RESIDENTS ASSOCIATION AS A LIVELIHOOD STRATEGY IN OBUNGA INFORMAL SETTLEMENT KISUMU CITY, KENYA

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DECLARATION

This project is my original work and has not been presented for any degree award in any university.

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This project has been submitted for examination with my approval as university supervisor.

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ABSTRACT

Globally, the role of resident associations (RAs) as a social organization to uplift community services, community empowerment and cooperation are recognized. In Kenya, contributions of RAs in provision of services such as garbage collection, security and advocacy roles within informal settlements have been documented, yet little is known regarding their use as a livelihood strategy in informal settlements. Residents of Obunga informal settlement in Kisumu County are worst hit not only in terms of access to services but also livelihood. It is not known how they use their RA, Obunga Resident Association (ORA), as a livelihood strategy. Thus, this study specifically sought to describe the nature of Obunga Residents Association, examine the contribution of Obunga Residents Association to the livelihood of its members and lastly explored the challenges faced by the association. The study was guided by Pierre Bourdieu's (1986) social capital theory employing a descriptive design. Israel's formula was used to calculate the sample size of 98 respondents out of the study population of 4,473households for semi-structured interviews. Further, the study purposively sampled 9 members of ORA for key informant interview. Quantitative data was analyzed using descriptive statistics with the aid of Statistical Package for Social Sciences (SPSS) version 22 and presented in frequencies, tables and percentages. Qualitative data were analyzed through content analysis and presented in textual descriptions and illustrations using verbatim quotations. The study established that 97% of respondents agreed that ORA is a resident association whose membership is defined by being a resident of Obunga informal settlement. The association depends on volunteer members for discharge of responsibilities and implementation of essential activities and has a constitution that guides its operations. The study further established that 75.8% of respondents agreed that ORA has not only been influencing service provision to the informal settlement but also helping members on livelihood issues, namely resource mobilization, capacity building of its members, creating job opportunities through necessary service provision like water services, and public participation in governance and housing planning. The study established that the association was facing a number of challenges including accountability, human resource and organizational capacity, weak institutional framework. The study concluded that RA such as ORA is an important platform that can build the requisite capacity of members and mobilize community level resources to increase ways through members earn a living, hence reduction on poverty levels within the informal settlement.

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CHAPTER ONE: INTRODUCTION

1.1 Background to the Study.

Approximately a quarter of the world's urban population lives in the informal settlements (UN-Habitat, 2013). Consequently, these populations in the urban informal settlements have not been able to get job opportunities and other necessary social services (UN-Habitat, 2013). The situation has been worsened by global economic meltdown witnessed in the 1990s, which immensely impacted on the governments' ability to provide public basic services to their urban residents (Montgomery, 2004). As a result, there has also been increasing emphasis on the importance of social networks and social capital or social assets as a resource for poor people in their efforts to survive and prosper (Rocha, 1994; Moser, 1996, 1998; Beall & Kanji, 1999). Kandiyoti (2004) also notes about the upsurge of grassroots groups, community based organizations, self-help groups and aimed at addressing the common challenges their communities are facing. This study is specifically focusing on residents' associations (RAs) formed on the basis of residence to help address the plight of its members within informal settlements.

Residents Community Associations existed in the United States long before the explosive growth experienced in the latter half of the 20th century (Wheeler, 2005). Originally these associations were created as a special domain of the wealthy that were largely designed as exclusive neighborhoods separated from the rest of the urban environment (Wheeler, 2005). One of the earliest examples of this form of development was Gramercy Park in New York City, which formed a Resident Association in 1831(McKenzie, 2003). Developers of these communities created "provisions for common ownership of the land by all residents and private taxation of the owners in order to maintain the private amenities within the neighborhood (McKenzie, 2003). In America, RAs are often responsible for essential services such as trash pickup, snow removal, landscaping, street and sidewalk repairs as well as arranging social activities for their residents (Wheeler, 2005). Many of the services provided by RAs were once the responsibility of municipal governments and reflect the growing privatization trend in the United States (Wheeler, 2005). In Britain, 80% of public services within neighborhoods are undertaken by RAs (Chris, 2006). These approaches have been witnessed in Philippines. In Philippines, Berner(1997) established that the nature of RAs are organized systems with a leadership structure operating within a particular geographical area

in collaboration with different agencies both the state and none state actors for implementation of various projects by being part of local development councils.

In Africa, especially South Africa and Namibia, RAshave been reported to be greatly involved in urban centers service provision including policy formulation discussions ad garbage collection (Celine & Satterthwaite, 2005). Celine and Satterthwaite (2005)established thatRAs have federated and pooled resources executing federation-based activities collectively at the national level and further influencing national policies on housing. However, much of literature have portrayed RAs as platforms for robust political activity, seen to be critical of government activities and always striving to keep government in check through maintaining transparency and accountability as well as advocating for the interest of local people (Deegan, 2002; Slater, 2004; Fullerton, 2005; Mcclymont & O'Hare, 2008), yet RAs can also be a livelihood strategy for the people in the informal settlements. In this case 'livelihood' is considered to consist of the assets, activities and entitlements that enable people to make a living (Singh & Lawrence, 1997).

According to Olima (2006) formation of RAs, which he calls residents neighborhood associations, is not a recent phenomenon in Kenya. Their emergence in some residential estates is as old as the residential estates themselves (Olima, 2006). Olima (2006) adds that the neighbourhood associations in Nairobi have all sorts of names most of them reflecting the reasons behind their formation: residents' associations, security associations, neighbourhood associations, welfare associations, security and social services associations, welfare development associations and "vigilante" groups to fight crime.Kenya has had a decentralized system of governance in the urban areas which has opened avenues for RAs' engagement through the Local Authority Service Delivery Action Plan (LASDAP) (Matovu, 2006). By the year 2004, Kenya Alliance of Residents Associations (KARA), which is an umbrella association of RAs, had 236 affiliated unit associations (Chitere&Ombati, 2004). Out of the 236 associations, 106 unit associations are based in the city of Nairobi (Chitere & Ombati, 2004). Ngigi (2003) in a study of associations at the Nairobi Central Business District Association (NCBDA) established that RAs are important for collective actions within the urban areas by putting the government agencies on toes to enhance service delivery. Besides, Olima (2006) shows that RAs in Nairobi are formed mainly to address insecurity in and around the neighbourhood. Residents have been taking their own steps to guarantee for themselves a measure of security from criminals (Gimode, 2001; Olima, 2006). For example, in Kibera informal settlement, Olima (2006) gives an example of vigilantes

emerging from the RAs and mandated by the residents to ensure that a number of things pertaining to their social, political and economic well-being are addressed. Some of these issues are ensuring that landlords charge affordable rents, ensuring fair allocation of plots and security matters (Olima, 2006).Despite many studies documenting the contribution of RAs in the informal settlements in Kenyan urban centers (see Gimode, 2001;Ngigi, 2003; Chitere & Ombati, 2004; Olima, 2006), attention is lacking on the contribution RAs can make as a livelihood strategy for residents in the informal settlements.

In Kisumu, Obunga informal settlement is rated as the poorest, providing housing for a significant number of lowly paid blue-collar workers (UN Habitat, 2005). The UN Habitat (2005) adds that over 80% of the residents are on short-term contracts that give them little job security, and therefore they can afford only very low-quality housing (live in semi-permanent housing structures). The vast majority of residents earn relatively low incomes from occupations that include brewing of illicit alcohol (a major income earner), *bodaboda*, sale of firewood, fish-frying which acts as a source of both food and income (UN Habitat, 2005). As a result, Obunga has a reputation as a "robbers' den" where stolen goods, illegal liquor and people of mixed and dubious professions are found. Despite the existence of these problems, the contribution of Obunga Residents Association (ORAs) towards improving the livelihood of the residents is not yet known in literature.

Elsewhere, RAs have been noted to face challenges that negatively impact on their contribution as a livelihood strategy (Jon, 2004; Musekiwa & Chatiza, 2015). The challenges these studies note include poor relationship between members of RAs and management of the urban centres, lack of membership lists and non-payment of membership fees which are meant to help in the running of the RAs .In Kisumu, sometimes, ORAs may be making attempts to boost the capacity of residents to earn a living, yet it may be faced with similar or dissimilar challenges owing to differences in geo-spatial and socio-economic backgrounds.

1.2 Statement of the Problem

Studies have shown that RAs as social organization in the informal settlements help to push governments to deliver vital community services such as garbage collection, infrastructural development, security and participation in policy formulations relating to housing planning and governance. However, many people in the informal settlements continue to live in abject poverty, making many of them turn to criminal activities to earn a living like the case of Obunga in Kisumu. Yet the contributions that can be made by RA as a livelihood strategy in Obunga informal settlement still remain unknown in literature. Although RAs may be similar in terms of their membership and focus, there may be certain variations from one context to another depending on how they mobilize resources and discharge their duties. Elsewhere studies have shown that RAs face challenges, which a lot of it relate to their membership and structures governing their operations. In Obunga informal settlement, the RA may be making attempts to improve the livelihood of residents, but the challenges facing them, which may be context based, are not yet known in literature.

1.3 Research Questions

This study was guided by the following research questions:

1. What is the nature of Residents Association in Obunga Informal Settlement?
2. What is the contribution of Residents Association to the livelihood of its members in Obunga Informal Settlement?
3. What are the challenges experienced by Residents Association as livelihood strategy in Obunga Informal Settlement?

1.4 Research Objectives

1.4.1 The General Objective

The general objective of this study was to examine Residents Association as a livelihood strategy in Obunga Informal Settlement, Kisumu City, Kenya.

1.4.2 Specific Objectives

The study had the following specific objectives:

1. To describe the nature of Residents Association in Obunga Informal Settlement.
2. To examine contribution of Residents Association to the livelihood of its members in Obunga Informal Settlement.

3. To examine challenges facing Residents Association in Obunga informal settlement.

1.5 Justification of the Study

The study was prompted by the fact that community driven initiatives through adoption of national and international social-economic development goals can be harnessed to build the management, administrative and resource capacity of grassroots organizations to effectively implement these goals locally. The study envisioned provision of data necessary for transformation of grassroots organizations into friendly wealth-creation that will propel the rural and urban-slums community to achieve sustainable social economic development, self-reliance and education for sustainability. Further to this, Sustainable Development Goals (SGDs) number one outlines that poverty manifest itself in terms of hunger and malnutrition, limited access to education and other basic services, social discrimination and exclusion as well as the lack of participation in decision-making. Economic growth must be inclusive to provide sustainable jobs and promote equality. In this context, therefore, this study sought to information that that can be utilized in planning for capacity enhancement interventions for grassroots organizations to enable them to become focus-based development units that are effectively implementing grassroots aspirations for self-reliance, social-economic development and poverty reduction mechanisms in line with Strategic Development Goals(SDGs). This study will inform the formulation process of the National Slum Upgrading and Prevention Policy (NSUPP) whose formulation is still at nascent stage. The policy seek to address the alarming growth of informal settlements and information in this study seek to enable them to understand the nature of RAs, their contribution to the livelihood strategies in the informal settlements and the challenges that these organizations are facing. The study will further add to the already existing body of knowledge on RAs.

1.6 Scope of the study

The study focused on the role of RA as a livelihood strategy in Obunga informal settlement, Kisumu city. Within Obunga, there is one big RA that combines all residents. The study focused mainly on issues relating to livelihoods such as capacity building, resource mobilization for members, rent charges, lobbying for market spaces and creation of job opportunities among others. The study then focused on challenges the association is facing in the informal settlement. Limitation of the study was that it relied on one RA making generalization of the findings difficult.

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1.7 Theoretical Framework

This study was guided by social capital theory whose main proponent is Pierre Bourdieu (1986). He was a French sociologist who was interested in the ways in which society is reproduced, which according to him could not be explained by economics alone (Bourdieu & Wacquant, 1992).The central proposition of this theory according to Bourdieu (1986) is that networks of relationships constitute a valuable resource for the conduct of social affairs, providing their members with the collectively owned capital a credential which entitles them to credit on various sense of the world. There are three dimensions of social networks. First, structural dimension, it is the overall pattern of connections between actors that is, who you reach and how you reach them (Burt, 1992).

In reference to RAs, individuals in informal settlements first reach to people within their neighborhoods leading to relational dimension. This in turn describes the kind of personal relationship people have developed with each other through a history of interactions (Granovetter, 1992). With regards to RAs, personal relationships people have developed through interactions in informal settlements, trust has been built making the RAs to be sustainable.

The relevance of Social Capital to this study comprises both the network and the assets that are mobilized inform of RAs where people join hands to solve community problems. In employing social capital theory, the study looked as RAs as a group of households that support non-monetary forms of exchange in improvement of livelihoods. In their study on rural livelihoods and poverty reduction policies Ellis and Freeman (2005) referred to livelihood as means of living or survival that entails what people do in order to make a living, including the resources that provide people with capability to build a satisfactory living.

Social Capital that is useful for facilitating certain actions may be useless or harmful for others (Coleman, 1990). For example, the strong norms and mutual identification that may exert a powerful positive influence on a group performance can at the same time limit it's openness to information to alternative ways of doing things, producing forms of collective blindness that sometimes have disastrous consequences (Jaris, 1982).

This may partly explain why Kenya is still experiencing a 5% growth of slums per annum, there are a lot of development partners and cooperate organizations working in the informal settlements but life is not still changing but worsening, at the same time, this collectiveness in doing things can some time make RAs to form a fence around them and act as gate keepers to those who want to improve the settlements. This makes them to be comfortable with status quo and not be open to change.

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

This chapter consists of the review of the related literature written by other scholars or organizations related to the role of RAs as strategies in livelihood improvement in informal settlements and sets out the relevant findings from the literature associated with this empirical piece of work.

2.2 Nature of Resident Associations.

The concept of RAs has its origins in the 19th century when cooperative ideas and actions were the strategies for the poor in their effort to improve their livelihood (Owen, 1821). This was majorly to cushion families from the harsh economic situations and brutality witnessed in factory systems. Social entities like RAs gain power by building a critical mass of citizens engaged to recognize a common interest in taking action. They work in solidarity and their legitimacy comes from mass appeal and ability to draw together large numbers of citizens with a commonality of purpose regardless of diverse interests. According Mitlin and Bebbington (2006), RA phenomenon extends beyond the interests and involvement of the poor living in the informal settlements and is rather networks that serve to link several organized and dispersed actors in processes of livelihood improvement. On the other hand, Wileden (1970) viewed members of RAs as individuals in a given situation who mutually agree to work together to attain certain objectives within their neighborhood. However, with regard to nature of resident associations, studies on power and participation have evidenced that practices of neighborhood associations differ significantly (Fisher, 1995). These differences are attributed to language, cultural background and social stratification.

Stoll (2000) in study on the relationship between race, participation and neighborhood poverty in associations in Los Angeles, documented that these associations are voluntary. One similarity to associations in Los Angeles with ORA is that it is a voluntary organization with people coming together because of living in abject poverty compounded by poor service delivery. This is in conformity with Stoll (2000) suggestion, the differing points however is how the structure of RA influence livelihood improvement in informal settlements. Further the fact that members of ORA are from an informal settlement background is in agreement to finding of Stoll (2000) that there is a link between the growth of civil rights movements, number of associations and high cases of poverty as being correlated, this study focused on

ORA as a basic unit of analysis unlike in Stoll (2000) in which the basic unit of analysis in the study was race.

The evolution and formation of RAsin America Portland, reveals that these organizations were formed from as a reaction against city plans to urbanize the neighborhoods (League of Women Voters, 2005). By portraying RAs as reactionaries League of Women Voters (2005), failed to examine how RAs influence public services delivery in neighborhoods within informal settlements, which was a concern for this study. As much as the work of League of Women Voters (2005) failed to examine the structures of RAs it shared with Birdseye et al., (2004) which looked at how resident involvement service delivery in United Kingdom influenced livelihood improvement in the informal settlements. They found the need to empower the nation's urban poor, pursue politically relevant issues, work for the betterment of local conditions and need to have a voice in the planning process as factors leading to the growth of RAs.

Appadurai (2001) articulates the significance of federating in a study of grassroots organizations as this gives them a more bargaining power in Mumbai. He posits that it is the nature of many community based organizations and RAs to federate and further assists the political objectives of the grassroots organizations giving them a leveraging power that makes the government is more responsive to their needs. However, this study focused on the RA as an individual entity within Obunga Infornal Settlement and not as federated organizations. Stoll (2000) studied relationship between race, neighbourhood poverty and participation in voluntary associations. He found a strong link between growth of civil rights movement, high cases of poverty and increasing number of associations in Los Angeles. The study established high participation of black Americans in voluntary associations as compared to Asians and white people. The study used race as basic unit of analysis. In this study socio-economic attributes formed the basic unit of analysis. League of Women Voters (LWV2005) examined historical evolution of neighbourhood associations in Portland, America. The study revealed reaction against city plans to urbanize older neighbourhoods through transportation projects and commercial use of neighbourhoods to be factors contributing to growth of neighbourhood associations. The study did not examine evolution of associations based on socio-economic differences, and how this influences public services delivery in neighborhoods.

Birdseye et al., (2004) examined services provision through resident's involvement in United Kingdom. They found the need to empower the nation's urban poor, pursue politically relevant issues, work for the betterment of local conditions and need to have a voice in the planning process as factors leading to the growth of associations. The study, however, did not show differences that exist between associations based on socio-economic factors and how this affects urban services delivery within neighborhoods.

Chris (2006) found that 80% of public services within neighborhoods to be undertaken by residents' associations in Britain. To bolster this spirit, the government responded by creating an ordinance, Local Area Agreement (LAA), aimed at streamlining local services delivery, pool resources, establish safer and stronger communities. The ordinance emphasized importance of engaging associations in running neighborhood programmes. In America SB100 ordinance formalized relationship between various government agencies and neighborhood associations (LWV, 2005). This required city planners to inform associations on issues pertaining to their neighbourhoods and associations given public hearing on the same.

2.3 Contribution of RA as A Livelihood Strategy

Residents Associations as social organizations are widespread, facilitating collective activities to provide more effective access to essential services. According to a study carried out by League of Women Voters (2005), there are longstanding traditions of RAs in ensuring that community participation is an ingredient of provision of public services such as water, security and waste management. As already noted by Birdseye et al. (2004), RAs as social organization appear to be most common in a number of areas, including extending access to land, basic services delivery and housing among residents of informal settlements. Birchall (1997) also notes that the role of RAs in community-based services, community empowerment and co-operation are universally accepted as helpful, in countries around the globe.

Jon (2004), in a study in America established that many of the associations were addressing issues of concern such as fighting crime, drugs trafficking, and security. Further, Fola (2005) found out that citizen engagement and public services went hand in hand and contributions included provision of better social services and confronting local government on service provision. Fola (2005) found out that associations were involved in child care services, created jobs for some members, initiated youth's programs, created channels through which

they could tackle anti-social behavior, champion social enterprise and address financial exclusion. Generally, RAs provide platforms that help in executing individual plans with reliance upon community resources and supplementing these resources with those from outside include those from local and national governments. Agreeing with this, Grady (2005) in a paper on the opportunities for the UN and civil society to collaborate more effectively development in practice revealed that devolved governments performance improves when organized community based organizations are involved in the governance processes of projects. This position was further supported by Goss (2001) who illustrated that RAs in urban centers have evidenced importance of individual and households in organizing self-help activities. However, according to Karrien and Bolt (2004), in the developing countries much has not been documented about RAs own initiatives and how these relate to the outer organizations. This position is shared by Fakoya (1984) who noted that very little empirical material exists on these neighborhood level associations, in low income areas such as the informal settlements.

On his part, Coelho (2006) in study carried in India on neighbourhood associations as urban collective actors noted that RAs are involved in child care services, initiated youth empowerment programs and addressed financial exclusion among the poor. RAs have contributed to a myriad of livelihood improvement initiatives in their neighborhood and in this study, were to provide information on various strategies employed by the urban poor to influence service provision in the informal settlement since they form part of tax payers. Matovu (2001), in a study on Africa and decentralization focusing on municipal development in Durban, South Africa shown that socio-economic characteristics positively correlate with social cohesion within RAs.

In Kenya, in a study entitled Neighbourhood Associations: their Role in the Management of the Urban Commercial Built Environment, Ngigi (2003) noted that RAs provide an opportunity for people to organize for action to solve common problem that later cascades to individual level. The study conducted by Ngigi (2003) was in Nairobi Central Business District (NCBDA) within the Nairobi Central Business District (CBD), whose members' range from lower middle to upper class individual and may not be the same with ORA which is for lowly and poor members of the society. However, much of their attention have been on the lobbying for service delivery and security and not as a livelihood strategy. As much as most of these studies have shown noticeable neighborhood improvements due to involvement

of RAs in the informal settlements, the contribution of RAs as a livelihood strategy to lift up the members of the informal settlements is still lacking in literature. For example, Obunga informal settlement in Kisumu is known as a den of insecurity simply because members have no job opportunities. Some of these problems of livelihood could be solved with concerted effort not only from the NGOs but also local initiatives within the informal settlements. For example, Chitere and Ombati (2004) established that RAs were actively involved in providing services such as garbage collection, security, and water supply. Some of these services could be turned into sources of employment opportunities for the residents of informal settlements. the services could be charged at small fees and the proceeds are used to pay individuals engaged in the activities.

2.4 Challenges facing RAs and Livelihood Improvement

Studies done by the UN Habitat (2001) show that while development agencies have tried to integrate concept of participation by involving the RAs in their strategies, the greatest challenge has been low participation of low-income groups. However, this study sought to interrogate challenges that face the workings of the RAs. This was expected to assists RAs to come up with best practices that would help in strengthening their functioning. Studies have evidenced that leadership of RAs under some circumstances might be elitist (Pieterse, 2001), domineering and making them less accountable their constituents groups or individuals (Edwards and Hulme, 1996). Further, RAs are said to be poorly equipped with skills and technology; and they further strain too much to satisfy stakeholders in terms of accountability including being accountable to their constituents for legitimacy and direction as noted by Rist (2004). How this could be true with ORA was subject of this study.

Jon (2004) established poor relationship between members of associations and other stakeholders in management of Camden city, America. This had resulted into low esteem among residents in low-income neighbourhoods leading to their low productivity in social and economic sphere. The study further found out that well-functioning associations had nurtured strong working alliances with local government, media, societies, business community and faith- based organizations. This had enormously contributed to achievements of residents' associations.

Participation of members and constituents of RAs is another challenge to them as strategies in livelihood improvement. It was noted that projects that are implemented by RAs in the U.S.A reviewed by Alesina and La Ferrara (2002) pointed out that they were performing poorly

because of low levels of participation by the community members at large. Further, in a case based evaluation of community based project in Jamaica and Nicaragua conducted by World Bank (2002) Operations and Evaluation Department found poor governance lead to failure of 38% of the projects. Kleemeier (2000) examined water projects managed by CBOs in South Africa and found 63% of them are performing poorly due to financial mismanagement. This study focused on how the nature of ORA could translate to the challenges the association is facing in service delivery to its constituents.

Participation in neighbourhood activities is not uniform. It's influenced by socioeconomic status as measured by education, occupation and income. Karien and Bolt (2004) found participation to be high where people tend to have a common set of values, goals, a general idea about social order and social control. Jon (2004) documented factors affecting individual participation in groups' activities. He singled out the demands of the group, and the way these demands are seen by officials, the functions performed or planned by the state and the degree to which stakeholders are consulted. Participation in local activities has a lot importance. According to Jonis (2005), the importance of participation includes; increased availability of information to residents and locality, and identification of development options. It also enables residents to give priority to their needs, identify resources for such needs and develop residents' self-confidence and collective capacity.

A study conducted by Olomola (2001) in Lagos state evidenced that residents solely rely on the revenue that they generate internally and that they get very little help from the government. It does not however highlight how the organizations relate with the state as the organization cannot replace what the governments do. Olomola (2001) posits that there are many interests that work against social movements of the poor such as RA. Some of these interests are not specifically opposed to the poor, but who act in ways that reinforce the exclusion of the poorest. Such kinds of challenges may also be similar or different from what also happens in the Kenyanurban informal settlements.

A recent development in urban centers of third world countries including Kenya and Nairobi in particular has been the emergence of RAs (Chitere & Ombati, 2004). Urban residents' association is a group of neighbors' who get together, share their ideas, thoughts, feelings and work together or co-operate to make their neighborhood a better place to live in (Mitrofanova, 2004). However, the capacity of these organizations to organize neighborhood

activities, identify local needs and manage community based initiatives has been put to question (Kaufmann et.al., 2005). While development agencies have tried to integrate concept of participation in their strategies, the greatest challenge has been low participation of low-income groups (UN-Habitat, 2001). Another impediment has been how to address differences existing between members of the society. Again, participation tends to favor strong groups in the community, who can interpret their private interest as public concern. In this vein, the study endeavored to find out internal and external impediments that characterize working of associations. This was important in documenting best practices of some groups which can be emulated by associations in similar circumstance with intent and purpose of strengthening their functioning.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the methodology that was used in this study. It gives a description of the study design, study area, study population, sampling procedures, and methods of data collection. It further explains the methods of data analysis and presentation. In addition, it presents the ethical considerations.

3.2 Research Design

This study employed a descriptive design. Descriptive studies are concerned with the what, where and how of a phenomenon hence more placed to build a profile on that phenomenon (Mugenda & Mugenda, 1999). This design was preferred because it aided in achieving a snapshot picture of what was happening in the study area hence was useful in capturing information within a short period of time.

3.3 Study Area

Kisumu city has 7 informal settlements, Bandani, Obunga, Manyatta "A", Manyatta "B", Nyalenda "A", Nyalenda "B" and Kibos. Obunga Informal Settlement was purposively selected as a study area since it is a densely populated informal settlement occupying a total land area of 1.39 sq. km and with a population density of 6,200 people per sq. km. It is located in the East Kisumu sub-location and encompasses four smaller areas: Central, Kamakowa, Kasarani and Sega Sega (Munala, 2009). The settlement is adjacent to the city's industrial area, and many of its inhabitants are from surrounding rural areas and migrated to the slum in the hopes of finding work at the nearby industries. There are no public primary and secondary schools and no government health facilities within Obunga settlement (Karanja, 2010). The nearest public health facility is New Nyanza General Hospital, and many residents rely on this hospital and private clinics or dispensaries located in the CBD area, which is 4 km away. Many households do not have electricity or access to piped water in their homes (Karanja, 2010).

The UN Habitat (2005) found out that over 80% of the residents are on short-term contracts that give them little job security, and therefore they can afford only very low-quality housing (live in semi-permanent housing structures). Most of the residents earn relatively low incomes from occupations that include brewing of illicit alcohol (a major income earner), *bodaboda*, sale of firewood, fish-frying which acts as a source of both food and income (UN

Habitat, 2005). As a result, Obunga has a reputation as a "robbers' den" where stolen goods, illegal liquor and people of mixed and dubious professions are found. Despite the existence of these problems, the contribution of Obunga Residents Association (ORAs) towards improving the livelihood of the residents is not yet known in literature.

3.4 Study Population

The study population comprised of 4773 (Karanja, 2012) households. The households and the executive committee of the RA form the unit of analysis in this study. This population works in the informal sector and is characterized by a lot of connectedness and communal way of life (Karanja, 2010).

3.5 Sample Size and Sampling Procedure

The study used Israel's (1992) formula to calculate the samples size of 98 respondents out of the population of 4,473Households in the area of study.

$$n = \frac{N}{1+N(e)^2}$$

$$n = \frac{4,473}{1 + 12,554(0.1)2}$$

$$n = 97.8133$$

$$n = 98$$

 Where;

n- is the sample size; N – is the study population size; and e – is the level of precision. Systematic random sampling was then used to obtain the sampling intervals, where the total number of households 4473 was divided by sample size 98 hence every 45th household in Obunga was visited. Starting household was selected randomly from the houses located along Kisumu-Kakamega Road. The sampling interval was then used to select subsequent households to be visited. In each household visited, one member of the household was interviewed preferably the head of the household. Where the head of the household was not present, the eldest person above 18 at the time of interview was considered for interview. This study further purposively sampled 9 members of ORA Executive Committee based on their knowledge and experience for key informant interviews.

3.6 Data Collection Methods

The study used both quantitative and qualitative data collection methods. Structured interviews were used for purposes of collecting quantitative data, key informant interviews were used to collect qualitative data to complement the quantitative methods.

3.7 Data Collection Tools

3.7.1 Semi Structured Interviews

The semi structured interviews were the main tool for collection of data in this study. The semi structured interviews were used to gather socio-demographic information and information relating to RAs as livelihood strategy within Obunga Informal Settlement. The questions were directed to 98 respondents and the enumerator translated to Swahili to the respondents.

3.7.2 Key Informant Interviews

The second method of data collection was key informant interviews. A key informant is a person who knows the community as a whole, or a particular portion of interest, and is able to express thoughts, feelings, opinions, and his or her perspective on the topic (McKillip, 1987). This study purposively sampled 9 members of ORA Executive Committee based on their knowledge and experience on Issues concerning RAs for interview. The knowledgeable informants shed light on Contribution of ORA as a livelihood strategy in Obunga.

3.8 Data Analysis and Presentation

The quantitative data obtained from the 98 respondents was analyzed using descriptive statistics by the aid of Statistical Packages for Social Science (SPSS) version 22computer program and presented in tables, frequencies and percentages. Qualitative data from key informants' interviews were analyzed by creating patterns and themes then creating meaning out of the emerging themes. Qualitative data were presented in textual descriptions and illustrations using verbatim quotations

3.9Reliability of Instruments

Reliability addresses whether repeated measurements or assessments provide a consistent result given the same initial circumstances. Reliability also answers the question of who, what, when and how, thus the study is capable of achieving legitimate and similar results even when done in different times and with different groups as long as the groups possess the same characteristics. To ensure reliability, a pilot study involving households of residents in the neighboring Manyatta Arab were given the questionnaires randomly. The pilot study

enabled the researcher to familiarize oneself with the administration of the instrument. The research instrument was also piloted to test their appropriateness and to assess the clarity of the questionnaire items so that those items found to be inadequate or vague may either be discarded or modified to improve the quality of the research instrument thus increasing its reliability as recommended by Kiess and Bloomquist (1985). The results from the pilot study was used to review the instruments in consultation with peers and supervisors

3.10 Ethical Considerations

This study observed all ethical standards and practical procedures that researchers are expected to follow. Major ethical issues considered during research were informed consent, privacy and confidentiality, anonymity and researcher responsibility. Before any interview commenced, informed consent was sought from the respondents. Reasons behind any recording and its likely uses were explained clearly at the outset. Privacy, confidentiality and anonymity of the respondent were maintained. Patent rights of the author of materials used was also be protected by the researcher by making correct references to avoid plagiarism.

CHAPTER FOUR: FINDINGS AND DISCUSSION

4.1 Introduction

This chapter presents the data analysis, interpretation and discussion of findings on contribution of RA to livelihood strategies in Obunga informal settlement. This chapter also presents the study results which have been discussed based on thematic and sub-thematic areas as per objectives. The thematic areas are nature of ORA, contribution of ORA to the livelihoods of Obunga Residents and finally to challenges facing the association. For each research objective, descriptive analysis was done by use of the percentage frequencies. Qualitative data was collected through interview and document analysis.

4.2 Questionnaire Response Rate

Out of the 98 Questionnaires administered to the respondents, 98 were dully filled giving a response rate of 100%, and therefore all these responses were regarded as the responsive instrument for subsequent analysis. This is in line with the views of Saunders *et al* (2003) who observes that 30 to 50 percent response rate is reasonable enough for statistical generalization.

4.3 Socio-demographic information of respondents

In order to understand the characteristics of respondents the researcher was dealing with, in the study, their background information was necessary, especially in relation to the nature of ORA. Thestudy sought to elicit first information from the respondents on distribution by, gender, age, education level, marital status, religion, and occupation. These are further discussed in the following sub sequent sub-themes. Distribution of respondents by age group was done to ascertain that respondents were evenly distributed in respect to age since an individual age was not a consideration in the selection of respondents. Age groups were classified into three categories. Distribution of respondents by level of Education was considered important because level of Education would most likely have impact on the contribution of ORA to the livelihood of its members. Distribution of respondents by occupation was done to indicate the work the respondents were engaged in.

Table 4.1: Demographic characteristics of the principals (n=98)

Characteristics	n(f) frequency	(%) percent
Gender		
Male	57	58.2
Female	41	41.8
Age(years)		
18-35	33	33.7
36-55	54	55.1
56 and above	11	11.2
Education Level		
Primary	55	56.1
Secondary	25	25.5
Tertiary	18	18.4
Occupation		
Farmer	9	9.2
Business	71	72.4
Formal employment	11	11.2
Unemployed	7	7.1
Marital status		
Single	18	18.4
Married	60	61.2
Divorced	3	3.1
Widowed	17	17.3
Religion		
Christianity	85	86.7
Muslim	13	13.3
Total	**98**	**100**

Source: Research Data 2015.

The research findings indicate that majority (58.2%) of the respondents were male, while 41.8% were female. This indicates that there were more male than female were many in the study. This may not show clearly that in the informal settlement, there were more males. Perhaps it reflects that more males were household heads than females. Among these

respondents, a majority 54(55.1%) fell between 36-55 years old. This was followed by those between 18-35 years old who constituted 33(33.7%) of the total respondents, and the respondents aged 56 and above comprised with lowest number 11(11.2%).This is an indication that the settlement has a relatively middle aged population ranging between 36-55 years old that can significantly be in productive labor.

On education level findings indicate that 55(56.1%) primary level of education, 25(25.5%) had Secondary and 18(18.4%) had tertiary level of education. This result implies that majority of the respondents were semi illiterate. On occupation, findings indicate that majority 71(72.4%) were business men with only minority 7(7.1%) who were unemployed this implies that a number of respondents were in employment. On marital status, it was further established that a majority 60(61.2%) were married with only a minority of 3(3.1%) who were divorcees. In all these demographic characteristics, there was a convergence in terms of marital status, level of education, source of income is in agreement with the findings by Seng, and (2007) that resident associations are set up to represent the interests of a specific demographic group and in this case in the interests of Obunga Informal Settlement Residents. The researcher sought to find out the religious affiliation of the respondents and it was revealed that 85% were Christians and 13.30% were Muslim Faithfull's. A key informant put this into perspective by explaining that;

> "Most of the people in this informal settlement are defined by similar characteristics, most of us are in the same age group working within similar sector hence the spirit of collectiveness. We feel we are a collection of people who undergo marginalization hence our way of life and brotherhood within the settlement is our only shield against the adverse conditions we live in". (55-year old key informant)

4.4 Nature of Obunga Residents Association

This study established that majority (87.9%) of the respondents agreed that there are rules governing the operations of the association, while on the other hand only 12.1% felt that there are no rules at all governing the operations of the association. In terms of the enforcement of the rules,

Table 4.2: Nature of Obunga Residents Association

Statement	Yes	No	No comment
Rules Governing the organization	87.9	12.1	0
Enforcement of the rules	69.1	30.9	0
Do you hold elections for your leaders	63.2	36.9	0
Does the leadership convene meetings regularly	64.6	35.4	0
Are Community Members aware of the organization	78.4	21.6	0

Source: Research Data 2015

69.1% of the respondents felt that the rules guarding the association were enforced while 30.9% thought otherwise. However, 1.0% of the respondents declined to answer that question. The 30.3% of the respondents that felt the rules are not enforced blamed it on poor leadership. Despite the few with contrary opinion, the bottom line is that all RAs are guided by well laid down rules of engagement. For example, Checheto and Geyer (2006) cites rules as key component and a character of any RAs in Kenya. In clarifying the aspect of rules governing the engagements of the association, key informant posited that;

> "In the registration processes of the residents' associations, one of the requirements was to have a constitution. However, due to the informality of the engagements most of which are due to the connectedness we have, we most of the time build consensus rather than relying on the constitution hence some residents not being aware of the presence of the constitution". (60-year-old respondent)

This implies that the social capital that has been created within the informal settlement, much of which has been influenced by their social class as evidenced by the demographic data, ORA relies on personal relationships that they have developed over time through the history of interactions. As such the networks of relationships have constituted a valuable resource for running the association as posited by social capital theory (Bourdieu, 1986).

The RA in Obunga informal settlement has leadership that comprises of an executive committee of 9 members. The choice of the leadership at the helm of the RA was and is being determined by elections as established by this study. Majority, 62.6% of the respondents agree that they hold elections to choose their leadership, although this was opposed by 34.3%

respondents who thought otherwise. However, 3.0% of the respondents declined to answer the question. A Key informant clarified that;

> "Since the inception of the organization, we have gone through elections only twice thus not making it a regular occurrence to say that the association holds elections to select its leadership. We, however, replace some of the leaders who have left the association and this is done through proposals from the members in meetings. Our ability to hold elections is jeopardized by lack of capacity and the fluid nature of the association that needs a lot of selflessness" (Key informant, 55-year Old).

The delayed elections, fluid nature of the association and members' attrition could explain why some respondents felt elections are never conducted in Obunga RA. In a participatory process where from time to time members feel involved, everyone would be aware of all activities especially elections of officials.

Regarding the determining factors that propel one into leadership, the respondents believe that it is long service and 43.4% of respondents agree to this, 61.2% attribute this to age as a factor, 7.1% say this is in terms of Education level and 33.3% declined to answer.

> "Age and the presence of a person on emerging issues is a determining factor that propels one in leadership. Our people gauge the capability of a person for a leadership position by how they interact with us within the settlement particularly on the issues that arise every now and then. We therefore attribute choice of leadership to long service and this is because of trust that people build after interaction with others for a long time in the settlement" (50 year-old key informant).

This finding is in agreement with the relational dimension of Social Capital theory that argues that relationships plays a critical part in the social developments and decisions made (Granovetter, 1992). Members with huge social capital-specifically those who interact much and are known by most members stand to be elected to those leadership positions.

Obunga residents' association does not have a physical address but meetings are hosted at the chairpersons home situated in Obunga informal settlement. The leadership meet at this place every Tuesdays to deliberate on issues affecting the informal settlement. Further, the documents relating to information about the association and the issues discussed are kept by the secretary general. Apart from the office, the general members meet at the community hall locally known as Obunga Community Centre that was built by an NGO after collaboration with the RA. …….. It is from the office that residents report matters affecting them as well as officials coordinate their management duties. This is unlike other reports such as Jon (2004) and Musekiwa & Chatiza (2015) which indicate RAs with no offices.

4.5 Contribution of Obunga Residents Association to the Livelihoods of its Members

In examining the contribution of Obunga RA to the livelihoods of its members. Majority, 87.8% of the respondents agreed that the association has brought them together and has been instrumental in creating opportunities for the members while 24.5% think that the association has not created opportunities. A key informant puts this into perspective by saying that:

> "Since the inception of the residents association, we have been able to have a platform to meet and highlight issues affecting this settlement collectively. We had a problem with individuals approaching the government at their own level, but the association has managed to bring us together and we now have a collective voice in addressing our challenges." (Key Informant, 60 Years Old).

This is in agreement by Ngigi (2003) in a study of the Nairobi Central Business District (NCBDA) within the Nairobi Central Business District (CBD), where he established that RAs provides an opportunity for people to organize for action to solve common problem that later cascades to individual level and creates a critical mass for an upper voice.

In the context of the type of opportunities created, majority 87.8% of the respondents indicated that the RA has assisted them in creating opportunities in engaging with other government agencies and NGOs. Further, 57.1% of the respondents agreed that the RA has been instrumental in offering education and training to the community members. These opportunities are spread in various categories according to the respondents. These included linking residents with other organizations for support, such NGOs as confirmed by 41(41.4%) of the respondents. In addition, 29(29.3%) indicated that ORA creates an informed constituency while only 3 respondents who felt that ORA help in settlement improvement. In investigating creation of an informed constituency in the settlement in the context of education and training, 29.3% of the respondents opined that the association had played a role as a medium through which information passed to the residents and people taught to enhance their knowledge. The kind of education that has been offered varied with majority 60.2% of the respondents opining that they have been trained on advocacy, 22.4% on financial literacy and 17.3% on resource mobilization.

Table 4.3: Opportunities Created by ORA

	Frequency	Percent
Links Enhancement	41	41.4
Creating an Informed constituency	29	29.3
Improving the settlement	3	3.0
Total	98	100.0

Source: Research Data (2015)

Key informant puts it as follows:

> "We have collaborated with a number of non-governmental organizations to offer trainings to the residents of this informal settlement. This has led to some of us graduation to be trainers of trainers hence passing this knowledge to the rest of the residents. In essence therefore, we have been instrumental in providing education to the members of Obunga, particularly on advocating for their rights" (Key Informant, 60 Years Old).

This was further confirmed by 22(22.4%) of the respondents who agreed to having fairly often received education and training, 16(16.3%) agreed to having quite often received education and training and 60(61.3%) of the respondents agreed to having scarcely received education and training. This implies that resident association has made to some extent a contribution in building the capacities of its members.

Table 4.4: Kind of education is offered

	Frequency	**Percent**
Financial Literacy	22	22.4
Resource Mobilization	17	17.3
Advocacy	59	60.2
Total	98	100.0

Source: Research Data (2015)

Through the RA, the community hall has been placed under the youth as a source of income. When non-governmental organizations hire the hall for trainings, they pay a fee of Kshs,1000 while community meetings convened by the RA are free. The RA leadership created an

opportunity for the youth to manage the hall and give the RA a share for the proceeds. This was to in turn assist the association in running its day to day activities. See the excerpt below:

> "We collaborated with of the local organizations that was interested in build our capacity as a settlement. They built us a hall as a place of convening and also further provided computers for the youth. We decided to give the youth the responsibility of running the center and the hall aiming to keep them involved on issues affecting the settlement and also generate income" (50-year-old Key informant).

The association also collaborated with Kisumu Water and Sewerage Company to enhance the provision of water to the settlement through a delegated water model. The youth were charged with the responsibility of managing the water and sanitation taskforce and ensuring that the residents pay the water bill to Kisumu Water and Sewerage Company through the taskforce who were charging a management fee.

> "As a settlement, we had a history of criminal activities leading to vandalism of water pipes. This led to the service provider, the Kisumu Water and Sewerage Company (KIWASCO) avoiding the settlement. We therefore decided to collaborate with the company and had a delegated water model that is run through the association. The Water and Sanitation Taskforce was charged with the responsibility of doing this. They were to generate income to the RA through charging the company a management fee. Since then, as a settlement, we have water   and vandalism is no longer a problem" (60-year-old key informant)

From the excerpt above, KIWASCO feared accessing Obunga informal settlement because of insecurity. Thus, out of collaboration with the ORA, the taskforce that was formed was given an office within the resource center to run the water services on behalf of KIWASCO. The taskforce collect the water bill payments from the residents and deduct management fees. From the deductions, the taskforce gets its wages. So, in a way, the company expanded its clientele base and the residents accessed clean water, whereas taskforce earn a living.

In the context of entitlements, the ORA participated on development of the eviction and resettlement procedure guidelines that resulted into an act of parliament under the Land Laws Amendment Act of 2016. See the excerpt below:

> "The settlement was witnessing a lot of forced evictions carried out by government agencies. This was majorly affecting those who had houses in the road reserves and the railway line. The authorities would come and flatten the houses at 4 am in the morning leaving families in the cold. There are cases that lives were lost, and this is contrary to the human rights as we have been taught. We thus as an association

engaged our then member of parliament to take the draft eviction and resettlement procedures bill that has since have sections on procedures of carrying out humane evictions incorporated in the Land Laws Amendment Act 2016. Forced evictions has since gone down". (60-year-old key informant).

This implies that in terms of entitlements, the association has contributed into assisting the residents stand against inhumane processes. They have also contributed into development of legislations that are important in protecting the rights of the residents in relation to issues of housing and eviction.

In terms of ORA contribution on improving the settlement, respondents had 50-50 division (50% for Yes and 50 % for No) of opinion that the association has played a role in improving the settlement. Half of the population, therefore, had not felt the effect of activities undertaken by the association while the other half is feeling the effects. This led to the analysis of the strategies employed by the association to raise the living standards of its members. This study established that the association has been using influence of allocation of resources as responded to by 65.3% of the respondents, 31.6% of the respondents felt that it has been through influencing of provision of services and 3.1% felt that this has been through monitoring of good governance.

Table 4.5.: Strategy used in promoting livelihood improvement

		Frequency	**Percent**
	Influencing Allocation of Resources	64	65.3
	Influencing provision of services	31	31.6
	Monitoring good governance	3	3.1
Total		98	100.0

Source: Research Data (2015)

In influencing allocation of resources, key informant puts this into perspective by indicating that:

"We have been engaging with the resource allocation processes as in the Public Finance Management Act. We have been making proposals to the county government through submission of priorities and making of oral submissions. We have further undertaken this upon ourselves to follow in to it that we attend all the public finance management forums organized by the county government and give or thoughts in such processes". (Key Informant, 60 Years Old).

This may also explain why some members felt RA has not done anything for them with regard to settlement. When the group influences, the agencies either government or NGO then come to implement. So, practically the RA becomes less visible as it does not implement.

Through influencing provision of basic services, key informant submitted that

"Most of the informal settlements are characterized by lack of proper water and sanitation channels, poor housing, poor road network, poor provision of health services and many more. The main aim of this association was to bring a concerted effort in helping sorting out these the converging challenges we were facing in the settlement. We have done our best as an association, we currently have safe clean water channeled to the settlement and we appreciate that, even though we still lack provision of proper sanitation and waste collection channels which is a problem, but we are doing our best." (Key Informant, 55 Years Old)

In monitoring of good governance, the key informants said that:

"We have invested a lot of energy in monitoring projects implemented here to ensure that public money allocated to go into various projects e.g. access roads construction is achieved, however, this has never been easy since we deal with people who are corrupt, anyway we are happy we have achieved something however little it is. We were subject to exploitation by the government and the Non-Governmental Organizations, and they would come involve members of the community here on projects that were substandard and not monitored. You would be surprised to find three different organizations doing piping of water within the settlement and the county government has that allocation too in the budget. Therefore, there was a lot of duplication and swindling of public money that was going on but we have put a stop to that through making sure there are structured engagements with development partners who come in the settlement and we even have a strategic plan that guides us" (Key Informant, 60 Years Old).

The findings of this study are in agreement with Opare (2007) who posits that residents' association s are essential instruments for poverty alleviation and empowerment of the poor. They facilitate mobilization of resources for meaningful economic projects and provide their

members with a platform for articulating their demands on the broader political and economic systems.

On whether the strategies have been successful, 66(67.3%) of the respondents were of the feeling that the strategies used have been successful while 26 (26.5%) felt the strategies used have not been successful and 6(6.1%) were totally indifferent and gave no comment.

Table 4.6.: Whether the strategies have been successful

		Frequency	Percent
	Yes	66	67.3
	No	26	26.5
	No comment	6	6.1
Total		98	100.0

Source: Research Data (2015)

Unlike what Gainpaolo (2009) found out that the low-income groups were treated as unlikely force for social and economic transformation by those in authority hence the dismal performance in this aspect of their contribution, Obunga RA has shown capacity to put mobilize resources while the government and NGOs under close check to ensure planned services are delivered. The ORA has been resourceful in creating opportunities for members to have a forum to dialogue with the all stakeholders hence its success stories. This shows the power of social capital, where members come to speak with one voice and reaching out to service providers.

In enquiring whether the living standards of the community members has improved, the respondents are torn almost in the middle with 49.5% of the respondents agreeing while 50.5% disagreeing that their lives have changed with the interventions of the association. There is therefore need for the association to work hard to win the other half of the association. Key informants say that"

> "Our impact has an association is being felt and we think we have made contribution. There is notable difference since as members of this settlement we started engaging together. We are optimistic that we can do better with sound strategies and building on the weak links" (Key Informant, 55 Years Old).

For key informants, it may be more definite that they would support the positive side. However, improvement may only be visible in terms of activities performed, especially if there are new infrastructural development- housing, new job opportunities and many are able to access market spaces. All these would be definitely recognized or felt by every individual.

4.6 Challenges facing Obunga Residents Association as a livelihood strategy

In examining the challenges facing Obunga Residents Association, majority 84.8% of the respondents agree that the association was facing challenges while15.2% thinks the organization is not facing any challenges. However, the challenges identified were emanating from four main areas namely, networking and linkages, institutional framework, human resource and organizational capacity and accountability.

Of these, the leading challenge identified was accountability at 38.4% of all respondents Gardy, (2005) argues that accountability and transparency in organized community groups epitomizes the social capital that has been built over time and should be part of the management systems. Firstly, the income generated by the youth from the water and sanitation taskforce is also not trickling down to the RA office to help run the day to day activities. See the excerpt below:

> "The youth and the taskforce that has been running the day to day activities at the community center and the water services, has not been transparent in their accounts. The agreement was that a percentage of the revenue generated was to go the RA to assist on running the day to day activities. However, this has not been the case and we don't know what they do in their accounts. This is thus a major problem facing our sources of income". (60 years old, key informant).

Despite the allegations of the youth lacking accountability, the ORA leadership is also affected. They (leadership) claim that little funds come to their office. See the excerpt below:

> "Accountability in terms of resource use within the association has been the major challenge we have been facing over time. Majority of the members are of the opinion that the leadership is not accountable to them, however, what comes to the association is very limited and sometimes nothing at all. Further, our engagement within the association as leadership is on voluntary basis and we end up using our personal resources. In essence therefore, the picture portrayed might be that the association has got resources which are not the case as we don't have resources". (Key Informant, 55 Years Old).

Although the key informant defends by saying that very little comes to the association, transparency and accountability requires that the leadership engages members through every process no matter whether there is money or not. The moment participatory process is

lacking, claims of lack of accountability and transparency will have to arise. The USAID (2013) argues that democracy, human rights, and governance frames "greater citizen participation and inclusion, and more accountable institutions and leaders" is the only framework that empowers citizens from the bottom up. There is no way ORA can hold the government accountable yet they are not held accountable themselves. Failure of accountability definitely kills the effort put.

The challenge of mobilizing resources was often mentioned. Although Broadly (1990) encourages associations to explore ingenious ways of raising finances and technical assistance to support the human resource and organizational challenges they face. He argues that associations can raise money in various ways that include neighborhoods clean ups, and advertisement for those with newsletters, selling various items, bricks baking, trees and flower projects. However, even starting up all these activities requires funds. so, in a case where they rely on members' subscriptions, it becomes a challenge when members do not have steady source of income. For example, in the informal settlements residents have little or no money, hence making it am challenge collecting funds to jump-start activities.

The second problem that was arising is the human resource and organizational capacity at (23.2%). The organizational capacity of organizations has got implications on the potential of the RA to implement to implement participatory development initiatives that respond to genuine local needs and this can be done only when there is sound financial base of the organization. This expounded on by key informant who postulates that,

> "As residents' association within the informal settlements, the leadership is voluntary and in most cases it's the non-governmental organizations that organize trainings for the leadership to build the requisite capacity. However, the low capacity levels synonymous with the informal settlements has jeopardized the ability of the association to grown hence the inability to have proper human resource and organizational capacity since we seldom have these trainings". (Key Informant, 60 Years Old).

This is also informed by the fact that many of the residents here were semi-illiterate. So, in as much as they offered trainings, it takes a slow pace for them to catch up and in the end deliver required services.

The third challenge that the study established was the institutional framework at (23.2%). The essence of community development is the ability of RAs to further the development efforts of urban communities and on their being transformed into effective change agents through a

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number of essential capacity-building schemes. Key informant puts this into perspective by describing the institutional framework.

> "We have nine executive committee members who are drawn from the four zones in the informal settlement. The institution is only manned by the nine executive committee members whose responsibility are to ensure that the association runs smoothly albeit lack of resources. Its thus the responsibility of this team to ensure the concern of the approximately 10 thousand people in this association is sorted". (Key informant 55 years old)

In addition, the absence of a physical office and the use of chairpersons' home as a converging space compromises on privacy and honest deliberation due to power imbalance. In this context, therefore, this informal arrangement compromises the ability of the leadership to address the residents' challenges whether personal or communal. It also begs the question why the resident association cannot isolate a space with the resource center at the community hall and use it for meetings.

Table 4.7.: Challenges facing the Association

Statement	Percent
Accountability	38.4
Human resource and organizational capacity	23.2
Institutional framework	23.2
Networking and creating of linkages	15.2
Total	100

Source: Research Data (2015)

In terms of human resources, RAs in low income groups are not doing well. Leadership based on values and objectivity is needed to achieve the aspiration of the people. Unfortunately, leadership of local associations has mainly been a preserve of volunteers and association enthusiasts (Broadly, 1990). Voluntary efforts although significant, are incapable of handling daunting task of organizing activities of local groups. Therefore, leadership should be in hands of skilled, gifted and possibly trained persons. In addition to training and skilled persons, leadership should be vested in the hands of people who bear the great bulk of

both the benefits and costs of the decisions taken. This can increase the probability of leadership pursuing justified projects (Broadly, 1990).

This study further established that networking and linkages ORA have weak links with external development organizations, such as NGOs with paltry 4.0% of the respondents citing it as a challenge. RAs need to remain open to working with groups where appropriate, recognize the potential to build capacity, reduce transaction costs, and introduce activities with a higher investment threshold (Rodda, 1994).

This implies that if members of RAs are helped to build their requisite capacity in management, they can explore and manage community level resources to support increased productivity. This finding confirms the observation by Camay and Gordon (1997), that while CBOs should provide a customized and effective intervention means for addressing the needs of the communities, they face capacity challenges that limit their effectiveness. However, challenges experienced by RAs are a major impediment to the full functioning of RAs (Merklen, 2003).

CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter summarizes the findings of the study and presents salient conclusions. It outlines the main findings of the study in relation to the research objectives. The chapter ends with study recommendations and suggestion for further studies.

5.2 Summary of findings

The first objective of the study was to examine the nature of ORA. This study established that ORA was a registered entity that has a leadership elected through a competitive process. The leadership is charged with the responsibility of ensuring that the rules guiding the association are enforced. This study established that leaders were chosen on the basis of long service. This was majorly because the work is done on a voluntary basis. The respondents agreed that they use the association as a platform in which they voiced their concerns on issues that affected the residents in the informal settlement. In most cases, informal settlements have been forgotten by the authorities hence the need for a common voice to help in solving the problems.

The second objective of this study was to establish contribution of ORA to the livelihood of its members in Obunga Informal Settlement. It was evident that the association has been instrumental in creating opportunities and opening up the informal settlement. Some of the major strategies that have been employed by the association and paid off have been enhancing their links with both external and internal agencies. Some of the organizations have been the NGOs that have been working in the informal settlement. Secondly, they have actively participated in building an informed constituency within the settlement to ensure that people make informed decisions and are not subject to exploitation. They have partnered with organizations that build capacities through trainings to their members. The association has also heavily influenced allocation of resources in the informal settlement and also and monitored how these resources are utilized in improving the living standards of the residents. The association has immensely contributed to the improvement of the livelihood of its members through job creation too. For example, the case of the Obunga Hall and water services where the youth and the taskforce respectively earn a living.

The third objective of the study was to examine challenges that face the association. A majority of the respondent agreed that the association is facing challenges. These challenges were majorly attributed to accountability issues. This has in a way stunted the growth of the association. The study also established that the association is being derailed on its work by lack of proper human resource and organizational capacity which is closely related to the institutional framework of the association. Another key issue was that of shortfalls in capacity and the association has not been doing frequent elections and that have stunted its growth. Members felt the leadership is doing its best hence little is felt on the ground.

5.3 Conclusion

In conclusion, ORA as a community based organizations is a voluntary membership organization with structures of management that have enabled its growth and development. Secondly, ORA has contributed immensely in livelihoods of the residents especially on capacity building of members in the informal settlement and creation of job opportunities through collaborations with other organizations. This shows that as a livelihood strategy, ORA has done well and it is something worth taking as lesson learned and if possible may be replicated in other informal settlements, in Kenya. This is not to overstate their contribution but the little they make from within can go a long way to creating sustainable solutions to the myriad livelihood challenges facing populations in the informal settlements such as Obunga. However, ORA faces several challenges in its operations. Accountability is one of the major challenges mentioned. This not only affected the leadership but also the youth who were engaged as part of taskforce helping the management of water services on behalf of KIWASCO. Proper accountability frameworks should be built so that people are not exploited by opportunists who sometimes come through these associations. More importantly, the reasons why the leadership decided not to use a small section of Obunga Community Resource Center as a physical office remains unknown. It must be noted that having an office in one's home brings power imbalance and lack of privacy for members. In as much as it is a voluntary work, fringe benefits probably come their way. Taking the office to a private space may be argued was a strategy to manipulate members when goodies come their way. The leadership needs to have a physical office accessible to members all the time.

5.4 Recommendations

The following recommendations were made:

1. That the government develops appropriate laws and policies that regulate formation, structures and operations of CBOS to enhance effectiveness of these entities in improving lives of the poor dwellers in informal neighborhoods. When they have good structures even members will the leadership accountable.

2. The Government and non-governmental agencies should invest more in building capacities of these associations and boosting their resource bases in order to exploit their proximity with the target population and to raise their living standards.

5.5 Further Research

This study creates an opportunity for other studies to dig further and generate more knowledge on how informal organizations can be used as agents of social change. While poverty and informal settlements seem to be closely linked, the study provides a background for further researches on how residents can turn their situation into a vehicle for socio-economic development.

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APPENDICES

Appendix 1: Semi structured interview

Obunga Residents Association

Data Collection Tool (Questionnaire)

"Obunga Residents Association as a Livelihood Strategy In Obunga Informal Settlement Kisumu-Kenya"

Introduction: My name is Olando Samuel. I am a post graduate student at Maseno University, Faculty of Arts and Social Sciences, Department of Sociology and Anthropology. I am carrying out a study on the Contribution of Obunga Residents Association as a Livelihood Strategy in Obunga Informal Settlement in Kisumu-Kenya, as part of requirement to fulfill my Master of Arts degree in Social Development and Management. I would like to assure you that all information obtained from this interview will be treated as confidential.

Questionnaire Number: ………

Date: ………………

 NOTE: Please provide the correct information by ticking (√) in the appropriate box and also fill in the blank where necessary.

PART I
SOCIO-DEMOGRAPHIC DATA

1. Sex: …………………………………

2. Age: …………………………………

3. Level of education: ……………………………....

4. Marital Status: …………………………………...

5. Religion: …………………………………………....

6. Occupation: …………………………………...

PART II

SECTION A: NATURE OF THE ORGANIZATION

7. Which of the following bodies initiated the establishment of this organization?

   a) Government   b) NGO   c) A Group of people within the community

   d) Others (specify) …………………………………………………………..……………

8. When was the organization established……………………………………………………

9. Does your organization have well laid down rules that govern its operations?

 a)Yes   b) No

10. If yes, do you think they are enforced? a) Yes   b) No

11. If no, why? ……………………………………………………………………………

12. Do you have an office for the organization? a) Yes   b) No

13. If no, where do you keep your documents? …………………………………………

14. Do you hold elections to select your leaders? a) Yes   b) No

15. How do you select your leaders? a) Acclamationb) Secret Ballot   c) Appointment

17. On what basis do you select your leaders? a) Long Service b) Agec)Education

18. Does the leadership convene regular meetings? a) Yes   b) No

SECTION B: ASSESSMENT OF THE CONTRIBUTION OF OBUNGA RESIDENTS ASSOCIATION TO THE LIVELIHOOD OF ITS MEMBERS IN OBUNGA INFORMAL SETTLEMENT

21. Does your organization create opportunities for the members?

 a) Yes   b) No

22. If yes, by what means? a) Links Enhancement   b) Informed Constituency   c) Improved Settlement

23. If no, why? ……………………………………………………………………………

24. Do you involve other organizations in your activities? a)Yes   b) No

25. If Yes which of the following organizations? a) NGOs   b) Government Ministries

c) Private Sector

26. Does your organization give education and training to the community members?

a) Yes   b) No

27. If yes, how often? a) Fairly often   b) Quite often   c) Scarcely

28. If no, why?

…………………………………………………………………………………………

29. What kind of education and training?

a) Financial Literacy   b) Resource Mobilization   c) Advocacy

30. Has your organization contributed in settlement improvement? a) Yes   b) No

31. If yes what has been the strategy? a) Influencing allocation of resources

b) Influencing provision of services   c) Monitoring good governance

32. Has the strategies paid off? a) Yes   b) No

31. Do you feel the organization has improved your life as an individual? a) Yes   b) No

33. Has your income improved with the interventions of the Association?a)Yes   b) No

SECTION C: CHALLENGES OBUNGA RESIDENTS ASSOCIATION IS FACING IN ITS OPERATIONS

34. Does your organization face challenges? a) Yes   b) No

35. If yes are these challenges arising from the following areas?

a) Networking and Linkages   b) Institutional Framework

c) Human Resource and Organizational capacity   d) Accountability

36. Do you think the leadership is adequately addressing the challenges? a) Yes   b) No

37. If yes, how? ....

38. If no, why? …….………………………………………………………………...

39. How can the challenges be addressed? ....

END!!!!!!!

THANK YOU

Appendix 2: Key Informant Interview Guide

Obunga Residents Association

Data Collection Tool

(Key Informant Guide)

"Residents Association as a Livelihood Strategy In Obunga Informal Settlement Kisumu-Kenya"

Introduction: My name is Olando Samuel. I am a post graduate student at Maseno University, Faculty of Arts and Social Sciences, Department of Sociology and Anthropology. I am carrying out a study on the Contribution of Obunga Residents Association as a Livelihood Strategy in Obunga Informal Settlement in Kisumu-Kenya, as part of requirement to fulfill my Master of Arts degree in Social Development and Management. I would like to assure you that all information obtained from this interview will be treated as confidential.

Date: ………………

1. Kindly share briefly the history of Obunga Residents Association.
2. What is the leadership structure of the organization
3. The Community Based Organization as a basis for networking
4. Opportunities for resource mobilization.
5. The role of Community Based Organization in the Livelihood Strategies of the residents
6. Challenges facing the organizations.

END!!!!!

"Thank You for Participating"