like age, gender and power. This was done so as to capture differential perceptions of the respondents. For example, it is assumed that youths do not fully participate in discussions if there are elders. Similarly, women tend to be reserved in the presence of men. On the other hand, powerful individuals within the community, for example, Consultative Committee members and officials from the ELB were interviewed on their own. Some of these individuals constituted a good number of our key informants.

Key Informant Interviews:

Key informants are people who either have a good level of knowledge in a particular aspect of community life and development, or have a range of links to people outside the community, or are particularly knowledgeable about community affairs and are willing to share the news and information they have (Schilderman, 2002: 27). Key informant interviews were done with residents, members of CBOs, Consultative Committees, ELB

and individuals in the private sector. It is important to note that key informants were identified from the baseline survey carried out in Epworth.

Observation:

Observation was used to complement data gathered by the aforementioned instruments. Through this instrument the researchers were able to observe the state of physical and natural assets, for example, water and sanitation, roads, and environmental degradation or conservation practices. Based on the observations we were able to compare them with how respondents relate to them. Thus, inconsistencies, if any are easily noticeable. A vantage point for using observation is that the instrument is independent of respondent's willingness to respond.

Data Analysis

Data analysis involved quantitative and qualitative means. Data analysis for questionnaires involved cleaning and organising data (data preparation), describing data (descriptive statistics) and analysing relationships using various inferential statistics. Thus, data was coded, tabulated and converted into percentages for easy interpretation. For data analysis the researchers used the Statistical Package for Social Sciences (SPSS).

Qualitative data was analyzed following our research objectives and important themes coming from the study. Important issues coming from the FGDs and other unstructured interviews were condensed and analyzed into sections and categories. These then formed the basis for our research findings, recommendations and conclusions.

SLF AND KIS: URBAN POOR'S LIVELIHOODS

There are various issues that emerged in Epworth pertaining to urban poor's livelihoods. A benchmark study done earlier in Epworth used the SLF and highlighted asset links between capital, financial, natural, social and physical assets (see Appendix 1). These assets present residents with an assessment of information needs, sources and gaps that exist within the community. Generally, although the earlier study (Scildermen, 2002) did not use the SLF, however, information obtained was closely related to the framework. The results for this KIS report are categorised according to livelihood assets. The following table shows information needs, sources and gaps that exist in Epworth. Table 2 reveals information needs, sources and gaps as it relates to the KIS study in Epworth done as a follow up to the SLF study in the same area

Table 2 Information trends in Epworth

Information Needs	Information Sources	Information Gaps/No Gaps
<p><u>Physical Assets</u> <i>Housing</i> -Houses in New Gada and parts of Domboramwari are in informal settlements. Residents are worried about evictions and unwilling to 'start again.' In Chizungu, residents are formally settled and have better housing structures than New Gada and Domboramwari. Information needs include: -Affordable housing designs and construction. -Access to land tenure and building by-laws. -Affordable and access to cheap building materials.</p> <p><i>Water and Sanitation</i> -Chizungu has better water supply with some areas having piped water. In Domboramwari, there are water points manned by ELB. In New Gada, there are no water points and residents rely on open wells, of which most are unprotected. -Residents were at risk from drinking unsafe water in Domboramwari and New Gada also rely on unsafe drinking water from the open wells and nearby streams. -Information needs include where to get assistance to build more water points and protected water sources. -There is also a need to promote the use of ventilated pit latrines. -Collection of waste is done in Chizungu and other parts of Domboramwari. However, poor roads in New Gada have hindered the movement of a</p>	<p>ELB, Civic Forum on Housing, ITDG Southern Africa. Commissioners, CC, Social Networks, Political Meetings, Retail outlets, Friends, and relatives</p> <p>The key information sources are social networks. ELB and a few NGOs have also provided valuable information.</p>	<p>Most people in Chizungu (74%) were aware of the by laws laid down by council in the construction of houses. However, in Gada (42,0%) and Domboramwari (40,6%) of the respondents were not aware about the by-laws (See Appendix 2). On the whole, there is a case of institutional failure to enforce existing rules and regulations. Information access to asbestos material was easily accessible. This may be attributed to many retail outlets that sell asbestos in Epworth as well as in greater Harare. On the other hand, information access to tiles and iron sheets was difficult to obtain. There are also information gaps on where to obtain cheap and stronger bricks.</p> <p>Large information gaps exists on issues like on how to get access to safe drinking water. Residents were also worried when boreholes dry-up due to shortage of rain. Lack of environmental education on water and sanitation exist.</p>

<p>waste collection tractor in the area.</p> <p>Communications In Chizungu, there are public phones, but most of them are not working. In Domboramwari there are few people with individual phones, some have turned them into 'public' by charging potential users. Information needs include how to have access to cheap and reliable public phones.</p> <p>Health There is a polyclinic in Epworth that caters for all the residents. Information needs includes: -the fees charged by the polyclinic, -access to free health care, -more knowledge on HIV/Aids and related drugs, -access to extension workers,</p> <p>Transport -Residents complained on lack of accessible roads. Most roads are not surfaced or tarred. Thus, information required on how to improve the road networks. -High price increases from Epworth to Harare. Residents don not know the justification of the price increases and how they are supposed to be protected from such increases.</p> <p>FINANCIAL ASSETS Income Generating Projects Information needs that were highlighted and ranked using the Likert scale (1-5) include:</p>	<p>Relatives, friends, phone services by the private individuals and public sector, radios, TV, meetings</p> <p>The main source of information concerning health problems or diseases is the Epworth Polyclinic. It is well supported by charitable organisations like Mashambazou, Plan International and J.F. Kapnek Trust in association with the Ministry of Health and Child Welfare (MOHCW). Other sources also include extension workers, churches, friends, relatives, TV, Radio</p> <p>The main sources are radios, friends, TV and newspapers. Information would also be received in advance through the grapevine/gossip.</p> <p>The two main sources were friends and meetings/gatherings (Church, CC, and Co-</p>	<p>High information gaps when it comes to formal information channels. Most public phones were not functional. Access to radios and TV is limited by their increased costs or that of batteries in areas without electricity. Latest ICTs like cellphones and internet/e-mail are expensive and for the latter most elders do not know about them. Although youths are enthusiastic about willingness to use the internet/e-mail lack computer skills and their unavailability at a local level have worked against this.</p> <p>Increased costs of gaining access to health care due to high prices of drugs and transport. It is also expensive to look after the sick or orphans being left behind due to the HIV/Aids pandemic.</p> <p>Information gaps exist when it comes to when roads would be constructed. However, on transport costs residents were hopeless since everything seems to be going up due to inflation.</p> <p>Information gaps exist on viable projects and ready markets for finished products. Prices of most products were seen as low and not</p>
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<p>1. Where to get markets? 2. Access to loans. 3. Provision of business training. 4. Knowledge on viable projects.</p> <p>Employment Formal employment: a lot of school leavers are not employed. There are also high retrenchments among adults. Information needs were based on how to gain wage labour or resources to start informal income activities.</p> <p>Credit/Loans Residents want to know how they can have access to formal/informal low interest loans.</p> <p><u>SOCIAL ASSETS</u> ELB The performance of the Local Board was seen as inadequate and need to be improved.</p> <p>NGOs Residents felt that NGOs need to expedite their services to the poor. Some NGOs are not well known by the poor and ways they can be accessed.</p> <p>Consultative Committees All the three study areas have CC, however, their achievements are not yet pronounced. Information needs include: -How the work of the CC can be improved? -Ways of making the CC</p>	<p>operatives). People also access information from radios and newspapers. NGOs have come up with their predetermined projects. The public sector does not help.</p> <p>Friends and relatives are important in having access to information on employment opportunities. Newspapers also advertise everyday.</p> <p>Newspapers are important in informing residents about micro-finance schemes. Informal sources of loans are obtained from key informants, friends, and clubs.</p> <p>Information is supplied through CC meetings. Friends, Key Informants and other social networking are also important in this regard.</p> <p>Information coming from NGOs themselves: ITDG Southern Africa, Plan International, Mashambanzou Trust, J.F. Kapnek Charitable Trust, Civic Forum on Housing. Also from Extension workers, CC, friends and social networks.</p> <p>Meetings organised by the CC are the main sources of information. Other key information sources on the CC include friends, relatives and neighbours.</p>	<p>encouraging reinvestment of income. More NGO support is anticipated in the promotion of sustainable projects.</p> <p>Information gap, especially on formal employment is high. However, the informal sector is taking up the unemployed and retrenchees.</p> <p>Interest rates are high although they were currently below the inflation rate, which was around 140%.</p> <p>Huge information gaps exist on the provision of services to residents. The ELB is also less accessible to the residents.</p> <p>Some NGO activities are not well known and are biased towards areas with better infrastructure.</p> <p>There are substantial information gaps on the functions of the CC. Whilst they are officially depicted by the ELB as development agents, some respondents saw them as political entities and others were not sure on their role.</p>
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<p>accessible by those with problems.</p> <p>CBOs There are few CBOs engaging in income generating projects. However, Chizungu and Domboramwari have significant burial societies that sought to help members in times of bereavements. Information needs include: -How to come up with successful and viable projects. -The need for members of CBOs to be trained in running projects.</p> <p><u>HUMAN ASSETS</u> There is a need for human capacity building in the following areas: -information dissemination on by-laws. -health education. -training on project management practices.</p> <p><u>NATURAL ASSETS</u> Increased population levels have resulted in declining land and forest resources. Residents were worried about increased soil erosion, tree cutting and grass depletion. Information needs include: -How to effect sustainable utilisation of natural resources? -To control activities like sand extraction and tree cutting. -Environmental training and education.</p>	<p>The important role played by social networks in the movement of information is evidenced by the role of friends and meetings in determining the formation and composition of CBOs. Radios and newspapers also contribute towards this end. NGOs like Plan International and recently ITDG Southern Africa have also been upheld for sensitizing residents on the importance of CBOs.</p> <p>NGOs like Plan International, J.F. Kapnek Charitable Trust, Epworth Clinic. Churches, Extension workers and friends also help in information dissemination.</p> <p>The different information sources in terms of their effectiveness in the dissemination of environmental information were ranked by using the Likert scales (with 1 being very effective and 5 representing least effective source): (1) radios, (2) Extension Workers, (3) Social Networks, (4) TV, and (5) Newspapers.</p>	<p>There is a wide gap on the benefits associated with CBOs. Although there are many burial societies, most areas do not have CBOs engaging in other activities. It seems most people still need to be ingrained on the costs and benefits associated with working in groups.</p> <p>Huge information gaps exist. It is hoped that the NGO sector would help in increasing people’s capacity to learn by developing their knowledge and skills so that they could improve their livelihoods.</p> <p>Chizungu had the highest number of respondents (87.5%) who were aware of environmental laws safeguarding the use of natural resources (See Appendix 2). Gada also had a sizeable proportion of people knowledgeable about the environment. However, in Domboramwari 45.8% of the respondents knew the laws. In general most people in Epworth were found to be aware of the laws.</p>
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It should be noted that the data provided in Table 2 is not conclusive. In Appendix 2 we categorised the emerging knowledge and information systems whilst giving due recognition to the urban poor’s livelihoods. The statistical data tend to help us in finding out the magnitude of knowledge and information trends within the three communities of Chizungu, New Gada and Domboramwari.

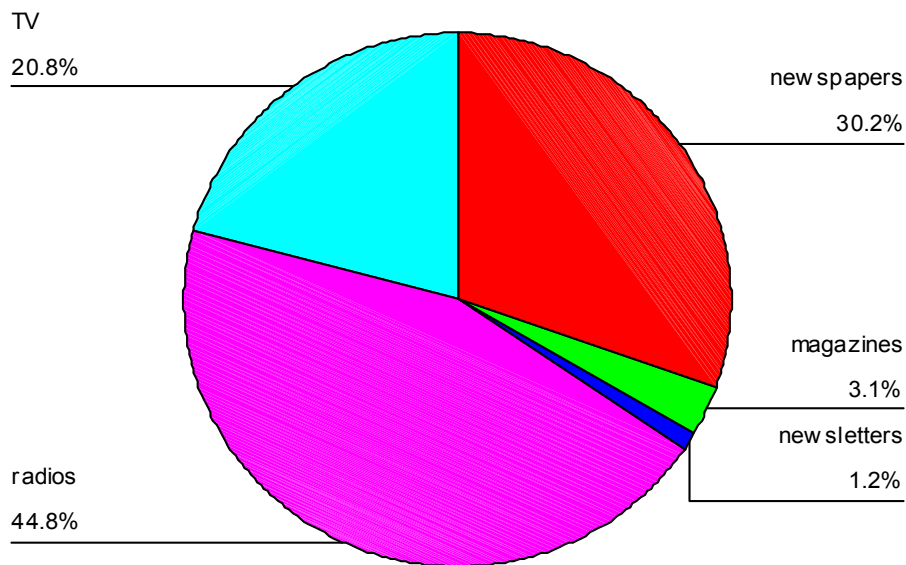
SOURCES OF INFORMATION

In this section we highlight various sources of information used in Epworth. Sources of information were categorized into two namely, formal and informal sources. We now highlight each of these and how respondents relate to them.

Formal Sources

Formal information sources considered by the survey include newspapers, TVs, radios and magazines etc. Radios and newspapers were the two most important sources of information for the respondents. Newsletters were the least important since they are hardly sold in the Epworth town. Figure 1 shows the schematic presentation of the results.

Figure 1 Formal sources of information



Respondents classified the effectiveness of radios, TVs and newspapers as either good or very good. On the other hand, magazines were regarded as poor, given their low readership among residents.

Table 3 Effectiveness of formal sources

<i>Formal source</i>	<i>Mean score</i>	<i>Rank</i>
Radios	1.75.	1
TVs	2.21	2
Newspapers	2.41	3
Magazines	3.48	4
Newsletters	3.67	5

The findings in the previous table were based on. The mean score were created from Likert scales whose values ranged from 1, which denoted Very good through 5, which denoted Very poor.

GENDER DIMENSIONS OF ACCESS TO INFORMATION

Based on the findings of Schilderman (2002) which indicated that agencies should aim to reduce social exclusion, it was imperative for the study to characterize access to information along gender lines. Respondents were asked questions regarding access on the different assets at their disposal (See Appendix 3).

MALE RESPONDENTS

Access to information among male adults and youths are shown in Tables 4 and 5 respectively.

Table 4 Access to information on assets among male adults

	Area		
	Chizungu (% of all male adults)	Domboramwari (% of all male adults)	Gada (% of all male adults)
Physical	37.8	37.1	25.2
Financial	39.1	38.3	22.6
Social	43.0	32.4	24.6
Natural	37.3	31.0	31.7
Human	30.9	33.8	35.3

In general, most male adults did not have access to information on the various assets. This was particularly evident in Gada, where on average 25% had access to information.

The survey also sought to establish access to information among male youths. A youth in this respect is defined as an individual who is under 21 years of age by law. Table 5 shows the results.

Table 5 Information access among youths

	Area		
	Chizungu (% of all male youths)	Domboramwari (% of all male youths)	Gada (% of all male youths)
Physical	38.5	7.7	53.8
Financial	39.1	38.3	22.6
Social	43.0	32.5	24.6
Natural	37.3	31.0	31.7
Human	43.2	35.2	21.6

An almost similar trend was noted among youths in terms of access to information on the various assets. Overall, it can be concluded that most male youths were precluded from the various sources of information affecting their livelihoods.

FEMALE RESPONDENTS

Female respondents were categorised into youths and adults, and then access to information solicited from them.

Table 6 Information access among female adults

	Area		
	Chizungu (% of all female adults)	Domboramwari (% of all female adults)	Gada (% of all female adults)
Physical	29.1	34.1	36.8
Financial	33.0	38.0	29.0
Social	32.9	28.3	38.8
Natural	30.4	26.1	43.5
Human	31.2	37.7	31.1

Table 7 Access to information among female youths

	Area		
	Chizungu (% of all female youths)	Domboramwari (% of all female youths)	Gada (% of all female youths)
Physical	40.7	7.4	51.9
Financial	27.3	9.1	63.6
Social	32.9	28.2	38.8
Natural	31.6	30.6	37.8
Human	31.3	22.9	45.8

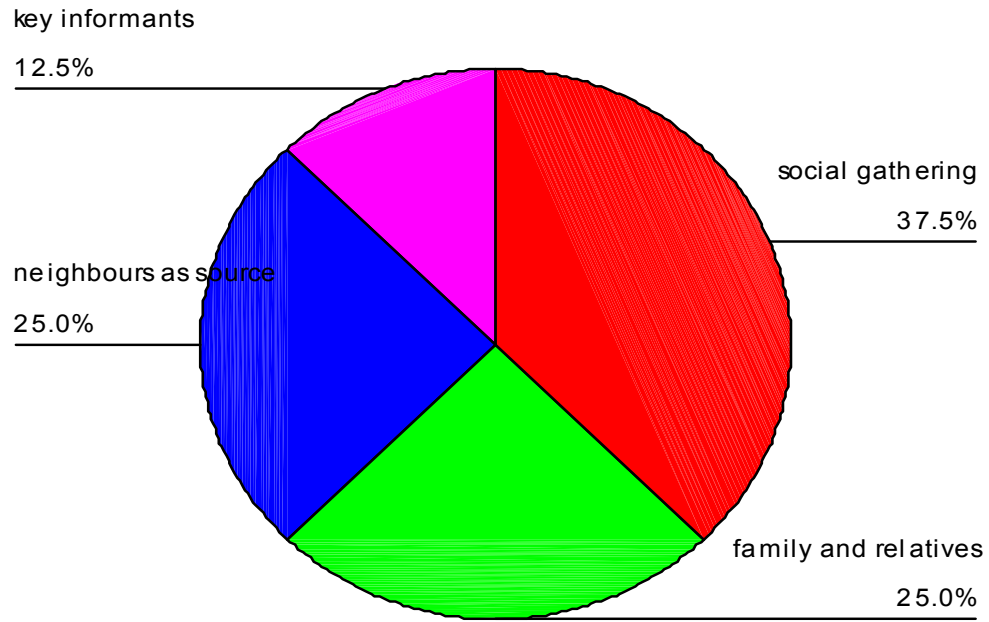
A close scrutiny of Tables 6 and 7 shows that women irrespective of age faced difficulties in accessing information pertaining to the various assets. This finding is consistent with Schilderman (2002), which highlighted the need for development initiatives to reduce social exclusion through strengthening the knowledge and information systems within and among communities.

Informal Sources

Informal sources of information evaluated by the survey include gossiping, key informants, relatives, friends and the immediate family among others. Informal sources of information that were eminently used by the respondents were social gatherings, friends, key informants and gossip. Friends and gossiping were combined to a single variable, social gathering. Similarly, relatives and family members were also grouped on their own since they entail the sharing of information from people who are of the same kinship. Neighbors and lodgers were also grouped together.

Figure 2 shows the relative importance of informal sources of information.

Figure 2 **Relative importance of informal sources of information**



The eminent role played by participating in social gatherings is underlined in Figure 2, where 37.5% of the respondents used this source.

In Table 8 we show the reliability of the informal information sources and these are ranked accordingly, with 1 depicting the most reliable and 7 the least reliable.

Table 8 **Reliability of informal sources**

<i>Informal source</i>	<i>Mean score</i>	<i>Rank</i>
Friends	2.09	1
Key informants	2.33	2
Family	2.34	3
Social gathering	2.42	4
Relatives	2.61	5
Gossip	2.66	6
Neighbors	3.09	7
Lodgers	3.38	8

According to Table 8 friends, key informants, and the immediate family emerged as the three most important sources of information for the people. Even though social gathering was widely used to obtain information among residents, it was not very reliable as a platform for sharing information.

INSTITUTIONAL NETWORKING: INFOMEDIARIES

All developmental issues affecting the residents in Epworth fall under the auspices of the Epworth Local Board (ELB). Such issues may involve the development of infrastructure such as roads, servicing stands, water facilities, health, electricity etc. It was therefore expedient for the survey to solicit for residents' assessment of the ELB in terms of its effectiveness.

Table 9 Residents' assessment of ELB

<i>Rating of ELB</i>	<i>%</i>
Very good	3.3
Good	13.0
Poor	19.7
Very Poor	64.0
Total	100

It is evident that most residents in Epworth are dissatisfied with the performance of the Local Board. At least 70% of the respondents classified performance of the ELB as either poor or very poor. In addition, 33.6% of the respondents indicated that the Board was not accessible.

The survey also sought to establish developmental expectations from the local board (ELB). Some of the responses are shown in Table 10

Table 10 Expectations to improve livelihoods of residents

<i>Needs</i>	<i>% who indicated response</i>
Serviced already existing and new stands	86.3
Improved sanitation and water	68.7
Roads	78.3
Health	59.0
Shops	57.7

Infrastructural developments mentioned were serviced stands, improved water and sanitation, clinics and road networks. The respondents indicated that these were their main priority areas. However, it must be noted that these needs are interrelated since an improvement in one would also have positive impact on the other.

Residents were given the opportunity to evaluate the performance of the Epworth Local Board (ELB) through a series of questions asked using Likert scales ranging from 1 representing strongly agree and 5 representing strongly disagree. Table 11 shows the rating of respondents in this respect.

Table 11 Attributes of the ELB

<i>Characteristic</i>	<i>Mean score</i>	<i>Rank (where 1 strongly agree and 5 is strongly disagree)</i>
It holds meetings every month	3.26	1
It is accessible	3.49	2
It represents the wishes of the people	3.63	3
Is effective in the development of the area	3.84	4
Has good leaders	4.04	5

Generally, residents were of the opinion that the ELB performed ‘satisfactorily’ in terms of convening meetings and being accessible. However, they indicated that the ELB was ‘poor’ in terms of representing the wishes of the people and spearheading development. Respondents were particularly critical of the quality of leadership at the ELB. It seems the failure by the Local Board to effect needs previously highlighted in Table 10 contributed towards this perception.

Commissioners

Commissioners are given the sole responsibility of conveying the concerns of the residents to the ELB. The ELB in turn then forward problems affecting residents to the Ministry of Local Government and National Housing. Respondents were asked about their knowledge of commissioners who in principle are supposed to work with them.

Table 12 Knowledge of commissioners by residents

	Knowledge of local commissioners	
	Yes (%)	No (%)
Chizungu	24.0	76.0
Domboramwari	25.0	75.0
Gada	28.0	72.0
Total	25.7	74.3

Most respondents in all the three areas did not know their respective commissioners. Overall, only 1/4 of the residents were aware of their local commissioners. When asked about whether they knew the names of their commissioners, 25.7% of the residents did so.

The performance of local commissioners was evaluated by focusing on a number of attributes such as meeting attendance and whether they represented the wishes of the people. The findings are shown in Table 13.

Table 13 Attributes of local commissioners

<i>Attribute</i>	<i>Mean score</i>	<i>Rank</i>
Holds meetings every month	4.08	1
Are accessible	4.13	2
Represents the wishes of the people	4.21	3
Effective in the development of the area	4.40	4
It has good leadership	4.44	5

Generally, residents disagreed with all the above mentioned attributes of local commissioners since mean figures are above 4, on a scale which runs from (1) strongly agree through (5) strongly disagree. Therefore, one can conclude that residents were dissatisfied with the performance of local commissioners

Consultative Committees

Residents were also asked to evaluate the performance of consultative committees, which work closely with commissioners.

Table 14 Knowledge of consultative committees

	Knowledge of consultative committees	
	Yes (%)	No (%)
Chizungu	53.8	46.2
Domboramwari	27.1	72.9
Gada	41.0	59.0

Chizungu had the highest proportion of residents who knew about consultative committees. On the other hand, only 27.1% of the respondents in Domboramwari were aware of the consultative committees. The functions of the consultative committees mentioned by the residents are shown in Table 15.

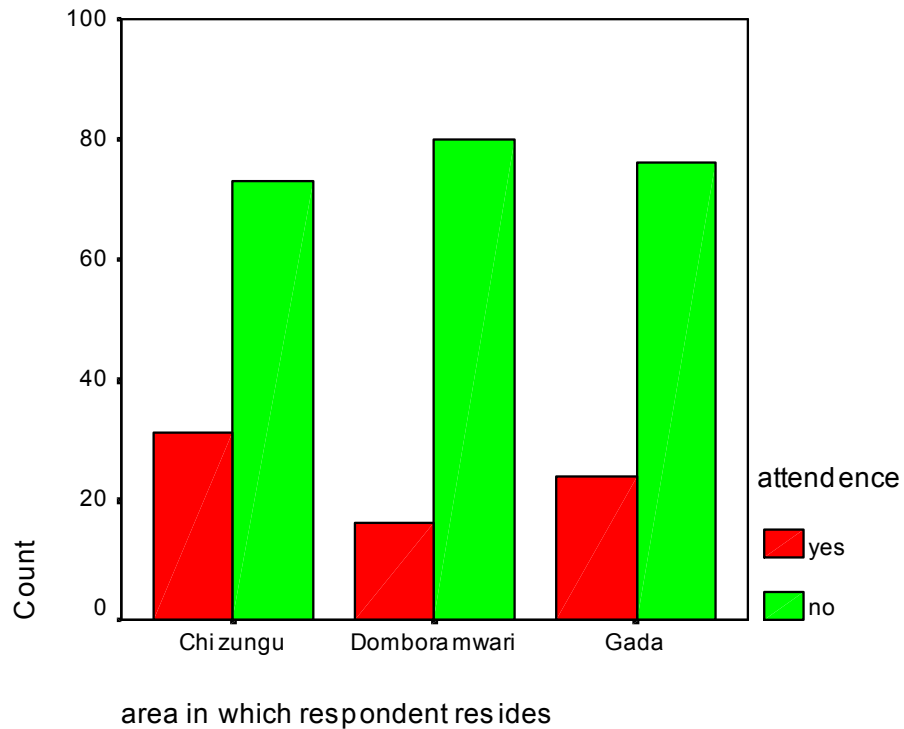
Table 15 Functions of the consultative committees

<i>Function</i>	<i>%</i>
Development	20.3
Politics	18.0
Social issues	3.0
Not sure	58.7
Total	100

The majority of residents were not sure about the role of the consultative committees (58.7%). However, 20.3% and 18.0% respectively, thought their main function was development or politics.

Attendance to meetings held by consultative committees is shown in Figure 3.

Figure 3 Attendance to CC meetings



As shown in Figure 3, attendance to meetings held by consultative committees was low in the three areas. In fact, the results showed that in general only 23.7% of the respondents ever attended any meeting held by the committees. Since Consultative Committees were formed in 2002, most people were not aware of their existence.

Non governmental Organizations

The survey also attempted to characterize NGOs working in Epworth with a view to improving relations and service among these organizations. At least half of the respondents (51.7%) indicated that there were other organizations also working in Epworth.

Residents were requested to assess the performance of NGO activities in Epworth. The results of this assessment are shown in Table 16.

Table 16 Rating of NGO activities

<i>Rating</i>	<i>%</i>
Very good	33.3
Good	15.3
Satisfactory	10.7
Poor	1.3
Very Poor	1.4
Missing	38.0
Total	100

About half of the residents of Epworth categorized the performance of NGOs as either good and very good (48.6%). This implies that most of the people are generally satisfied with the performance and delivery of NGOs in the area.

FACTORS THAT PROMOTE OR LIMIT URBAN POOR'S PARTICIPATION IN KIS

There are various reasons that affect the participation of poor men and women in participatory development. This occurs despite the fact that beneficiary participation tends to facilitate better project design and subsequent implementation. The supply of information on the locality and on the felt needs of beneficiaries goes a long way to ensure that the project designed to meet such needs meets the expected or appropriate standards of the beneficiaries (Makumbe, 1996). Incorporating the knowledge and information of the urban poor has the benefit of facilitating the implementation of plans.

In Epworth it was noted that factors that promote knowledge and information acquisition, dissemination and related participation by the urban poor is operating mainly from three levels. The three levels are:

1. the individual level;
2. the community; and
3. the local board and government.

These levels interact with one another, such that one level may influence developments at the other stage. The three levels are shown in tables that are to follow. Information generated in this section was partly solicited from focus group discussions, as well as from general experiences from the SLF baseline survey.

Table 17 Individual level

Factors promoting participation	Factors limiting participation
Having confidence that what you think is important.	Feeling that what you think is not important; you can hardly express your what you think. This was particularly evident if FGDs held in Epworth among men and women. Women participants were generally poor participators than men due to cultural barriers.
Having consciousness and awareness of societal impacts on an individual including yourself.	Not aware of socio-economic and political factors that affects oneself.
Experience or willingness to participate in group activities, discussions and meetings.	Lack of experience in group/collective activities; unwilling to participate in group activities; individualistic. Groups that faced this problem of non-participation were those groups whose membership was dominated by men such as the brick moulding.
Ability to learn and mould yourself and your environment.	Feels incapable to learn on your own or changing the local environment. It was interesting to note that some groups were deliberately denying others information on lucrative projects, hence this acted as a limiting factor in the enhancement of livelihoods of others

Table 18 Community level

Characteristics	Factors promoting participation	Factors limiting participation
Residential status (formal or informal)	Formalisations of settlements as people are not vulnerable to evictions.	If some areas are formalised and others are not it increases community differences. This scenario is true in Gada, Domboramwari and Chizungu.
Community leaders	Community leaders can facilitate participation and information dissemination through meetings.	Without leaders no one will represent community interests at ELB or with development agencies. Some leaders may follow their own agendas such as politics
Community leadership selection	Most people want to work with leaders selected by the community.	Community leaders selected by external authorities (e.g. commissioners) may be removed from people's problems, thus may not be supported by people.
Physical conditions and communication network	Communities with surveyed and having plans are easily accessible such that messages can be conveyed quickly to facilitate community organisation.	Haphazard and unplanned communities make communication and organising difficult.
Economic Status	Communities, which have regular income and less poverty, can participate better.	Poverty and being poor limit one's position to participate in community issues.
Social organisation	Communities with existing associations are easier to mobilise and work with.	Communities without associations are difficult to organise and communicate with.
Conflicts	Communities that have less conflicts, especially emanating from political differences will have easy free-flow of information.	Conflicts result in lack of freedom, information exchange and participatory decision making. Results in lack of unite of purpose.

Table 19 Government Level

Characteristics	Factors promoting participation	Factors limiting participation
Technical expertise	Government personnel understand that what their knowledge may not be socially relevant to the needs of the urban poor and conditions in the community.	Government field workers have a 'we know it all' attitude. Due to their education and expertise, they depict themselves as better disseminators of knowledge than the people.
Bureaucracy	There is great emphasis on formal communication channels, such that information is heard and passed down to a lower level.	The information channels are longer and result in delays. Information maybe lost or misinterpreted in between.
Planning	There is a clear process of drawing up and adapting physical plans for formalising settlements in consultation with the community.	Government personnel tend to make their own models without consulting residents. In most cases they are also inflexible in their plans.
Financing to local authorities	Budgets are given to ministries (responsible for housing, local authorities, roads etc) to implement development programmes.	ELB is under-funded, thus relying much on raising its own budget. This has resulted in increased rates and levies. Due to financial limitations, the quality of services provided is declining.
Politics	Government workers are not supposed to divulge their political affiliation. They are usually seen as non-partisan in the eyes of the public.	Government workers are being too political and this has fuelled conflict and tension within communities.

Gender Considerations

In most cases knowledge and information systems tend to be entrenched within gender lines. Stanley and Wise (1990) note that traditionally, women are systematically excluded, whether intentionally or unintentionally, as 'knowers' or agents. Thus, Stanley and Wise (1990) highlight that *epistemology*, which is a theory of knowledge addresses central questions such as: *who can be a 'knower', what can be known, what constitutes and validates knowledge, and what the relationship is.*

There is a plethora of barriers that have mitigated women's access to knowledge and information systems. Kwaramba and Muwanigwa (2000: 261) pointed out that barriers to women's access to the media and information systems in Southern Africa include:

Societal attitudes, traditional and cultural expectations, heavy workloads, high illiteracy and women's absence in positions of formal authority or decision making.

In addition, most technology is designed and implemented by men who have little or no understanding of women who should benefit from the introduced project. There is a general failure to address women's real priorities, failure to include input from women in the planning or design of new technology, and failure to establish any viable communication networks at the local level to assess community-level impact.

However, the following information was given as militating against women's advancement in the focus group discussions carried out in Epworth:

- Lack of money to start income generating projects (for instance women income generating projects which were failing to take off ground included tile making, horticulture, bread making, peanut butter making and brick moulding)
- Traditional beliefs that depict women as house wives;
- Lack of information on sources of finance and training (women and youths were not aware of alternative sources of credit as well as training especially for brick moulding and the purchase of equipment such as wheel barrows);
- Some husbands want to have full control on wife's activities; and
- Too much domestic tasks like child rearing, fetching water, and preparing food.

At the same time, we should note that women are more likely to belong to knowledge and information sharing networks e.g. burial societies, community groups etc.

Despite the exclusion of women in development projects, most women in Epworth said that they were capable to do various tasks like their male counterparts. It was noted that with the current social and economic hardships being experienced in the country there was a need for women to complement husband's efforts to source for household income. Even during some FGD most men agreed that the present food shortages being experienced has provided some women with an entrepreneurial spirit to enter commodity marketing. A good example, was the entry of women on the 'black market' where they trade foodstuffs like sugar, cooking oil, salt, mealie meal which are/were in short supply. Access for foodstuffs to be later sold on the black market hinges a lot on informal information systems. It seems social relations play a great role in one's access to information on where the commodities are on sale. Information is mainly released among friends and relatives.

Youths

In peri-urban areas like Epworth, it is not only women that are marginalised, but also children. The GoZ (1996) notes that children especially those living in informal settlements are unable to support themselves adequately and are an extremely vulnerable group in society. Lack of formal education and a decent standard of living have led children to be trapped in a vicious cycle of poverty. With the breakdown of the extended family system due to urbanisation and increasing poverty, most youths are left out any assistance. Lack of assistance from relatives has detrimental effect as we have noted much earlier that kinship play an important part in KIS.

However, issues that were raised by youths in Epworth mainly relate to their eagerness to integrate themselves into the economy. Most youths are vulnerable because the socio-economic hardships being experienced in Zimbabwe have resulted in more unemployment for school leavers. Thus, with no hope of getting formal employment most youths are willing to be engaged in the informal sector. However, there are a lot of information needs and gaps that were noted in the income generating projects that youths prioritised. For example, when asked to state what projects they seek to do if given an opportunity, some youths stated projects without knowing the source of training for such skills, access to raw materials and market trends. Generally, the information needs and gaps that exist among youths in Gada, Chitungu and Domboramwari are the almost the same.

CONCLUSIONS AND RECOMMENDATIONS

Generally, this study has documented knowledge and information systems in urban poor communities of Epworth. The study has helped to highlight people's livelihoods and how they relate to them in terms of access to and control of knowledge and information systems. It is equally clear that the existing information gaps would not have been put into sharper focus without a detailed and systematic inquiry in existing knowledge and practice. Interestingly, knowledge and information are loosely depicted as the same and used interchangeably – an indication that shows the seriousness they must be accorded in development interventions.

Notaka and Takeuchi (1995) emphasise the difference between *explicit knowledge*, which can be articulated in formal language and transmitted among individuals, and *tacit knowledge*, personal knowledge embedded in individual experience and involving such intangible factors as personal beliefs, perspectives, and values. Basically, both knowledge types need to be recognised and made a key dynamic in participatory development interventions.

It is recommended that the knowledge and information systems of the urban poor in Epworth would be strengthened through diverse intervention measures. Schilderman (2002: 41-43) provides the following practical approaches successful used amongst the urban poor:

- Community empowerment e.g. through provision of information about income generating projects, sources of credit, and product marketing,
- Exchange visits,
- Leadership training,
- Community based drama, theatre, or dance,
- Community based radio or television,
- Community information or resource centres, and
- Telecentres.

It seems most of the aforementioned approaches are applicable to urban communities, not least peri-urban areas like Epworth. The first three have been used by some organisations in the country and they tend to help in learning and information sharing. This helped towards human capacity building, which is important for people to make informed decisions suitable to achieve development goals. On drama/theatre, Amakhosi Theatre Company is currently promoting them through the *Theatre for Community Action Project* in conjunction with an NGO, the Centre for Applied Social Studies. On the other hand, community information or resource centres have been mainly situated in city centres thereby marginalising poor urban settlements. Similarly, telecentres like Internet cafes, which are mainly operated by the private sector, are biased against poor urban areas. It is only phone shops that are being decentralised into high-density areas, mainly due to the incapability of the public utility TelOne to serve customers. A notable departure from this, is the adoption of the 'infobus', promoted by ITDG Southern Africa and Econet Wireless Company that offer Internet and phone facilities to marginalised sites. However, a difficult intervention approach that has a remote change of being implemented in Epworth is that of community radios or television mainly due to the stringent broadcasting regulations being enforced in the country. It seems the use of audio-visual communication technologies would suffice in providing a learning opportunity and progress evaluations.

Whilst keeping in focus with some of Schilderman's approaches, the following intervention measures would help in strengthening knowledge and information systems in Epworth.

Training and Workshops

Based on the study results it was noted that information needs and gaps exist due to inadequate communication and dissemination methodologies. Similarly, the capacity for individuals to disseminate knowledge and information depend on various issues. In the study we highlighted that KIS may be promoted or limited mainly from three levels, which are, individual, community and the local board/government level. Thus, information acquisition and use within the three levels may be promoted through training and holding capacity building workshops with:

- Epworth Local Board, Commissioners and Consultative Committees: there is a need to ingrain these institutions with human capacity building or leadership skills. There must be unit of purpose and ability by members of these institutions to develop their skills in various ways like decision making, how to hold meetings, speech and writing. Also in ensuring the committees have proper democratic processes so they can be seen to be representative. Also that they seek participation from residents and feedback to them effectively.
- Representatives from Government Ministries: since government officials are seen as too technical, inflexible and bureaucratic they need to mix and appreciate participatory learning processes with other development agencies and the grassroots.
- NGOs and CBOs operating in Epworth or other urban communities: the organisations must have unity of purpose and help to strengthen each other through participatory knowledge and information sharing or dissemination.

- Key Informants: these should also be included since they are important in the dissemination of information. The inclusion of key informants in the training process and workshops would provide them with appropriate skills to sensitise people on new developments.

Basically, training and workshops help in ingraining participants with new skills. Thus, the knowledge that is acquired would help in solving problems in their tasks; it ‘produces competence leading to effective action’ (Murray, 2002).

Targeting: Gender and Age

Any intervention measure on knowledge and information system must have its target population. There must be specific target populations based on gender (females, males, mixed sex) and age (adults and youths). Specifying target groups would help later during project monitoring and evaluations. For example, in earlier sections of the study we highlighted the differences that exist in KIS among people. Generally, males, both adults and youths have more information on assets compared to their counterparts, women who tend to dominate on issues related to social assets. Similarly, adults are also at an advantage in accessing KIS than the youths. Thus, intervention measures must take into consideration gender and age factors. It is assumed that the provision of ICT’s like the internet and e-mails would have a wider appeal among youths than elders. However, in some cases like training programmes to income generating project members the inclusion of adults and youths might be advantageous in that there would be cross-fertilisation of ideas and knowledge sharing.

Information and Communication Technologies

The provision and promotion of ICTs would have a positive effect on people’s access to knowledge and information. As noted in the study Epworth lags behind thereby facilitating urban poor’s participation in communication and dissemination of information. Thus, urban development projects should generally provide for ICT equipment and training, as one means of expanding this media (Schilderman, 2002).

Documentation

It was noted during the study that there is weak documentation of events and information at most levels. While recording information is often necessary because it contains the details needed to execute a task successfully, recorded knowledge helps in making the connection between objectives in performing a task and supporting information that is available. Thus, there is a need to document people’s experiences through documents like reports, pamphlets or videos. The documentation should also be done in local language(s) so as to facilitate learning.

Explicit knowledge is mainly composed of two forms: ‘recorded knowledge’ and ‘knowledge in action.’ It is quite advantageous to use both. For example, trainers are

more concerned with knowledge in action, because they interact with knowledge-seekers, help them develop mastery and observe the achievements. The use of videos would also help towards effecting the learning process. On the other hand, technical writers are typically more concerned with 'recorded knowledge', which is later readable. A vantage point for using both is that it gives an option for future evaluators and to new learners to gain more understanding of the subject matter.

A further point is about where this information should be stored. Ideally it should be stored in the community (as well as elsewhere) in a way that it can be accessed and used by community members as well as by NGOs / academics.

Monitoring

There is also a need to effect strategic monitoring and evaluation exercises. In most cases development projects implemented with the support of NGOs have failed to achieve their desired objectives due to weak monitoring and evaluation mechanisms. In the end when the NGOs left there would be lack of continuity and most projects crumple. However, the monitoring system should always give due recognition to participatory methodologies that would also involve the urban poor. Inclusion of the urban poor would help towards effecting appropriate mechanisms for learning and using the acquired knowledge to achieve sustainable livelihoods.

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Appendix 1: SLF Data Collection Guide

a) Vulnerability Context

- What are the main sources of income?
- How important is each source?
- Men, women and both mainly dominate which sources of income? Who controls income within a household?
- Is the revenue from a given source used for a particular purpose?
- At what time of the year is cash income most important?
- How do income-earning opportunities vary throughout the year?
- What are the major events in the past have impacted in your way of life significantly?
- How you dealt with it to overcome its effects?
- How recurrent are these events?

b) Human Capital

- From where (what sources, networks) do people access information that they feel is valuable to their livelihoods?
- Is there a tradition of local innovation? Are technologies in use from internal or external sources?
- Do people feel that they are lacking certain type of information pertaining to training, environmental conservation, marketing, adoption of crops etc.
- How aware are people of their rights and of policies, legislation, by-laws, and regulations that impact upon their livelihoods?

c) Social Capital

- What sort of social groups exist within the community?
- What are their main roles/functions?
- What sort of socio-economic benefits do men and women derive from these groups?
- How effective are these groups in meeting people's needs in relation to the irrigation scheme and livelihoods?
- How do people get support from other sources other than those with the communities? Which are some of these sources?
- How are these institutions linked?

d) Natural Capital

- Which groups have access to which type of natural resources?
- What is the nature of access rights (e.g. private ownership, rental, common ownership, highly contested access etc.)? How secure are they?
- How have access rights changed over time? Is there evidence of significant conflict over resources?
- How is access to natural resources affected by external factors (the economic and political dispensation)?

e) Physical Capital

- Water and sanitation – who provides, and is it safe?
- Roads – availability, accessibility.
- Transport – availability, affordability.
- Shelter – housing conditions, warehouses, building materials.

f) Financial Capital

- Which types of financial organisations exist, both formal and informal?
- What services do they provide (interest rates, collateral security etc)?
- Which groups or types of people – have access? What prevents others from gaining access?
- What are the current levels of savings and loans pertaining to farming?
- What proportion of your income goes to savings?
- Are there any households, which receive remittances from family members?
- Who control remittance income when it arrives? How is it used? Is it reinvested?

g) Structures

- ELB – administrative structures, services, and funding.
- CBOs – activities and linkages.
- Institutional links – training, funding, and activities.

h) Processes

- Legislation, policies, and by-laws governing all activities from land allocation, sites for industrial activities, standards to adhere to etc.
- Markets and rules of the game within the structures.
- Beliefs, norms and values.

i) Strategies

- What are some of the strategies you employ in times of crisis (drought, no markets, shortage of water etc)?
- How do the strategies vary?

j) Livelihood Outcomes

- Improved food/income/environmental protection?
- Reduced vulnerability?

Appendix 2: Selected information trends linked to assets

Knowledge of by- laws guiding the construction of houses

	Knowledge of by laws	
	Yes (%)	No (%)
Chizungu	74.0	26.0
Domboramwari	40.6	59.4
Gada	42.0	58.0
Total	52.7	47.3

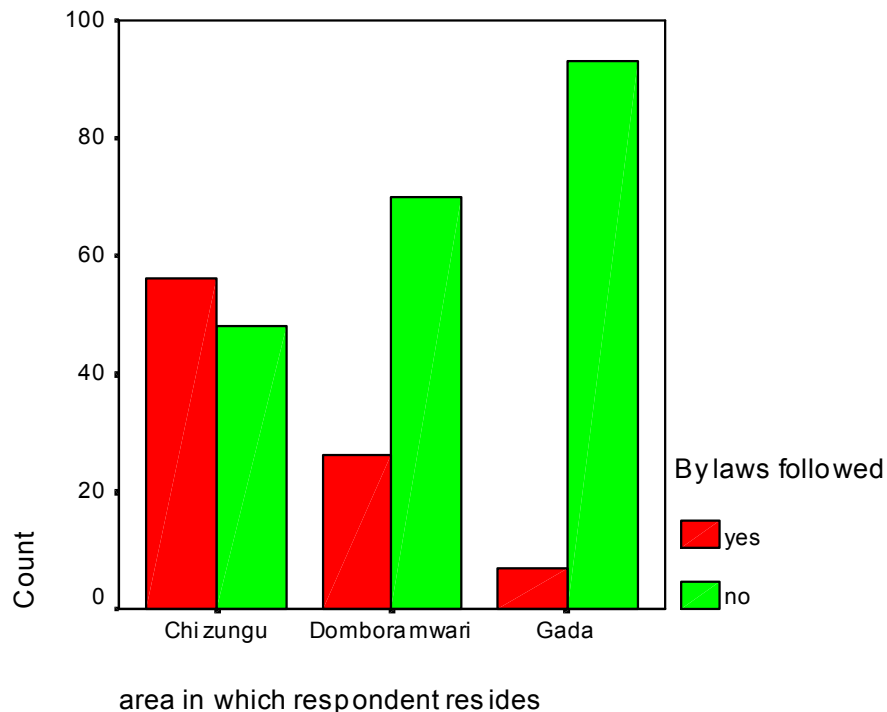
Most people in Chizungu (74%) were aware of the by laws laid down by council in the construction of houses. However, in Gada and Domboramwari at least half of the respondents were not informed about council by laws guiding the construction of houses. Incidentally, these two areas had the largest share of households that were branded informal.

Adherence to by laws by residents

	Adherence to by-laws	
	Yes (%)	No (%)
Chizungu	53.8	46.2
Domboramwari	27.1	72.9
Gada	7.0	93.0
Total	29.7	70.3

The above results are also depicted in the following graph.

Figure 4 By laws followed in construction of houses



More than half of the people interviewed in Chizungu indicated that they followed the by-laws of the council. However, it is interesting to note that almost all respondents (93.0%) in Gada did not follow the by laws. Earlier on, it was found out that Gada had the highest number of informal houses. On the whole, there is a case of institutional failure where even though the rules and regulations exist they are not followed. This is evidenced by the fact that 70.3% of the respondents did not follow the laid down by-laws.

Information access to roofing materials

<i>Roofing material</i>	<i>Mean score</i>	<i>Rank (extent of access to information)</i>
Asbestos	1.56	1
Grass	2.23	2
Plastics	3.79	3
Iron sheets	4.04	4
Tiles	4.34	5

The above table shows the Likert scales were such that 1 represented very good access to information and 5 very low access. Information access to asbestos material was easily accessible. The above may be attributed to many retail outlets that sell asbestos in Epworth as well as in greater Harare. On the other hand, information access to tiles and iron sheets was difficult to obtain.

Information access to Walling material.

<i>Walling material</i>	<i>Mean score</i>	<i>Rank</i>
Farm bricks	1.21	1
Standard bricks	1.45	2
Poles and mud	2.76	3
Wood	3.57	4
Plastics	4.01	5

Farm bricks had the very high information access. On the other hand, plastics had very low information for walling purposes.

Information access on environmental policies

	Knowledge of environmental laws	
	Yes (%)	No (%)
Chizungu	87.5	12.5
Domboramwari	45.8	54.2
Gada	65.0	35.0
Total	66.7	33.3

Chizungu had the highest number of respondents (87.5%) who were aware of environmental laws safeguarding the use of natural resources. Gada also had a sizeable proportion of people knowledgeable about the environment. However, in Domboramwari 45.8% of the respondents knew the laws. In general most people in Epworth were found to be aware of the laws.

Effectiveness of different media in the dissemination of environmental information

<i>Source of environmental information</i>	<i>Mean score</i>	<i>Rank</i>
Radio	1.35	1
Extension workers	1.79	2
Social gathering	2.34	3
TV	3.09	4
Newspapers	3.34	5

The two most important sources of environmental information for residents were the radio and extension workers deployed in the area by the council. Social networks were also an invaluable source of information for the respondents.

Appendix 3: Checklist used for Key Informant Interviews

Community Based Organisations

- In what year was the group formed?
- What was the motivating factor that led to the formation of the group?
- How many members are in the group?
- In which ward does the group operate?
- What were your sources of information concerning choice of projects?
- What are your needs with respect to quality of products, marketing, and sources of credit?
- What constraints and problems do the group face and what strategies are in place to mitigate against these factors?
- Are you aware of the potential impact of project activities on the environment?

Consultative Committees

- In what year was the CC formed?
- What were the reasons for forming the CCs?
- How are meetings arranged between local community and CC?
- Who organises the meetings at the grassroots levels?
- How many times are meetings held?
- How do you rate the participation of women, men and youths in the meetings?
- What problems are commonly raised among people?
- What channels are used to convey the concerns of the residents to the Board?
- How effective are the local area commissioners in responding to issues affecting the community?

Local Board

- What channels are used to communicate developmental issues to the responsible Ministry, CC and commissioners?
- How would you describe the linkages between the local board and the consultative committees?
- How do you rate the performance of commissioners in dealing with developmental issues?
- What problems does the Board face with respect to development of Epworth?
- To what extent does the private sector participate in the development of the area?
- How does the Board obtain information, use it and disseminate the information to market itself as a potential investment site?

Private Sector

- What channels do you use to communicate problems to the local Board?
- What are your expectations from the local board convening development of Epworth?