



# Informal Urban Development and Service Delivery in Mozambique: *Do Boycotts Improve Trash Collection?*

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Inclusive Growth in Africa:  
Measurement, Causes and  
Consequences*

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*DRAFT-Opinions reflected are those solely of the author. Please email  
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# What factors affect municipal performance in a new democracy?

- Timeless and Timely
  - The individual township was the place where local interests, passions, duties and rights clung together and fostered at its heart real political activity which was active, thoroughly democratic, and republican.

Alexis De Tocqueville

*Democracy in America*

- Challenge presumptions that democracies are successful if they:
  - Have repeated elections/turnover/sanction (Diamond/Dahl)
  - Raise income levels (Przeworski)
- Democracies are successful if they *deliver desired services* (Putnam/DeSoto)

# What is the extent to which civic participation motivates municipalities to improve service delivery?

**Hypothesis:** Decentralization creates incentives that motivate municipal government officials to act and opportunities for residents to pressure them.

## **POLITICAL PRESSURE**

### **Civil Society:**

**Expected Finding:** Strong civil society can pressure municipal government to improve municipal services.

**Finding:** Strong civil society is not a prerequisite to strong municipal performance. Civil society organizations are fluid and adaptive to resource availability. They affect municipal performance based the type of donor assistance it receives and its relationship with the municipality.

# Context: Mozambique

- New democracy (1994)/decentralization (1998)
- Posts:
  - Colonial (1975)
  - Conflict (Renamo/Frelimo)
  - Socialist
- Low-income
- Constraints make findings more robust



# Method

- Embedded Single Case Design
- 4 mini-cases (Maputo, Beira, Dondo, and Matola)
- Services: Trash Collection and Market Management
- 2 service experiments, 11 focus groups, 14 markets, 120 semi-structured interviews, national and municipal budget and planning documents, elite interviews.

# Definition of Civil Society and Results

- Civil society as **participation** and **voice**.
- Ability for citizens to voice concern over and effect municipal policy.
- **Strength:**
  1. access and control over resources
  2. influence over municipal policy
- Strong=2
- Active=1
- Weak=0

	CIVIL SOCIETY		MUNICIPAL PERFORMANCE
	Expected	Actual	
<b>MAPUTO</b>			
<i>Trash Collection</i>	Strong	Strong. Donors developed neighborhood-based trash collection capacity, which extended municipal capacity to trash to informal communities through municipal contracts.	High
<b>BEIRA</b>			
<i>Trash Collection</i>	Strong	Active. Neighborhood organizations pick up trash in informal neighborhoods but activities were contingent on donor funding.	High
<b>DONDO</b>			
<i>Trash Collection</i>	Strong	Active. Neighborhood groups raise awareness but do not provide services. However, a donor provided substantial assistance towards instituting a participatory budgeting, which has assisted in involving residents in decisions about municipal infrastructure fund allocations.	High
<b>MATOLA</b>			
<i>Trash Collection</i>	Weak	Weak. Neighborhood organizations are not active.	Low

# Did the Job Get Done? Trash Collection Monitoring

- 4 cities
  - 2 neighborhoods each
  - formal/informal (sites of focus groups)
  - 6-8 observation sites
- Monitor patterns of trash collection consistent with period of service
  - Maputo: 7 days/24 hours
  - Matola: weekly
  - Dondo: 5 days/twice a week
  - Beira: 7 days/weekly

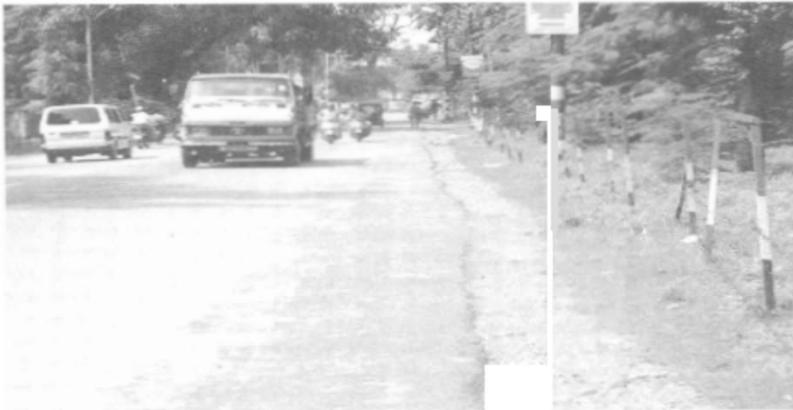


# Beira-Inhamodima

credit: Adapted from Harry Hatry, *Performance Measurement: Getting Results* (2007, Urban Institute Press)

## Photographic Scale of Street Litter Conditions

Condition 1 = Clean; 2 = Moderately clean; 3 = Moderately littered; 4 = Heavily littered



Condition 1



Condition 2



Condition 3



Condition 4

# Beira-Munhava Central

credit: Adapted from Harry Hatry, *Performance Measurement: Getting Results* (2007, Urban Institute Press)

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Condition 1



Condition 2



Condition 3



Condition 4

# What is the extent to which civic participation motivated municipalities to improve service delivery?



## ■ Strong: (2)

- Maputo
  - 2002 citizen protest (Mayor, GTZ-AGRESU)
  - ADASBU (MSF), Associação Kithunga

## ■ Active (1)

- Beira: Mayor's platform
  - Munhava (Africa 70, Italian Cooperation, others)
- Dondo: Mayor/Participatory Budgeting (Austrian Development Cooperation)

## ■ Weak (0)

- Matola: Selective service provision, no associations

# Conclusions

- Path to financial self-sufficiency (Maputo).
- Donor assistance (Maputo and Dondo).
- Technocratic Leadership:
  - Inkosa yinkisa ngabantu.
    - (A leader is only a leader because of his people).
      - Chi-Shona saying
    - I have seen a change since 5 years, specifically in the mandate of this (mayor). Maputo, 2008.
  - In 1998, we died like ants. Due to the Mayor, now we see streets paved and things are starting to look normal. Although we may not have trash collection where I am, it is clear that this mayor is working and that things have gotten better. Beira, 2009.

Many thanks for your attention.

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