

# Towards Socially Just Urbanization in Tanzania: Public Service Delivery

DISPATCH 2 | SEPTEMBER 2022



# Towards Socially Just Urbanization in Tanzania: Public Service Delivery

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### BACKGROUND

Tanzania's rate of urbanization is estimated to be about 5%, and the urban population will grow to 35.5 million in 2030, and 76.5 million in 2050. Dar es Salaam, the biggest commercial city, will have a population of over 10 million people by 2030, thus will be, by definition, a mega-city. Factors which influence urbanization are the urban fertility rate, in and out-migration, international migration, boundaries change, and policies.

Public services delivery is challenging in a rapidly growing urban society. Often, adequate financial resources for it are not high enough on the political agenda. Public services are here understood as public goods. The government plays a significant role in providing such public goods which are non-excludable and non-rivalrous, like infrastructure and education, health and security. One consequence of inadequate public services is the unjust city: a city which excludes many.

To better understand whether all urban dwellers can access public services equally, this policy brief examines the extent to which public services are available in Dar es Salaam and for whom. The analysis of public services covers agricultural extension services, education, guaranteed security of tenure, health care and medical services, housing, and provision of identity documents like a driving license, police assistance, power and electricity supply, recreation and entertainment, roads, safety and security, social security, transportation, and water and sanitation. Some of these services are provided by the private sector. It is hoped that the findings inform policymakers how to better manage urbanization and critically improve ongoing urbanization processes toward social justice – in Dar es Salaam and in Tanzania.

### Key findings

- As respondents' income and education level increase, their reliance on and access to public services provided by the government decrease.
- Only a few respondents (11%) expect the government to deliver services to them because they are paying taxes.
- Public services are not equally distributed across districts and wards. For example, in Kigamboni district, there was no sewage system, and it was very limited in other districts in the city at the time the survey was made.
- In districts like Kigamboni and Temeke, schools and health clinics were not adequate in quantity at the time the survey was made.

### Methodology

A questionnaire survey and observation were conducted to answer specific research questions. The survey sample comprised 2,014 adult Tanzanians living in Ilala, Kigamboni, Kinondoni, Temeke, and Ubungo districts in Dar es Salaam, Karatu district in Arusha, and Makete district in Njombe. The Dar es Salaam sub-sample, which was used to write this brief, consisted of 1,005 adult Tanzanians. The data were collected in April 2021. Respondents' demographic and socioeconomic characteristics are gender, age, education, income, and marital status. There were as many males as females, and half of them were youth (defined as between 15-35 years). The majority of respondents (96%) acquired formal education at different levels. Half of them had primary education, one-third were secondary school leavers, while one in ten studied beyond secondary education. Of these, nearly two-thirds (65%) were male respondents. The majority of respondents (74%) fell in the low-income category (Tanzanian Shillings TZS 0-300,000), while almost one in ten was not ready to disclose their income. Three in four men and one in three women fell in the income band ranging between 300,001–1,300,000 TZS. Further, as Table 1 and 2 depict, across gender, and age, many respondents had low household incomes. A simple majority of respondents (57%) were married, while one-third never got married. A handful of them were separated/ divorced (6%), and widowed (6%). Of the widowed, the majority were female respondents (76%).

**Table 1. Respondents' income by gender, and age in Dar es Salaam**

	Men's Income			Women's Income		
	Low	Middle	High	Low	Middle	High
<b>Age &lt;35</b>	85	13	2	93	7	1
<b>Age 36+</b>	74	25	1	90	9	1

Note: Figures are in percentages; Low = 0-300,000 TZS; Middle = 300,001–1,300,000 TZS; and High = above 1,300,000 TZS

**Table 2. Respondents' income by Dar es Salaam districts**

Area	Income		
	Low	Middle	High
Ilala	87	13	0
Kinondoni	85	14	2
Temeke	88	12	0
Ubungo	82	15	3
Kigamboni	85	14	1

Note: Figures are in percentages; Low = 0-300,000 TZS; Middle = 300,001–1,300,000 TZS; and High = above 1,300,000 TZS

According to the Dar es Salaam City Council's website, socioeconomic activities in Dar es Salaam districts are trade, service, manufacturing, agriculture, and more (see Table 3).

Table 3. Socioeconomic activities in Dar es Salaam districts

District	Economic Activity
Ilala	Fisheries, manufacturing, tourism, trade, transportation, and urban agriculture
Kinondoni	Fisheries, livestock, logging, manufacturing, tourism, trade, transportation, and urban agriculture
Temeke	Fisheries, forestry, livestock, manufacturing, mining, tourism, trade, transportation, and urban agriculture
Ubungo	Beekeeping, fisheries, horticulture, livestock, manufacturing, quarrying, trade, and transportation
Kigamboni	Farming, fisheries, livestock, manufacturing, tourism, trade, and transportation

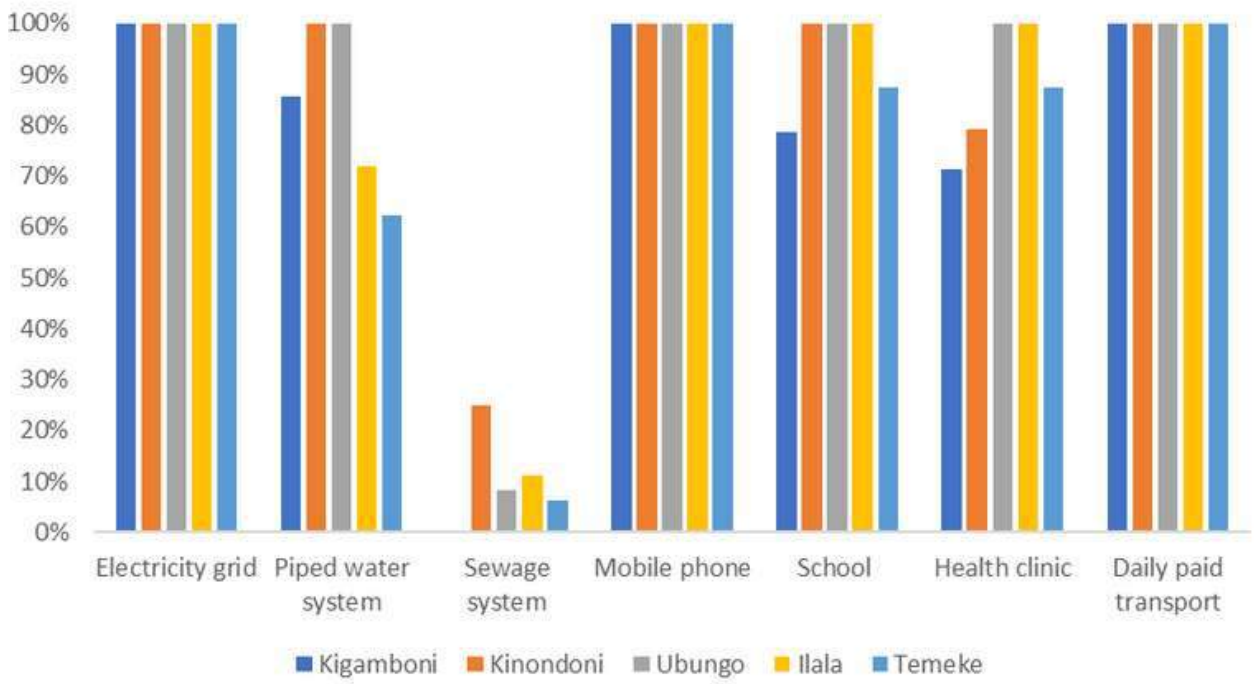
Source: United Republic of Tanzania (2018)

### Determinants of Access to Public Services

Most respondents (79%) access public services provided by the government. Other respondents receive services mainly provided privately (16%) and by NGOs (1%), while a very few (4%) did not identify a main provider. Also, many respondents found the provision of public services good (74%) and improved (86%). However, public services were not provided equally across districts and wards (see Figure 1 and 2). For example, there were fewer health clinics in Kigamboni and Temeke than in other districts

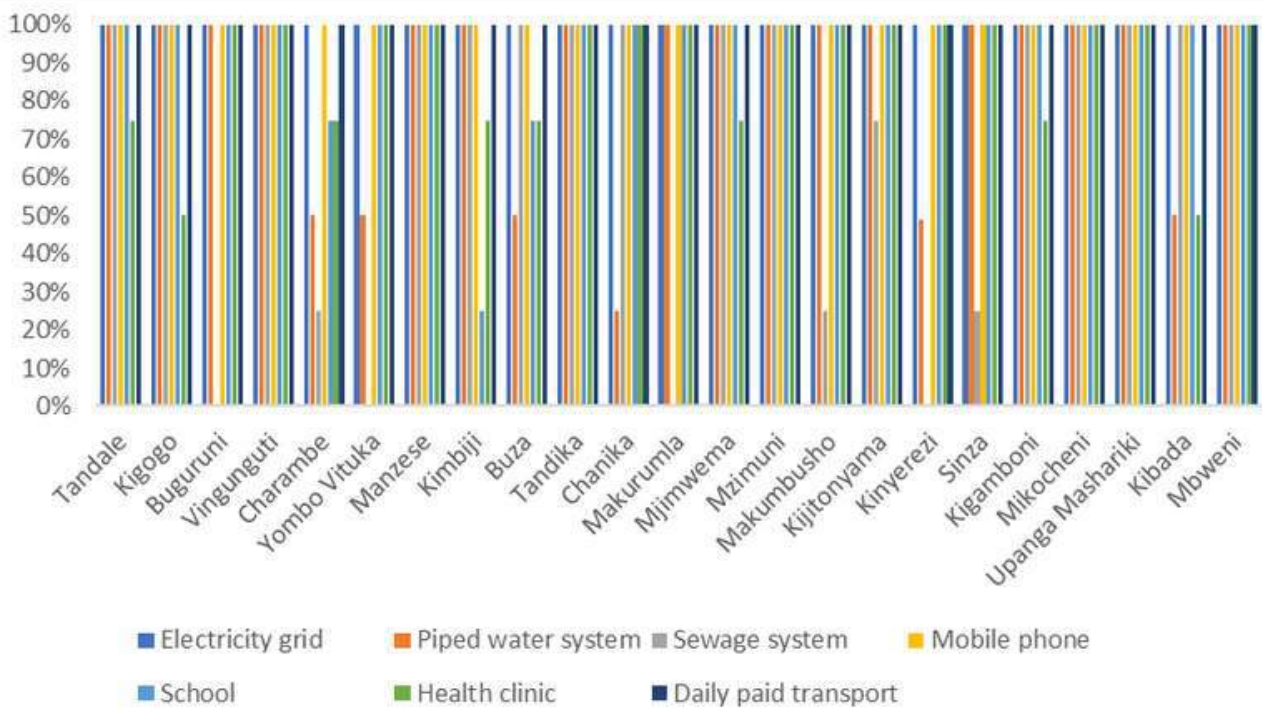


Figure 1. Provision of public services across districts



Question asked: Are the following services and facilities present in the enumeration area?

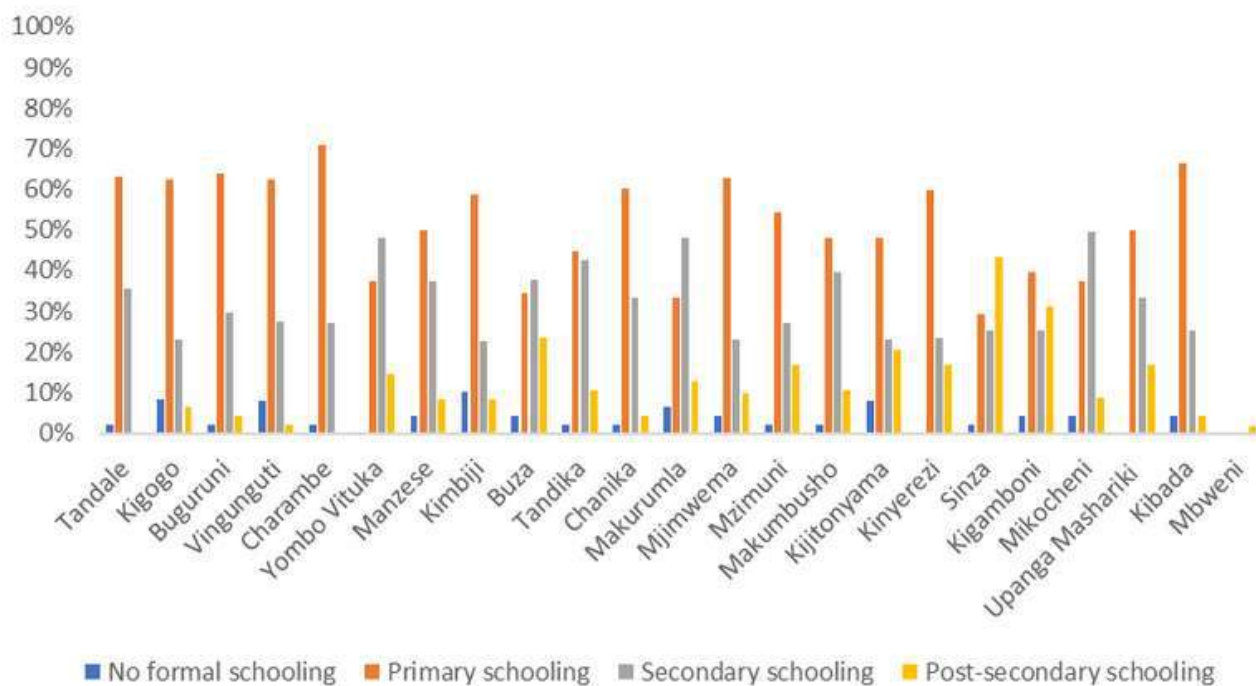
Figure 2. Distribution of public services across wards



Question asked: Are the following services and facilities present in the enumeration area?

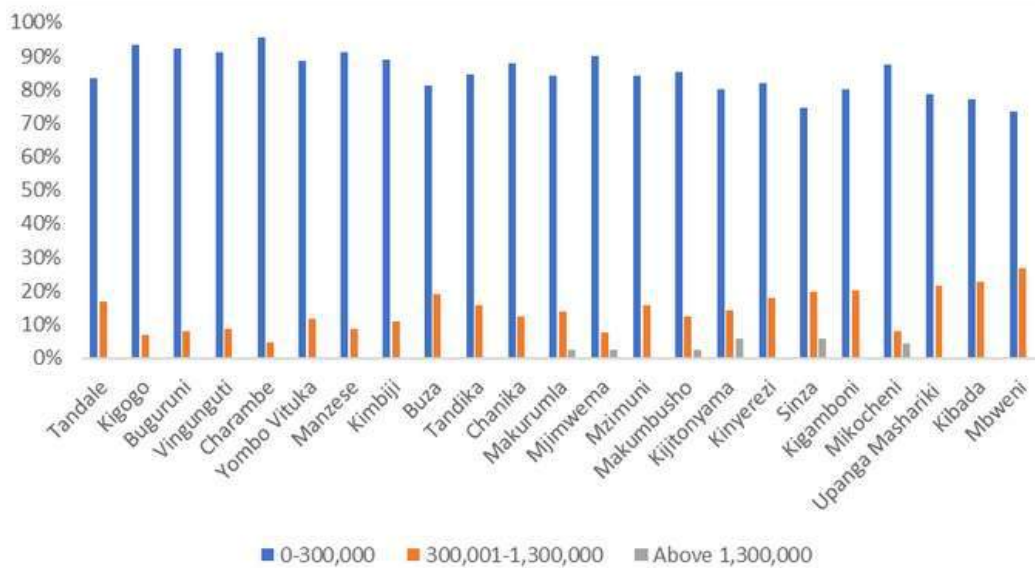
For the purpose of this analysis, the main service provider represents respondents' access to public services (Figure 3, 4, 5). As Figure 3 shows, respondents with higher levels of education rely less on public services. Similarly, higher-income individuals depend less on public services (see Figure 4). Male and female respondents accessed public services equally, but there are slight differences in some wards regardless of their income status (see Figure 5). Also, the respondents were sometimes dissatisfied with the services the government provided to them in the last three years (2018-2020).

**Figure 3. Access to public services in the selected Dar es Salaam city wards by education level**



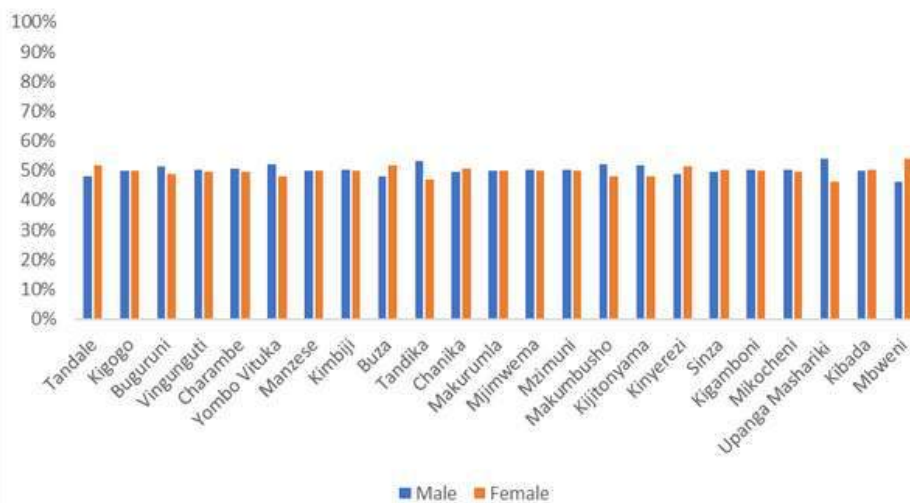
Cross-tabulation of "What is your highest level of education?" and "Whom would you say is your main provider for the following government services? None, public provision, private provider, provision by NGOs, religious organizations, or some other provider?"

**Figure 4. Access to public services in the selected Dar es Salaam city wards by income level**



Cross-tabulation of "What would you say is your estimated average monthly income?" and "Whom would you say is your main provider for the following government services? None, public provision, private provider, provision by NGOs, religious organizations, or some other provider?"

**Figure 5. Access to public services in the selected Dar es Salaam city wards by gender**

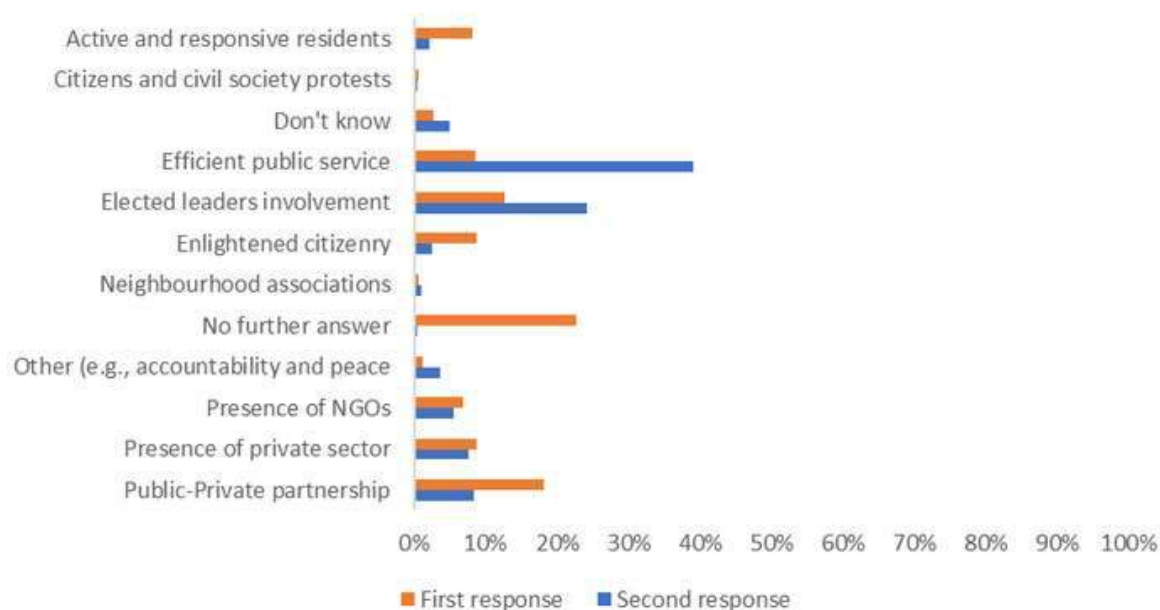


Cross-tabulation of gender and "Whom would you say is your main provider for the following government services? None, public provision, private provider, provision by NGOs, religious organizations, or some other provider?"



As Figure 6 shows, factors which are seen as contributing to a good provision of public services are: first, efficiency and involvement of elected leaders; second, public-private partnership, private sector, and NGOs; third, active and responsive residents; and fourth, enlightened citizenry. Fifth, neighbourhood association; and finally, citizens and civil society protests.

**Figure 6. Factors contributing to a good provision of services**

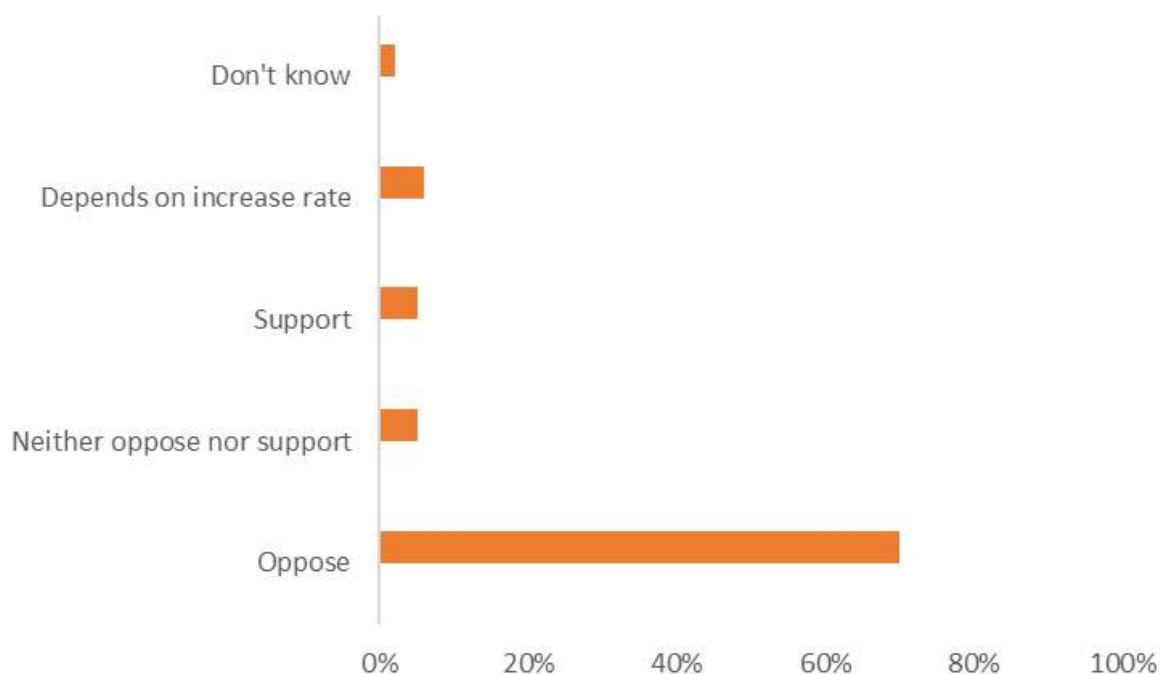


Respondents were asked: Which of the following factors would you say are mostly responsible for good provision of services where you live?

Willingness to pay taxes and fees is very critical to ensure quality public services. But only a few respondents (11%) saw the connection between paying taxes and receiving public services. Of these respondents, two-thirds were men, majority of them (79%) had low income, and one in four had post-secondary education, one-third secondary education, and two-fifths completed primary education only.

Few respondents (23%) were fully satisfied with the services relative to the taxes they paid, while half of them were not totally satisfied. Again, one in four was not satisfied at all. Majority of respondents (70%) were not ready to pay higher taxes to raise tax revenues for better services (see Figure 7) regardless of their gender, education level, and income. However, the majority (76%) would not protest against increased taxes.

Figure 7. Respondents' readiness to pay higher tax to get better services

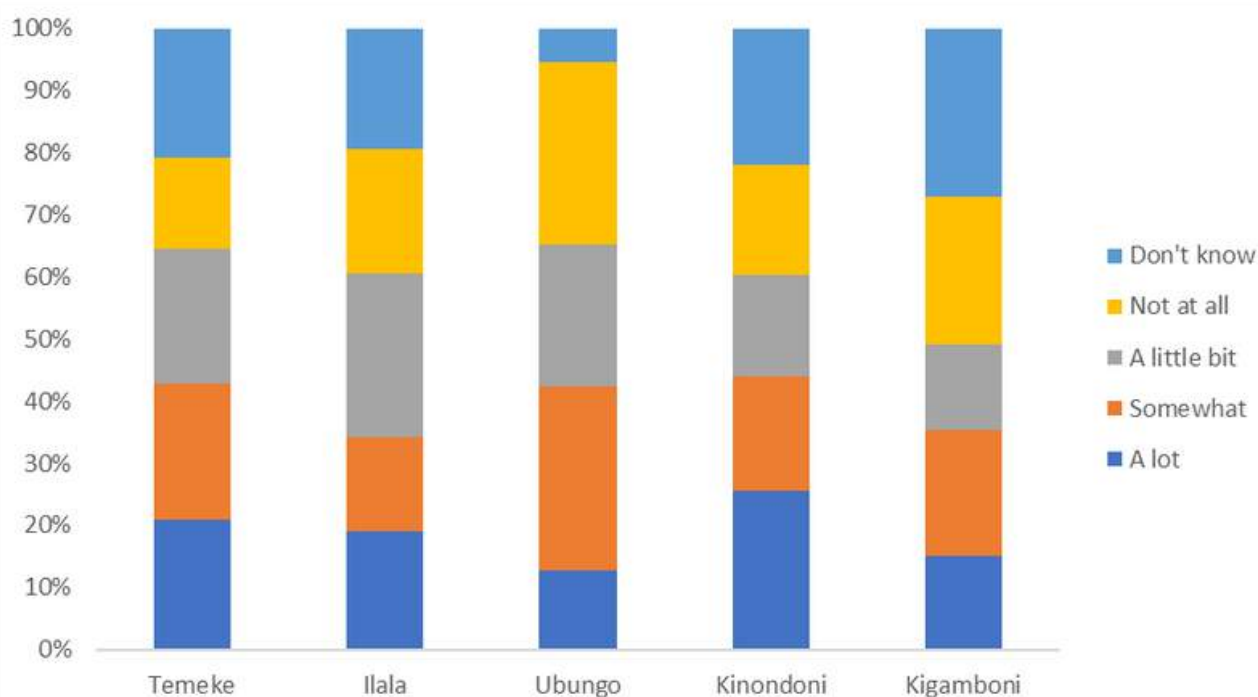


Respondents were asked: If the government decided to make you pay higher taxes or user fees in order to increase spending on public health care, education and public transportation benefitting you, would you support this decision or oppose it?

## Democratic Mechanisms and Public Services

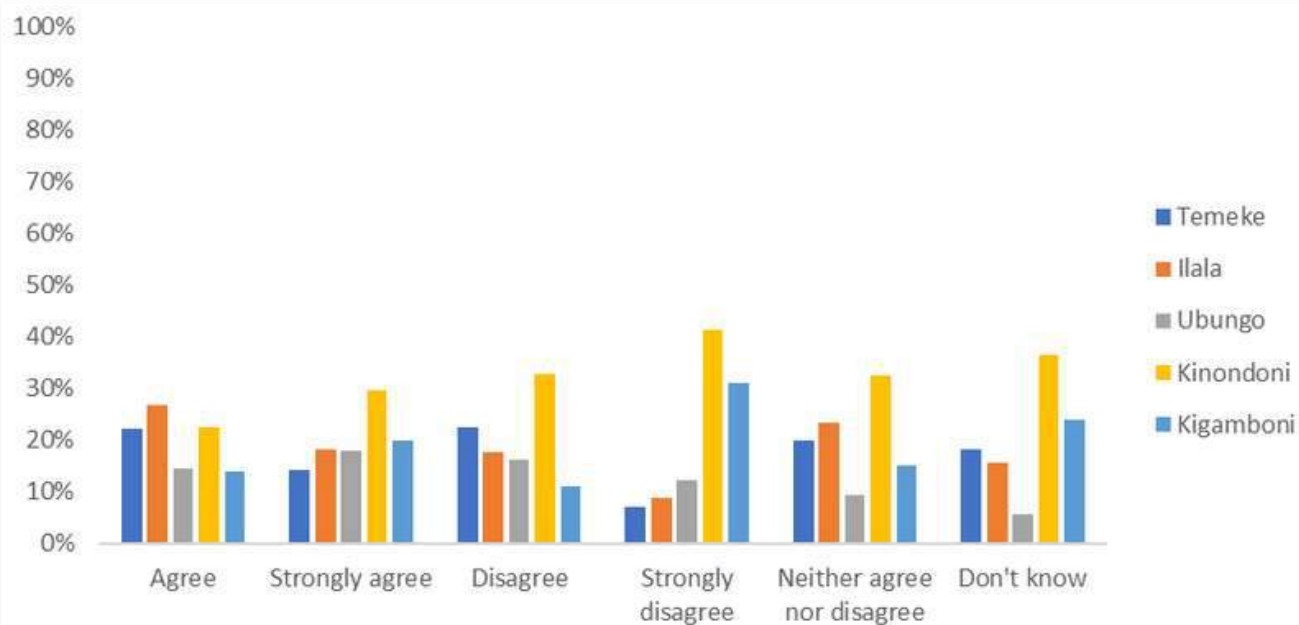
Respondents held different views on how the multiparty system influences the distribution, access, and improvement of public services. Around half of the respondents in Ilala and Kinondoni districts combined agreed that ruling party affiliation improves citizens' access to public services. Also, in various degrees, as Figures 8 and 9 depict, the respondents thought that political party affiliation of elected leaders determined the distribution and improvement of public services in the districts

Figure 8. Respondents' thought on political party affiliation of the elected leadership and service provision in Dar es Salaam



Respondents were asked: Thinking about political party affiliation and service provision. To what extent would you say political party affiliation of the elected leadership determines the distribution of public services in the district? Not at all, A little bit, Somewhat, A lot.

**Figure 9. Respondents' views on how affiliation to the ruling party improves citizens access to services**



Respondents were asked: I will read you some statements about your role in the political system. Please tell me if you Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree with each statement. Here: Affiliating to a ruling party improves citizens access to services.

Elections also contribute to the improvement of public services when leaders with poor performance are voted out of office and power: two-thirds of urban (67%) and rural (64%) respondents acknowledged that voting makes a difference.

### Conclusion

Public services were not provided equally across Dar es Salaam districts. People in Kigamboni district barely had access to a sewage system. There were no adequate schools in Kigamboni and Temeke, as well as a shortage of health clinics in Kigamboni, Kinondoni and Temeke. As income and education levels increased, the reliance on and access to public services decreased. Results also indicated that paying taxes was not one of the major reasons to expect the government to deliver public services. These findings cannot be generalised, as they only throw light on the time of study and the environments of studied areas. However, they may be transferred to areas with similar conditions.

### Policy Recommendations

The central government should:

- Provide sufficient development funds to all local government authorities according to the policy.
- Review the LGA's development grants allocation and disbursement policy.

The local government authority should:

- Improve public sector performance by mobilizing adequate public funds.
- Step up in sensitization for tax and user fees payment.
- Provide adequate services and distribute them equally.
- Guarantee equal access to public services so that it does not depend on income and education level.
- Embrace democratic principles and citizen participation.



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