COMMUNITY MOBILIZATION IN RURAL WATER SUPPLY AND SANITATION PROGRAMS: HOW EFFECTIVE IS IT? "A CASE OF

WAKISO DISTRICT-UGANDA"

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DECLARATION

I, **Julia Billiart Twebaze**, declare that this is my original work and that it has never been presented in this or any other university or institution of higher learning for the award of any academic qualifications. All the information in this dissertation is based on my observations and interviews conducted

Julia Billiart Twebaze.

Signed.....

Supervisors.

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Dr. Vincent Muwanika

Signed.....

Date.....

DEDICATION

This Dissertation is dedicated to my parents Mr. Pious Kyaruhama and Mrs. Kyaruhama Nganyirehe Polina (All deceased). It is unfortunate that God called you my beloved parents whose love for education was indefinite before witnessing this great achievement. I sorrowfully recall on my fathers deathbed telling me to go and plan for my future.

May your souls rest in eternal peace.

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Julia Billiart Twebaze

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LIST OF ACRONYMS AND ABBREVIATIONS

AAA	Austria Aid Agency
ADB	African Development Bank
AMP	Area Member of Parliament
BH	Borehole
BSI	Budget Support Instrument
BUCADEF	Buganda Cultural and Development Foundation
CBOs	Community Based Organizations
CDO	Community Development Officer
CWO	County Water Officers
DANIDA	Danish International Development Agency
DFID	Department for International Development
DWO	District Water Officer
DWD	Directorate of Water Development
DWSC	District Water and Sanitation Committee
ECOSAN	Ecological Sanitation Toilet
FMs	Frequency Modulated stations
GIS	Geographical Information Systems
GOU	Government of Uganda
GTZ	German Development Cooperation
HA	Health Assistant.
HAW	Hand Augered Well
HDW	Hand Dug Well
HIV	Human Immunodeficiency Virus
ICR	International Water and Sanitation Center
IDWSSD	International Drinking Water Supply and Sanitation Decade
JAICA	Japan International Development Agency
MDGs	Millennium Development Goals
МОН	Ministry of Health
MWE	Ministry of Water and Environment

MOE	Ministry of education
MTEF	Medium Term Expenditure Framework
NGOs	Non Governmental organizations
O&M	Operations and maintenance
PAF	Poverty Action Fund
PEAP	Poverty Eradication Action Plan
PS	Protected Spring
SIDA	Swedish International Development Agency
SW	Shallow Well
UGC	Uganda Government Constitution.
UN	United Nations
UNDP	United Nations Development Program
UNICEF	United Nations Children's Fund
WB	World Bank
WES	Water and Sanitation
WUC	Water User Committee
WSSCC	Water supply and sanitation collaborative council
YIFODA	Youth Initiative for Development Association
VAD	Voluntary Action for Development
UWASNET	Uganda Water and Sanitations NGO Net work.

ABSTRACT.

Community mobilisation is carried out in water supply and sanitation programs to stimulate the community to be active in demanding what they need, and actively participating in solving their own problems. In Uganda, as in many developing countries, community mobilisation is used and employs a number of tools namely promotional water and sanitation campaigns, use of informational flyers, posters, electronic and the print media, staging drama shows, and media talk shows. These tools are usually used in combination.

The study's broad objective was to assess the extent to which the community mobilization approach used in developing countries, taking Wakiso District, Uganda as a case, were successful in improving the operational status of water and sanitation facilities. Particularly, the study set out to establish the appropriateness of the content of the mobilization message, the impact of community mobilization on community participation in rural water supply programs, and the challenges affecting the effectiveness of community mobilization and participation.

Data was collected on sixty purposefully selected rural water facilities provided by the government of Uganda in the study area. One hundred and twenty participants were interviewed representing the community served by the sixty water facilities. The information provided by the communities was corroborated with information from the water facility providers at district and central government level.

The study established that overall, the approach used to mobilise the communities was effective and successfully improved the participation of the user communities in the operation and maintenance of the water facilities. The success of the approach was shown by the interviewed communities having followed the recommended ways for applying for water sources and meeting the requirements for provision of water facilities including cash contributions and establishing water user committees with high women representation. A high proportion (95%) of the water facilities were functional, and many of community members (67%) were directly involved in the operation and maintenance of the water facilities. All the above factors point to the effectiveness of the mobilisation that was carried out.

Despite the success of the mobilisation, the research established a number of challenges that continue to affect the community and pose a threat to the sustainable operation and maintenance of the water facilities. The main challenges, in order of decreasing importance, are the absence of men (who dominate participation in mobilisation events) in the day-to-day use of the facility (i.e. fetching water), the use of the facilities mainly by children who do not attend mobilisation events, the difficulty of procuring spare parts related to general poverty and the difficulty of raising cash contributions, and the high number of users per water facility. These challenges point to a need to refine the mobilisation approach to be able to address them.

The study recommended continuous mobilization in the life time of the facilities, improvement of information concerning sourcing of spare parts, overcoming cultural disparities between men, children and women and recognition of the vital role played by children and therefore to focus mobilization efforts towards children that has hitherto been to old people alone..

CHAPTER ONE 1.0 INTRODUCTION

1.1 Background to the study

The delivery of social welfare services is a human right well enshrined in the United Nations (UN) charter and in the Ugandan constitution (UC) 1995. Some of the social welfare services include: a right to medical care, education, food, safe and clean water to mention but a few. Over the years, the approach to delivering social welfare services has been changing from time to time. Today a bottom up service delivery approach theory is vogue. This entails that the beneficiaries of a service be helped to understand their problem and take part in suggesting and providing possible interventions towards solving that particular problem. In other wards this is a demand driven approach. The communities are helped to identify a problem affecting them and hence the need to solve it. This contrasts sharply to the yester years thinking of a top down approach where the bureaucrats thought over problems for the communities and suggested interventions on their behalf. This later thinking proposes that communities have no capacity to understand their problems. This type of approach became so popular in Uganda during the colonial and post colonial era up to the 1980s (UNICEF 1990-1995: Cinara 2004)

Because of the short comings of the top down approach, either services did not march the communities' needs or the communities looked at these interventions as foreign and impositions on the communities. The institutions and facilities were looked at as government things not communities' things which meant that the government either keeps servicing them or they collapse soon after installation (UNICEF1990-1995: Chambers 1983).

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Because the top down approach failed to yield results, a bottom up approach has since been adopted over the last two decades. In Uganda it has been adopted since the early 1990s (UNICEF 1990-1995). This entails mobilizing the communities, getting them involved, educating them to focus and prioritize their pressing problems and needs. Once they identify their needs they are further helped to identify interventions to solve such problems. What they therefore require is what they demand which is why it is referred to as a demand driven approach. This translates into equity possession of such properties resulting from such a consultative approach process. The community feels these institutions and facilities belong to them. They are therefore more likely to care for them, operate them and maintain them effectively and efficiently.

The demand driven approach has been applied in the water and sanitation sector since the early 1990s according to UNICEF-Uganda country Programme. The programme was aimed at eradicating diseases that were responsible for high mortalities particularly in infants and mothers. This was against the background that previous intervention in water and sanitation had not yielded results as the facilities provided broke down when government funding and responsibility dwindled. In 1980 it was estimated that 75% of the 5089 hand pumps provided had broken down and protected water supply had fallen to only 5% from the 1960 position of 18%. Fifty percent of the 12,500 springs were un- protected, contaminated and yet these were responsible for providing clean water to 20% of the population. Eighty percent of the water catchments areas were contaminated. The national latrine ownership stood at 65% in 1988, 22% of these were open pits. Only 5% households had rubbish pits while 95% scattered rubbish in the compounds around. Poor sanitation was responsible for 21% of the diarrhea diseases in 1988/1989 (UNICEF).

The Government accepted its failures and community mobilization was seen as a viable alternative. This was spearheaded by UNICEF and has since been adopted by other development partners including: DANIDA, WB, AUSTRIA, ADB, JAICA, GTZ, SIDA and UN Habitat in collaboration with ministries of Water and Environment, Local Government, Health, Gender and Education. Initially development partners could take on projects individually but today a common basked has been established where water and sanitation developmental funds are pooled and budgeted amongst projects including component allocations for community mobilization.

Community mobilization is an important means for introducing the demand driven/bottom up approach. It is an initial stimulus for communities to get involved and participate. It helps the communities to assess their own problems, prioritize the problems, suggest possible interventions to solve these problems and generally participate in all possible ways through contributing ideas, materials and finances. Mobilization is a very powerful empowerment tool for the communities to own interventions intended to solve their problems. This it achieves through two main ways. One, it helps in the formation of management committees and two; it encourages the management committees to be gender balanced. In this way the communities become part and parcel of their own problem solving apparatus.

In the Directorate of Water Development (DWD), the Directorate works closely with local governments. The local governments departments of water, Health and community development are directly involved in this exercise. Community home visits, community meetings, workshops, seminars, radio talk shows, staging drama, promotion weeks and Flyers have been some of the modes applied in community mobilization. The approach is said to have registered tremendous

improvement in sustaining water and sanitation facilities from the earlier approaches and seemingly very promising as a viable alternative to the supply sided approach.

Home visits, this is one of the oldest approaches used in community mobilization. It was even applied in the top down administration and management. Unlike in the old management where it was used by public officials to dictate what was required to be done by the communities, it is now used as an interactive process where the government officials interact with communities and share ideas. The public officials study the problems facing the individuals and together they analyze these problems and attempt to suggest ways forward out of these problems. This approach is the most popular in conducting baseline surveys. It is the best way to understand the community problems but it is time consuming and public officials must be aware of this. It also requires sufficient logistics and funding in order to get good results. Community meetings, here using community leaders the community members interact with public officers. The problems established during the baseline surveys are discussed. The public officers give in their technical aspect to the problems at hand and ways forward are agreed upon. This approach is very good in creating self esteem in the community members. But this can only be achieved when the mobilizers handle the exercise with a lot of expertise lest it puts off the community members if their ideas and suggestions are not skillfully integrated in the discussion. Workshops and seminars, these are mainly used to a selected number of community representatives, here public officers interact with the representatives, brainstorm, share views on the best practices possible. After the seminar these representatives are expected to propagate the information to the rest of the community members. In Uganda today this approach is facing challenges as selected people come with expectations of earning and this tends to over shadow the main objective of the workshops. Television and Radio talk shows, these have been

widely used either to advertise water and sanitation activities for the communities or handling specific topics in regard to water and sanitation. The public officers use this means to reach out to a wider community. The approach is limited by fewer rural community members having and owning Television and Radio sets. It is further worsened by so many stations in Uganda now airing different programs at the same time. Drama has been another approach used to reach out to the communities either to impart a best practice in water and sanitation or to discourage a bad practice. It is a popular approach in discouraging cultural related obstacles to clean water and sanitation. The program handles fewer themes at any given time that calls for many performances. However if not handled well the communities might end up enjoying drama with out grasping the content of the massage. It has also proved to be very expensive. Promotion weeks have been weeks nationally set aside to promote best practices in water and sanitation programs. Usually high profile people in the ministry of water and environment, ministry of Health and the local governments take the real practical exercises where the communities are anticipated to emulate these best practices. Promotional materials like Brochures and Flyers have accompanied most of the other approaches. They show what the approaches and on going activities are meant to achieve and literally translate to the community what the program is all about. These approaches can be used interchangeably or depending on the situation at hand.

1.2 Problem Statement

Community mobilization for participation in the rural water supply and sanitation programs has been applied in developing countries over the last two decades using a variety of approaches. While some success has been reported from the use of these approaches (WB 2004; UNICEF 1992,2000; GOU 1990-2008), detailed assessments of the effectiveness of the approaches used have been very few

and scattered. Without independent systematic and objective evaluation, it is not possible to identify and consolidate or strengthen good practices, discontinue or modify poor tools and deal with challenges. Furthermore, despite considerable investment in community mobilization, the level of community participation in operation and management of water facilities remains low in some communities. Without detailed assessments, it is not possible to state if low participation is due to poor mobilization or other social factors. Without an assessment of effectiveness, it is difficult to justify continuous expenditure in community mobilization.

1.3 Objectives

The objective of this research was to assess the effectiveness of the community mobilization approach used by water supply and sanitation programs in developing countries, and specifically Wakiso District, Uganda in improving operation and maintenance of water facilities.

Specific objectives are threefold, namely to establish:

- i) The appropriateness of the content of messages given during community mobilization;
- ii) The impacts of community mobilization on community participation in rural water supply and sanitation programs; and
- iii) Challenges affecting the effectiveness of community mobilization and participation.

1.4 Rationale

Objective assessment of methods for community mobilization can help to identify weaknesses and suggest ways of dealing with these weaknesses. The assessment can help to identify other factors that were previously ignored in community mobilization but are clearly vital to successful community participation. If well managed, the assessment can help to improve the effectiveness of community mobilization methods and hence raise the level of community participation thereby producing greater users' responsibility in operations and maintenance of public water and sanitation facilities and improve the sustainability of investments in public water and sanitation infrastructure. The ultimate benefit is the improvement in the quality of life for the rural communities and reduction in operation and maintenance costs which can be used to extend water and sanitation services to unserved populations. The community approach used in Uganda is typical of the approach used in other developing countries (Bjaras et al 1991, Qurash & Abdulla 2000, Howard Grabman 2000, Karim Nawazi 1998, Korten 1986, UN 2000, WB 2004). Hence, the lessons learned from this study can be useful for other developing countries with the same level of development.

1.5 Organization of the study.

The dissertation is organized in six chapters. Chapter one, Introduction; deals with the background to the community mobilization approach to water and sanitation facilities provision highlighting the problem at hand and the objectives of the study. Chapter two, Literature review; revisits related literature on effective community mobilization based on theories of social behaviors and approaches. Chapter three, Materials and Methods; deals with the study area, instruments used and the methodology applied to carry out the research. Chapter four, Results; the data collected is summarized and presented. Chapter five, Discussion; Results in chapter four are interpreted and discussed. Chapter six, Conclusion and Recommendations; a generalization is made and a way forward is suggested. In addition, references are made and appendices are attached.

CHAPTER TWO

2.0 LITERATURE REVIEW.

2.1 Introduction

Community mobilization is a continuous process in society aimed at bringing a society together for the purpose of generating ideas in relation to the problems they face or meeting their needs with the help of a facilitator (Karim1998; Memon 2004; Mclover;2000; Michau and Naker 2003). Mobilization aims at achieving the following: creating awareness and empowering the community to identify their problems, prioritize them, suggest interventions to solve them and the means of sustaining such interventions. It can also be referred to a process aimed at enticing adequate community participation of stakeholder community in the project management activity process including planning and design, implementation, monitoring and evaluation (GOU 2001).

Community participation refers to a phenomenon of empowering people to mobilise their own capacities, be social actors rather than passive subjects, manage their resources, make decisions and control the activities that affect their lives (Chambers 1983; Nsibambi1997; Bartle 2004).

Community contribution refers to the ideas from the people in the community towards a specific community policy or both ideas and materials the communities give towards the implementation of community policies or interventions (Suchman 1967; Rodinell 1981; Bourne 1984; Beck 1987).

For the purposes of this thesis, borrowing the ideas of Howard-Grabman 2000: community mobilization is defined as a process through which action is stimulated by a community itself or by others that is planned, carried out, and evaluated by a community's individuals, groups and organizations on a participatory and sustained basis to achieve safe and clean water.

It is imperative that communities participate as it is a democratic practice (Howard-Grabman, 2000) that results in communities appreciating interventions and actually owning these interventions. Because of this it increases accountability and transparency as the community members are the real managers of these interventions. The net result of participation is effectiveness and efficiency that lead to sustainability of the facilities provided.

According to Chris Mclvor- 2000, the principle behind the concept of sustainable development is that of participation, the involvement of people in decisions concerning the environment where they live. The concept partly reflects the observation that people who inhabit an environment over time are often the ones most able to make decisions about its sustainable use (Dugan, 1990; Davis, 1993).

For successful mobilization, a few social behaviour change theories and models need to be examined. This is because the more one understands the way communities behave the more likely one designs mobilization activities and exercises that are likely to elicit maximum response from the communities.

There are two main theories and models for community mobilisation adapted from the United States Surgeon General's Report, These include; the learning and the trans-theoretical models. The learning theories imply that learning a new complex pattern of behaviour like adapting to using water facilities provided and discarding the use of traditional water sources normally requires modifying many of the small behaviours that compose an overall complex behaviour. Such behaviours like cultural and traditional beliefs such as healing powers associated with particular water source, myths and taboos, rights like men's right not to fetch water, gender biases, evil spirits (locally referred to as *misambwa*) that need to be appeased before using another source, fetching water being designated to children and women and the like. These need to be addressed in the mobilisation programs for the

overall social behavioural change to be achieved. The total sum of discarding the smaller behaviours would lead to adapting to using new facilities that provide safe and clean water.

The trans-theoretical model, in this model it is believed that behaviour change is a five-stage process or continuum related to a person's readiness to change. These stages are: pre-contemplation, contemplation, preparation, action and maintenance. People are thought to progress through these stages at varying rates, often moving back and forth along the continuum a number of times before attaining the goal of maintenance. Therefore, the stages of change are better described as spiral or cyclical rather than linear. In this model, people use different processes of change as they move from one stage of change to another. Efficient self change thus depends on doing the right thing at the right time. According to this theory tailoring interventions to match a person's readiness or stage of change is essential. Neither for example, people who are nor yet contemplating becoming more active, may encouraging a step by step movement along the continuum of change be more effective than encouraging them to move directly into action. This implies that, mobilization programs should be designed not only according to stages but also they should be continuous as community members move at different rates of adaptation.

Some of the tools used in Uganda are more likely to conform to one or both theories. The home visits, commonly used in baseline surveys are more inclined to the learning model as the community and the public servants or mobilisers undertake to learn the problems that affect the communities. In the community meeting it is most likely to be both the learning and the trans-theoretical as the communities try to learn from the mobilizer and vice versa. It is also true that it is this time round that the mobilizer attempts to discourage the inhibitor traits from the community that would

negatively effect the program implementation. The workshops conform more to the learning approach as the mobilizer tries to go through the implementation process and the communities learn the techniques of this implementation process. Further more the mobilizer also learns from the communities and tries to incorporate this community knowledge into the program design for better results. The Television /Radio talk shows used as advertisements conform to the learning theory as communities learn of what is going to take place say a meeting or a planned activity. However if it is used to clear out what has been a contentious issue or address an inhibitor it conforms to the transtheoretical model. The Drama approach is commonly used to address inhibitors for good practices to take root. In this way therefore it conforms to the Trans-theoretical model. Promotion weeks are normally used to case show best practices of a program from which the communities are expected to emulate. This way it conforms to the learning theory. Brochures and Flyers used to elaborate a specific program where the communities get to know the nitty- gritty of a program. In a similar way it can also be used to advertise a particular program in both these ways it conforms to the learning theory. In a number of ways however they are used to overcome some inhibitors hence conforming to the trans-theoretical model.

2.2 Approaches used to engender community participation in rural development.

A decade ago a top down supply approach was very popular in the delivering of social services to the communities but this failed the effectiveness and efficiency tests expected from such programs (UNICEF, 1989:2004; WB, 2004; Onyach-Olaa, Porter, 1999). Because of the failure different approaches have been adopted to engender community participation in rural development programs as a means to ensure effectiveness and sustainability of the programs (Cinara, 2004). The most popular approach today is the Demand Responsive/Driven Approach (Bjaas et al, 1991, Cinara,

2004, Schumacher, 1973, Grabman 2000). This approach is based on the fact that it is the beneficiary communities that best express their priority needs. It implies that what the communities' desire is what should be provided for the community to give it maximum support and own it. It would be necessary to involve community members in all stages of project cycle to avoid the biases of outsiders (Chambers, 1983). First this evolved as a new paradigm in the 1980s as a result of the need for development rooted in the concept that development should come from the roots of a society instead of being from the top as the previous paradigm (DFID, 1998; UNCEF 1989). Secondly, there was a widely held perception that many 'conventional' water supply policies were failing to achieve their goals and thirdly was the vision that community participation could replace some of the loss of the state's implementation capacity brought about by the implementation of International Monetary Fund (IMF) promoted Structural Adjustment Programs (WB 2004). Records though at the IRC indicate that the concept was developed in the late 60's (Suchman 1967). This was followed closely by literature on community involvement from Taiwan (1969) and Colombia (1975). The first handbook and literature review on community participation and education in community water supply and sanitation was published in 1977 and 1978 (Van Wijk 1978 and 1981). The new approach was founded in the concepts of self reliance and community action that had begun to be popularised under the catch phrase 'small is beautiful' (Schumacher, 1973). It was sooner appreciated that NGOs and CBOs closeness to the communities had a far reaching impact as communities participated more readily as they were smaller than the hither to bigger government institution that run on the concept of top down approach. In the 1980s it became a very popular approach after the declaration of the International Drinking Water Supply and Sanitation Decadecommunity involvement (IDWSSD) held in 1977 at the world conference in Mar del Plata Argentina.

Initially people were merely involved in providing manual work (Chambers, 1983). It was later to be appreciated that for sustainability of the projects community participation at all stages was imperative (Korten, 1986; Parwoto 1986). It was from field community participation experiences from Chile, Guatamala and Malawi in 1988; Cameroon, sub-saharan Africa, Ghana and Indonesia that the approach was blended with appropriate technologies that well suited and was more appropriate to the communities (Roak et al 1989). The successful experiences led to the marking the official birth of the community management paradigm in New Delhi in 1990. The New Delhi declaration further emphasised the importance of women participation at all levels of sector institutions (New Delhi statement, Principle number 3).

The community management paradigm was further reinforced by the Nordic Fresh Water Initiative (1991) that required the water management responsibility to be devolved to the lowest possible level, 'decentralization' (Rodenelli, 1981). This is the reason why the water user committees do exist today (GOU, 2002). This was yet followed by the Dublin statement on water and sustainable development (1992). For the success of community management approach the statement emphasized the involvement of users, planners and policy makers at all levels underlining women participation.

At the earth summit in Rio de Jeneiro in June 1992, under agenda 21, world leaders committed themselves to a comprehensive program to provide sustainable water supply and sanitation services to millions of their populations particularly the rural poor in this new demand driven fashion. The Agenda 21 activities linked to community management. These included;

• Encouragement of water development and management based on participatory approach, involving users, planners, and policy makers at all levels

- Application of the principle that decisions are to be taken at the lowest appropriate level, with public consultation and involvement of users in planning and implementation of the water projects
- Support and assistance to communities in managing their own systems on a sustainable basis
- Encouragement of local populations, especially women, youth, indigenous people and local communities in water management
- Linkages between national plans and community management of local waters
- Integration of community management within the context of overall planning.

Further endorsement of the approach was from the Third Global Forum of the Water Supply and Sanitation Collaborative council (WSSCC) held in Barbados (1995) and VISION 21 that focuses on mobilising people's own creativity and energy in developing solutions for improving their health and welfare "The people centred approach". The approach has been adopted and adapted by a host of countries, Uganda inclusive. Very scanty evaluative studies on the effectiveness of this approach in the water sector through community mobilization are hard to come by. Has the approach hither to, answered the shortcomings of the earlier paradigm of thinking and planning for the communities? It is the noble purpose of this study to expose the extent to which this people centred approach has faired in delivering sustainable safe and clean water to the communities.

Quite a number of other approaches have so far been used but seem to be appendages of and reinforcing the demand driven approach like the Decentralisation Approach, Integrated water resources management, Community Based Management Systems, Information and Awareness Raising, Private Sector NGOs and CBOs participation. To sustain these approaches the following tools have been applied in the Uganda case; home visits, community meetings, workshops/seminars Promotional water campaigns, use of informational flyers, meetings with community leaders and politicians, setting aside national water weeks, staging Drama, Media talk/ Debates, Posters and Print media advertisements (GOU,MWE 2002).

The demand driven approach when appropriately carried out meets the benchmark as it takes into consideration the interests of all stakeholders. It however must be adequately planned and packaged for it to deliver the message and arouse appropriate responses from the beneficiary communities. This at times is not the case as some mobilizers may lack appropriate mobilization skills. Some may not prepare well for the exercise due to negligence, inappropriate logistics lack of funding and at times there is total lack of manpower (MWE, 2003). Demand driven approach too requires competent structures at national, district and local levels in our case the water user committees, where these structures are lacking or non functional the approach suffers greatly (Rural Water and Sanitation Operation Plan 2002-2007, 2006-2015).

Decentralization yet is another approach that can produce tangible results as it aims at taking services direct to the people who desire them/the grassroots. This approach however has been confronted with many short comings namely; Lack of sufficient revenue, corruption, inefficiency, lack of qualified staff both administrative and technical, poverty, poor leadership, mismanagement, embezzlement and political divide and antagonism that lead to lack of cohesion (Mawazo 2003), Integrated water resource management approach and community based Management systems are also good approaches particularly in resolving conflicts and harnessing different ideas from the

communities. The shortcomings though are that these approaches are time consuming and therefore tend to require more financial resources. Also the community needs are so diverse that care ought to be taken not to get lost in the needs and fail to solve any.

The Private sector approach is usually good in timely delivery of services to the community; never the less it is usually driven by the profit motif that tends to make delivery of services to the community very expensive against limited financing.

The NGOs and CBOs are alternative approaches that are down to the grassroots and are capable of addressing community problems adequately but, these at times are bogged down by the donors' interests that prevail upon local communities interests. Also a number of these organisations are individualistic such that they do not share information that lead to duplication of development programs in the same areas. Harmonization of mobilization under such circumstances is not possible (Nsibambi 1997).

Promotional water campaigns use T-shirts and caps, setting aside national days or weeks for water and sanitation, Use of informational Flyers, Posters, electronic and print media are all approaches that effectively and timely drive messages down to the people. But these are only good at the initial stages of mobilization. Also these are really expensive given the limited finances available for mobilization exercises. Equally the local communities have no access to the electronic media and the print media is very expensive. These are coupled with a crippling illiteracy rate that is still high limits the use of these approaches (GOU 2007). Staging drama is one of the most effective ways of delivering information and arousing interest in the communities as it is usually tailor made. This should be well planned such that it delivers the message it is supposed to deliver least the people just enjoy the play. It should also be timely such that the message is correlated with the required information. It ought to be well planned not to coincide with other local peoples activities so as to attract maximum attendance (GOU 2002).

Media talk shows and debates particularly the Frequency Modulated (FM) stations are good at delivering messages to the communities but, one cannot be assured of the message reaching the communities because of being involved in other activities, poverty as all people may not have radio hand sets (UNICEF 2004).

2.3 The factors influencing the effectiveness of community mobilization.

For effective mobilization to be achieved a number of factors need to come into play. Some of these factors include; Government cooperation and support. Putting up legal framework under which community mobilisation becomes part and parcel of government undertaking and increased funding (Roak et al, 1998). Training and availing extension workers and motivating them handsomely including appropriate facilitation in form of transport and logistics (Nsibambi 1997). It is imperative to carry out community needs assessment, promote and build community leadership skills, build organizational capacity, encourage resources mobilization and develop high management skills (Cinara 2000, Abdullah 2000).

There are some factors and common pitfalls that may work against community mobilization. A supply side approach as opposed to the demand driven approach still exist in some countries,

ministries and departments. This is made worse by the existence of fragmented institutional structures used in the delivery of water and sanitation services (Roak et al 1989; DFID, 1998; WB, 2004). Community mobilization may be a government top policy priority and supported by the donors. Often times such are let down by public servants who still believe that it should be the state to dictate and supply services to the communities as in earlier administrative paradigms (Bjaras et al 1991).

There may be few agencies capable of carrying out participatory projects effectively (DFID, 1998). The sector agencies may even not be qualified or may not be willing to involve primary stakeholders more actively. This at times might be due to a number of reasons which might include lack of time given the fact that the release of funds some times may be late yet once these funds are not spent at the end of the quarter they have to be returned to the treasury (Molefe 1996).

There is still high illiteracy among the rural communities. Apart from the usual statistics quoted in reports, journals and other literature, literacy beyond being able to read and write is still wanting in the rural areas. This usually leads to inferiority complex. People are afraid to take part or be fully involved, thinking they cannot make worthwhile contributions (Molefe, 1996; Roak et al, 1989; Bjaas et al 1991).

Customs and traditions still play a major role in many communities. People feel obliged to follow customs and traditions even if they work against their development. In some societies people are submissive to traditional leaders even when these leaders are wrong. This works negatively on the mobilization efforts. Women in some cultures are relegated to inferior positions that lead them to shy away from contributing constructive ideas. It relegates them into second class citizen positions where they are not free to air out their views hence hampering the mobilization effort (Molefe 1996).

The dependency bug still bites hard in some rural communities; some have become used to being dependent on authorities and other agencies that receiving handouts become a norm (Kaberuka, 1990; Molefe, 1996; Amsalu 2001, Memon2004). This deters communities from trusting themselves to become part to the self reliance programs like social mobilization.

Apathy a common phenomenon plays a negative role in many rural communities; some communities may accommodate their helplessness and misery by accepting it as a way of life (Molefe 1996). Because of risks associated with innovations, they tend to be risk averse not willing to associate themselves with such innovations. The result is unwillingness to get involved and participate fully in community mobilization programs (Molefe 1996).

Some countries use multiple agencies to mobilise communities on similar programs. Many times these agencies lack proper coordination and end up sending conflicting messages to the communities. This has an effect to the community of understanding the same issue differently and hence lack of focussed direction. This is re-enforced by corrupt officials who suggest costly interventions especially where donor funds are involved (Qurash, Abdallah 2000). Some technocrats go as far as hiding reports and information pertaining to interventions for selfish motives (Qurash, Abdallah 2000). This with holding of information leaves mobilization work with a lot of information gaps which of necessity should be a vital component to effective mobilization.

Other social issues that need to be addressed to improve effectiveness of water and sanitation programs include : cultural belief like, water is free and therefore God given (Davis 1993), the role of women and children in relation to fetching water, political interference, women not being supposed to talk in public and above all not taking up decision making role (UNICEF 2004).

2.4 The impact of community mobilization on the effectiveness of water and Sanitation programs.

Evidence available seem to indicate that, adoption of community mobilization has greatly improved the effectiveness of water supply programs especially operations and maintenance of the facilities. In Pakistan, Balochistan province community mobilization approach under the local name Karez has been responsible for effectively acquiring, allocating and managing water from the hill torrents without external institutional support (Karim Nawaz ,1998 Quresh and Abdullah, 2000)

In Kenya, Maina village near Nyahuru Township a DFID funded house sewage connection project between 1988 and 1991 did not initially succeeded until a review agency commission in1989 recommended the involvement of the community. Results thereafter were spectacular (WB 2004).

In Uganda, going by the Ministry of water and environment (MWE 2006;2007) Water sector performance reports and UNICEF (1989), quite a lot seems to have been achieved save for lack of independent evaluation which gap, this study hopes to fill.

2.5 Evaluation studies carried out on community mobilization.

A number of evaluation studies have been carried out on community mobilization. Many of these studies have been comparative in nature. Programs that would fail without undertaking community mobilization would be compared to the programs after community mobilization had been instituted. In these cases community mobilization has been found to produce positive results. In Uganda, apart from the comparative studies, other studies carried out lack in depth evaluation. They mainly attempt to establish whether or not community mobilization is being carried out. Specific evaluative studies like this one on community mobilization for water and sanitation are conspicuously lacking. Some of studies carried out and some project reports include:

UNICEF-UGANDA (1990-1995)

This was a country programme in response to studies carried out in Uganda with the main objective of reducing infant mortality. Health issues at the core, it was noted that safe water availability was a crucial component to good health as unprotected water was the major contributor to diarrhoea the second highest cause of child death at the time plus other water related diseases. The studies had been carried out by cross sectional surveys. It was found out that safe water coverage was far below expectation, 20% (p 58). Worse still the facilities that had been provided were through a supply side rather than through demand response process. As a result many of the facilities had broken down as the communities looked on waiting for the state to fix them. The studies recommended a demand driven approach, where community mobilization had to form a component of the programme.

A report by Hemson (2003) on the sustainability of Community Water Projects in KwaZulu Natal, was a comparative study for the integrated Rural and Regional Development, human sciences council.

The comparative study was of a stratified sample from 113 completed projects from which 23 projects were evaluated representing set benchmarks of; not working, working below a set benchmark, working at the set standard and sustainable.

The study found out that the water facilities which, were not working were mainly due to community exclusion. In these projects involvement had been withdrawn from the local people to the rural local governments. Further it found out that high capital disbursements did not translate into efficiency. The evaluation however fell short of giving recommendations which is a major short fall in as far as forging a way forward.

A study by Mclvor (2000) carried out in the Zambezi valley in Zimbabwe, where the communities had been displaced by the construction of the Kariba dam. Communities faced lots of hardships where they were relocated including lack of water acerbated by drought. It was not only failure to get water to use but also led to agriculture failure that resulted into constant hunger. It was therefore necessary to undertake programmes to provide the community with water for domestic use and irrigation. The study was undertaken using a cross sectional survey. The study found out that the initial intervention the communities had not been mobilized. The agencies just intervened and hoped people would appreciate. The result was many irrigation schemes never materialised, Dams got silted up, boreholes broke down and others were not used at all. This was reversed by the programme re-assessment and adopting community mobilization.

A similar study by Agarwal and Narain (1991) carried out using a similar methodology to that of Zimbabwe on the floods control in Bangledesh did not succeed until the communities were mobilized, got involved and participated.

The second major study in Uganda was that one performed by Carlbro international consultants Value for Money Report (2002). In this study, Document review, Questionnaire interviews, physical inspection, participatory rural appraisal methods, focus group discussions and discussions with key informers were carried out. The study established that mobilization was undertaken by Sub-counties. The content of the mobilization message was about formation of the WUCs, community meetings and site acquisition where the facilities were to be sited. It was further established that different water providers had different community requirements which, was likely to confuse the communities. The study recommended that, the Directorate of Water Development (DWD) and the districts discuss with the development partners in order to agree on common approaches for water facility program implementation.

A study by Carl Bro international consultants titled Support to rural water and sanitation development (2003) consisted of reviewing key documents, consultation with stakeholders, and assessment of office capacities and formulation of work plans. The study established that many districts had gaps in staffing levels at districts and sub-counties including lack of mobilization staff. The study recommended that the consultants work with the water offices and local government to fill staffing gaps.

Another study was by **Boumann and Asebe (2004) titled Towards the Millennium Development** Goals in Uganda.

The method used was documentary evaluation of Budget Support Instrument (BSI)/Poverty alleviation Facility (PAF) and visiting sample districts. The study established that in theory the subcounties were supposed to carry out mobilization. On the contrary mobilization was very low. The requirements for PAF funding are rarely fulfilled. The bare minimum of Water User Committees (WUCs) formation was in place with gender parity. Mobilization tended only to last as long as the implementation phase. The study falls short of proposing recommendations.

2.6 Management Framework for community mobilization in Uganda.

In Uganda there are policies and laws that govern the water and sanitation sector. These however are not directly to community mobilization, they are mostly implied. The policies; the main policy is The Constitution of the Republic of Uganda (1995) that defines water supply and Sanitation as fundamental rights for all Ugandans. Objective XIV states that, "The state shall endeavor to fulfill the fundamental rights of all Ugandans to enjoy rights and opportunities to access education, clean and safe water, health services, work, and to acquire decent shelter, adequate clothing, food security, and pension and retirement benefits". This however falls short of addressing the issue of how the communities would come to know how to access these benefits. The National Gender Policy of 1998 provides for the integration of gender in development activities including training and capacity development activities. Here it does not clearly come out to specify whether community mobilization is part of education mentioned or the said education is just the formal type of education. The Poverty Eradication plan (1997) identifies Water and Sanitation as areas that need development. The means for development are not specific. The Poverty Action Plan of 1998 which was subsequently created to channel funds resulting from debt relief for the highly indebted Poor countries initiatives to key priority sectors does not specifically come out on how community mobilization was specifically targeted. The National Water Policy (1999) promotes an integrated approach to manage water resources in ways that are sustainable and beneficial to the people of Uganda through decentralization, a demand response approach, community management,

appropriate technology, and women's involvement. This policy does not clarify whether community mobilization is part of community management or whether community management means community mobilization. The Health Policy (1999) whose guiding principles revolve around Primary Health Care, equitable distribution of funds, decentralization, the minimum health care package and good quality health care all would imply community mobilization and education.

On top of the policies that imply community mobilization, there are Laws that by implication apply to community mobilization. The Water statute (1995) provides for ownership of water supplies by the users and management through water and sanitation committees. The Local Government Act (1997) provides for decentralization of services to the lower local government levels.

2.7 The roles of stakeholders in mobilization of communities to participate in water and sanitation programs

For effective implementation of community mobilization approaches in Uganda, institutions and agencies have been created with different roles to addressing community mobilization that leads to community participation which aims at ownership of facilities installed and ensure sustainability. According to the ministry of water and environment guidelines(guidelines for planning and operations of district water and sanitation development grant-2002) and in line with the water act Cap 152 the end users are supposed to manage their water supply systems to ensure their sustainability. The rural water and sanitation operational plan 20002-2007 stipulates that composition of the water office staff should include a social scientist and a health educator who are responsible for community mobilisation. The recommended approaches for community mobilisation in Uganda and in Africa include Demand driven approach to planning. The users are assisted to
express their demand for water supply and sanitation services. The expression of demand guides key investment decisions (Rural Water and Sanitation Operational Plan 2002-2006). Bottom up planning is in line with decentralisation and Involvement of women in program implementation.

Consumers and users have a major role they play in the formation of water user committees. The committee has a role to mobilize other water users for operations and maintenance of their water facility and to ensure its sustainability. This committee is supported by the sub county staff. The sub county community development officer and the health assistant work hand in hand to mobilize communities and ensure management of water supply and sanitation facilities. They also promote sanitation and hygiene improvement and have the responsibility of informing the communities on any other development program in the sub county. The district has a district water office that is responsible for implementation of water and sanitation activities. The officer in charge of community mobilization is seconded to this office from the community development department.

At the national level, Ministry of gender labour and social development is the lead government agency in charge of community mobilization however officers are seconded/recruited to other ministries /departments to carry out mobilization activities. In the water sector and in liaison with Ministry of gender labour and social development mobilization steps for mobilization of communities in the planning, management of water supply and sanitation facilities were developed. These steps have four phases and in each phase activities are clearly spelt out (Steps in Implementation of Water and Sanitation of Software Activities 2004). The key roles at the national level are to develop policies and guidelines for proper implementation of water supply and sanitation facilities, promote private sector involvement in sub sector activities, monitor and ensure cost-effective use of resources, provide Technical support services to the districts.

On the other hand Non Government organisations (NGOs) and community based organisations (CBOs) are also active in the provision of water and sanitation services (construction of facilities, community mobilisation, training of community and local governments, hygiene promotion as well as advocacy and lobbying). Uganda Water and Sanitation Non Government Organization Net Work (UWASNET) Coordinates over 120 NGOs and CBOs currently undertaking water and sanitation activities in Uganda (Water and Sanitation Sector Performance Report 2007).

2.8 The Steps in Community Mobilization.

The steps in community mobilization were developed for a number of reasons. The soft ware activities were being under funded at only 3% (Rural Water and Sanitation Operation Plan 2002-2007). Also they were developed to guide the district planners on soft ware activities. In addition it was meant to help in monitoring the implementation of soft ware activities. Further more a number of agencies got involved in the provision of water and sanitation services hence the need for a clear, precise, none conflicting and harmonious messages that needed to be communicated to the community. Mobilization was then categorized under four phases; The general planning and advocacy phase, the pre-construction and mobilization phase, the construction phase and the post construction or follow up phase.

1) General Planning and Advocacy Phase

This phase involves a meeting between the District Council, officials involved in water, NGOs and Sub-county Leaders. The Applications from the communities are Submitted and discussed. The successful applications are short listed and communicated.

2) Pre-construction Mobilization and Training Phase

This involves among other activities meeting with the short listed communities. The Water and Sanitation Committees (WSC) are formed and trained on their roles and responsibilities. The Baseline Survey to establish the sanitation coverage is conducted, communities are mobilised to fulfil the Critical Requirements, Field verification of communities that fulfilled the critical requirements.

3) Construction Phase

The phase involves mobilisation of Communities to Participate in Construction Activities, Training of water source caretakers in preventive maintenance, Training of water and sanitation committee on O&M and Commissioning of Water Sources

4) Post Construction Phase

During the post construction phase, Continuous follow up/mobilisation for O&M is carried out, behaviour change & environmental issues are discussed with communities and continuous re-training of Water and Sanitation Committees that may disintegrate.

CHAPTER THREE

3.0 MATERIALS AND METHODS.

3.1 Study Area.

The study was carried out in Wakiso District. The district consists of two counties Busiro and Kyadondo with the following sub-counties; Namayumba, Masulita, Kakiri, Gombe, Busukuma, Wakiso, Nsangi, Makindye, Ssisa, Katabi, Kira, Nabweru, Kasanje and Nangabo (Figure 3.1). The district had a total of 1760 water facilities half of which were provided by the government (Wakiso District Inventory Report 2005/2006). These facilities excluded the piped water systems in towns and Rural Growth Centres. The study focused on facilities provided by government in eight sub-counties of: Kakiri, Wakiso, Masulita, Ssisa, Kasanje, Namayumba, Nsangi and Busukuma, the subcounties that were mainly in rural settings. The water facilities are mainly Boreholes (BH), Hand Dug Wells (HDW), Hand augered wells (HAW) and the Protected springs (PS).

Wakiso district, strides along the equator. It lies between 1° north and 0° 30' south of the equator. It is in between latitudes 31° and 33° east of the meridian (figure 3.1).

The district is endowed with numerous water sources including Lake Victoria that covers the entire southern boarder of the district and almost three quarters of its eastern boarder. It has many rivers like river Mayanja and various swamps. In some rural areas there exist man-made water ponds.

The social economic profile

The district has an area of 2,704.6 km2 and a population of 907,988 people, National Housing census (2002). The district population is one of the fastest growing populations according to the district 2008/2009 -2010-2011 Development plan. The population stood at 389,400 people in 1980, 562,209 people in 1991 and projected at 1,158,200 people in 2008. As per 2002 population census, there were 336 people per km2. Ninety two percent of the population live in rural areas while as 8% live in urban areas. 51% of the population are females and 49% are males. 46% of the population are less than 15years, 44% 16-45 years, 8% 46-65 years and 2% above 65 years.

The people are engaged in a number of activities including fishing and fish mongering crop husbandry and livestock keeping, commercial trade, Brick making, stone quarrying and sand mining. The statistical classification of these activities is yet to be compiled.

Formal employment is estimated at not more than 5% of the population of which more than 60% are men. The major employing institutions include the local government, Non Governmental Organizations (NGOs), Community Based Organizations (CBOs) and schools.

The figures concerning the poor people below the poverty line are not readily available. Most people in the district meet their basic need of food through subsistence agriculture but beyond food poverty is reported to be very high.

Literacy rates; 91% of the population is able to read and write. 9% of the population is not able to read and write. Literacy rates have improved as a result of functional adult literacy campaigns that are mainly embraced by women but shunned by many men.

Enrolment of school pupils/students at both primary and secondary levels stand at 55% of the school going age. There are more males in school who constitute more than 50% of the total enrolment. Four pupils share a desk as opposed to the recommended three, there is one teacher for every sixty pupils instead of a teacher for forty pupils and there is one toilet stance for sixty pupils instead of a stance for forty pupils.

Safe and clean water coverage in rural areas stands at 44% Wakiso District Inventory Report (2005/2006). The main technologies used in the rural areas are mostly Protected Springs and Boreholes. Sanitation for both rural and urban areas is 70%

Common diseases in the district include Malaria, Human Immuno-deficiency virus (HIV) Pneumonia, worm infestation, Diarrhoea and Dysentery, Tuberculosis and Typhoid. Though statistical prevalence rates of each are not readily available, Malaria is the commonly diagnosed and treated ailment at Health centres and clinics, while HIV prevalence stands at 9.4 % above the national average of 8.5% Wakiso District Inventory Report (2005/2006)..

Wakiso district is a highly cosmopolitan area with a very high dynamic turn over of the population. Service provision in such an area is commonly very challenging. The ability to handle challenges could be a great lesson to other districts. Furthermore it is a district that has

greatly benefited from water and sanitation facilities provision the success of which would be very beneficial to all stakeholders; government, development partners, private sector and beneficiaries. The choice of Wakiso district as a study area therefore was not by accident.



Figure 3. 1: The area of study showing the sub-counties of Wakiso District

3.2 Study Methods

3.2.1 Research Procedure.

The researcher secured a letter of introduction for the intention to carry out a study on mobilization for acquisition and maintenance of water facilities from the Institute of Environment and Natural Resources Management. With this letter the researcher proceeded to the permanent secretary ministry of water and Environment where she was given a go ahead to proceed with the research. The researcher proceeded to Wakiso district where she met the District water officer. At the District she accessed the District Water facilities Inventory 2005/2006. She sorted out those facilities provided by government as these have a prescribed mobilization modus, the mobilization steps. The facilities were sorted according to sub-counties in order to systematically carry out the study. The choice of the sub counties chosen to provide the facilities for the study depended on their being rural, ease of communication and also making sure that all the corners of the district were covered. Introduction letters to sub county water officers were secured for the chosen sub counties. At the sub county the list of the facilities was secured and introduction to the water user committees and the local authorities were made. The local authorities and the water user committees introduced the researcher to the communicities served by the facilities.

3.2.2 Approaches and Instruments used in collecting data.

A number of approaches were used to collect relevant data for the study. These approaches were designed to determine the content of the message given during community mobilization, the impacts of the community mobilization on community participation in rural water supply and sanitation programs and the challenges affecting the impact of community mobilization approaches. The methods included the following;

- a) Literature Review: This approach was used in order to gather background knowledge about the water and sanitation situation, the approaches used in mobilization, the government and sector policies, other facility providers' policies and management concepts essential for successful operations and maintenance of such facilities. This helped to set a benchmark on what outputs and outcomes were expected from the study. The literature reviewed consisted of Textbooks, Journals, Government publications, internal memoranda, sector guidelines and procedures, reports and project plans among others.
- b) Transect walks: This approach was applied mainly for setting up the study baseline and gauging the situation at hand. This was vital for deciding on which facilities to be considered for sampling. This was undertaken after the facility frame had been constructed from the sub-county facility inventory (Photograph 1 below). It aimed at ensuring that facilities in the district as a whole and in the sub-counties in particular were adequately covered. Observations were made on the conditions of various facilities. It also involved talking to sections of communities who use such facilities so as to find out their views on the water and sanitation situation in Wakiso district.



Photograph3.1. A researcher on a transect walk visit at one of the facilities in Kasengejje

village.

c) **Consultative meetings**: The approach was used to reach out to community leaders, local councils and administrative officials plus water user committees. Sixty consultative meetings were held corresponding to the sixty water facilities that were to be covered by the study (photograph 2 below). This was meant to build consensus among the leaders, seek their cooperation and their possible inputs into the study. Through these meetings the researcher was able to identify homesteads and individuals to be served with questionnaires. She also tested the questionnaires to be used in the study.



Photograph 3.2, A researcher consults with one of the water user committees on their water facility at Lugungudde.

d) Interview Schedules and interviews: These were used to collect views from government facility providers. A representative from the Directorate of water development, the District water officer sub-county water officers and mobilizers. This was to corroborate information gathered from literature reviewed particularly the conditions that had to be met by the communities in order to qualify for being provided with the facilities. They were also intended to get the views of the facility providers on their own assessment of the mobilization activities (Appendix ii).

e) Questionnaires: The real test of mobilization rests in the people who were mobilized who are the beneficiaries of the water facilities. To these a list of both structured and open-ended questions were prepared and served to one hundred and twenty participants who were drawn from the communities served by the water and sanitation facilities in the area under the study. The questionnaires had been pretested during the consultative meetings. These participants were the direct beneficiaries of the facilities' outcomes and the direct operators of these facilities (Appendix i). This was the basis for testing the extent to which the study objectives were met.

3.2.3 Sampling design.

The study used a cross sectional design on the communities provided with government water facilities. It covered eight of the fourteen sub-counties, most of the sub-counties not covered being in urban centers where water supply is by the piped water system. Both qualitative and quantitative data was collected. Desk research formed a big component of the study as it was initially done, referred to from time to time, revisited and reviewed several times as and when need arose.

3.2.3.1 Selection of water facilities.

There were one thousand seven hundred sixty (1760) facilities in the study area as per Wakiso district 2005/2006-inventory report. Fifty percent of these (880) were provided by the government. These were represented by the following technologies; the Boreholes, the Hand-dug wells, Hand augured wells and the protected springs. The selected sub-counties' facilities inventory formed the sampling frame from which the sixty facilities to be studied were randomly drawn.

3.2.3.2. Selection of participants.

Two homesteads for each facility were identified to participate in the study. The homesteads were identified with the help of the water user committees, assisted by the water users registers (see photograph 3 below). Community members who use a certain facility had a register identifying particular homesteads and contributions made. A total of one hundred twenty (120) homesteads were considered for the study. This means that one hundred twenty participants took part in the study as each homestead was represented by one person. Every two homesteads were interviewed per water facility. Each homestead had liberty to choose a participant depending on his or her availability for interviewing.



Photograph 3.3. The researcher and a committee member examine a water users' register.

The majority (79%) of interviewees were above 31 years of age while the rest were between 21-30 years of age. Only one quarter of the interviewees were female, and the largest proportion of those interviewed had acquired tertiary education (See Figure 3.2).

3.3 Data Analysis.

Data was checked and examined for completeness. Data was sorted; qualitative data was grouped into themes which themes were converted into quantitative data. The quantitative data was analysed using excel software to generate statistical data that used in generating table frequencies and percentages. Some of these in turn were used to construct Pie Charts and Graphs which were applied to drawing conclusions. These were reinforced by the researcher's own observations. Deductive, prescriptive and descriptive analyses which, were mainly applied to desk research and corroborating data gathered through consultative group discussions and water facility providers interviews.





3.4 How the study objectives were addressed

3.4.1 Overall objective

Mobilization results in two broad outputs; these are causing people to demand for water facilities and sustainable maintenance of the facilities provided to them. The effectiveness of the approach under study was judged from the amount of response it generated within the community with respect to demanding for and caring for the water facilities. More specifically, effectiveness or lack of it was arrived at from consideration of the results of the specific objectives. For the approach to be judged effective, it had to satisfy all of the criteria below:

- (a) Have a message content proving information on all five (5) critical areas of effective management of water and sanitation facilities (see 3.4.2 below);
- (b) Elicited positive behavioral responses in at least two thirds (67%) of the community members with regard to demanding for water facilities and participating in the operation and maintenance of the facilities; and
- (c) Not led to the introduction of new major challenges for the community in the operation and management of water facilities.(see figure 4.9)

3.4.2 Appropriateness of the content of the message

To gauge the appropriateness of the messages imparted during community mobilisation, interviewees were asked to recount what they had been told during the mobilisation events. This is covered by questions 8-10 and 15-25 in the questionnaire (Appendix 1). Responses were tallied, with high frequencies (generally greater than 67%) taken to indicate the core messages of the events. The views of community members were corroborated with information from water facility providers and

assessed against their coverage of the following core areas deemed essential for community mobilisation in water supply and sanitation programs (see Table 4.1),

- 1. The correction of the misconception that water services should be freely enjoyed, in conformity with the Dublin principles that water is an economic and social good; and that communities should pay in cash and kind for water services;
- That communities need to express a demand and be more involved in the management of their affairs including the care of the water facility (this again is Dublin principle); how communities can go about obtaining services from the governmental departments closest to them;
- 3. How the community can take care of the water facility;
- 4. Health, sanitation and hygiene education; the fact that poor sanitation could lead to contamination of water sources and outbreak of water borne diseases hence for proper disposal of waste, especially human waste in the community;
- 5. The importance of recognising the contribution of both men and women to water management; this is a Dublin principle.

3.4.3 The impact of mobilisation

The impact of mobilisation was assessed through questions designed to establish how the community had responded to the message and how they were going about the operation and maintenance of the water facilities. This was covered under questions 26-35 in the questionnaire and was corroborated by direct observations by the researcher.

3.4.4 The challenges facing the community with respect to operation and maintenance of water facilities

The challenges faced by the community were obtained by asking interviewees to name the critical issues affecting the operation and maintenance of the water facilities. This was covered under questions 36-45 in the questionnaire for community members.

CHAPTER FOUR

4.0 RESULTS

Section; 4.1: Introduction

This chapter presents results obtained from questionnaire responses from water facility beneficiaries. The questionnaire results are presented with information necessary for their interpretation. In some cases, explanations under which some results were obtained are made. The structure used to present the results is based on answering objectives in their chronological order. The chapter is divided into four sections. Section one is introduction., section two presents results on the content of the mobilization message, section three presents results on the impact of mobilization on operations and maintenance of water facilities and section four presents results on the challenges encountered in community mobilization and participation.

Section; 4.2: The content of the mobilization message

The Table and figure below summarize the content of the mobilization messages based on the responses of the interviewees and counter-checked with information from the water facility providers.

 Table 4.1: Responses from community members on the content of the mobilization messages

N 0.	Content	Number of times cited	Percentage
1	Services are not free		
	Making community cash and in-kind contributions for the water facility as a requirement before a facility can be provided	113	94%
2	Demanding for services and how to apply		
	Why it is important for communities to apply for water facilities	110	92%
	Applying for the facility as a requirement for facility provision	120	100%
	Where the funds for water facilities come from	100	83%
	Who to address applications to	60	50%
	Acquiring the land were the facility is to be constructed as a requirement	120	100%
	Getting political support as a requirement to be met before facility provision.	100	83.3%
3	Proper care of water facilities		
	Establishing a water user committee as a requirement to be met before facility provision	120	100%
	Roles and responsibilities for facility maintenance	110	92%
	Where to find spare parts for the water facility	120	100%
	Where to get mechanics to repair the water facility	120	100%
4	Sanitation and hygiene education		
	The dangers associated with human excreta	108	90%
	Improving on sanitation and hygiene, especially excreta disposal as a requirement before facility provision	40	33%
	Surface runoff as a sources of water contamination	100	83%
	Stagnant water from blocked drainage as a sources of water contamination	120	100%
	Washing clothes around the water facility as a source of contamination	120	100%
	Constructing animal kraals around water points as a source of contamination	85	71%
	Poor garbage disposal as a source of water contamination	115	96%
	Pit latrines as the best method for excreta disposal	80	66.7%
	Ecosan toilets as an alternative method for excreta disposal	30	25%
	The proper use of human excreta disposal facilities	115	96%
5	Gender equity		
	Women representation on the water user committee	120	100%

The results above indicate that the content of the message during mobilization was appropriate as it covered all the five essential areas for community participation in water supply and sanitation programs. The high frequencies show high agreement among individuals interviewed and hence consistency in the message. The table suggests that the discussion on gender was limited to the representation of women on water user committees.

Figure 4.1; Responses on the content of the message with respect to where to apply for facilities.

The mobilization message should be able to direct the community where to apply in order to get what they need.



Section; 4.3: The impact of mobilization on the Operations and maintenance of the water facilities.

In the demand driven approach, the mobilization message is supposed to stimulate demand in the first place; this must be followed by formation of structures to take care of the water facilities in the operational phase such that such structures remain functional producing the necessary outcomes. The

Table 4.2 and Figures 4.2-6 below summarize the actions of community members following the mobilization.

Table 4.2: Responses from community members on the impact of mobilization.

No	Actions	Number of	Percentage
•		times cited	
1	Water facilities where the community applied for the facility	110	92%
2	Water facilities where the community met the required	115	95.8%
	community contributions		
3	Water facilities where the community participated in the sitting	100	83.3%
	of the facility		
4	Water facilities where water user committees were formed	120	100%
5	Water facilities with the required representation of women on	60	50%
	the water user committee		
6	Water user committee that were active at the time of the study	114	95%
	Water facilities that were well cared for at the time of visit	114	95%
7	Community members who participated directly in the care of	80	67%
	the water facility		

The Table above shows that mobilization was effective in all the areas except for gender issues (i.e. the desired response was obtained in two-thirds or more of the water facilities). The figures below further illustrate the impacts of the mobilisation, especially with regard to the participation of the community in the maintenance of the water facility.

Figure 4.2, The type of contributions made at time of application for the water facility.

The contributions are by themselves testimony of the success of the mobilization. The most common form of contribution was materials.



Figure 4.3 Maintenance activities at water facilities carried out by communities.





Figure 4. 4; Things contributed towards operations and maintenance of the water facility.

For the regular maintenance of the facility, the most common form of contribution was money.



Figure 4.5 Motivators for participation for participation and maintenance of the water facilities. The figure shows the most common reasons given for participation in the operations and maintenance of the water facility.



Section; 4.4: the challenges encountered in community mobilization and participation.

Mobilization is a continuous process in the life of water facilities. It is initiated by the facility providers but it is the onus of the communities to keep it alive through water user committees which are charged with the operations of the facilities and continuous mobilization particularly of the new members. The Table 4.3 below summarizes the views of community members on the main challenges they were facing.

Table 4.3 The main challenges encountered in operation and maintenance of the water facilities

No.			
	Response	Frequency	Percent
1	Men do not fetch water	100	83.3
2	Buying spare parts	90	75
3	Most water fetched by children	90	75
4	Collecting money	80	66.7
5	Poverty	70	58.3
6	Too many people per facility	60	50
7	Mobilizing new members in the community	60	50
8	Political interference	50	41.7
9	Finding mechanics	40	33.3
10	Logistics for O&M	40	33.3
11	Incompetent mechanics	10	8.3
12	Direct participation	10	8.3
13	Paying mechanics	5	4.2

CHAPTER FIVE

5.0 DISCUSSION

5.1 Introduction

This chapter presents the discussion on results presented in chapter four. The discussion follows a logical order according to objectives collaborating and corroborating it with independent information from the available sector guidelines, water facility providers' interviews; consultative meetings, transect walks, literature reviews and the researcher's observations.

5.2 General assessment

Generally, the approach for community mobilization contained the essential messages and was effective in as far as it generated demand for water facilities and participation of the communities in the care and maintenance of the water facilities. However, there remain challenges that need to be resolved to further improve the effectiveness of the approach.

5.3: The content of the mobilization message.

The content of the message, as revealed by the results, was appropriate in the sense that it covered all the essential areas of information for community participation in water supply and sanitation programmes. The messages impressed upon the communities the need for them to shoulder part of the costs for provision of water through community contributions, and how to express a demand for services. The messages also covered the care of the facility and the linkage between poor sanitation and water contamination; it also covered formation of water user committees and their roles and responsibilities. Lastly the messages covered the issue of gender imbalance in the management of water. The responses on the communities' application for facilities indicate that generally mobilization was adequately carried out as higher percentage of the participants acknowledged applying for the facility which is one of the indications of community mobilization. However, the emphasis should be directed towards the lower percentage who indicated that they did not apply for the water facility and yet they are using it. The focus should be to find out how they acquired the facility. Could it be that they joined the community at a later date, political pressure, or the mobilization teams did not involve them? Knowledge of this would help service providers to design mobilization mechanisms that target all the members of the target community which will in turn lead to harmonization of the process of acquiring the water facilities. Community mobilization is not only: awareness, capacity building, working with a section or groups, a series of one off activity, pointing figures or blaming, assigning faults, top down program implementation by a service provider to community, neat and completed with in a short time frame and lastly it is not a massage base. According to the finding and in line with some scholars a comprehensive approach to community mobilization is needed to address a cross section of people in a given community (Michau and Naker 2003).

The high percentage of respondents who addressed their applications through government technocrats shows a high level of confidence in the mobilization process. None the less the lower percentage who addressed their applications through their political leadership cannot be ignored. Reasons to why some members of the community choose this route should be examined and possibly integrated in the mobilization messages if there are any synergies anticipated from such an approach. The use by the community of different officers to receive the applications calls for coordination between local government officials. Also using several government contacts instead of

one is likely to enhance the access of communities to local government programs and hence should be emulated by other programs.

Attendance of the initial meetings, mobilization was to a very high degree very successful and vital messages were disseminated. The dissenting views could have been from those who were absent during sensitization or may have low absorption. This situation calls for repeated sensitization so that ultimately all members of the community reach the same level of information.

The high degree of the responses that explanation made on community roles and responsibilities was by no means a small achievement on the part of the mobilizers. The main focus however should be directed on the minimal percent of the respondents who expressed that the explanation was not made and more efforts should be made with follow up messages to keep the communities continuously informed.

The higher responses on the explanation on community contributions were in agreement that enough explanation was given, which indicates a high level of effective mobilization. None the less the lower dissenting responses require special attention with a view of finding out what more explanation they would require in order to be convinced so as to improve on the quality of explanation which, would be manifested in more contributions towards the water facilities.

The requirements for the acquisition of the water facilities showed a mixed up reporting from participants. For example the process and requirements seem to mean the same thing to the participants. Requirements: community contributions, formation of water user committees and sanitation and hygiene requirement are less reported on and yet they are the major requirements (Rural water supply and Sanitation 2002, steps in implementation of soft ware activities 2004 and Water and Sanitation Investment Plan 2006-2015). The application for the facility, acquisition of land and getting political support which are just processes are emphasized by the respondents. The mobilizers should make more effort in making these issues clearer so that a process and a requirement can be seen in their own perspectives.

Siting of the water facilities cited by a reasonable though a lesser number of the respondents were of the view that the sources were not well sited and not easily accessible to the community is supportive of the claim that some of the facilities are not in easy reach to the community members. It is also supportive of the fact that an equal number of the respondents indicated they were not involved in the facility siting. However majority of the participants indicated they were involved. This is likely to be part of the reasons why there are more facilities closer to some communities than others. This calls for more mobilizers efforts to find out the reasons for possible none involvement of such a groups for subsequent address. In some cases it may not be technically feasible to locate community facilities in places of their preference as in cases of where the area is not yielding or the water table is very deep or where it is not possible to secure the land.

A key indicator of the over all success of community mobilization is the number of people that contributed towards the construction of the water facility. It implies that the message had achieved its basic focus of creating demand and stimulating participation. The high level of participation indicates that mobilization was successful and highly satisfactory. None the less those who indicated otherwise need to be targeted by the mobilizers such that they too are convinced on the need to contribute towards the construction, operations and maintenance of the water facility for better results.

A average of responses received on material contributions made towards construction and operations and maintenance of the water facility tends to indicate the most potential the communities have towards construction of water facilities as opposed to other contributions of cash and labour. This gives the challenge to the mobilizers to carefully analyze different situations and advise communities accordingly for maximum mobilization gains if what they advise can be easily managed by the communities.

The results on the requirement for the formation of the water user committees was overwhelming, implying that the message content was very realistic and to the point. It ought to have been appealing to the community and well understood. Mobilizers should maintain the content as such and possibly apply it in other areas where the messages are short of delivering the messages they are supposed to deliver.

The high knowledge ranging on the various responsibilities of water user committees is a very strong asset both to the community, mobilizers and technocrats as it eases the monitoring work on the progress of the water facilities. This is because each party is well aware of its responsibilities and what is expected from it by the other partners and vice versa. None the less this should be improved on to incorporate issues like; resolving land conflicts where the facility has to be sited, compensation for land owners where community land is not available, ensuring right of way to the water facility and continuous mobilization of communities on sanitation (GOU steps in implementing soft ware

activities 2004, GOU rural water supply and sanitation 2002, the Hague1995, Water and sanitation for all, WB Participation in the Water and Sanitation sector 2004).

A reasonable number of the respondents professed of not being aware of the sources of funds for the water facility signified a weak way in which the message was emphasized. All efforts should be made to clarify the content of the message as much as possible for all and sound to know that the funding of the facility to a great extent is from government in this case but most important that it is a shared responsibility between government and the beneficially communities (WB Participation in the Water and Sanitation Sector2004; GOU Rural Water Supply and Sanitation 2002).

A high number of respondents expressed that an explanation was sufficiently given on the relationship between human excreta and water contamination meaning the content of the message was adequately captured. In terms of water transmitted and water borne diseases spread, a fewer number of respondents expressed ignorance of the explanation. This is bad enough to put the community health at stake as in the cases of Cholera, Diarrhoea and Dysentery in areas like Wakiso district where the prevalence is known to be high (Wakiso Local Government Three year Development Plan).

The respondents who indicated that emphasis on the human excreta facilities was made include a higher number for pit latrines and lesser number ECOSAN toilets. A minimal number however, indicated that emphasis was not made on any of the two modes is of great concern down playing the content of the mobilization message content.

Proper use of the human excreta facilities was reported on by majority of respondents who agreed that human excreta facilities were emphasized. A minority of the respondents indicated that proper use was not explained undercut the content of the message and all should be done to improve on the message for the benefit of the four percent as these could be a focus for contaminating water sources. The unanimous response on the human excreta disposal facility requirement is a key indicator that the message content was well received. It is important for the mobilizers to bank on it to further promote such messages and structure other messages in a similar manner.

The responses of the people on other possible sources of water contamination indicate that they have fairly good knowledge in other topics on this general theme of sanitation and hygiene. What may be needed is to balance the content of the talk on sanitation and hygiene.

The very lacking knowledge on where to purchase spare parts from is indicative of the fact that the message was completely lacking in content. The lack of knowledge is in agreement with the reasons advanced by the community in what in their view they considered were the reasons for the facilities' breakdown (figure 4.32). Table 4.9 underpins the hardships faced in procuring spare parts. This puts the communities in a disadvantaged position where they have to rely on mechanics to purchase spare parts. Without knowing where to get spare parts, supervision and monitoring by the communities become almost impossible rendering operations and maintenance very expensive and causes delays in water facility repair works. This lack in content also suggests that there might be no known specific outlets for water facility spare parts. This might require a lot of networking and collaboration between different stakeholders including water facility providers, the private business

sector and others to ensure availability of spare parts outlets so as to be known by mobilizers who in turn would incorporate the message into their mobilization topics.

All respondents indicated they were shown where to get mechanics from, though for other reasons these mechanics at times are not found where they should be got (table 4.9). This is a measure that the massage was well put and other messages should be framed to convey clear messages like this one.

5.4 The impact of Mobilization on the operations and maintenance of water facilities.

The results of the study showed that the mobilization had been successful in getting the community to participate in the operation and maintenance of the water facility as shown by their application for the facility, contribution of money, building materials and labour towards construction of the water facility, participation in selection of a location for the facility, forming water user committees, and increasing the number of women representatives on the water user committees. The ultimate impact was the high number of functional water facilities. Although not measured in this study, it is probable that there was a corresponding improvement in health from consumption of safe water. The reason for such a high impact sited was the availability of knowledge of where to find the hand pump mechanic which was coupled with support from the district water office. The presence of active water user committee also supported the high level of functionality of water facilities. The modest improvement in women representation was possibly due to cultural briefs, tradition and the domestic workload by women.

The level of water user committees' functionality had dropped during the operational phase at the time of the study. Coincidentally the level of water facility functional status had also dropped by the

some margin suggesting most possibly that the functionality of the water facility is dependant on the functionality of the water user committees. It is therefore imperative for mobilizers and local government departments to sustain monitoring the functionality of these committees and reviving those that get disbanded for the successful operations and maintenance of the water facilities.

The results on women representation on the Water User Committees show that only a few of the committees met the requirement of having half of the representative being women on the committees. This is a reasonable result, given the social setting of the study area, where women are traditionally given a low status in society (Rural Water Supply and Sanitation 2002; Rural water and Sanitation operations Plan 2002-2007: Water and Sanitation Investment Plan 2006-2015: Wakiso District 2008/2009Development Plan). However, the results show that efforts must be increased in obtaining greater participation of women in management of water facilities which is most likely to reduce costs. A number of scholars still feel that the vital role of women is still understated in many countries (Dublin statement 1992). Principle No 3 of the Dublin statement on water and sustainable development states: "the pivotal role of women as providers and users of water and guardians of the living environment has seldom been institutional arrangement for the development and management of water resources. Acceptance and implementation of this principle requires positive policies to address women's specific needs and to equip and empower women to participate at all levels in water resources programmes, including decision making and implementation, in ways defined by them." Women should therefore be involved and empowered to give their ideas/views and not only becoming members of the water user committee when actually they are not on decision making posts.

To a greater degree, the care given to the water facility and state of functionality relates to the functionality of the water user committees This reaffirms the important role of the water user committees in the operations and maintenance of the water facilities which in every way possible should be nurtured to survive against all odds for the proper care and functioning of the water facilities. This serves as a true testimony to the impact of mobilization. This result almost concurs with the water provider's estimate that put the district water facilities functionality status at ninety four percent (Appendix ii/DWO interview)

The percentage of people who physically participate in the operations and maintenance of the water facilities is more than a half of the respondents. This is against the background that the community meets difficulties in making cash contributions (table 4.3). Physical participation could be a more readily contribution to be made had it not been a tendency of colonial legacy to despise manual work by the misguided elitism notions like manual work is for the uneducated common in the underdeveloped world (Kaberuka 1990). The mobilizers therefore need to encourage the communities to embrace physical participation as a means of sustaining their water facilities.

Knowledge of the different activities carried out during the operations and maintenance (figure 4.23) is indicative that mobilization has had an impact. What may be required is to emphasize time and again how important these activities are vital to the proper functioning of the water facility. The more the facility remains functional the less the operational costs and the more the community is assured of safe and clean water for relatively long periods of time.

The level of community contributions towards operations and maintenance of the water facility show cash contribution at higher level than all the others. These results have to be interpreted with caution so as not to give an impression that cash is a more popular contribution than others. It is only that at the operations and maintenance stage, fewer materials are required more often than cash. This may point to the reason why it is problematic raising cash contributions (table 4.3).

The high knowledge on the way funds are spent indicates some level of transparency in the way that the Water User Committees operate. Transparency is a vital ingredient for building trust and maintaining the commitment of individual members of the community.

The participants expressed the willingness to participate in the operations and maintenance of their water facilities. This is an adequate statement to the effect that mobilization has had an impact on the feelings and sense of ownership on the community. This should be built upon so as to achieve the Millennium Development Goal (MDG), provision of safe and clean water to all by year 2015. The reasons that respondents gave for their willingness to participate in management of the water facility are, the real benefits they derive from the new protected water source. It is important to recognize these benefits and to design water interventions to maximize such benefits.

5.5 The challenges encountered in community mobilization and community participation.

The results of the study show that despite the high impact that was realized from mobilization, the community was still faced with many challenges. It is important that these challenges are recognized, and integrated in the overall mobilization approach least they work against the

mobilization efforts. The most serious challenges seem to be around poverty/level of socio-economic development of the communities, and cultural beliefs and taboos.

Gender related problems are prominent on the list of challenges. The men who do not fetch water dominate the management of the water facilities while the children who do not attend sensitization meetings are the greatest users of the facilities. The community mobilization interventions must be designed to address these problems. Since the mobilization is a short lived, and commonly a one-off activity, there will be need for Community Development staff at district, county and parish levels to continue sensitization on these issues during the life time of the water facility. In schools too these messages could continuously be put across on the assemblies and often times mobilizers could take some efforts to address school children. It could as well make sense if as a long term measure; messages are incorporated in the school curricula.

The responses on challenges also suggest inadequate dialogue and engagement of politicians. This is why political interference is reported as one of the challenges being encountered. More attention will need to be paid to sensitizing politicians so that they become supportive rather than interfere which may result into disrupting community projects.

A high number of respondents indicated difficulty with conveying messages to new members of the community. The management of arrivals and departures from a village is the function of the village council (Local Council I). It may therefore be necessary for the guidelines on establishment and operation of Water User Committees to be amended to allow some liaison with the LCI so that new members of the community are required to introduce themselves to, and obtain briefs concerning O&M issues from the Water User Committee.
It is particularly important to solve the above problem of new community members for dynamic communities where there is a lot of migration depending on market demands for labour. If new members are not sensitized, there may eventually be a time when there are very few sensitized people to sustain the joint community effort in management of the water source.

The results on community material contributions are indicative of the communities' willingness to contribute towards the operations and maintenance of the water facility. This is suggestive of community's goodwill towards sustaining the water facilities. What is needed is to balance the material contributions and cash for the materials to be utilized. Materials without money to convert these inputs into outputs may not achieve the objective of effective and efficient operations and maintenance of the water facilities.

The high numbers of participants finding difficulties in raising cash contributions are not an isolated problem. Similar problems associated with poverty were also reported. What needs to be done is to formulate an integrated holistic approach that not only delivers safe and clean water but also empowers the community members earn a living and improve their capacities to honour their cash obligations.

The number of the facilities that had broken down more than two months back is of great concern. The district water office through the county water officers and the extension staff should take keen interest in such cases and find out the real issues behind such instances in order not to loose those facilities. The success of sustaining the water facilities is vested in continuous mobilization and monitoring exercises. The view of respondents on the non-functionality of water sources highlights the important role that Water User Committees play in proper functioning of water facilities. This recognition by the users suggests it should be relatively easy to revive the defunct committees. Therefore, the districts could take up this and regularly assist the communities elect new members where the old ones have moved to new areas or become inactive. The respondents expressed a very high degree of understanding the problems.

5.6 Limitations of the research.

Despite the success of this study, the following areas well not exhaustively studied. The full understanding of the under-mentioned areas would have contributed greatly and improved the content of this study.

- The existing policy, legal and institutional framework in the study was not thoroughly examined to establish whether they are comprehensively and effectively addressing community mobilization. Given the fact that there are many guidelines, policies and many agencies in the implementation of communality mobilization an assessment would be necessary to establish whether there is harmony rather than conflicting issues in the policies, laws and regulations.
- There is need to also establish the capacity of the key implementation agencies in terms of personnel, budget line for community mobilization, tools used in organization. Generally an assessment is required in now to establish whether the organizations carrying out mobilizations activities are well equipped with all the necessary resources.
- An assessment is also needed to establish the coordination mechanisms between implementing agencies responsible for implementation of mobilization of communities.

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- There is need to establish the knowledge level of the beneficially communities. However much the policies can be good, organizations can be very well equipped but if the community is not knowledgeable to absorb what they are sensitized about, it might of no use.
- An independent assessment is needed to address the issue of whether the mobilization steps are followed or whether they are used and interpreted the some way across the country.
- There is also a need to conduct an assessment of the approaches used during community mobilization for example Drama, Radio talk shows, Workshops and others. An assessment would indicate the pros and cons of each approach under the circumstances they are being applied to.
- Because of limited time and resources only government provided facilities were considered.
 Considerable facilities are being provided by the private sector, non governmental organizations, religious institutions and others. These two given adequate time and resources should be covered under the evaluation.
- Further studies could carry out statistical test with the data collected in order to confirm the reliability of the data collected.
- If ever there are facilities being provided without community mobilization, then comparison studies should be undertaken to find out whether the positive results are due to mobilization.

CHAPTER SIX

6.0 CONCLUSIONS AND RECOMMENDATIONS.

6.1 CONCLUSIONS.

- General conclusion: The overall conclusion of this research is that community mobilization in rural water supply and sanitation programs, as carried out in developing countries, and specifically Wakiso District, Uganda is effective as it stimulates the communities to demand for services and participate in the planning, construction and operation and maintenance of water facilities. The ultimate impact of the effectiveness of community mobilization was the high functionality of water facilities, which is necessary for sustaining safe water supplies to the communities.
- 2. The content of the mobilization message: The message imparted during sensitization events were generally relevant, appropriate and empowered the communities to participate effectively in planning, construction and operation and maintenance of community water supplies. Messages were imparted to community members on the project, sources of funding, who to apply to ,the conditions for provision of water, the community contribution, gender issues, health and hygiene ,care and maintenance of the water sources.

However the research indicates need for improvement in massages concerning the sourcing of spare parts for maintenance of water facilities. Greater emphasis on gender issues was noted to be necessary to overcome the social and cultural disparities between men and women, and enable the recognition of the role played by children, both positive and negative, in the operation and maintenance of water facilities. Furthermore, need was

noted to extending the target group for the massage to include politicians so that they can support, rather than sabotage, water and sanitation programs.

- 3. Impact of community mobilization on operation and maintenance of water supplies: Community mobilization produced high participation of communities in operation and maintenance of water supplies as evidenced by their application for new water facilities, collection of the community contribution, participation in sitting of new facilities, setting up of water user committees, and (for half the cases) meeting the requirement of the minimum level of women representation on the water user committee. The ultimate impact was the high number of active water user committees and functional water facilities.
- 4. **Challenges encountered in operation and maintenance of water facilities**: the top five challenges faced by communities in order of decreasing priority are;
 - a) There was shunning of operations of water facilities by men
 - b) Difficulties were met in collection of monetary contribution for operation and maintenance of water facilities
 - c) There was political interference in location of water facilities and in their operation and maintenance (especially payment of community contribution)
 - d) There were difficulties in finding qualified mechanics to serve and repair facilities
 - e) There were difficulties in mobilizing materials and labour contribution from community members for operation and maintenance of water facilities.

6.2 RECOMMENDATIONS.

6.2.1 Though mobilization was generally well carried out, the following areas need improvement. The processes of acquiring a water facility should be well explained such that the community can know what the processes are and what the requirements are. The areas of appropriate facility sitting and involving the community should be re-examined with a view of getting to the core of why some of the participants indicated the negative unless it is due to technical issues.

6.2.3 There is great need to improve on gender sensitization and participation as only 33.3% met the required 50% requirement on the water user committees. This is against the background that they and the children are the people in common contact with these facilities as they fetch water. The mobilizers and the WUCs could for instance encourage formation of women clubs where empowerment messages could be disseminated such that women are more encouraged to participate more effectively in all social issues concerning the community and more especially water and sanitation issues that directly affect them.

6.2.4 Physical participation should be highly encouraged by the mobilizers as it was found out that only 33% physically took part in the operations and maintenance of these facilities yet a very high number reported finding problems with raising cash for the operations and maintenance. Along side adult workshops and sensitization children should also be involvement in the training on water issues since they were found to be the most active players' in as far as fetching water is concerned. This could be done by the school authorities on assemblies; mobilizers could regularly visit schools and pass on the message or any other form to reach out to the children. A long term strategy though could be to include safe water and sanitation issues in the school curriculum. This study strongly advocates for the inclusion of children in mobilization programs, both school going and none school going because they are stakeholders our communities cannot do without at least as of now as they fetch most of the water and were cited responsible for the facility break downs (table 4.9; figure 4.32).

6.2.5 There is a possibility that culture and tradition were playing a big role in the operations and maintenance of the water facilities. Men it was indicated were not fetching water and yet they are the ones who attend workshops and seminars. Mobilizers should take it upon themselves to enrich the mobilization messages in order to eliminate some of the backward traditions myths and Taboos associated with and or hindering the functionality of the water facilities.

6.2.6 There is too a possibility that mobilization was not continuous as there seemed to be lapses in the operations and maintenance of the provided facilities. More logistics in terms of budgetary allocations should be sourced not only to facilitate mobilizers but also to build the WUCs skills in community mobilization as they are all the time with their communities which they should ably help.

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APPENDICES.

APPENDIX I: QUESTIONNAIRE

Dear participant, we thank you very much for agreeing to participate in the water and sanitation research. We request you to assist us with information to the best of your ability for this study. On our part, we promise to keep this information gathered confidential and only apply it to this study aimed at the betterment of water and sanitation services delivery.

Particulars of the respondent

- 1. Age in years.....
- 2. Gender (sex) (tick) Male or Female.
- 3. Educational background (tick): Informal, Primary, Secondary and Tertiary.

Contents of Mobilization

5. Did the community apply for this water facility? (Tick) Yes......No.....

6. To whom was the application addressed.....

7. Did you hold meetings before the water facility was provided? (Tick) Yes.... No....

8. In the meetings were explanations provided on community roles and responsibilities? (Tick) Yes... No...

9. In the meetings were explanations made on community contributions? (Tick) Yes...No...

10. What were the requirements the community had to meet before the community could be

provided.....

.....

11. Is the facility well sited, is it accessible by all members of the community (Tick) Yes...No...

12. Were you involved in the siting of the water facility? (Tick) Yes...No...

13. Did you make contributions towards construction of the water facility? (Tick) Yes...No...

14. State the things you contributed.....

.....

.....

1.4. Was there a requirement for the community to form Water User Committee to look after the facility? (Tick) Yes.....No......

15. What were you told were the responsibilities of the Water User Committee?

.....

.....

16. Were you informed of the source of funds for the water facility? (Tick) Yes...No...

17. Were explanations given on the role of human excreta in water contamination? (Tick) Yes...No...

18. Was emphasis made on the use of pit latrines for human excreta/ waste disposal under rural conditions (tick) Yes...No...

19. Under rural conditions which other forms of excreta disposal facilities were emphasized?.....

.....

20. Was proper use of excreta disposal facilities explained? (Tick) Yes...No...

21. Was disposal facility coverage one of the requirements for provision of the water facility? (Tick) Yes...No...

22. What other sources of water contamination were discussed in the meeting?

.....

.....

23. Were you shown where to purchase spares from for your water source? (Tick) Yes...No...

24. Were you shown where to get mechanics to repair the water facility? (Tick) Yes...No...

The Impacts of mobilization on effectiveness of O&M of water facilities 25. Have you formed a water user committee? (Tick) Yes...No... 26. Are women represented on your water user committee? Yes......No...... 27. If yes, is it functional? (Tick) Yes...No... 28. What are the numbers of men and women sitting on the committee? 29. Is the water facility well cared for and functional? 30. Do you directly participate in the operations and maintenance of the water facility? (Tick) Yes...No... 31. What activities have you been taking part in? 32. What things have you contributed towards operation and maintenance of the water facility?..... 33. Where money was collected, how was it spent? 34. Despite any problems you might have, are you willing to participate in the operations and

maintenance of the water facility? (Tick) Yes...No...

35. Why, if you are willing, would you be ready to participate in operations and maintenance of the water facility?

Challenges affecting effectiveness of community mobilization

36. What problems have you encountered with, in the operations and maintenance of the water facility?

37. Did you encounter any difficulties in asking new members of the community to contribute towards operations and maintenance of the water facility? (Tick) Yes...No...

38. Do you have difficulty making material contributions for the operation and maintenance of the water facility?

39. Do you have difficulty making cash contributions for the operations and maintenance of the facility?

40. In case your facility is non-functional, how long ago did it break down?

.....

41. What has led to the breakdown/ non-functionality of the water facility?

Thank you.

APPENDIX II

WATER FACILITY PROVIDERS INTERVIEW SCHEDULE.

1)	What steps do you go through in order to give a community a water facility?
2)	What steps does the community go through in order to get a water facility?
3)	How is the community involved in the process of acquiring a water facility?
4)	What conditions must a community meet in order to be provided with a water facility?
5)	How do you ensure that the facilities you provide remain functional?
6)	Are you satisfied with the level of functionality of the water facilities so far provided? YesNoSomehow
7)	Please give reasons for your opinion
8)	As water facility providers what problems do you encounter that effect your service delivery?

Thank you.

APPENDIX III

POINT WATER SOURCES IN WAKISO DISTRICT



Source: MLWE, the National Rural Water Supply Atlas 2001

APPENDIX IV

WAKISO DISTRICT WATER SOURCES USED FOR THE STUDY

	Kakiri					
SN	Source Number	Source name	Туре	Parish		
1.	Sp/PAF/1/4/10	Kimbejja	Spring	Sentamu		
2.	Sp/paf/1/4/8	Matayo	Spring	Kitokolo/		
3.	HDW/paf/1/4/12	Kirugaruga	Hand Dug	Magogo		
4.	Hdw/paf/1/4/8	Luwunga barracks	Hand Dug	Luwunga		
5.	Sp/paf/1/4/11	Butega	Small spring	Buwanuka		
6.	SP/PAF/2/3/7	Nalongo/Nababitye	Small spring	Mutungo		
	Wakiso					
7.	Hdw/paf/1/1/8	Nakabiri	Hand dug	Namusera		
8.	Hdw/paf/1/1/9	Kasengejje	Hand dug	Kasengejje		
9.	Hdw/paf/1/1/10	Mbiridembiraba	Hand dug	Kasengejje		
10.	Sp/paf/1/1/8	Kolokolo-yobo	Small spring	Lukwanga		
11.	Sp/paf/1/1/9	Ssalongo-kyobe	Small spring	Kyebando		
12.	Sp/paf/1/1/10	Gitta	Small spring	Kyebando		
13.	Sp/paf/1/1/11	Kaseegu	Small spring	Kyebando		
14.	Sp/paf/1/1/12	Nababirye	Small spring	Nakabugo		
15.	Sp/paf/1/1/13	Nankya/amulindwa	Small spring	Kyebando		

16.	Sp/paf/1/1/14	Kona B nababirye	Small spring	Lukwanga
	Masuliita			
17.	HDW/PAF/1/3/2	Kanzize	Hand Dug	Kanzize
18.	HDW/PAF/1/3/1	Kaliba	Hand Dug	Tumbaali
19.	HDW/PAF/1/3/3	Otema	Hand Dug	Katikamu
20.	HDW/PAF/1/3/4	Nalongo	Hand Dug	Lugungudde
21.	Hdw/paf/1/3/5	Kajjubi	Hand Dug	Masulita
22.	Hdw/paf/1/3/7	Kanaguluba	Hand Dug Well	Kabale
23.	Hdw/paf/1/3/8	Sonko	Hand Dug Well	B/mukwenda
24.	Hdw/paf/1/3/6	Kerwanda	Hand Dug Well	B/mukwenda
	Ssisa		1	1
25.	Haw/paf/1/6/4	Butyaba	Hand Augered wells	Katende
26.	Haw/paf/1/6/4	Kama	Hand Augered wells	Bulwanti
27.	Haw/paf/1/6/4	Kasozi	Hand Augered wells	Nkungulutale
28.	Sp/paf/1/6/6	Seebina	Small spring	Nkungulutale
29.	Sp/paf/1/6/7	Nakamaga	Small spring	Kasuku
30.	Sp/paf/1/6/8	Kagabo	Small spring	Nkungulutale
31.	Sp/paf/1/6/9	Kasumba/luswata	Small spring	Nkungulutale
	Kasanje			
32.	Sp/paf/1`/8/6	Kamirabawanvu	Small spring	Kasanje
33.	Sp/paf/1/8/5	Buwalantama	Small spring	Sokolo
34.	Hdw/paf/1/8/2	Bukalaze	Hand dug well	Kasanje

	Namayumba			
35.	Hdw/paf/1/5/7	Kasanga	Hand Dug	Luguzi
36.	Hdw/paf/1/5/7	Buwasa	Hand Dug	Kyampisi
37.	Hdw/paf/1/5/9	Gambo	Hand Dug	Kyasa
	Nsangi			
38.	SP/PAF/1/2/11	Kasali	Small spring	Namulanda
39.	SP/PAF/1/2/10	Buzzibwabalumba	Small spring	Namulanda
40.	SP/PAF/1/2/7	Kibanga	Small spring	Katereke
41.	SP/PAF/1/2/6	Mutongole	SmallSpring	Nabingo
42.	SP/PAF/1/2/8	Joge	Small spring	Budo
43.	SP/PAF/1/2/9	Kyagulanyi	Small spring	Kisozi
44.	SP/PAF/1/2/10	Kagodo	Small spring	Kikajjo
45.	SP/PAF/1/2/11	Кауо	Small spring	Kikajjo
46.	SP/PAF/1/2/15	Mwanje	Small spring	Nabbingo
47.	SP/PAF/1/2/13	Kavuma	Small spring	Kasenge
48.	SP/PAF/1/2/14	Mayanja	Small spring	Kasenge
49.	SP/PAF/1/2/12	Bwure	Small spring	Kikajjoi
50.	Haw/paf/1/2/9	Serwanga	Hand Augered well	Katereke
51.	Haw/paf/1/2/10	Nababirye	Hand Augered well	Maya
52.	Haw/paf/1/2/11	Serungo	Hand Augered well	Maya
53.	Haw/paf/1/2/12	Salongo/bukumba	Hand Augered well	Kikojo
54.	Haw/paf/1/2/13	Nkola	Hand Augered well	Nanziga

55.	Haw/paf/1/2/14	Kavuma	Hand Augered well	Katereke
	Busukuma			
56.	Hdw/paf/2/4/6	Yusuf	Hand dug well	Wamirongo
57.	Hdw/paf/2/4/7	Kajjubi	Hand dug well	Kabumba
58.	Hdw/paf/2/4/4	Balamu	Hand dug well	Kiwenda
59.	Hdw/paf/2/4/3	Drake	Hand dug well	Guluddene
60.	Hdw/paf/2/4/5	Maternity	Hand dug well	Kikoko