UNDERSTANDING WHAT IT WAS: URBANIZATIONAND WATER CRISIS IN THE CITY OF MUTARE IN MANICALAND PROVINCE- ZIMBABWE

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Abstract

Once the pride of the eastern region,the city of Mutare has turned into an unbelievable state because of the water crisis. A survey was conducted in the high density suburbs of Dangamvura, Hobhouse and Chikanga 3 to establish the impact of water crisis to the residents of these areas. The quantitative paradigm was used in this study. In order to collect the data, the researchers triangulated some instruments such as direct observation, questionnaire and interview. From a population of 10 000 houses, 100 houses were selected using the stratified sampling, systematic and purposive techniques. Each house was represented by one person and the sample had 60 females and 40 males. The purposive sampling technique was used to collect data from the local authorities. Direct observation was conducted at some water collection points during daytime and at night. The collected data were presented in tables, pie -charts, graphs and descriptive.

The research findings were that, child labour is on the increase in these areas because children carry large plastic containers of water and push them in wheelbarrows for long distances. Water crisis has caused some health hazards as people are forced to use the water very sparingly. Pedestrians compete with traffic for space on the narrow and rugged roads, causing danger to human life. Dust from traffic pollutes the uncovered water thereby increasing more unhealthy conditions to people. Poor planning and management system by the local authorities has created human suffering, especially children who need more time to study. The study recommended that the local authorities should drill boreholes at some strategic points for residents. Old pipes should be replaced as they no longer sustain the ever increasing population in the city. Water shortage should be for few hours and not for the whole day or days to avoid unhygienic practices in houses.

Keywords: Water crisis, cultural deprivation, unbelievable, management systems, Unhealthy conditions, strategic points, sustainable

Background of the Study

The city of Mutare in Manicaland Province – Zimbabwe was once a centre of attraction for the tourists.Mutare city is to the east of Zimbabwe. It is the largest city of Manicaland Province. Manicaland province is well known for its perennial rivers such as Pungwe, Odzi, Nyangombe and Gairezi which are found in Nyanga and Odzani which runs from the timber forest area of Stapleford.

Second to Harare (then Salisbury) in terms of cleanliness and beauty, the city enjoyed ever green vegetation, beautiful flowers and sustainable agriculture. This was as a result of a number of factors which included effective planning and management of water and the other natural resources as well as prioritizing target goals, especially health. According to Castells

(1983) the city fathers should be cautious of residents' health by providing them with the necessary health facilities.

Mutare city with its efficient road-network and nearness to the Mozambiquean boarder also enjoyed all-year round sweetfruits, strong and mature timber. Agricultural produce canning factories were the pride of the city because employment was created. The Odzani water-source which never dries even up to now, supplies the city and surrounding productive farmers with surplus water. Water, if well managed and put to its good use, becomes a very significant social capital because in it there is life (Saunders, 1986). This view suggests that human beings, as well as the custodians of the natural resources should see to it that water preservation should be given top priority, in fact, when there is no water, it also means that there is not life.

Urbanisation ideology (Harvey, 1982), assumes that a city is not only a distinct location, but an integral of processes of collective consumption, which in turn is an inherent aspect of industrial capitalism. Homes, schools, transport services and leisure amenities are some of the ways in which people consume the products of modern industry. But for all this to happen, the government must first take cognizance of water as the major service for its people. As the urban population expands (Lowe, 1986) so consumables and water also increases. It therefore, suggests that, from time to time city planners and engineers should always check and monitor the ratio of and rate of urbanization and social movements against amenities (Castells, 1983). This kind of evaluation helps to reduce unnecessary leakages of the very important and basic human need as water.

This appears to be the state in the City of Mutare, as the City Fathers seem to have forgotten its people and the water shortage increases each day, leaving some of the residents with no option but to use the bush system as toilets. According to the National News of 20 August 2012, the city of Mutare was said to be losing millions of dollars worth of treated water due to leakages and the population increases each year. Efforts to replace old water pipes were/are even fruitless as the city offers tenders to companies that robe it. For example, in 2012 it was duped of US$330 000 by a briefcase company that failed to supply the pipes after it won the tender.

Water crisis in Mutare has worsened and residents in the locations namely, Dangamvura, Hobhouse, Chikanga Phase 3 and Zimbabwe Teachers Association(ZIMTA) have greatly suffered. With abundance perennial water supplies from Odzani and Pungwe rivers, most of Mutare's residents in high density suburbs are forced to fetch water from unprotected sources. For example, residents of Hobhouse 3 travel for almost 2 kilometres to fetch water from a point near the railway line below a hill. They use wheel barrows or hire trucks to carry buckets of water and compete for road space with vehicles. The water crisis has even made some enterprising youths to sell water at $3.00 per 20 litres. Residents in this area even use odd hours (night) to fetch water from this source as the queue will be long. Such scenario has made life very difficult especially for school children who need time to study, and the pregnant mothers as well as the aged, who cannot afford walking such a long distance. With inadequate water in their houses, most of the residents have been left with no option but to resorting to bush system, thereby exposing the city to communicable diseases such as cholera and diarrhoea (The Standard 13/09/13).

In Dangamvura high density suburb, the residents get their water supply after every third or fourth day. Sometimes the water is released at night for a few hours only. This is a deliberate effort by the City fathers to reduce water consumption by its rate payers. The once flourishing vegetable gardens around houses have run dry and the residents converge at the markets or vendors to buy vegetables for a meal. The use of house toilets has been limited and residents have also resorted to bush system. In Chikanga Phase 3, the situation is slightly different. Water comes every day but at night for only one to two hours. The pattern is that

one section may receive its water much earlier than the others. As the water comes residents alert each other and rush to fill their containers. As it starts dripping in another area, they rush again to some households' taps to collect the water. This is very unhealthy as residents sleep late waiting for their turns to have water supplies.

Although in his report in The Standard of 8 September, 2013, the city engineer, promised the residents that by the end of the month (September) the water supply will have normalized, the situation has even worsened as most parts of the city are desperately in need of this basic and very important natural resource. The water crisis has completely changed the once beautiful and attractive city's scenery. The residents no longer enjoy the life as they used to do. In deed life without water, pure water is meaningless as it becomes very difficult to manage. (Van Pelt, 2012). With abundant perennial rivers in the eastern region of Zimbabwe, flowing to the ocean, the Mutare residents are living a life of misery as the water crisis deepens. The city fathers continue allocating some residential stands insubserviced lands, causing more danger to human life.

Statement of the Problem

Rationing of water supply in the high density suburbs of Dangamvura, Hobhouse and Chikanga Phase 3 is problematic. This has developed poor living conditions to the residents of Mutare.

Purpose of the Study

To inform the City Fathers of the water crisis experienced by the city residents and make them aware of contiguous diseases these residents may contact. This study is also meant to assist the Responsible Authority to find appropriate strategies to improve the flow of water supply in the affected locations.

Research Questions

a. Before the era of water crisis, what was the situation like in Mutare?
b. What are the causes of water shortage in Mutare?
c. How does the water shortage affect the lives of the residents in Mutare?
d. How do the residents of Mutare cope with the water shortage?
e. What do you think can be done to improve the water crisis in Mutare?

Assumptions

The research had the following assumptions:

f. Before the water shortage in Mutare, the residents had no water restrictions on water supply.
g. Water shortage in Mutare has serious effects to the residents.
h. Water is abundant but there are ineffective planning and management skills in the city council.
i. People are allocated stands in sub- serviced lands.
j. The City of Mutare has sufficient water catchment areas.
k. The residents of Mutare are not happy with the water shortages.
l. Old water pipes no longer sustain the ever increasing population demands for water in Mutare.

Significance of the Study

- The research findings will encourage the City Fathers of Mutare to be more particular towards people's health.

- The findings of this study will encourage mobilization of resources from interested individuals and donor agencies in order to increase water supply to the city of Mutare.
- The study will motivate the City Fathers to put in place effective planning and management strategies to increase water supply to the residents.
- The City Fathers will be made aware of the risks that the residents have and will experience as a result of inadequate water supply.

Delimitations

The study was conducted in the three high density suburbs of the City of Mutare in Manicaland Province. These were Dangamvura, Hobhouse and Chikanga Phase 3.

Limitations of the Study

Some of the respondents associated the study with politics. This made them unwilling to release their true feelings for fear of victimization. The researchers emphasized anonymity and confidentiality.

It was risky to move during the night to observe and interview some residents at their water collection points. We hired twoneighbor-hood watch men whom we paid each night.

It was not affordable to gather all the residents of the three suburbs for our research. In this case we used the purposive and stratified techniques in which to the respondents were in their residential areas. As employees it was not easy to conduct the research during working hours. Therefore, we made use of weekends and after working hours.

Methodology

Methodology is a range of methods that a researcher chooses to use in order to get through a research. These include the paradigm, the design, population, sample and sampling procedures, data collection and analysis procedures (Rudestam and Newton, 2007).

The Paradigm

For the purpose of this study, the researchers used the quantitative paradigm for a number of reasons. It is relevant to the establishment of findings at a large scale, which is the macro level, (Bryman, 1998, Chihambakwe and Samanyanga. 2012). Statistical methods are useful for looking at relationships and patterns and expressing these patterns with numbers. Descriptive statistics describe these patterns of behaviour. With this paradigm, a researcher is able to design a theory or theories that guide the research.

The Design

Using this paradigm the researchers chose to use the survey method because there is concern to establish cause-and –effect relationship. The design was also appropriate because facts would be collected from a wider range of options (Rudestam and Newton, 2007). The design enabled the researchers to interact with many subjects in their environments within a short period and interviewed them on the issues of water crisis. Random and purposive sampling techniques were possible because the paradigm is subjective. Subjectivity therefore would advocate for closed items which were simple for the subjects. (Borgdan and Biklen, 1992 and Punch, 2005).

Population

The three high density suburbs had 10 000 houses as follows; Dangamvura - 6 000, Hobhouse- 1 000 and Chikanga Phase 3 - 3 000. According to the statistics from the city council and ward councilors, the total population of these areas was 10 000. Because of the

long distance from each residential area to the other, the researchers decided to use houses to represent the population, which were 10000.

Sample

The researchers had 100 respondents (60 females and 40 males) for the research. The females were more than males because they were always available when the study was carried and most the women had the responsibility of fetching water for use for the family. Because the researchers worked with different suburbs, they chose to use stratified and systematic sampling techniques to have the sample. Using the systematic sampling technique, every 100^{th} house was selected as a sample. Because of differences in number of occupants per house, the researchers chose to have either a male or a female from each houseto constitute the sample. From Dangamvura, 40 females and 20 males were chosen; Hobhouse had 5 females and 5 males selected and Chikanga 3 had 15 females and 13 males. Purposive sampling was used to select 2 fromthe city council employees who were in the management position.

Instruments

In order to collect data the researchers used the questionnaire, direct observation and interviews

Questionnaire

The questionnaire had closed and open- ended questions to solicit in-depth understanding of the phenomena (Borgdan and Biklen, 1992). Questionnaires were easy to complete because they were self administered. Each respondent received a questionnaire to complete at his or her own time. The respondents were given ample time of seven (7) days to complete the questionnaires; this would give them enough time to attend to all the items on the questionnaire. The researchers collected the completed questionnaires from the selected respondents.

Direct Observation

According to Hill (2005), observation allows the researcher to collect data in respondents' natural environment. This is rich because direct observation enables the researcher to record what is happening in the real world of the respondent (Johnson, 2007). Direct observation enabled the researchers to observe the time when the residents fetched some water, the risks at some collection points and the struggle for water. This facilitated for accurate and unbiased data.

Interviews

The interview questions were prepared to guide the researchers on what to ask the respondents. The questions were structured in such a manner that they were short and precise and enabled the researchers to interact with the respondents and to get their in-depth feelings and attitudes towards the phenomena, (Marshall and Rossman, 2007). However because the issue seemed to be sensitive, some respondents were not willing to release information for fear of victimization. In this case, anonymity and confidentiality were assured. Each interviewee had a code.

Data Collection Procedures

The researchers sought permission from the City Council, Ward Councilors and Ward chairpersons in order to get into the suburbs. The City Council and Councilors provided the

researchers with statistical data for total number of the residents in the selected locations. The data were collected using questionnaire, direct observation and structured interviews.

Data Presentation and Analysis Procedures

Data that were collected were presented in tables, pie charts and graphs. The data collected from the participants werealso analysed descriptively.

Validity and Reliability

In order to make the research findings valid and reliable, research questions were given to some few research experts to make some corrections and to assess their worthiness for the research.The pilot study improved the state of the questions because some errors were corrected before the respondents were given the questionnaire.

Theoretical Conceptualisation

For the purpose of this study the following theories were used:

Symbolic interactionalism which assumes that the human beings view social life as an unfolding process in which the individual interprets his/her environment and acts on the basis of that interpretation (Bryman, 1992).

Realism which purports that human beings operate in their real world and in order to understand them, it is important for the researcherto get into their real environments (Giddens, 1998). In this case, in order to have a clear picture of the water crisis in Mutare, the researchers had to get to the people in their real situations.

Functionalism which postulates that in studying a given society, we should look at how its various parts or institutions combine to make that society continue to function. In this case, the researchers were interested in understanding how the City of Mutare was functional in terms of water provision to its residents and the impact of water shortage to the development of human life.

Cultural deprivation theory, (Haralambos and Holborn, 1994), which assumes that when people live in a new culture which is less superior for a long time, they tend to accept such culture as normal and succumb to its demands, regardless of its great disadvantages to their well-being. In this case, a culture of abundantwater supply was gradually replaced by that of inadequacy of water supply and the community has now lived in this situation for a long time as a new culture. In fact, when by mistake, water comes during the day, it becomes quite abnormal and a surprise to them. They think the water is being treated and therefore unsafe for consumption. It is now normal for the residents to have water shortage.

Ethical and Legal Implications

The respondents were assured of confidentiality and anonymity of their information. Codes were used to represent individuals, households and suburbs. Respect of people's cultural orientation was at its height. Integrity and concern for people's welfare were also maintained.

Data Presentation, Analysis and Discussion

What is water crisis?

Definitions	Male	%	Female	%	Total	%
Natural shortage of water supply	2	2	4	4	6	6
A state of failure by council to offer water to the residents	25	25	40	40	65	65
A health hazard state of water shortage to the residents	8	8	10	10	18	18
A deliberate attempt by the council to sabotage human health	5	5	6	6	11	11
Total	**40**	**40**	**60**	**60**	**100**	**100**

Analysis 1

65 respondents (65%) defined the term water crisis as a state of failure by the City Fathers to supply its residents with sufficient water.18 (18%) said that it is a health hazard state of water shortage to the residents; 11 (11%) stated that it a deliberate attempt by the Council to sabotage human health and 6 (6%) said that it is a natural shortage of water supply. According to the city's reports in The Standard of 8th September 2013, the respondents' answer was true because, the elements of the report indicated some significant degree of failure by the city council to supply the residents with enough water. The connotation "failure" (Harvey, 1982) would mean planning still lacked in the systems. In any administration, lack of planning is evidenced by poor results (Parkes, Nigel and Don, 1980). Resources are poorly managed and this includes the human resources (Castells 1983), leading to dissatisfaction, mistrust and poor relations with those in authority.

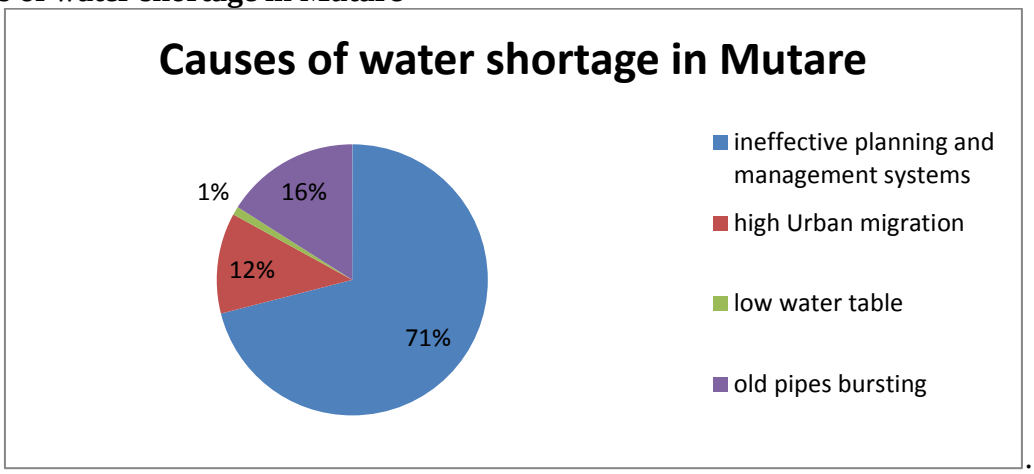
State of Mutare before the era of the water crisis

Variable	Male	%	Females	%	Total	%
No limitations to water use	8	8	12	12	20	20
We could fetch water any time from our house taps	9	9	11	11	20	20
Toilets were used and kept clean	8	68	12	12	20	20
We had vegetables around our houses	7	7	13	13	20	20
There was no time table for water supply	8	68	12	12	20	20
Total	**40**	**40**	**60**	**60**	**100**	**100**

Analysis 2

The responses were balanced because the respondents shared the same views. Each response had 20 (20%) . According to Castells (1983) the philosophy of effective urban development rests upon focusing which assures that the rate- payers should be provided with sufficient services which include water as the basic need. It also assumes that the urban developers need to be aware of what its stakeholders are in need of (Lowe, 1986). Infact, the City Fathers should prioritize its goals. The welfare of residents should be put as number one goal, because without them there is no city (Saunders, 1986). Efforts must be put in place to protect the welfare of people because it creates good relationship and trust between government and its people. Relationship and trust are an important social capital and resource which promote sustainable development and reduces suspicion on each other (Parkers, Don and Nigel (1980). There is always danger when the state of the environment continues deteriorating to the detriment of human life (Saunders, 1986).

Causes of water shortage in Mutare



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Ineffective and inefficient management systems scored highest (71%), followed by old pipes bursting and high urban migration with 16% and 12% respectively. Only 1% was on low water table around Mutare. From the responses given, it was clear that water in Mutare was wasted through leakages of old pipes bursting and at the same time, the population was increasing. According to The Standard of 8 September 2013, the city was losing 35000 cubic meters of clean water daily through leakages of old pipes. If therefore old pipes are not replaced with new ones withlarger water capacity as the population is always increasing, it suggests that there is something wrong with the planning and management of the systems within the city council. Urban planners should balance the population with the resources available (Lowe 1986) and focus on strategies to maintain the balance so as to keep satisfying the needs of its residents (Saunders 1986). Population growth and collective consumption (Castells, 1983) should always be at the same level. In fact, resources should be more than the population and not the vise-versa (Saunders, 1986).

The effects of water shortage on human life

i) Social effects

Variable	Male	%	Females	%	Total	%
Reduce time for family interactions	10	10	10	10	20	20
New culture of night work	9	7	13	13	21	21
Keeping water in large containers	9	8	13	13	21	21
Bucket system for flash toilets	7	7	14	14	24	24
Selling water in containers	8	8	10	10	18	18
Total	**40**	**40**	**60**	**60**	**100**	**100**

Analysis 4

The responses were almost balanced with only a range of 6. Bucket system for flash toilet had 24 (24%), new culture of night work and keeping water in large containers had 21(21%) each, reduce time for family interaction had 20 (20%) and selling water in containers had 18 (18%). Results here are clearly an indication of social change in people's lives as a result of shortage of water supply. If residents hoard the water in containers it also means that the water may stay in containers for a long time. This becomes a fertile ground for the breeding of mosquitoes because the water is stagnant (Saunders 1986). The water becomes rusty making it dangerous for human consumption.The residents have resorted to pouring water in their toilets after use because water taps are always dry. Some of the residents at one house hold may flush the toilet after being used by two to three people, in order to conserve water. This becomes very unhealthy to the environment. This is why some residents have resorted to the bush system thereby worsening the situation (The Standard, 8 September 2013).

Families' time for interaction is reduced because they need more time to travel to get some water or they spend more time in the water queues. School children have little time to study because they spend more time in long queues for water even at night. This is why some families have resorted to purchasing this valuable commodity, hence the increase in water sales by some enterprising youths. Indeed, the social life among some residents of Mutare has completely changed. There are strong fears that even some promiscuous behaviours are likely to be noticed because it is usually the youth who queue for water.

The researchers observed that the Hobhouse residents were fetching water from one source which is very close to the railway line below a hill. This was almost 2-3 kilometres away from their homes. Pregnant mothers and young children were struggling to push wheel barrows which contained 20- litre plastic containers. Some enterprising youths were even seen selling water at $3.00 for 20 litres. This was because of the long queue and competition to get water, which pregnant mothers, old women and young children could not afford. Such

pressure could be seen even at around 10 o'clock in the evening. The place was also a health hazard because it was just filthy and muddy making it possible for the residents to get some water-borne diseases such as bilharzias. The place was also at a steep crossroad and this was very dangerous because careless kombi drivers could not observe or apply brakes to accord these pedestrians to do their water fetching.Indeed, the residents' life is at risk and the City Fathers should come to their rescue before it is too late.

(ii) Health effects

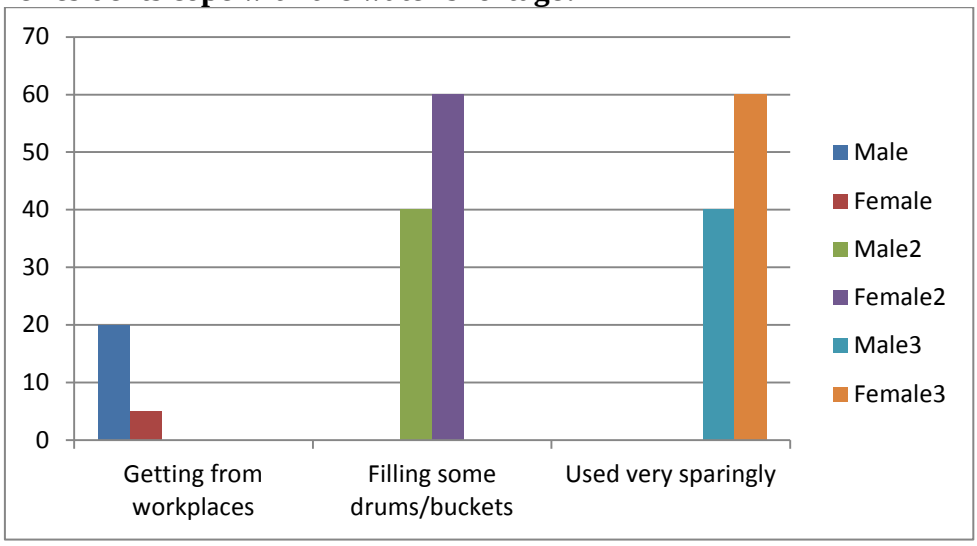
Variable	Male	%	Females	%	Total	%
Development of water borne diseases	13	13	20	20	33	33
Development of insect borne diseases	12	12	19	19	31	31
Development of air-borne diseases	15	15	21	21	36	36
Total	**40**	**40**	**60**	**60**	**100**	**100**

Analysis 5

From the table above, development of air-borne diseases had 36(36%), development of water-borne diseases had 33 (33%) responses while development of insect-borne diseases had 31 (31%) responses. These figures give us a clear indications that the residents fear the outbreak of serious diseases in places that are hard hit by water shortage. As some residents already indicated (Manica Post 14-18-November 2013), because some water collection points are now damp and they have become possible breeding areas for bilharzias,young children with bear feet are likely to be the most victims, hence the feared newly introduced bilharzias drug in the city. It appears the resident's life is seriously threatened with the water crisis, and it remains unclear when and how this situationwill cometo anend.

Apart from the fears of diseases, expecting mothers who push wheelbarrows daily for almost 5 kilometers are likely to have delivery complications. The dust from traffic in mostof the cases, pollute uncovered water. It is also feared that road accidents will soon occur because the traffic and pedestrians use the same road especially for Hobhouse and ZIMTA residents. Therefore, measures should be taken to resolve the water crisis before it claims human lives.

How some residents cope with the water shortage?



Analysis 6

Only twenty five respondents indicated that they fetched water from their workplaces. The rest of the respondents indicated that they fill some containers with water and they use

they use the water very sparingly.This would suggest that in some places, water supply is adequate and some employers or managers seem to sympathize with their employees. All the respondents identified that they fill some drums and buckets with water and this resource is used very sparingly. From the responses given, it suggests that some residents have created some space in their houses for water storage and the water use is closely monitored to avoid its wastage. It also suggests that parents give rules to avoid water wastage and some people have to seek permission to use the water.

Conclusion

The findings of this study concluded that:

The city of Mutare is surrounded by healthy water which is naturally treated. The perennial water sources, if put to good use would supply more than two to three cities. The old water pipes were bursting because of rust and were not repaired. It therefore would suggest that in some old suburbs such as Sakubva some residents were using unhealthy water. Because of the delay in repairing the old pipes, indeed, clean water is flowing into the streams and down to the ocean through a different direction. Therefore, the City Fathers are using pipes to redirect water, the valuable resource to another outlet. If 35 000 cubicmeters are lost each day through leakages of pipes, it means the city is a healthy artificial source of some streams. Therefore, its intended objective of supplying adequate water to its residents is not achieved. The residents of Mutare were desperately in need of water for agricultural and domestic purposes.

The study also concluded that instead of focusing on improving the condition of water, the city fathers seemed to be concentrating on making endless plans to make empty promises. This makes them lose trust and respect with their rate payers. The study also concluded that among the city fathers, there are some greedy members who only aim to fill their pockets and forget about the welfare of the residents. Because of this behaviour, any financial resource that is mobilized is not put into intended use, thereby disadvantaging the residents.

The water crisis in Mutare is feared that it will soon enhance the development of serious outbreak of diseases. With the country's economy going down each day, it will be difficult to control the outbreak, therefore "prevention is better than cure".

The study also concluded that the city council was allowing some land developers to allocate some subserviced stands to some residents. This is dangerous because people cannot live without water. The residents of Dangamvura, Hobhouse and Chikanga 3 have been seriously affected by the water shortage and they urgently need help.

Recommendations

The study recommended that:

- The city council should not allow land developers to allocate subserviced stands because it compromises human welfare.
- The city council should make efforts to repair old and rusty water pipes or replace them with new ones to avoid loss of valuable water.
- New reservoir tanks should be built and completed on time.
- City council should always assess population expansion against the water supply. Always consumption should be more than the population.
- The city council should adopt a collective consumption theory which advocates for surplus resources for the residents.
- The city fathers should avail themselves a chance to hold meetings with its residents in their environments and discuss issues that concern them all.

- The city council should avoid making some empty promises to the residents as this creates shrinkage of trust and respect.
- There is need to critically analyse their tenders for some community projects since some of them tend to be honest yet they have some hidden agenda.

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