



## A Study to Determine the Implications of Budget Consultations on Service Delivery (2000-2014): A Case of Marondera Urban's Selected Suburbs

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### Abstract

*This mixed method study was conducted to establish the impact of the budget consultations on service delivery in Marondera urban. Mixed method research strategies were able to bring out data on people's experiences, their feelings and emotions on service delivery in Marondera's selected suburbs. Interviews were ideal in that they provided the opportunity to interact directly with the participants. Questionnaires were also used. The study population of this research was 61 998, based on the Zimbabwe Census 2012 statistics of Marondera Municipality. A random sample of 20 participants represented all the locations and stakeholders involved in the Budget Consultations in Marondera town. The study established that service delivery was improving due to budget consultations. The study established that water treatment was the best service being offered by Marondera Municipality whilst road servicing was rated the worst service. The study recommends that Marondera Municipality should channel more funds to roads, so that the services will improve and satisfy the residents in terms of communication. Public toilets should be cleaned regularly, so as to avoid health risks to the residents. The Municipality of Marondera should respond promptly to sewerage leakages, as this poses a health hazard to the public. Resources should be channelled to the Marondera Resident Trust so that they become fully operational.*

**Keywords:** Budget consultations, Service delivery, Participatory approach.

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