

**INFLUENCE OF SOCIAL CAPITAL ON PERFORMANCE
OF SOCIAL AMENITIES PROJECTS IN RURAL AREAS
OF TANZANIA: A CASE OF WATER PROJECTS IN PUGE
DIVISION, TABORA**

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DECLARATION

This research project report is my original work and has not been presented to an academic award in any other University or any other institution of higher learning.

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DEDICATION

This research project report is dedicated to my father Fredrick Kivurunzi Kituwitae and my mother Lehonida Philipo Sinaba.

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ABBREVIATIONS AND ACRONYMS

CBO:	Community Based Organization
CSOs:	Civil Society Organizations, they can include NGOs and CBOs.
DWE:	District Water Engineer
FGD:	Focus Group Discussion
MKUKUTA:	Mkakati wa kukuza uchumi na kupunguza Umasikini Tanzania (National Strategy for Growth and Reduction Poverty -NSGRP)
MoW:	Ministry of Water
MoWI:	Ministry of Water and Irrigation
NGO:	Non-Governmental Organization
NSGRP:	National Strategy for Growth and Reduction Poverty
OECD:	Organization for Economic Co-operation and Development. Pacific
PRSP:	Poverty Reduction Strategy Paper
PTA:	Parents and Teachers Association
SWAP:	Sector Wide Approach for Planning
UK:	United Kingdom
UN:	United Nations
UNDP:	United Nations Development Programme.
UNESCAP:	United Nations Economic and Social Commission for Asia and the
UNESCO:	United Nations Educational, Scientific and Cultural Organization.
UN-HABITAT:	United Nations Programme for Human Settlements and sustainable urban Development.
VEO:	Village Executive Officers
WB:	World Bank
WCM:	Water Committee Members
WEO:	Ward Executive Officers
WSDP:	Water Sector Development Programme

ABSTRACT

The development of rural areas is measured on various indicators and various parameters. Social amenities are some of those indicators that rural development can be measured. Social capital is linked to development of rural areas. However, its role in development of social amenities is still a paradox that this study intends to divulge. In the light of this, the study sought to evaluate the impact of social capital on the performance of social amenities projects in Puge Division of Tabora in Tanzania. In this case only the water project was considered. The study was guided by three objectives namely: evaluating the way structural social capital influences performance of social amenities projects of Puge Division in Tabora, assessing the degree to which relational social capital influence the performance of social amenities projects of Puge Division in Tabora and evaluating the influence of cognitive social capital on performance of social amenities projects of Puge Division in Tabora. In order to effectively pursue this study, a descriptive research design that involved collecting data through interviews and questionnaire was utilized. The validity of the research instruments was ensured by exposing them to expertise like the research project supervisor and panelists for scrutiny from which the insights given used to improve the validity of the instruments. Besides, questionnaires had a Cronbach's Alpha coefficient of 0.985 signifying that the instrument was reliable. The data was collected from a sample of 145 participants who included 133 Community members to which questionnaires were administered and interview was conducted 1 District Water Engineer, 5 Water Committee Members, 3 Ward Executive Officers and 3 Village Executive Officers. Descriptive statistics basically frequencies used to analyze quantitative data whereas thematic analysis was utilized to analyze the qualitative data from interview. It was found that the level of performance of social amenities projects including the water projects in Puge Division was not satisfactory. As results indicated that some of the aspects of structural social capital were reported to influence the performance of social amenities projects positively and some do not. Moreover, it was established that relational social capital had positive influence on the performance of social amenities project and lastly negative influence of cognitive social capital as the performance of social amenities projects was also reported, specifically more than 83.3 percents of the participants indicated that they do not meet their obligations in making the water projects extremely well. In addition, the results further revealed that most of the aspects examined in the three forms of structural social had positive influence on the performance of social amenities projects. The study recommends that there should be collective and practical measures including but not limited to policy reform and local community building to create awareness on the aspects of social capital and their significant influence on the performance of social amenities projects which are meant to improve their livelihoods. This may increase the level of involvement of the members of communities in all processes involved in the development of water projects and other amenities projects.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Social capital can be defined as a network of relationship that exists among people living in one area or society. This network enables people and their societies to function in the right way. Besides, the term might be applied generally to (a) resources whether tangible or intangible and their values, (b) the link between and among those resources, and (c) the impact of the link between and among resources to the larger society. From this perspective, social capitals are seen to produce public goods for all people living in societies. For the areas where it has been utilized, Social capital plays a great role in rural development, because when there is healthy relationship among people development is likely to be easily brought about. To develop social capitals, there has to be relationship among people (Productivity Commission, 2003). Yet it is unknown whether this fact applies to the area of the study, the role of social capital on performance of social amenities projects in Puge Division. Social capitals may also refer to social trust, norms and networks within social organizations that enable people to coordinate and relate with each other for mutual benefits (Putnam, 1995). Social capital is said to lower crime rates, improve educational success, and increase both individual incomes and economic performance of regions (Productivity Commission, 2003). Because there is no such evidence of how Social Capital works in Tanzania and particularly its influence on development (performance) of social amenities in rural areas such as Puge Division in Tabora, therefore there is a need to verify its functioning in the aforementioned area, especially in water.

Generally, there is a consensus that in neighborhoods with strong social capital for instance in rural areas the quality of life is strong and economic growth can be enhanced greatly. This is in relation to the fact that in such communities, people living together work towards common goals in a participatory manner to identify problems and develop solutions by way of sharing ideas for their own benefits. When social capital is fabric exclusion, deprivation and inequalities that are being referred by Thorat and Newman, (2007, 2009) will be fought with ease; hence social amenities will be easily accessed. This is something which is going to be verified at Puge Division, Tabora.

As regards rural development, especially the development of social amenities projects, there are many things at stake, including the role of government institutions, the role of private sector particularly Non Governmental Organizations (NGO's), the social structure of the areas in question, the formal versus the informal institutions, among others. Accordingly, it is necessary to evaluate the Social capital in as far as rural development is concerned, particularly the manner in which it influences the development of social amenities. These mentioned domains are connected to social capital if social capital would be regarded as network of relationships among people living together especially in specific societies.

Social Capital within individual and Social Welfare is another aspect that can be drawn attention to, in understanding its influence on development of social amenities. Social Capital growth which eventually leads to economic growth is part of the many aspects of human well-being. The Organisation for Economic Cooperation and Development; OECD (2019) asserts when people are excluded from economic growth, it is normally because of not putting into consideration the social capital. This affects social cohesion negatively thereby there might be unsustainable development both socially and economically. In Puge Division we observe water project having challenges, the study wants to see the causes of inadequate performance. According to OECD (2019) social capital includes civic and social participation including ways in which public policies strengthen and complement such participation. The report highlights the importance of both types of participation and the role played by public policies in strengthening and complementing them. It thereby claims that psychological and structural elements of network are also part of social capital because they enhance relationships among people and their senses of mutual understanding that help them to live together. This may thereby be utilized to explain the economic and social differences between Puge Division in Tabora and OECD countries.

Apart from the benefits linked to social capital, the capital as a whole is also linked to greater cooperation, trust, social cohesion and reciprocal engagement. Accordingly, it is capable of improving the way firms and institutions perform and other forms of capital, through which social amenities are provided. Additionally, it enhances the diffusion of

knowledge within communities and between local associations. Worldwide social capital has very much registered success in some countries, especially in Europe and Far East such as Australia. There is a significant body of evidence for its influence on rural development, and this includes instituting social amenities in place. Some of the examples are seen worldwide, such as very promising results of joint management of environmental resources at local levels (in form of irrigation systems and common forests) by local societies. There are also many examples of its use among farmers in Europe, such as informal joint work or lending equipment to the neighbours and relatives (quite popular in the UK), or special machinery circles offering machines to their members (more popular in Germany) in order to lower the costs of operating (Anna, 2015).

Social capital networks are able to foster cooperative behavior and even ease coordination of problems. In such instances, there is always the need of collective action to solve various challenges in communities, example inadequate water through labour exchange, credit provision, risk sharing among others. Social capital promotes cooperation among agents by enabling them to trust each other and developing entrepreneurial atmosphere apt for investment and growth at low cost as well as group loans at concessionary rates. In Liberia, associations at village level are responsible for promoting good fishing practices especially during spawning season. In Kenya, milk production is becoming a major source of income among the small-scale farmers because over 600,000 of them have lesser than four cows (Nyangena, 2016). This Social Capital network is going to measure what extent helps in the performance of social amenities projects.

Over the years, agencies like United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), United Nations Development Programme (UNDP), United Nations Programme for Human Settlements and sustainable urban Development (UN-HABITAT), and World Bank have turned their attention to advocating and highlighting the importance of basic amenities in improving the living standards and well-being of the people. However despite of all these efforts, the two areas of life especially amenities that are severely deprived have been neglected for a long time (Kumar, 2014). A rural area of

Puge division in Tabora is a division within Nzega District, a centre which is growing. It is not with town set up plan. Puge division is having challenges of infrastructure of road, school, health and water. This study focuses on water projects of Puge Division in Tabora. Access to water is a basic need for every community living in the rural areas. Nonetheless, most of them rely on underground water, which tends to be inadequate, in some parts of the country because these sources of water are challenged by droughts. However, experience indicates that, a lot of money has been invested into the water projects but the impact is yet to be seen in Puge Division, Tabora compared to the funds invested. According to JICA (2011);

“The government of Tanzania started the Rural Water Supply Project in 1971 aiming to provide safe and clean water to the entire nation within a 400m distance. The Ministry of Water (MoW) has been continuing efforts to improve water supply coverage formulating a “Poverty Reduction Strategy Paper (PRSP)” in 2000 and “MKUKUTA (National Strategy for Growth and Reduction of Poverty (NSGRP) in 2005. NSGRP targets are to improve water supply coverage from 53% to 65% in the rural area and from 73% to 100% in the urban area up to the year 2010. The Ministry of Water and Irrigation (MoWI) formulated the “Water Sector Development Programme (WSDP)” in 2006 to improve water supply coverage using the basket fund based on a Sector Wide Approach for Planning (SWAp). The WSDP intends to realize 74% of water supply coverage of the rural area in 2015 and 90% in 2025, and 95% in 2015 and 100% in 2025 for the urban area. The water supply coverage of the Tabora Region is low, 49.1% in 2008 against the national average of 58.3%. Its major reason is the hydrogeological difficulty of developing groundwater.” Furthermore, many water supply schemes are left un-functioning due to improper use of Social Capital which is observed in difficulties during operation and maintenance.

A water projects at Puge Dision in Tabora was used as a case of study to investigate how social capital performs on social amenities projects. Tabora is having a problem of water that Government and other stakeholders are trying to implement in various interventions. The researcher wants to see the role that social capital plays in the implementation of the water projects in Puge Division which represents other social amenities projects.

Social capital has to bring people at the center that is giving first place to what community suggests being a priority. One important thing to note is that people tends to be at the center of everything done in their communities and living areas. While government is committed to providing different types of services to its citizens, lack of water hinders sustainable development. One thing that is important to note is that people cannot grow food, live healthy or even build houses without water. Students cannot go to school without water and when they go, they suffer a lot or even spend a lot of time looking for it. Furthermore, people cannot go to work if they do not have water because water acts as a basic need. Because of this people spend a lot of time fetching water if they do not have reliable sources. (Catholic Archdiocese of Tabora, 2018). The same was expected to apply in other areas like Puge. The researcher will studied five projects of water in Puge division - Tabora, examining the influence of social capital on performance of social amenities projects in Tanzania.

1.2 Statement of the Problem

A well-established social capital is in a position of stirring the rural development if utilized by the stakeholders, that includes the government, the NGOs among others. This includes the use of participatory approach in spearheading development plan in the rural areas. However even these participatory approaches which put into consideration the social capital are not utilized to the maximum. We have a lot of challenges which in our communities which needs social concern like education, health and water problem. For example at Puge, number of wards have water problem. Government and other stakeholders have made a lot of intervention in funding water projects through Government funds, Water Aid, World Bank and other stakeholders. Still the water seems not well functioning or sustainable (Catholic Archdiocese of Tabora, 2018). This study sought to examine how social capital can influence social amenities projects in rural areas.

The failure of participatory rural development strategies to achieve expected results is something to ponder about. But also the failure of some of the established social amenities to bring the intended results suggest that there is a breakdown somewhere (Water project report, 2018), especially when social capital is considered to be a process

for creating and mobilizing social networks within organizations to provide access to other resources in social capital's cycle. This suggests that inadequate knowledge on dynamics involved in rural social capital formation. It also suggests lack of such knowledge is hampers the acknowledgement of social capital as a vital ingredient in development (Bourguignon and Chiappori, 1992; Bowles, 1999; Grootaert, 2000; Fukuyama, 2001; Murphy, 2002; Barr, 2003; Miguel and Kremer, 2003), enters the rural economic development function.

Community development has not been successful enough as a result of not putting this network into proper use (Woolcock, 2001). The decisions concerning the development agenda of the communities in Tanzania and particularly in Tabora do not put much consideration into social capital which enables and encourages mutual advantageous social cooperation. The government community development agenda has not been successful as decisions are from the top with involving participation of the local people at the ground. There are rural development programs which have been set up, but they have not brought the intended impacts.

Social amenities projects which help us to access services such as sanitation, housing, school, health and drainage among other services are crucial for our well-being because they contribute in improving the quality of life. These projects are not well implemented and sustainable. Despite the huge investments, most of social amenities projects fail to reach the target set. Water project in Puge division are having challenges. This study therefore intended to fill this knowledge gap.

1.3 Purpose of the Study

The purpose of this study was to establish the influence of social capital on development of social amenities projects in rural areas of Tanzania: A case of water projects in Puge Division, Tabora.

1.4 Objectives of the Study

This study was guided by the following objectives:

- i. To establish the way structural social capital influences performance of social amenities projects of Puge division in Tabora.

- ii. To review the extent to which relational social capital influence the performance of social amenities projects of Puge division in Tabora.
- iii. To evaluate the influence of cognitive social capital on performance of social amenities projects of Puge division in Tabora.

1.5 Research Questions

This study was guided by the following research questions:

- i. How does structural social capital influence performance of social amenities projects of Puge division, Tabora?
- ii. To what extent relational social capital influences the performance of social amenities projects of Puge division in Tabora?
- iii. How has cognitive social capital influenced the performance of social amenities projects of Puge division in Tabora?

1.6 Significance of the Study

To the academia and researchers; the study builds on the existing literature. It comes at the right time when there is scarcity of information relating to social capital especially its influence on various domains of life. But also how it works its contributions, its effects and how it is understood. The academia is starved due to the very fact that little has been explored concerning social capital as a concept especially in East Africa. This is evidenced by the few literature sources that were encountered during the review. The study is therefore very significant in the sense that the researchers, students, university professors and other scholars will be having data at their disposal in their academic endeavors.

To the development partners and stakeholders: As it has been stated in the statement of the problem that NGOs and other donors look at formation of social capital as an area that is yet to develop especially in poverty reduction. This is in spite of the critical role that participatory approaches at local level and community work plays in promoting the formation of social capital in respective areas. Therefore this study is significant to those development partners and others stakeholders including the government who have not yet considered social capital in their rural developments plans and strategies.

To the community: The study is significance because the roles of network of relations, their sociability, their social ties, their treasured norms and culture, their social trust, their coordination, cooperation and their participatory schemes will be made bear. In this sense they will understood how far and how much they are part and parcel of the development frameworks established in their very own places of residence.

1.7 Limitations of the Study

The study had limitations in the process of gathering data. Lately there are some research projects administered by research organisations and consultancy companies who after conducting their studies, reward the respondents with some materials possessions like t-shirts, pens, and other edibles such as simple snacks/bites. It is done out of appreciation for participating in the research process, and the members have got used to such kind of practices. However, this might be a limitation to this study because of the scope of the set budget. Secondly because of the high mobility of some of the participants, questionnaire return rate was affected. Thirdly the study limited itself on social amenities projects of water only.

1.8 Delimitations of the Study

This study was confined to social capital in as far as it influences the development of social amenities in rural areas of Puge in Tabora Tanzania. The study also delimited to social amenities that are found in Puge which include but not limited to health facilities, water projects and the schools. Methodologically, the study was limited to a descriptive survey research design that depended largely on questionnaires and interviews as methods of collecting the data. Interview is a practice/process of probing using interview guide or interview schedule. Gathering of information or data collection was limited to the following categories of people: Water Committees, Rural Community dwellers and Rural Community leaders such as Ward Executive Officers (WEO) and Village Executive Officers (VEO).

1.9 Assumptions of the Study

This study was conducted under the basic assumption that social amenities that are established or instituted in the society without putting into consideration of social capital are doomed to face some challenges if not to fail wholesomely. Besides, the study was

conducted under the assumption that the participants could be available and willing to give correct reliable information relating to the impact of social capital on the performance of social amenities projects.

1.10 Definition of Significant Terms

Social capital: This relates to the networks of relationships that develop among people living together. Also it relates to social trust, norms and networks within social organizations that enable people to coordinate and relate with each other for mutual benefits (Putnam, 1995). Accordingly, it helps people to develop networks of connection within their institutions so that they can access other resources in social cycles.

Structural social capital: In this study structural social capital is considered as a “community resource” in as far as how it influences the development of the community. As a dimension of social capital, it concerns itself to properties of social systems and networks. In the current study, it is taken as the impersonal configuration that creates links among people or unit. As a result, it includes rules, procedures, roles and precedents that define expressions of configuration.

Relational social capital: This relates to qualities and characteristics of personal relationships that relate to respect, friendship, trust and obligations. Its main aspects include trustworthiness, sanction, identity, expectations, identifications, trust and norms.

Cognitive social capital: This relates to resources within social capital that provide shared interpretation, representation and systems of meaning among people living or working together. It is the shared language and codes that provide the foundation for communication

Social amenities: In this study these are taken to mean services as well as infrastructural facilities that are shared by people living together. Accordingly, they act as systems that bring together. The services considered to be essential to make life easier and more pleasant; services such as roads, running water, electricity, health facilities schools among others.

1.11 Organization of the Study

The study consists of five chapters. The first one presents the study's background, study's purpose and problem, research objectives, research question, study's significance, limitations, delimitation and assumption together with definition of key operational terms. The second one details the literature review and expounds on the study's dependent and independent variables on the influence of social capital on development social amenities in rural areas. The third one discusses the research methodology in terms of ethical considerations, instruments utilized to collect the data, the manner in which data was collected, analyzed and interpreted, method utilized to select the sample from target population and research design among other important issues. The fourth one presents the findings whereas the fifth one summarize them before concluding by recommending the way forward and other areas of research.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The overall purpose of the study was to assess the influence of social capital on performance of social amenities projects in rural areas of Tanzania, using the water projects in Puge, Tabora as the case study. In line with this, the chapter reviews the literature related to area of study with a view to providing better understanding of social concept as a concept. The first part presents theoretical literature review where relevant theories are reviewed whereas the second one discusses the theoretical framework, conceptual framework, research gap and summary of the chapter.

2.2 Performance of Social Amenities Projects

It is unanimously agreed that access to basic amenities contributes significantly in improving the quality of life (Kumar, 2014). The prosperity of any community and its general wellbeing has always been measures on how its social amenities are developed and the accessibility of these amenities to the community members. But also how these social amenities are developed will also depend on their performance during their implementation and the eventual utilization by the community members. It is agreed upon that lack of basic infrastructure impacts negatively the lives of people who live in such areas (Manggat, Zain and Jamaluddin, 2018). This is in relation to the fact that such basic infrastructures are believed to improve the quality of lives. As a result, the role that social workers play in developing communities is critical in improving the quality of their lives. Manggat, Zain, and Jamaluddin (2018) believe that the concept of development and its application to development needs to be understood. This would be critical in enabling those involved in planning processes to take active measures to provide relevant facilities so that the lives of other people can be improved.

In the process of understanding the way social capital is linked to performance of social amenities projects, it is imperative to understand social capital by its function. Alan (2006) asserts that social capital is not a single entity, but it is a productive aspect that simplifies the process of attaining goals that might not be attainable. The successfulness

of many projects will greatly depend on the coordinated actions among players of a certain community.

Today, social infrastructural development and the performance of social amenities has become one of the much-debated topics among scholars because in different countries development in infrastructure has been identified as a parameter that measures the ability of each country to compete globally (Opawole, Jagboo, Bababola and Babatunde, 2012). We cannot compete globally if performance of our amenities projects like water is not performing in the case in Puge Divison. This is in relation to the fact that access to basic commodities is related largely to improving the well-being of members of the public.

In Nigeria for example, the development of basic infrastructural facilities (social amenities) in rural areas is perceived as a factor that accelerates development in those areas, which promotes national development (Ale, Abisuwa, Olagunagba and Ijarotimi, 2011). The importance of infrastructure for rural areas has also been discussed by Adeyoye, Yusuf, Balogun & Carim-sanni, (2011). The lack amenities in rural areas might therefore be seen as a factor that undermines the quality of life in those areas and national development. But all these will have been achieved if the projects or amenities in question have performed in accordance to the intended set purpose. In the successful implementation and performance of rural projects Michelini (2013) considers social capital to be a resource that is critical in rural development particularly in projects that involve civil societies and joint participation. Although Michelini was concerned with water irrigation projects, he demonstrates the way social capital is important in enhancing the success of such projects. He claimed that they needed to be developed without support of other factors that create cohesive communities, which are neglected in other forms of capital, which could apply to the case of water project of Puge Divison. Considering social capital as a resource started with Piselli, (2003), who asserts that social capital should be viewed as a resource for collective action even though its interest for development lies within structures of relationship that develop among people. As a result, communal wealth in terms of social capital depends largely on degree of involvement of those people and the range of networks among them.

Researchers argue that the performance of social amenities requires involvement and participatory framework if such development is to take place in any country or in any community. Ghafoor (2000), for instance, views infrastructural investment as an investment that can contribute the increase of economic growth so long as there is readiness among various players were the infrastructure is to be situation who include the beneficiaries. Then those who believe in the power of social capital to stir social agenda would consider it as a form of investment for the performance and development of social amenities projects.

According to Manggat (2018) social infrastructure development is none other than a mechanism that increases the living quality of a society. Gary, Steven and Marcouiller (2005) in their publication titled *Amenities and Rural Development*, might not have been talking about social capital in relation to the performance and development of amenities, but they way they formulated their arguments, the role of social capital is clearly portrayed therein. They assert that a number of amenities are provided by a combination of economic agents, in rural areas of Eastern Europe and Asia. Sometimes all of these agents without exception must commit themselves if the amenity is to be successfully conserved. They offer an example of rural Japan with the physical amenities, and state that the landscape made up of rice-growing terraces in Japan, known as *tanada*, could not be sustained without the commitment of all the owners because the water flows from one terrace to another and if any one terrace is not properly maintained all those downstream of it are under threat. In puge Division, we have number of water projects, but some are not functioning, is it because of lack of commitment? A collective initiative was mandatory to be put in place. It's this collective initiative and commitment of the members of the society and stakeholders that form the basis of collective action that is to be measured on the parameters of social capital.

2.3 Structural Social Capital and Pperformance of Social Amenities Projects

The structural dimensions in social capital are elements that provide opportunities for the realization of productive ends within social cycles (Social Capital Research and Training Network, 2018). At the group and organisation level, structural dimension of social

capital include four elements, which define networks' structural characteristics such as; frequency, institutional networks, redundancy, size, diversity, density, centrality and links. The second elements include network ties that include ties whether strong or weak, ties within government agencies, structural holes, bridging and bonding ties among others. The third ones include associations within members, trust and institutional links. At individual level, these dimensions might include structures of social networks in form of size, density, centrality ties with other people and degree of trust with them. This may extend to number of networks, social connection with other people, volumes of social resources, participation in social groups and bridging ties with other people (Social Capital Research and Training Network, 2018).

With such attributes of structural social capital Allan (2006) contends that social capital (in respect to the attributes of structural dimension) is commonly noticeable when it is not in local communities. Normally, when social networks are few, people lack trust with each other, they are less effective, they do not share norms, they are even not committed to communal issues, and they lack unity and even promote underdevelopment. This result to high crime rates, poor health standards, mutual suspicion and physical environment degrades. In recognition of social capital, (in respect to the attributes of structural dimension) we are able to improve the way we look at communities and the way they operate. This might be critical in promoting development in communities and devising interventions that can help build and rebuild social capital. This shows that not even the development of social amenities will be feasible if the attributes of structural social capital are not enhanced.

In relation to the development of social amenities, one point to understand is that within communities, there exists people, governments and institutions that form a system alongside each other (Allan, 2006). As a result, social capital plays a major role in promoting development across all sectors, and local infrastructural facilities (in this case – social amenities). For example according Allan (2006), social capital when evaluated from structural attributes is able to reduce costs because there would be no need for written agreements and contracts. This may go ahead to increase bargaining power within

communities. In this case if the transaction cost is related to social amenities, then their establishment will be met with ease.

2.4 Relational Social Capital and Performance of Social Amenities Projects

Relational dimension of social capital is concerned about the attributes of social links between people; hence, it is majorly defined in terms of trustworthiness and trust (Social Capital Research and Training Network, 2018). At the Group and Organization Level Relational dimension of social capital includes; social ties and links among people either at family level or at workplaces, ties with external stakeholders be they political leaders or official from government and different types of trust be they interpersonal or otherwise. On the other hand, at individual level Relational dimension of social capital includes; the levels of association with other people, social networks and social cohesion among other levels of association with other people.

Although Georg (2007), was not concerned with the development of social amenities projects, his study on the development of rural areas as induced by social capital can give much highlights on relational social capital in relation to development of rural infrastructural facilities and structures. He gives an analysis of two regions. That is, region A and region B. Region A is a rural area that is marginalized because the level of economic development is little with excessive overgrazing and high levels of brain drain. However, in this region there is high level of social capital in terms of strong norms, mutual trust and association among members of community. In contrast, Region B consists of a community that is not marginalized as such because it is less remote and is a bit developed economically. In spite of this, its level of social cohesion among members of community is relatively lower than that of Region A. Because of the level of development in Region B majority of the people in that region are able to commute outside of the community. As a result, they do not have time to involve in communal activities. While this might appear to be a gain to Region B, the region might be at risk of under developing its agricultural activities or even deforesting in favor of industrialization.

According to Ploch (1976), the community development refers to the active participations of the community in the programs that are planned for them in the effort to increase the

community's quality of life. On the other hand Twelvetrees (2008) defined community work (particularly in the community development) as the process of assisting the people to improve their own community through collective and autonomous efforts. This is real picture of being a social worker as envisioned by Manggat, et al. (2018) for the community members who have the urge to effect changes and developmental agenda upon their community. Earlier we have seen that relational social capital is related to levels of trustworthiness, trust, sanctions, expectations, identification, identity, obligations and norms and Putnam (1993) one of the greatest advocates of this field of study holds that networks of civic engagement like associations at neighborhood level, sports clubs, choral societies, mass-based parties and cooperatives represent horizontal interactions that are able to promote reciprocity, cooperation at society level, and trust.

2.5 Cognitive Social Capital and Performance of Social Amenities Projects

Cognitive dimension of social capital is concerned about beliefs, attitudes, values, and shared norms among people (Social Capital Research and Training Network, 2018). At the Group and Organizational Level, this dimension may extend to shared missions and goals, reciprocity, obligations, shared values and norms. On the other and at individual level this might be limited to shared cultures, goals, trust, safety feelings and multiculturalism views that determine the level of diversity tolerance within person. According to Social Capital Research and Training Network (2018), the measurement of social capital is dependent on analysis levels at personal, national, group or organizational level and interests of researchers in terms of their areas of focus. In relation to the development of social amenities cognitive social capital attracts the measures across individual, group and organizational, community and national domains. In measuring cognitive social capital in relation to the institution of social amenities decision making, on how such resolutions are reached attracts much of an analysis.

Putnam (1993) one of the greatest advocates of this field of study explored the conditions that facilitated the process of creating effective and responsive democratic institutions that were able to promote economic growth. Now democratic institutions included the power of decision making. Putnam asserts that organizational features such as networks of civic engagement, norms and trust are able to enhance efficiency t society

level that is able to overcome dilemmas related to collective actions. Above we have just identified the cognitive dimensions of social capital at organizational and group level.

Now, in view of social amenities and how this cognitive dimension of social capital influences their development people's sense of obligations have to be tested, sense of civic engagement has to be tested, how shared norms, goals and mission bring about awareness to effect changes in the community and in this sense changes of instituting social amenities. Now, turning attention to civic sense, community responsibility, reciprocal obligation and trust which constitute cognitive social capital, we discover that not so long ago in 2007 it was found out in Pakistan that there was high level of sense of community in that country. The one reason that facilitated this was cultural traditions among those people. Among themselves there is a strongly tradition of hospitality, a culture of helping one another and high level of goodwill. Nevertheless, the level of civic consciousness was very low in the country because inasmuch people responded to the needs of each other promptly; they did not enhance civic consciousness. For instance, it was evident that inasmuch as they tended their living quarters well, they threw garbage to the streets rather than disposing them in the right way (Shahrukh, Zeb and Sajid, 2007). To build civic consciousness in such a community, there would be the need for public education to enlighten them about such issues. In addition, it would also be important to build on the culture of hospitality and trust to help those people overcome the challenge of civic consciousness as an element of cognitive social capital.

Instituting any development agenda (such as social amenities) via mobilization Shahrukh (2007) would say that it is slow and painstaking work compared to when physical capital is readily available, but they go ahead to state that, in case it's done, then it might be as a result of productive social relations, procedures, rules, norms and trust within communities. Thus the indigenous community with its organizations and associations will be viewed as shells to be imbued with a spirit that represents social capital. Accordingly, in line with Portes and Mooney (2003) and Fukuyama (2001) we agree that social capital is largely determined by unique cultures and historical processes that are normally hard to create, and this historical context explains the other elements of

cognitive social capital which are shared code, narratives and languages as well as shared beliefs, attitudes and values.

An incorporated model to include the entire three dimensions is provided by Network for Business Sustainability (nbs.net), which is expanded to areas related to indicators of each dimension of social capital. On a summary note Nahapiet, and Sumantra (1998) while differentiating the three levels and dimensions of social capital come up with a summarized table

Table 2.1: Distinction between Structural, Cognitive, and Relational Social Capital

Structural	Cognitive	Relational
Social structure	Shared understandings	Quality and nature of relationships
<ul style="list-style-type: none"> • Network ties and configuration • Roles, rules, precedents, and procedures 	<ul style="list-style-type: none"> • Shared language, codes, and narratives • Shared values, attitudes, and beliefs 	<ul style="list-style-type: none"> • Trust and trustworthiness • Sanctions and norms • Obligations and expectations • Identity and identification

Source: *Social Capital Research and Training Network, (2018).*

From the above framework, it has been made known that most scholars tend to summarize the elements of social capital into four broad categories, which include; First, connections, relationships and networks, second Trust, third voluntary activities (that might include levels of cooperation at political and social levels, volunteerism at community level or associational memberships) and civic engagement and fourth, shared values, norms and civic norms. On the other hand the OECD concludes that a number of dimensions converge in areas related to community involvement, norms, sanctions, informal networks and political participation (OECD, 2001). In line with the development of social amenities, measurement of how networks, relationships and connections of people help propel the instituting of social amenities in the society, but

also how voluntary activities and civic engagement, trust and shared norms and values can help do the same.

2.6 Theoretical Framework

Theoretical framework comprise of concepts, their definitions in addition reference about the relevant scholarly literature. Theoretical framework reinforces the study by allowing the reader to assess assumption and link the researcher's findings to the existing knowledge.

2.6.1 Modern Development Theory into Perspective

This theory is utilized mainly to explain processes of development at national and society level that go as they transition from a society that is considered traditional to one that is considered modern. Even though its development is linked with many scholars, its emergence is linked to an American scientist who in the 1950s developed it in England especially after World War II. As a result, majority of the people believe that the theory was developed in England during the Second World War (Martin 1991). With modern development theory, development is regarded as a social condition that meets the needs of people through sustainable use of systems and resources (Reyes, 2001). In this case, technologies are utilized to transform societies and countries in line with cultural practices. This may relate to the manner in which people have access to organizations within their social groups. It may also extend to other areas related to education, nutrition, health and housing in line with their cultural practices. Therefore as we associate rural development with this theory, and particularly the development of social amenities, the elements above such as water, housing, education, health services, livelihood, and nutrition should be manifested in peoples' conditions of living, after such social amenities have been properly established. In Puge, still the scarcity of water persist despite the development and investment incurred. Thus we still have a gap to fill to get sustainable Development. That means the intervention has not performed to reach the target.

Martin (1991) asserts that a small group of experts within the UN that measured the level of development within underdeveloped countries in 1951 acted as the basis upon which

the theory developed (United Nations 1951). In those years and slightly the years before there were ideas about development that dominated the period especially the formative one of the late 1948 and early 1950s. However, the concern during this period was on changes that took place within economic and social structures of the poor, ex-colonial, colonial or agrarian societies. The changes were thought to be bound in particular directions related to industrialization thereby was deemed to promote economic growth in those economies by increasing incomes. Even though such developments were not confused with social welfare, it was thought they alleviated and even eliminated poverty. This was thought to be an employment problem that was addressed through economic growth in form of industrialization.

As it has been noted earlier that Social capital is now considered part and parcel of the modern development theory, of which in addition to this Fukuyama (1999), argued that social capital promotes cooperation among individuals. This in turn cuts transaction costs incurred by economic agents (Collier, 1998). A more elaborated understanding is taken from Woolcock & Narayan, (2000), who assert that;

“Intuitively ... the social capital idea is that friends, families and close associates form important assets within the lives of other people. Accordingly, these people can be called upon during the time of crisis to offer support in form of material gain”.

It may now be safely asserted that, the revolution of social capital is unstoppable as consensus continues to build on its importance in development (Woolcock and Narayan, 2000; Pretty, 2003; Manyasa, 2007). This theory has basic element on how development was brought about during 1950s where we can use it in our study to see how performance can be obtained into our social amenities projects we implement. But many pertinent questions about the concept still beg for answers. For instance how it works? How it is formed and what factors augment or depreciate it? Are such factors universal? Are these measures of social capital universal? The quest for answers to some of these questions has generated reasonable levels of consensus. Nonetheless others remain open mostly because efforts to address them have been inadequate and disjointed. This leads us to another theory which is social capital theory itself.

2.6.2 Social Capital Theory

This theory gained prominence in 1980s and 1990s from manuscripts published by Pierre Bourdieu and Coleman James. This was in spite of the fact that it existed as a vague concept among other philosophers during the 19th century. As such, the theory was not as popular back then as it gained prominence during the late 1980s and early 1990s (David 2019). According to the Encyclopedia of Sociology, the theory was advanced by Bourdieu who was a French sociologist and Coleman who identified social capital as a conceptual tool that bridged *economism* and *semiologism* theories, which were conflicting theories of social action (Encyclopedia of Sociology 2019). The economism theory reduced social exchanges to economic transactions that social actors pursued independently without focusing much of their attention to social contexts. From this perspective, social actions were viewed as solely maximizing utilities. Conversely, the semiologism theory reduced those actions to communicative acts that were propagated by social actors thereby downplayed their economic concepts (Bourdieu 1986). From this perspective, social actions were viewed as governed by social obligations, norms and rules. However, with emergence of the social capital theory, it was possible to unite the two theories into one that could explain social actions in the right way (Encyclopedia of Sociology 2019).

Because social capitals are regarded as social structure aspects that are valuable to people and as resources that help in pursuing self interests, then they are defined by the work they perform. As a result, they are not located within people who act as human capitals or in physical attributes. Instead, they are found with social relationships or networks that are developed among people. In this respect, social capitals appear in different versions. First, they appear as social structures and secondly they appear as resources that social actors are able to utilize to achieve their goals contained by social structures (Encyclopedia of Sociology 2019).

Social capitals are viewed by Coleman (1988) and (1990) as structural resources that people possess at individual level. Accordingly, they are productive in the sense that they help them to attain their goals, which cannot be attained in their absence. As a result, the capitals are contained within social organizations as by-products of activities

implemented for other purposes. In this respect, Coleman claims that the value of those capitals lies in individual efforts and effort made to combine those resources in different systems. For this reason, the concept of social capital is largely applicable to qualitative studies and social systems that rely on qualitative indicators.

In spite of the above, there are two distinctive views of social capital. In the first view, social capitals are interpreted at group-level under which all people have access to those resources. In the other view, the capitals are viewed as personal meaning that they belong to individual people. Coleman adopts the first view that does not focus much of its attention on individual people, but on social groups (Encyclopedia of Sociology 2019). However, according to both Claridge (2004) and (Hean et al. 2003) this theory is poorly defined and conceptualized as such it is highly criticized. The main problem with this theory is that social capitals are multi-dimensional thereby each dimension contributes to the definition and application of social capitals. The problem is that individual dimensions cannot stand on their own to define the concept on their own. However for (David 2019), the theory is driven by contributions from individual people; as such, all people and dimensions are important to the theory. This is in relation to the fact that social capital puts more emphasis on strength that emanates from individual groups and people.

This coincides with Bourdieu's understanding of social capital in a theory; who understands it as accumulated labor that people bring together for their own use and benefits. When understood from this perspective, individual people are seen to further their goals from mutual benefits. For this reason, the larger the group the more an individual can benefit from it because of resources that emanate from the group (Bourdieu, 1986). Then Coleman comes to build on this notion thereby he claims that social capitals are created when networks are utilized to facilitate people to further their personal goals and interests (Coleman, 1988). Accordingly, he claims that each individual has control over certain resources. In this respect, social capital can be understood as possessing special resources that are personal and that can only be provided by individual people. As a consequence, there is a sense of reciprocity in social capital that is not in other forms of capital thereby it is expected that obligations would be paid or repaid in one

way or the other. In spite of this, social capital does not possess set rates of exchanges because payments are made in form of needs as opposed in terms of standards of purchase made in other forms of capital.

According to Coleman, one of the greatest who made the theory popular, social capital theory has six forms. He came up with six forms of social capital which include: intentional organizations, social organizations, authority relations, sanctions, norms, information as well as expectations and obligations (Coleman, 1990). This six form the basis of the theory adopted in the current study in examining the influence of social capital on the performance of social amenities projects as it discuss obligations and expectations among others which can help to bring ownership, leading high performance and sustainability of our amenities projects.

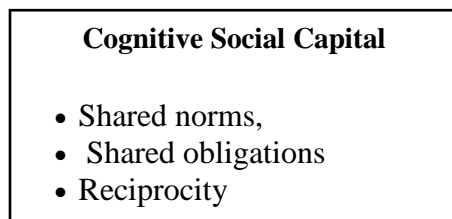
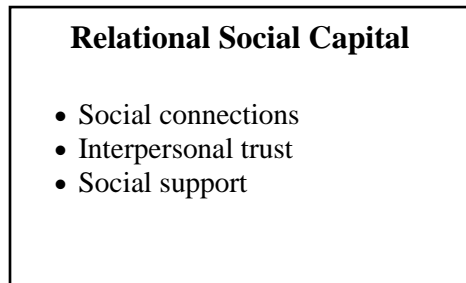
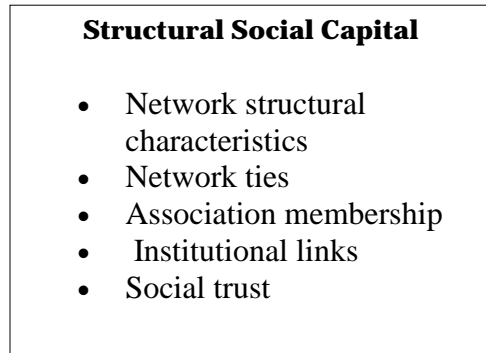
2.7 Conceptual Framework

According to Orodho (2008), this framework acts as an analytical tool with different contexts and variations. It is a model utilized to differentiate and organize ideas, and captures the real and ideal relationship between the variables involved. It is usually summarized in graphic or diagram, indicating the main concepts or variables and their presumed link with each other (Matula, Kyalo, Mulwa & Gichui, 2018). The framework or the model for this study assumes that there is a strong connection between social capital and performance of social amenities projects in rural areas. It also assumes that when social amenities projects have registered a good performance, it is only then that rural development can be attained.

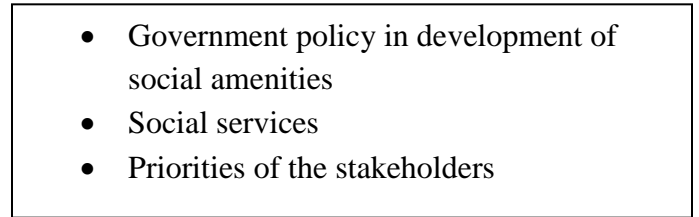
By the aid of different literature, a personally developed conceptual framework constructed where the researcher conceptualizes the performance of social amenities project to be the dependent variable and social capital to be the independent one. It is conceptualized that a successful performance of social amenities project will greatly depend on how strong the social capital of a certain community is. It is also conceptualizes that social amenities projects will register big success and better outcomes when civic engagement as form of social capital is integrated in the implementation of the social amenities project. Figure 3.1 presents the framework in broad terms.

Independent Variable

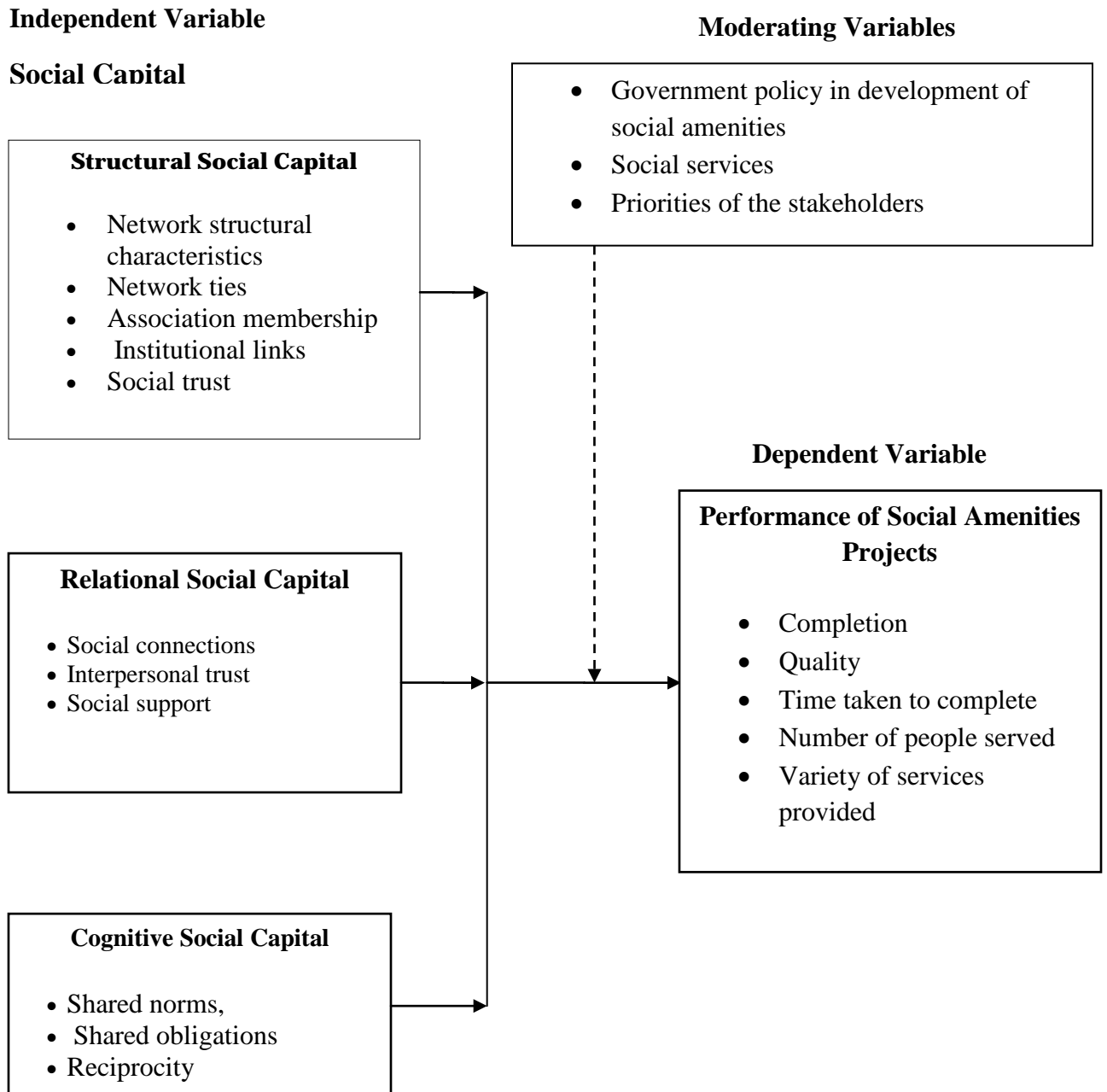
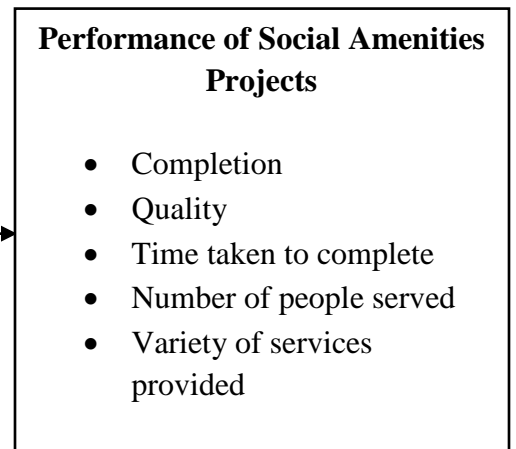
Social Capital



Moderating Variables



Dependent Variable



**Figure 2.1: Conceptual Framework
Influence of Social Capital on performance of
Social amenities projects.**

This personal developed conceptual Framework is inspired by the level of analysis at meso level and macro level. In other words, the study intends to treat social capital at communitarian level or commonly known as *communitarian or meso-social perspective*, and at the *macro-social and macro-institutional perspective*. This is because we are made to understand that the measurement of the capital largely depends on levels of analysis at organizational, individual or group level and researchers' interests in terms of their areas of focus (Claridge, 2004). So the study intends to deal with social capital at meso-social capital level, and at the macro-social capital level rather than the individual. This is because community development as far as social amenities are concerned can only be judged at the community level or meso and macro as it is put. At meso-social or communitarian perspective, social capital is seen as a resource for the community meaning that it consists of properties and attributes that are in social structures and that promote collective action and cooperation (Membiela and Pena-López, 2017; Bowles and Gintis 2002). At macro-institutional and macro-social level, social capitals are viewed as "*macroinstitutional and macrosocial resources*" whose bases are in social trust and civic-mindedness that promote economic development at society level (Membiela and Pena-López, 2017; Putnam 1993).

As a consequence, social capital, (in respect to structural, cognitive and relational dimensions) is conceptualized to be a "community resource" and "macrosocial and resource" in as far as how it influences the development of social amenities. Through their attributed such as network ties, roles, rules, (on the part of structural social capital), then shared languages, codes, narratives, shared values, beliefs and attitudes (on the part of cognitive social capital), then trust, sanctions, norms, obligations, trustworthiness, and expectation (on the part of relational social capital), it conceptualized that they can be put to use, to bring some changes as far the institution of social amenities is concerned.

So, in the framework above social capital is conceptualized as an independent variable, whereas the performance of social amenities is conceptualized as dependent variable. Then it is further conceptualized that in order for social capital (in respect to structural, relational and cognitive social capital) to influence the development of social amenities is it to be reflected in variables such as participation in decision making, collective actions,

community work engagements, and volunteerism among others. That's why these latter variables are referred as moderating variables.

However it is further conceptualized that the development of social amenities, which result from influence of social capital (in respect to structural, relational and cognitive dimensions), then there will secondary development since we talking of social amenities in the context of rural development. These secondary development include things like; improving the quality of life of rural people, economic well-being of people, sustainable rural household livelihoods, satisfactory distribution of economic capital, reduction in economic inequalities and social class in the accessibility of social amenities, reduction of poverty levels. It is conceptualized so because, after the development of social amenities it is expected that the lives of the community members will change for the better – a change that we can conclude to be the development of the community hence the concept secondary development.

2.8 Knowledge Gap

Table 2.1 Summary of the Knowledge Gap in this Study

Factor	Author	Title of the Study	Observation	Knowledge gaps
Structural Social Capital	Allan (2006)	Social Capital, the social economy and community development.	Social capital when evaluated from structural attributes is able to reduce costs because there would be no need for written agreements and contracts.	The study did not investigate how the network link can influence performance of social amenities projects.
Relational Social Capital	Georg (2007)	Development of rural areas as induced by social capital	Gives much highlights on relational social capital in relation to development of rural	But does not tell to which extent does it influence the performance of social capital

			infrastructural facilities and structures.	projects
Cognitive Social Capital	Fukuyama (2001)	The Great Disruption: Human Nature and the Reconstitution of Social Order	Social capital is largely determined by unique cultures and historical processes that re normally hard to create, and this historical context explains the other elements of cognitive social capital which are shared code, narratives and languages as well as shred beliefs, attitudes and values.	The study fails to evaluate how such altitude in culture can influence the performance of social amenities projects.

2.9 Summary of the Literature Review

The independent factors of current study are structural social capital, Relational Social capital and Cognitive Social capital. The factors influenced the dependent variable, which was performance of social amenities projects. The study discusses in details the influence of social capital on performance of social amenities projects based in three objectives.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the research approach used in the execution of the study. It addresses much of its attention to information on how the study was conducted to obtain the study's data by discussing the research design, target population, sample size and sample selection, data collection procedures, data analysis techniques, data processing and ethical considerations.

3.2 Research Design

This refers to the systematic procedures applied to conduct studies in logical manner by researchers; as such, it protects them from making haphazard conclusions or approaching studies haphazardly (Tichapondwa, 2013). It can be regarded as a guide to the study. Consequently, research design is essential because everything emanates from the design choice. Moreover, according to Kothari and Garg (2014), it can be regarded as a roadmap, blueprint or plan of a study utilized to obtain answers to research questions thereby acts as the heart of a study. The choice one makes in selecting it reflects what one intends to do in a study (Mugenda and Mugenda, 2009).

This study employed descriptive survey research design because it wants to bring into spotlight the influence of social capital on performance of social amenities projects in rural areas by incorporating the quantitative and qualitative elements of the study. Additionally, surveys are also important in studies that focus their attention on providing explanations relating to existing conditions. Besides, a descriptive survey design is a fact-finding study. In this kind of study, the researcher obtained data from the study's sample at a given time after which the data was analyzed and interpreted to provide the information that was sought (Krishna swami, 2003).

3.3 Target Population

This relates to the group of people, objects, things or events from which a researcher obtains sample. Therefore, it includes everybody and everything that might be included in the study (Bryman, 2008). However according to Mungenda and Mungenda (2009) target population is only limited to the people from which information is obtained from. The

target population for this study included only water project beneficiaries in Puge Division in Tabora. Thus, the study involved 501 people, in the following categories: 465 rural community dwellers specifically who were close to project water sources and schemes or rather beneficiaries of the water projects in their area, 25 members of the Water Project Committees, Government officials such as 1 District Water Engineer, 5 Village Executive Officers (VEO) and 5 Ward Executive Officers (WEO). Thus, a total target population was 501.

Table 3.1: Target Population

Water project	Target population size
Puge	80
Uhemeli	132
Mabisilo	69
Wita	72
Mwakashahala	112
Water project Committees Members	25
WEO	5
VEO	5
WDE	1
Total	501

3.4 Sample Size and Sampling Procedures

According to Kothari and Garg (2014), sample size refers to a portion of population that is included in the study because it represents the other portion of population not included in the study. The sample was interviewed with the hope that their responses would reflect the belief of the population as whole. From the population of 501 members who were identified as subjects of the study from whose findings can be generalized, the sample size was determined using Slovenes formula. After computing the general sample size, then the sizes for specific categories were determined as well. According to Matula, Kyalo, Mulwa and Gichuhi (2018), Slovin’s formula states that:

$$\text{Sample size: } n = \frac{N}{1+N(e)^2}$$

Whereby n = sample size

N = Total population in the study

e = level of significance at 0.07, (93%) or the error.

Therefore applying the formula the sample size would be;

Substituting values in the formula

$$\begin{aligned}n &= \frac{501}{1+501(0.07)^2} \\ &= \frac{501}{3.4549} \\ &= 145.011433 \\ &\approx 145\end{aligned}$$

Therefore, the study's sample size was 145 participants, who included 1 District Water Engineer (DWE), five (5) Water Committee members (WCM), three (3) Ward Executive Officers (WEO) and three (3) Village Executive Officers (VEO) who were purposively taken by the virtue of their positions. The remaining 133 were community members, who were randomly sampled out in a systematic sampling procedure to get 133.

3.5 Research Instruments

According Mungenda and Mungenda, (2009), the process of collecting data is concerned about obtaining information that serves as proven facts. For Kothari and Garg (2014) however, research instruments are the methods that researchers utilize to obtain the necessary information. Therefore, data for this study was collected through interview and questionnaires. Questionnaires are research instruments. They consist of series of questions that are posed to research participants for them to respond to them as a way of providing relevant information. Questionnaires allow respondents to respond and give detailed answers to complex questions (Mugenda and Mugenda, 2009). Questionnaire is a convenient tool when the sample size is large because it helps researcher to collect data in within a short time. The questionnaire contained both closed and open ended questions to allow the respondents to have more room for expressing themselves. The questionnaires were distributed to 133 participants in Puge Division in Tabora by the help of the village/local leaders who help to reach the identified participants. The

questionnaires were filled in and handled to the researcher for data processing and data analysis.

Additionally, structured interviews are verbally administered questions with the guidance of an interview guide. Kothari and Garg (2014) define interview as a data collection method that involves a one-on-one dialogue between interviewer and interviewee. Interview was administered to 5 Water Committee Members, 3 Ward Executive Officers, 3 Village Executives Officers and 1 District Water Engineer. This is because these are in a position to give detailed information that was required in the study concerning the performance of social amenities projects in their area of jurisdiction. In other words, interview is best suited to find in-depth information. It is a relatively quick and easy method of data collection to administer and important for the purpose of triangulation and clarification of certain questions. This allows limited participants and not a large group.

Thus, an interview guide was used for the purpose of getting detailed and in-depth information relating to the influence of social capital on performance of social amenities projects in rural areas. The method was appropriate because it helped the researcher to get in-depth information about how social capital influences such performance of social amenities projects in Puge Division in Tabora where rural development is the agenda of most countries, without forgetting the emphasis it receives from the Sustainable Development goals.

3.5.1 Pilot Testing

Pilot testing is a lead experiment that is small in scale and serves as preliminary to the main study. Normally, it is conducted as a feasibility study to determine the cost, time and adverse occurrences that might hinder effective implementation of the main study. It helps the researcher to determine the effective sample size. It is done to improve study design before the full scale study. It also tests the validity of instruments. The pilot testing was conducted to 22 participants. This is based on the argument given by Isaac and Michael (1995) that 10 – 30 participants would be sufficient for a pilot study. In other words, for a pilot study, 20 respondents who were selected randomly from rural households located in Mizibaziba Ward within Puge Division in Tabora were interviewed. Besides, 2 interviews were conducted to 1 Water Committee Member and 1

Village Executive Officer. The data was analyzed and interpreted. The results indicated that social capital had significant influence on the performance of social amenities projects. A critical examination of the responses of all people included in pilot testing revealed that the items that were answered were more or less similar for all of them. Similarly, during pilot test, the respondents were asked to comments regarding the questionnaire's wording, structure and length (Dawson, 2007). Thereafter, the items were altered in light of the responses and comments supplied by the respondents in the pilot study. For example, after a pilot test, the research realized the need to consult District Water Engineer for an interview on the performance of water projects in his area of jurisdiction.

3.5.2 Validity of the Research Instruments

The validity of research is concerned with the extent to which an instrument measures the data that is supposed to measure (Mugenda and Mugenda, 2009). There are four types of validity: content, construct, face and criterion validity. The face validity is concerned about the point to which an instrument covers what it declares to measure. Content validity is the degree to which items are significant to the content being restrained. The construct one is concerned about the degree to which conclusions can be made from the study whereas the criterion one focuses its attention on the degree to which a measure foretells an outcome for another measure (Ruheni, 2018). The validity of the research instruments was ensured by exposing them to experts like the supervisor and panelists for scrutiny. The insights given were used to correct some of the shortcomings in the research instruments that in one way or the other would spoil the data.

3.5.3 Reliability of the Instruments

Reliability of measurements is the ability of the instruments to produce consistent results for as many times it is used (Mugenda & Mugenda, 2009). Thus, the data from the pilot test were coded and used to calculate Cronbach's Alpha Correlation Coefficient of Reliability with the aid of SPSS version 20. Table 3.2 shows that the calculated Cronbach Alpha Correlation Coefficient of Reliability was = 0.985 signifying that the instruments were highly reliable. Cronbach's alpha reliability coefficient usually ranges between 0 and 1; and a value of 0.9 is excellent (Gliem & Gliem, 2003). This form of reliability was

employed because the questionnaires have many items with a number of answering options (Sekaran, 2003). The research instruments were finally administered to the respondents that participated in the study.

Table 3.2: Reliability Statistics

Cronbach's Alpha	N of Items
0.985	20

3.6 Data Collection Procedures

Data collection procedures are an official processes adhered by the researcher before data collection. This is done to obey ethical principles and therefore ensures study credibility. In this regard, the researcher asked for study permission letter from the University of Nairobi and the researcher used it to ask and obtain research permission letter from Nzega District Water Engineer to undertake the research. After these permission and approval letters from the entire authorities, researcher met with local government leaders in the project area to make the necessary arrangement and agreement for visiting and obtaining data from the respondents. The participants were also introduced to the study's purpose and their rights to withdraw from it any time they felt the need to withdraw from it on personal grounds.

3.7 Data Analysis Techniques

This process focuses much of its attention on sorting, coding, classifying, tabulating and editing data once it has been collected from relevant sources (Kothari and Garg, 2014). It also entails ordering, summarizing, manipulating and categorizing data in a manner that can provide meaningful results (Brink, 1996). The process can be either qualitative or quantitative or even it can combine both techniques. Denscombe (1998) asserts that qualitative data is utilized to describe feelings, thoughts or opinions whereas Cohen et al (2000) maintain that quantitative data ought to be presented in form of statistics, percentages, frequencies or numbers. Based on this view point, most of the data were collected through structured questionnaire which resulted into quantitative data. Accordingly, before the data is entered into a computer for analysis purposes, the open

ended questions were coded first. In addition, the responses were screened first to ensure that they were completed and answered in the right way. Thereafter, descriptive statistics basically frequencies and percentages was employed in analyzing these data. This was done with the aid of the Statistical Package for Social Sciences (SPSS) version 20. The findings were presented in tables to show the influence of social capital on the performance of social amenities projects in rural areas.

Besides, part of the data that was collected was qualitative; as such, it was recorded using field note book and audio recording device basically smartphone. Thematic analysis method was employed to analyze this data. The data were transcribed, condensed and categorized into major and recurring themes. This was followed by the process of sorting the information then analyzing qualitative data by using the categories and thematic analysis (themes) from the already transcribed interviews. Direct quotations from the interviewees were employed where necessary. The qualitative findings will be presented by using words or explanations as spoken by the interviewees. Both quantitative data and qualitative data were merged during data interpretation.

3.8 Ethical Considerations

Brynard, Hanekom and Brynad (2014) define research ethics as the right and wrong things that are carried out in a study. To protect research participants from possible harms, researches ought to observe accepted values and norms. In the light of this, before the study was carried out, the researcher observed the following. First and foremost, the researcher secured a letter of permission from the University of Nairobi to introduce him to District Water Engineer of Nzega. This enabled the researcher to acquire a letter of introduction from the above named offices introducing a researcher to the respective areas where data collection was conducted.

Besides the above, informed consent was sought from every research participant who took part in the study. This was done right before the data was collected and it was done by way of explaining the study's purpose to potential research participants, informing them of their rights to withdraw from the study at any given time they felt necessary to withdraw from it and requesting them to take part in it on a voluntary basis. In addition, it entailed informing the respondents that the data they provided would be treated with high

level of confidentiality and secrecy to the extent that it would not be shared with anyone or even utilized in another study other than the one it was collected for. Finally, citation and referencing was seriously and keenly taken into consideration

3.9 Operational Definition of Variables

Table 3.3 Operational Definition of Variables

Objectives	Variables	Indicators	Measure ment Scale	Data Collection tools	Statistical analysis
To establish the way structural social capital influences performance of social amenities projects of Puge division in Tabora.	Structural Social Capital	<ul style="list-style-type: none"> ▪ Network structure characteristics ▪ Network ties ▪ Association membership ▪ Social trust 	Nominal Ratio Nominal Ratio	Questionnaires and Interview	Descriptive inferential
To review the extent to which relational social capital influence the performance of social amenities projects of Puge division in Tabora	Relational Social Capital	<ul style="list-style-type: none"> ▪ Social connection ▪ Interpersonal trust ▪ Social support 	Ratio Nominal Ratio	Questionnaires and Interview	Descriptive inferential
To evaluate the influence of cognitive social capital on performance of social amenities projects of Puge division in Tabora.	Cognitive Social Capital	<ul style="list-style-type: none"> ▪ Shared norms ▪ Shared obligations ▪ Reciprocity 	Nominal Ratio Interval	Questionnaires and Interview	Descriptive inferential

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION, INTERPRETATION AND DISCUSSION

4.1 Introduction

This study examined the role of social capital on the performance of social amenities projects through water projects in Tabora region of Tanzania. In the light of this, the chapter presents analysis, findings, interpretation and discussion of the study set out in the research methodology. The chapter begins with an overview a response return rate followed by respondents' demographic information, performance of social amenities projects, impact of structural social capital, relational Social capital and Cognitive social on the performance of social amenities projects.

4.2 Questionnaire Return Rate

To effectively examine the influence of social capital on social amenities projects especially the water projects, this study interviewed research participants using questionnaires to collect the data. For that matter, the response rate is provided in Table 4.1.

Table 4.1: Response Rate

Instrument	Project Area	Target	successful	Percent	Average of Percentages
Questionnaire	Puge	25	25	100.0	
	Uhemeli	30	26	87.7	
	Mabisilo	26	24	92.3	
	Wita	21	21	96.2	
	Mwakashahala	31	30	96.8	
	WCM	5	5	100.0	
	VEO	3	3	100.0	
Interview	DWE	1	1	100.0	
	WEO	3	3	100.0	
	Total		145	138	873

The result in Table 4.1 above gives an indication that both questionnaire and interview were successfully done. They give an average of 97.0 percent of response return rate in which the response rate in each group of participants was above 80.0 percent. Mundy (2002) argues that 90.0 percent response return rate would be excellent. However, 7 (5.3 percent) questionnaires were not filled and returned due to emergences that the entire respondents travelled away from the project area before they could handle the questionnaires. This has lowered the sample size from 145 to 138 participants. Thus, this study analyzed the data collected from 138 participants. In other words, 126 questionnaires were successfully filled and returned to researcher and 12 interviews were successfully conducted.

4.3 Demographic Characteristics of Respondents

This section analyzes, presents and interprets demographics variables of the respondents that were involved in this study. Gender, age, highest education qualification, marital status and the time lived in the project area were some of the demographic variables that were considered in this study. Demographic information was an essential with an understanding on the nature of the participation in relation to the items asked pertaining to the performance of social animates projects in their areas of jurisdiction. The results for demographic information are summarized and presented in Tables 4.2, 4.3, 4.4, 4.5 and 4.6.

4.3.1 Respondents' Gender

To begin with, the respondents were asked provide their gender so that the number of males and females who took part in the study could be determined. The results for this section are summarized and presented in Table 4.2.

Table 4.2: The Respondents' Gender

Gender of Respondents	Frequency	Percent
Male	72	52.2
Female	66	47.8
Total	138	100.0

Table 4.2 indicates that 52.2 percent of participants were males whereas 47.8 percent of them were females. This indicates that the number of male participants outweighed that of their counterparts, female participants by 4.4 percent. This area as may be assured that there are more males than females, but despite this slight difference the study obtained information from both males and females who may have more or less similar perception on the performance of social amenities projects in the visited projects areas. This is in line with Mkulu, Adhiambo and Katundano (2017) that there are gender differences pertaining to perceptions on a given phenomenon.

4.3.2 Respondents' Age

Age was another demographic variable that was considered in this study. Thus section gives an overview on the age of 06 the participants the data based on age were analyzed and presented in Table 4.3.

Table 4.3: Respondents' Age

Respondents' Age (years)	Frequency	Percent
16 - 25	21	15.3
26 - 35	22	16.1
36 - 45	43	31.4
46 - 55	48	34.3
56 and above	4	2.9
Total	138	100.0

Table 4.3 reveals that 15.3 percent of the participants have the age ranging from 16-25 years while 16.1 percent were aged 26-35 years. Additionally, the age of 36-45 years and 46-55 years constituted 31.4 percent and 34.3 percent of the respondents respectively. Few of the respondents at 2.9 percent have the age of 56 and above years. The results mean that majority of the respondents at 34.3 percent were at the age of 46-55 while minority at 2.9 percent were at the age of 56 and above years. A general look of these results implies that all of the respondents were adults and therefore they could respond to items in a serious and critical manner concerning the performance of social amenities projects basically the water projects in their areas. Thus, a conclusion can be made that,

the information given by these respondents regarding their age were sufficient to answer the research questions.

4.3.3 Respondents' Education Qualification

The participants were further requested to provide their highest levels of education which ranged from nursery to university education. These levels of education are for the Tanzania education system only and their results are presented in Table 4.4.

Table 4.4: Respondents' Education Qualification

Participants' Education Qualification	Frequency	Percent
Nursery Education	8	5.8
Primary Education	75	54.0
Ordinary Secondary Education	27	19.7
Advanced Secondary Education	15	10.9
College/University Education	13	9.5
Total	138	100.0

Education wise, Table 4.4 indicates that 5.8 percent of the participants have nursery education while 54.0 percent have acquired primary education (Standard one to standard seven). The 19.7 percent and 10.9 percent possessed ordinary (form one to form four) and advanced (form five and form six) secondary education respectively. Others at 9.5 percent have college or university education. That is to say, majority of the respondents 54.0 percent have primary education as their highest education qualification whereby few 9.5 percent college/university graduates participated in the study. Mkulu (2017) comments that education is important in the implementation of projects have the potential to shape ones perception towards a phenomenon. Based on this literature, the participants of this study have reasonable education qualification that may have shaped their perceptions towards the planning, implementation and evaluation of social amenities projects like water projects. Thus, they could provide relevant information that is essential in answering the research questions.

4.3.4 Marital Status

Marital status among the respondents was another demographic variable that the researcher sought to comprehend. Thus this section presents an overview of the participants' marital status in Table 4.5.

Table 4.5: Marital Status among Respondents

Marital Status	Frequency	Percent
Married	122	88.3
Single	12	8.8
Separated/Divorced/Widow	4	2.9
Total	138	100.0

The results in Table 4.5 above show that majority of respondents at 88.3% were married whereas 8.8% of them was yet to be married. Very few at 2.9 percent were either separated, divorced or widow. This suggested that most of them had families in such a way that their demand for water is likely to be higher than that of their counterparts. However all groups based on marital status need water for their biological and physiological needs. Thus, they could have sufficient information relating to the performance of water projects as social amenities in their areas.

4.3.5 Time served by Project

The number of years lived in a given water project area was also a crucial variable to be considered in this study. Thus, participants were asked to indicate for how long they have lived in the visited water project area. The analyzed data are presented in Table 4.6.

Table 4.6: Time served by Project

Time (years)	Frequency	Percent
1 - 10	9	6.6
11 – 20	45	32.1
21 – 30	28	20.4
31 – 40	30	21.9
41 and above	26	19.0
Total	138	100.0

Table 4.6 shows that, 6.6 percent lived in a water project area from 1-10 years whereas 32.1 percent lived a period of 11-20 years. 20.4 percent and 21.9 percent stayed in a visited area for between 21-30 years and 31-40 years respectively. 19.0 percent of the participants have lived in a given water project for a period of time ranging from 41 and above years. This implies that most of them have lived in the visited water projects areas for a quieted longer time in such a way that they were more familiar and experienced area with the developmental processes in their areas including the performance of social amenities projects. Based on their experience attribute by staying longer in the given area they could have much to say about water projects and have provided crucial news that are useful in answering the research questions.

4.4 Performance of Social Amenities Projects

Before embracing on the major research objectives, the study aims first like to examine the extent to which social amenities projects are performing in Puge area of Tabora region of Tanzania. Therefore this section analyzes, presents and interprets findings based on the performance of social amenities projects basically the water projects which are summarized and presented in Table 4.7. A rating scale of SA = Strongly Agree, A = Agree, D = Disagree and SD = Strongly Disagree was employed.

Table 4.7: Performance of Social Amenities Projects

Items Measured	SA		A		N		D		SD	
	f	%	f	%	f	%	f	%	f	%
I feel obliged to participate and volunteer time in our water project.	6	4.8	11	8.7	6	4.8	65	51.6	38	30.2
We plan and make decisions regarding the water project together with our leaders.	15	11.9	7	5.6	2	1.6	32	25.4	70	55.6
I am not aware of what is going on pertaining to the water project.	49	38.9	53	42.1	8	6.3	12	9.5	4	3.2
Our water project is performing well to all beneficiaries.	13	10.3	10	7.9	6	4.8	66	52.4	31	24.6
Our water project has created strong relationship among the beneficiaries.	15	11.9	12	9.5	7	5.6	60	47.6	32	25.4
Members consistently contribute money for water project sustainability.	12	9.5	4	3.2	1	0.8	51	40.5	58	46.0
The water project was not completed.	56	44.4	36	28.6	6	4.8	24	19.0	4	3.2
The time taken to complete the social amenities projects was not equal to the planned one.	53	42.1	49	38.9	3	2.4	18	14.3	3	2.4
The number of people served by the water project is not the same as planned one.	73	57.9	32	25.4	2	1.6	15	11.9	4	3.2
I am not satisfied with the performance of the water project.	63	50.0	42	33.3	4	3.2	10	7.9	7	5.6
We cannot afford maintenance of the water project.	49	39.2	39	31.2	7	5.6	25	20.0	5	4.0

Table 4.7 reveals that very few participants at 4.8 percent and 8.7 percent strongly agreed and agreed on the statement that they feel obliged to engage and volunteer time in the water project respectively. Apart from that majority at 51.6 percent disagreed with statement whereas 30.2% of them strongly disagreed with it. This implies that the community members do not feel obliged and responsible to participate in their water projects. On the basis of this finding, it may be stated that the sustainability of social amenities projects such as those dealing with water is at a poor state.

The participants were also asked to indicate the extent to which they are involved by their leaders in decision making concerning the water projects. Concerning this statement, majority of the participants at 25.4% and 55.6% disagreed and strongly disagreed with such statement respectively while minority at 11.9 percent and 5.6 percent strongly agreed and agreed with the statement respectively. This can be conducted that the community members are left behind in the process of planning and decision making on water projects. That is why the results indicate that majority of the respondents at 38.9 percent and 42.1 percent indicated that they were not aware on what was going on concerning the water project. This may pose difficulties both in the implementation and evaluation processes pertaining to social amenities projects and hence they may perform poorly in improving the livelihood of the people in the study area.

The next item was to measure the extent to which social amenities projects are performing to all beneficiaries. Based on this item, majority of the respondents at 52.4% and 24.6% strongly disagreed and disagreed with the statement whereas very few supported the item. Based on this peculiar finding, it can be explained that there is poor performance of social amenities projects in Puge area of Tabora in Tanzania. Table 4.7 further shows that about 11.9 percent and 7.9 percent of the participants support the statement that their water projects have created an effective relationship among them while the majority at 47.6 percent and 25.5 percent disagreed and strongly disagreed with the item respectively. This implies that, the water projects as social amenities projects have instilled poor and unhealthy relationship among the beneficiaries perhaps due to poor services provided by such projects to some of the beneficiaries.

The findings in Table 4.7 show that on one hand very few at 9.5 percent respondents strongly agreed that they contribute financial resource for the projects and 3.2% agreed with the statement. Conversely, majority of the participants at 40.5 percent and 46.0% disagreed and strongly disagreed with the statement respectively. Based on this finding, it can be stated that the development, performance and sustainability of social amenities projects do not depend on beneficiaries financial contributions. With regard to a statement that the water project as one of the social amenities projects was not completed, majority of the respondents at 44.4% and 28.6% strongly agreed and agreed that the

water project in their area of jurisdiction was not completed while few of them at 19.0% and 3.2% disagreed and strongly disagreed with such statement respectively. Based on the response given by the majority, the water projects are initiated but not completed. Meaning that community members may not be getting the targeted services they desire.

The results further inform that 42.1% and 38.9% of the participants strongly agreed with the item that time taken to complete water projects is not same as the planned one while 38.9 percent agreed. Likewise, very few at 14.3% and 2.4% of the participants disagreed and strongly disagreed with such statement respectively. This means that water projects are initiated but completed in a time than the planned one. The results based on the performance of social amenities projects further reveal that majority of the participants at 57.9 percent and 25.4 percent strongly agreed and agreed respectively with the statement that the number of beneficiaries served by the water projects was not the same as the targeted one while 11.9% and 3.2% disagreed and strongly disagreed with the statement respectively.

A combination of those who strongly agreed and those who agreed with the statement gives an indication that the social amenities projects basically the water projects provide water service to the number of people that was not targeted. This may be the reasons for majority of the participants at 50.0 percent and 33.3 percent to strongly agree and agree with the statement that they were dissatisfied with the performance of the water project while few at 7.9% and 5.6% disagree and strongly disagree with the statement respectively. This shows that majority of the beneficiaries are dissatisfied with the performance of the water projects while very few people are satisfied.

The findings in Table 4.7 also show that 39.2% and 31.2% of the respondents strongly agreed and agreed with the statement that they cannot afford the maintenance of the water project while only 20.0% and 4.0% disagreed and strongly disagreed with the statement respectively. Meaning that, if people cannot afford the maintenance costs, the likelihood that most of the materials become used off maybe high and therefore, the water projects eventually decline.

Besides, interview also was conducted to find in-depth information on the existence and performance of water projects as among the many forms of social amenities projects. One of the interviewees said,

“The water project has been implemented since 2012 and performs well”. He added that, “Community members were not involved during the initiation stages but later were consulted for meetings for effective implementation of the water project. Currently people are involved in forming water committees and by-laws.” (2019)

Another interviewee explained,

“The water project begun very well and we thank very much the Water Aid Organization for their help” (2019).

He paused and continued,

“Currently there are challenges as among the 9 water boreholes only 5 are effective in providing water to the community while the rest have declined due to lack of maintenance and water has dried up”.(2019)

Additionally, the third interviewee narrated,

“The community is involved to a large extent in the water projects due to high water demand in my area. However, the project is not working due to high running costs emanating from the use of diesel generators as source of power”(2019)

Besides that, another interviewee reported that the water project has declined due to high running costs.

The findings show that community members are less involved in decision making on the water projects and therefore do not feel obliged and responsible to their water projects. Additionally, the poor performance of social amenities projects has posed dissatisfaction among beneficiaries and, no one who cares about them. Thus, the communities in Puge area in Tabora region of Tanzania may be suffering from the problems associated with shortage of clean and safe water basically for their domestic use.

4.5 Structural Social Capital and Performance of Social Amenities Projects

This was the first objective which guided this study. It examined the influence of structural social capital on the performance of social amenities projects especially the water projects implemented in Puge area of Tabora region. A Likert of scale with SA = strongly agree, A = agree, N = neutral, D = disagree and SD = strongly disagree was used. The results for this objective are presented in Table 4.9.

Table 4.8: Structural Social Capital and Social Amenities Projects

Items Measured	SA		A		N		D		SD	
	f	%	f	%	f	%	f	%	f	%
We have strong relationship in the water project.	13	10.3	6	4.8	1	0.8	73	57.9	33	26.2
My community has strong bonding and linking ties.	14	11.1	20	15.9	3	2.4	28	22.2	61	48.4
My community is structured with membership and institutional links.	11	8.7	10	7.9	2	1.6	21	16.7	82	65.1
We trust each other.	12	9.5	18	14.3	3	2.4	37	29.4	56	44.4
We have a sense of belongings to our water project.	9	7.1	25	19.8	3	2.4	53	42.1	36	28.6
We do not have bylaws governing your water project.	7	5.6	20	15.9	3	2.4	39	31.0	57	45.2
We know the budget of the water project.	72	57.1	33	26.2	3	2.4	16	12.7	2	1.6
We do not have a committee to monitor and evaluate the water project.	8	6.3	17	13.5	7	5.6	54	42.9	40	31.7

Table 4.8 reveals that the influence of some of the aspects of structural social capital on performance of water projects as one of the social amenities project was unrealized because most of participants disagreed with them. For example 57.9% and 26.2% of them disagreed and strongly disagreed with the statement that they have strong relationship in the water projects. Only 10.3% and 4.8% strongly agreed and agreed with the statement respectively whereas very few (0.8 percent) were undecided. The majority of the

participants at 22.2 percent and 48.4 percent disagreed and strongly disagreed respectively with the statement that their community has strong bonding and linking ties towards the water projects implemented in their areas. In other words, the community has poor bonding and linking ties concerning the water projects. Thus, these social amenities projects cannot perform effectively.

Apart from that, a sum of the percentages of participants who strongly agreed and agreed as well as a sum of those who disagreed and strongly disagreed with the statement, “The community is structured with membership and institutional links”, indicated that majority at 81.8 percent rejected the statement while only 16.6 percent concurred with that statement. This implies that communities in Puge area in Tabora are not structured with membership and institutional links towards the water projects and therefore the implementation and sustainability of such projects is at the danger state. The results in Table 4.9 further show that, 23.8 percent of the participants indicated that they trust each other in the processes involved in the planning implementation and monitoring the water project while majority of them at 73.8 percent argued that they do not trust each other pertaining the water projects. This may have a detrimental effect on the participation among community members in the projects which in turn deter not only its performance but also its sustainability.

This study also examined if the participants had senses of ownership and belonging towards the water project. Based on this examination, only 26.9 agreed with the statement while majority of the participants 70.7 percent reject the statement. This indicated that the sense of belongingness and ownership as an element of structural social capital is not realized in among community member and thus, it may be difficult to enhance the performance of social amenities projects specifically the water projects implemented in the visited area.

Despite the fact that most of the components of structural social capital are not realized in influencing the performance of social amenities projects in the visited area, some of them are essential in promoting such projects. For instance, 76.2 percent of the participants reject the statement that, “There have no by laws governing their water project” while

only 21.5 percent supported the statement. This implies that there are by laws established by the community members to promote the performance of their water projects. That is to say, the bylaws are essential in governing all processes concerning the water projects which include but not limited to planning, implementation, monitoring, evaluation, maintenance, water usage and bills. Similarly, very few participants at 19.8% agreed with the statement that, “There is no committee to oversee the water project but majority of them 74.6 percent disagreed with this statement. Based on the response indicated by the majority of the participants, it can be re-stated that there are committee established to oversee the development and sustainability of the water project. Thus, this structural social capital influences the performance of water projects positively in the visited area which are meant to improve the livelihoods among households in Puge area of Tabora Region in Tanzania. The findings in table 4.9 also reveal that most of people living in the community (83.3 percent) have an idea and were aware about the budget instilled in their water projects. Based on this peculiar finding, community members may agree to offer their resources they have for the performance of the water projects when the need arises.

Apart from that, interview also was conducted to elicit information on the influence of structural social capital on the performance of water projects as one of the social amenities projects. One of the interviewee pointed out that,

“The water projects are there and the people are involved. To justify this many meetings are conducted to make the project effective. However, people lower their participation in water project when challenges emerge especially those which require them to contribute”. (2019)

Likewise, the second interviewee replied that,

“Yes, we have rules and regulations to govern our water project and they were decided by the community members themselves. We instill charges to those who impeach them” (2019).

Far from that, one of the government officials insisted that,

“I as a leader responsible for water, I always insist leaders at the local level and the non-government institutions to make sure that they involve the people in all processes during the establishment of the water projects. These are their projects for their betterment”.

These findings relate to Gorton et al (2010) who argue that satisfactions of community members to water related projects positively and significantly relate to structural social capital. Generally, the findings in mean that the influence of structural social capital on the performance of social amenities projects is very low due to the fact that most of the components relating to structural social capital are rejected by the participants. Based on this argument, it can be assumed that most of the people living in the target community are not aware of the issues that form structural social capital and which is one of the crucial factor in improving both the performance and sustainability of social amenities projects.

4.6 Relational Social Capital and Performance of Social Amenities Projects

This section analyzes, presents and interprets the findings pertaining to the second research objective. This objective explored the contributions of relational social capital on the performance of social amenities projects especially the water projects being instilled and implemented in Puge in Tabora region of Tanzania. In order to examine participants' perceptions, a likert scale with levels of SA= strongly agree, A = agree, N = neutral, D = disagree and SD = strongly disagree was used. The findings for this objective are summarized in Table 4.9.

Table 4.9: Relational Social Capital and Social Amenities Projects

Items Measured	SA		A		N		D		SD	
	f	%	F	%	f	%	f	%	f	%
The community members are trustworthiness.	7	5.6	21	16.7	7	5.6	43	34.1	48	38.1
There are social interactions and relationships among the community members.	75	59.5	31	24.6	5	4.0	6	4.8	9	7.1
There are social networking and support among community interests on the water project.	23	18.3	88	69.8	3	2.4	4	3.2	8	6.3
The community has strong cohesion and associability on the water project.	14	11.1	19	15.1	3	2.4	60	47.6	30	23.8
We do not have meetings to decide on the water project.	9	7.1	13	10.3	1	0.8	55	43.7	48	38.1

Table 4.9 reveals that the community members are not trustworthiness to the water projects. This is to the fact that majority of the participants at 72.2 percent rejected the statement, “The community members are trustworthiness”. Only 22.3 percent of the participants accepted the statement. This suggests that majority of the people living in the community experience mistrust with the water projects a thing which in turn limit not only the performance but also the prosperity of the water projects implemented. In other words, trustworthiness was reported to have less impact on performance of social amenities projects.

Nevertheless, the results suggest that most of respondents at 84.1 agree that social interactions and relationships among community members as a component of relational social capital exists in their community. 11.9 percent rejected this statement meaning that there are no interactions and relationships among community members. Considering the majority, healthy interaction and relationship among community members enhances their

participation in the water projects which eventually improve the performance of such projects in providing them with the desired water services. Similarly, 84.1 percent of the participants supported that there are social networking and support among community members towards the water project while only 9.5 percent of them rejected the statement. The response given by the majority establishes a ground that community members support each other towards their common interests of obtaining safe and clean water in their domiciles. This may have a strong positive link with the performance and sustainability of water projects.

However, Table 4.9 indicate that, majority of the participants at 71.4 percent disagreed with the statement that, the community has strong cohesion and associability on the water project. This result indicated that, this is one of the elements of relational social capital that is not realized in the community and therefore it can be assumed to have weak contribution on the performance of social amenities projects. Apart from that, 17.4 percent of the respondents argued that there are no meetings to decide on the water projects while majority of them at 81.8 percent support the statement. This means that meetings as a component of relational social capital are not experienced in the community. This may lower the performance of social amenities projects because ideas for improvement may be limited to few people as opposed to a notion of total member involvement.

Apart from these quantitative data, participants also were interviewed on how relational social capital contributes to the performance of social amenities projects. The first interviewee pointed out that,

“Members of this community trust each other and collaborate in enhancing the performance of the water project”. Besides that, the second interviewee said, “The water project in my area is effective and we are happy with it” (2019).

However, another interviewee commented that,

“Poor financial management reduces cohesion and associability among the people towards the development of the project” (2019).

The general look on the results gives an indication that, the contribution of relational social capital on the performance, social amenities projects is not linear. It is limited some of its components through this may be the matter of the context in which the study is carried out.

4.7 Cognitive Social Capital and Performance of Social Amenities Projects

This part of this study presents the findings on the basis of third research objective that sought to find out the influence of cognitive social capital on the performance of social amenities projects. In this regard some of issues related to cognitive social capital were identified and measured in likert scale of SA = strongly disagree. The findings for this objective are summarized and presented in Table 4.10.

Table 4.10: Cognitive Social Capital and Social Amenities Projects

Items Measured	SA		A		N		D		SD	
	f	%	f	%	f	%	f	%	f	%
We have shared norms and values on our water project.	49	38.9	46	36.5	2	1.6	16	12.7	13	10.3
We meet our obligations to make the water project run effectively.	4	3.2	14	11.1	3	2.4	73	57.9	32	25.4
The community has no shared goals and missions on the water project.	13	10.3	8	6.3	7	5.6	27	21.4	71	56.3
All community members have individual tolerance of diversity.	76	60.3	22	17.5	5	4.0	15	11.9	8	6.3
Social organization principles like trust and norms can help the society in solving dilemmas of collective action towards the water project.	37	29.4	69	54.8	4	3.2	14	11.1	2	1.6
We were not informed to contribute to the water project.	61	48.4	40	31.7	2	1.6	18	14.3	5	4.0
The water price was not approved by the community.	70	55.6	35	27.8	3	2.4	13	10.3	5	4.0

Table 4.10 shows that 75.4 percent of shared reported that norms and values towards the water project exists in their community while only 23.0 percent rejected the statement in question. This implies that the existence of common cultural aspects towards the water projects has good contribution on the performance of social amenities projects. This is contrary to fulfilling obligations in making the water projects run effectively in which majority at 83.3 percent indicated that there is no such a thing in their community. These social amenities projects are mainly follow the top-down system of planning, implementation, supervision and evaluation, thus, this lowers the level of feeling obliged among community members to contribute to the water project. For that reason, this aspect of cognitive social capital is likely to have poor influence on the performance of social amenities projects.

The majority of the participants at 77.7 percent rejected the statement that their community has no shared goals and missions towards the water projects while 16.6 percent support it. This finding informs that the community in the study area has shared goals and missions on the water project. In other words, the community desires to have enough sources of water or rather water schemes that can provide enough clean and safe water to all beneficiaries. Thus, this component of cognitive social capital may have a great contribution to both performance and sustainability of the water projects in Puge Division of Tabora region in Tanzania.

This is in line with the majority of the participants at 77.8 percent who agreed that there is individual tolerance of diversity among the community members concerning the water project similarly 77.8 percent who supported the idea that social organizational principles such as networks of civic engagement, norms and trust could overcome the collective action pertaining the water projects. This informs that if these aspects of cognitive social capital are realized, managed and lived have the potential to enhance the performance of water projects.

Different from that, majority of the participants at 80.1 percent pointed out that no information was given to ask them to contribute to the water project while few of them (18.3 percent) disagreed with the statement meaning that they were informed and asked

to contribute to the performance of the water project. This result means that, community members are assumed to have no contributions to the development of the amenities project which is a false statement. If this aspect is not examined, then the performance of water projects as one of social amenities projects may be endangered. The other aspect of cognitive social capital that was explored was the decision of the water bills in which the results indicate that, majority of the participants at 83.4 percent indicated that the price for buying water or rather water bills were not decided and approved by the community. This may promote vandalism of the water facilities especially among community members who is one way or the other fail to meet the water bills and remaining struggling obtain water from unreliable sources.

Less or similar results were revealed during interview. In one hand, one interviewee narrated that,

“The water project is there but it is in an average condition of performance because most of the community members do not fulfill their obligations and responsibilities fully and freely” (2019).

On the other hand, another interviewee said that,

“The community members have a clear understanding on the need and performance of water projects. This is justified by their contributions when the need arise especially their man power” (2019).

Similarly, the government official pinpointed that,

“The community members play their roles towards water projects and they have tolerance. But, these projects cannot be successful fully without challenges. These challenges cause dissatisfaction among them. Due to this, my office is conducting capacity building on water management to local communities” (2019).

This implies that the government is working with community members to make sure that their water projects perform effective and sustain.

Thus, the ability of this aspect of cognitive social capital on the performance of social amenities projects is questionable. Based on the findings, it can be argued that the influence of structural social capital, relational social capital and cognitive social capital

is not fully realized in Puge area of Tabora region in Tanzania. This is due to the fact that majority of the aspects of social capital were rejected by the participants. Thus, the likelihood that there is massive decline of water projects is high. For that reason, the desire for enough, safe and clean water among community members is not yet fulfilled.

This study also included to explore participants views on the status of water projects in the visited area. This could give an individual on the development, performance and sustainability of social amenities basically water projects. The results are summarized and presented in Table 4.11.

Table 4.11: Status of Water Projects Implemented

Items Measured	YES		NO	
	Frequency	Percent	Frequency	Percent
Are you involvement in planning the water projects?	23	18.3	103	81.7
Are you satisfied with the water projects?	34	27.0	92	73.0
Do the water projects provide water at affordable cost?	85	67.5	41	32.5

The findings in Table 4:11 indicate that 18.3 percent of the participants were involved in initiating and planning the water project while majority of them at 81.7 percent were not involved in such activity. Ahia blame, Engel and Venort (2012) argue that the public is not involved in the issues related to water projects in developing countries. This implies that, social amenities projects rely on few individuals. This may result into poor sustainability of these projects because most of the people may not be eager to contribute to such projects. That is why majority of the participants at 73.0 percent indicated that were not satisfied with the water projects implemented in their areas and only few at 27.0 percent are satisfied with the performance of social amenities projects. The findings in table 4:12 also show that despite the fact that the development and sustainability of social amenities projects basically the water projects is questionable, majority of the respondents at 67.5 percent pointed out that the water services emanating from the water projects are provided at a reasonable cost meaning that most beneficiary can afford. Only

32.5 percent argued that the water cost was not affordable. This implies that few people in the project areas may have no ability to buy water or simply to contribute the development of these social amenities projects especially when financial resources are involved. This is a question of social-economic differences in the community that are inevitable but must be handled high great care in that provision of social services.

Besides that, interview also was conducted to district and local government leaders and water committee members to find out their perceptions on the status of the water projects available in their community. In this regard, one of the interviewees agreed that,

“I was involved in planning the water project. The officers from the district and Water Aid came and I participate to show the area where to install the water scheme” (2019).

Another interviewee explained,

“We are consulted but to a low extent may be those who were leaders at that time” (2019).

Different from that, the third interviewee replied that,

“I am satisfied and I am very happy with project implementation despite the few challenges like running and maintenance costs” (2019).

Based in these results, Laah, Adefila and Yusuf (2013) established statistically significance difference in the levels of participation among people in project development and they are less involved instead community member are receiver of information only. In other words, questionable growth of social amenities projects is a result top-down system of planning, implementing and evaluating such essential projects. Nevertheless, Haq, Hassan and Ahmed (2014) found that community participation has a strong positive relationship with water supply projects in rural areas. Thus there is a need to restructure the system employed to initiate, plan, implement and evaluate social amenities projects in the visited areas so that the notion of total member involvement and total quality management (TQM) can be achieved and hence sustainable projects can be realized. With regard to the results in Table 4:11, the participants were requested to cite reasons

for their dissatisfaction with social amenities projects in their domiciles. The findings for this item are presented in Table 4.12.

Table 4.12: Reasons for Dissatisfaction with Water Projects

Reasons	Frequency	Percent
Lack of water	48	18.0
High running costs	48	18.0
Poor leadership	51	19.2
Vandalism	21	7.9
Poor community involvement	53	19.9
Technical errors	45	16.9
Total	266	100.0

The findings in Table 4.12 reveals that lack of farm the project reported at 18.0 percent and costs emanating from the water projects reported at 18.0 percent make majority of community members dissatisfied with social amenities projects implemented in their areas of jurisdictions. The respondents pointed out that poor leadership; vandalism and poor community involvement at 19.2 percent, 7.9 percent and 19.9 percent respectively are among the reasons for poor implementation and development of social amenities projects including the water projects.

The results further reveal that 16.9 percent and 12.8 percent of the participants indicated that technical errors are root causes of dissatisfactory social amenities projects in their areas. A close examination of the findings in table 4.13, poor community involvement was ranked the highest factor (with 19.9 percent) dissatisfactory performance of social amenities projects while vandalism was the least. However, all the listed reasons may have more or less similar intensity in influencing poor performance of water projects in study area. These findings concur with the findings in a study by Peter Nkambule (2012) who found that poor involvement of community in decision making and inability to meet running costs had detrimental effect on the establishment and sustainability of social amenities projects including water projects. Peter and Nkambule gave a notion of some members may have the ability to contribute to sustainable development of water schemes

but they may not be willing to do. Based on these findings, unwillingness to add value to water projects may be influenced by poor involvement of community members in the establishment of those projects. That is to say it is difficult to begin at the end stages of the projects while the beginning is unknown. Many of the social amenities projects including those deal with water supply decline in the age 5 years after their establishment due to operational and maintenance factors (Chepygon & Kamiya, 2018). This implies that private sector and government have good will toward establishment and performance of water projects to increase water supply coverage but the projects fail due to technical know-how and extreme poverty among community members in such a way that they cannot afford the maintenance costs after the project has been handed to them.

Regarding, poor leadership and vandalism, similar results were reported by Obisesan and Famous (2016) that poor development of water projects as social amenities resulted from poor management and vandalism on the water project facilities. In other words, a community with poor leadership is likely to experience high levels of vandalism and therefore very few or no social amenities projects can performance in such community.

Interviewees also commented on the reasons for ineffective performance of some water projects. For example, one interviewee explained,

“Some of our projects are in unsatisfactory condition because of lack of visionary leaders especially on collecting financial resource for maintenance” (2019).

In line, the second interview replied to the item by saying that,

“The many problems of our water projects are due the fact that we are not well informed and involved. They bring materials for water, we get the water and when they go, the system fails to operate” (2019).

This implies that, if the community is not involved, they become foreign to their own water project and they do not belong to it which causes dependency syndrome. Thus, wherever there is such a situation social capital basically cognitive social capital cannot be effective and hence less performance of social amenities projects. A similar note was given by the third interview,

“The water projects are performing well. But some technical errors occur like improper positioning of water reservoir which in fact causes water shortage among beneficiaries who are increasing in number” (2019)

Based on these findings, Whittington et al (2009) contend that;

Systems failed because they were not repaired. As such, the technologies that were utilized were of no use to the projects. In addition, they contend that revenues were insufficient to meet costs because recovery cost was minimal. This affected the sustainability of projects in terms of maintenance costs because communities did not develop senses of ownership to water projects in their areas. Besides, majority of those people were dissatisfied with the governments and donors who established such projects in their areas.

Thus, the social amenities projects including the water projects were not giving the best results and therefore people's expectations to have well performing and sustainable social amenities projects is not yet met in the study area. Despite these factors conflicting the sustainability of land satisfaction among community members with the performance of social amenities projects particularly the water projects, it is however possible to make water projects available, effective and sustainable. In this regard, the participants were asked to suggest some possible strategies that when implemented may result into the increase of and sustainability of water projects as one of the social amenities projects for improving people's livelihood in their areas. Thus, table 4.13 summarizes some of the possible ways that can promote sustainability of the social amenities projects especially the water projects.

Table 4.13: Possible Strategies for Effective Implementation of Water Projects

Strategies	Frequency	Percent
Effective community involvement	106	39.8
Public awareness and capacity building	41	15.4
Alternative and effective power source	33	12.4
Independent community based water committees	47	17.7
Establishment of many sources of water	39	14.7
Total	266	100.0

Table 4.13 shows that, 39.8 percent of the respondents think that effective community member's involvement in social amenities projects may affect welfare of such projects positively. In other words, if community members are effectively involved in all stages of water project's development, there is a likelihood that their sense of ownership and commitment towards such projects may be high. Likewise, 15.4 percent see the use of seminars, meetings and workshops to create awareness on the planning, management and evaluation of social amenities projects can improve the performance of such projects. This may enhance the ability of people living in communities to participate in these projects.

The other possible ways to enhance sustainable performance of water projects were reported to be the use of effective power source which was indicated by 12.4 percent of all respondents. Writings in the questionnaires indicated the need for electrical power from the national grid managed by the Tanzania Electric Supply Company (TANESCO) and solar water pumps as opposed to the use of diesel generators which provide unreliable power source, very costful and are not environmental friendly.

“Generators are not user friendly especially in handling; require more money for fuel and therefore they give insufficient power to pump the water to the beneficiaries” (2019).

One of the interviewees said. Additionally, 17.7 percent of all respondents pointed out that there should be a formation of independent community based water committees to oversee the need and development of social amenities projects in their domiciles. This

perhaps helps to overcome leadership challenges in dealing with projects. 14.7 percent argued that there should be more sources of water like water boreholes and increased water networking through pipelines to reach many community members. These findings are in line with those in the study by Sanders and Fitts (2011) which reported that instilling technical know-how through training either representatives or all project beneficiaries on technical issues can help in the maintenance of facilities used in the projects. This may have the potential to overcoming not only some technical errors like the use of inappropriate project facilities but also supplement the few available professional water technicians.

On other point of effective community involvement, Tadesse, Bosona and Gabresenbet (2013) found that community involvement in deciding issues related to social amenities projects like water supply projects should be given a greater opportunity as it enables community beneficiaries to prioritize their projects needs and the type of mechanism of service delivery like technology that may be friendly to them. This is opposed to government and NGO's being the main speakers and allocators of social amenities projects which eventually decline due to the absence of sense of ownership among project beneficiaries. Thus, bottom-top system of initiating, implementing and evaluating social amenities projects like water scheme projects may enhance effective performance and sustainability of such projects. The bottom-top system may include the formation of independent community base water projects development committees to oversee the sustainability of such projects in their areas. Trigilia (2001) submits that for effective influence of social capital on development of local development projects, the interaction of these forms and political institutions must be carefully analyzed. Thus, the government and NGO's should help, advice, support and monitor the agreements and the use of facilities decided by community members concerning social amenities projects.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter concludes the study by summarizing the findings on the basis of specific objectives. It also recommends the way forward for further studies besides listing its contribution to existing bodies of literature.

5.2 Summary of the Findings

The study explored the effects of social capital on the performance of social amenities projects. For that reason, this section summarizes the main findings from the previous chapter on the basis of three research objectives namely: To establish the way structural social capital influence the performance of social amenities projects, to assess the extent to which relational social capital influences the performance of social capital influences the performance of social amenities projects and the last one evaluated the influence of cognitive social capital on the performance of social amenities projects. However, before summing up the major findings, this section begins by summarizing the response rate, demographic information and the level of performance of social amenities projects.

Concerning response rate, this study involved 145 participants. It utilized questionnaire to obtain data from 133 participants whereas interview was conducted to 12 respondents including 3 Ward Executive Officers, 5 Water Committee Members, 3 Village Executive Officers and 1 District Water Engineer. All of the 12 interviews were successfully conducted except for questionnaires in which (5.2 percent) of them were not filled and returned. This lowered the number of questionnaires from 133 to 126 and thus this study analyzed quantitative data from 126 questionnaires and hence the participants to which questionnaires were distributed were 133. This gives a total of 145 participants. Nevertheless, the response return rate was above 80 percent which is excellent. At this juncture, the following sections summarize the major findings based on the specific objectives. For that reason, majority of the participants at 51.8 percent were males and 48.2 were female. This signifies that the news and altitude on the performance of social amenities projects were obtained and considered. Likewise majority of the participants

were aged between 46-55 years while very few of them at 2.9 percent were at the age of 56 and above years. This indicates that the participants of this study were old enough to give reliable information concerning the water projects.

Educational wise, it was found that majority of the participants at 54.0 percent have primary education while very few possessed nursery education. The number of those who possessed ordinary and advanced secondary education was fairly distributed while very few respondents at 9.5 percent have college/university education. This signifies that it is hard to find this group of individuals due to an assumption that they have migrated to other places in search of jobs. Additionally, majority at 88.3 percent were married and very few participants at 2.9 percent reported to be either separated, divorced or widow while 8.8 percent were single. However, this does not exclude them from the need for safe and clean water.

With regard to the time which the participants lived in the project area, it was established that majority of respondents at 32.1% lived in such area for the period of 11-20 years while very few of them at 6.6 percent lived for 1-10 years. Thus, all participants have the minimum years required for someone to be experienced with a given phenomenon. Based on the performance of social amenities projects, it was reported that the performance of such projects was at its poor state because most of the aspects that measured the level of project performance were rejected. For example, 81.8 percent argued that, they do not feel obliged to participate in these projects, 81.0 percent claimed that they were never involved in decision making concerning the social amenities projects like water projects and therefore 81.0 agreed that they were not aware of the issues concerning the water projects. This signifies that low level of performance of social amenities projects is being experienced in the visited area.

5.2.1 Influence of Structural Social Capital on the Performance of Social Amenities Projects

Based on this objective, the aspects of structural social capital were examined on how they influence the performance of social amenities projects basically the water projects.

Two sided results were reported implying that some of the aspects of structural social capital were reported to influence the performance of social amenities projects positively.

For example, majority of the participants of 83.3 percent agreed that they were aware about the budget instilled in the water project and 74.6 percent indicate that there are water committees to oversee water projects in their community. The 76.2 percent argued that there are by laws to govern the water projects. These are very few aspects of structural social capital that were reported to positively affect the performance of social amenities projects basically the water projects. However, most of the aspects of this type of social capital were rejected, meaning that their influence on the performance of social amenities projects was not realized.

For instance, 84.1 percent of the participants indicated that they have no strong relationship in the water project. This implies that everybody struggles on his/her own way to obtain water. In other words, this is not a pulling fact to unite them to fight for water. Thus, the influence of this aspect of structural social capital on the performance of social amenities projects is weak. The majority of the participants at 70.6 percent, 73.8 percent and 70.7 percent disagreed to have strong bonding and ties on the water projects, trust among community member and sense of belongingness to their water projects. This implies that, structural social capital exerts less influence on the performance of social amenities projects. Only 3 (33.3 percent) of the aspects of structural social capital were reported to exist and positively influence the performance of the social amenities projects while 6(66.7) were rejected.

5.2.2 Influence of Relational Social Capital on Performance of Social Amenities Projects

The relational elements of social capital like trust worth, interaction and relationship social networking and strong cohesion among community members were explored to establish their relationship with performance of social amenities projects especially the water project. It was established that relational social capital had positive influence on the performance of social amenities project. For example, 84.1% of respondents agreed that there are social members. This provides a room for them to engage in water issues which

in turn improve the performance of their water projects similarly, 88.1 percent of the participants reported that there are social networking and support among community members towards their interests while 81.8 argued that they conduct meetings to decide on the water projects. This is an indication that community members have good and effective relationship towards fulfilling their goals of having sustainable water projects. However, two of the aspects of relational social capital were reject meaning that they did not influence the performance of water projects in any way. These aspects include trust worthiness among community. Members who were rejected by 72.2 percent of the participants and 71.4 percent of the participants disagreed with the statement that the community has strong cohesion and associability on the water project. It can be assumed that these aspects are realized in the project area and therefore were reported to have either no or low impact on the performance of the social amenities projects compared to those which were agreed.

5.2.3 Influence of Cognitive Social Capital on Performance of Social Amenities Projects

This objective investigated the influence of cognitive social capital on the performance of social of cognitive social capital were extracted from literature and examined to find out their contribution to the performance of social amenities projects. These aspects include but not limited to norms and values, obligations and tolerance. It was revealed that 75.4 percent and 77.8 percent of the respondents agreed that shared norms and individual tolerance towards the water project exist in their community respectively. Others at 77.7 percent indicated that the community members have shared goods and missions on their water projects and 84.2 percent pointed out that they exhibit principles of trust. This implies that a collection of these aspects of cognitive social capital builds a sense of understanding, tolerance and trust among community members which eventually promote the performance of social amenities projects.

Apart from the specific objectives, the participants were asked on the status of the water projects, reasons and the ways that can be employed to promote the performance of such projects in their area. With regard to the status, most of participants at 73 percent indicated that they project was unsatisfactory and majority of them 81.7 percent were not

involved in planning such projects. Except for the water price in which majority at 67.5 percent indicated that water from the project was available at an affordable price. The participants gave reasons concerning the poor status of the water projects. These include the project does no long provide water because it has dried up, poor community involvement and poor leadership. The other reasons given were high running costs, technical errors and vandalism. Thus, for sustainable water projects, these challenges should be addressed. Some of the amicable strategies that can improve the performance and sustainability of the water projects were reported to be effective community involvement and instilling capacity building and public awareness among community members on the need and management of water projects. Reliable source of power and effective community based water committees also have the potential to enhance sustainable performance of water projects as one of the social amenities projects.

Nevertheless, negative influence of cognitive social capital as the performance of social amenities projects was also reported specifically when 83.3 of the participants indicated that they do not meet their obligations in making the water projects excel. Similarly, 80.1 percent and 83.4 percent of the respondents agreed that were not informed to contribute to water project and the water hills were not approved by the community members respectively. This implies that, community members are made consumers who have no right to know, participate and contribute to the development of the water projects. This in turn develops a negative altitude among community members towards the water project. Thus, the performance of social amenities projects in relation to cognitive social capital may not be fully noticed.

5.3 Conclusion

This study evaluated the influence of social capital basically in relational, cognitive and structural social capital on the performance of social amenities projects. In this study the water project as one of the many types of social amenities projects was the measure concern. It established that structural social capital had low influence on the performance of social amenities projects compared to cognitive and relational social capital which exhibited high level in influencing the performance of such projects. The influence of social capital on the performance of amenities projects was examined by using some

aspects in each the types of social capital. Nevertheless, the performance of the water projects was found to be poor and most of the water schemes declined. This can be explained that, the performance of social amenities projects like the water projects vary from one community to another because the forms of social capital may be unevenly understood and practiced from one community to another. Thus, in order that these projects perform effectively, there should be collective measures emanating from effective research and community involvement. Similarly, there should be initiatives for community capacity building on the aspects of social capital and their impact on performance of social amenities projects. This will awaken them to practice and live these aspects which in turn may awaken them to fight for clean and safe water to improve livelihoods of the local people.

5.4 Recommendations for Action

This study investigated on the performance of social amenities projects especially the water projects in relation to structural, cognitive and relational social capital. Based on the findings of this study, the following are recommendations for action which include recommendation for policy, practice and methodology.

5.4.1 Recommendation for Policy

To begin with, the study has established an argument that the top-down system of initiating social amenities projects is not effective in promoting sustainability in such projects. In other words, legal and policy frameworks on social project amenities are not clear among community members. This may have been a challenge in empowering communities to prioritize the needs for social amenities projects. Therefore, policy makers and other officials should realize the potential of social amenities projects in promoting the livelihoods among households in Tanzania. In other words, social amenities projects should be policy issues. Thus, policymakers should fervor and empower communities on the processes like planning, management, monitoring, technology of preferences and evaluation involved in social amenities projects. These legal and policy frameworks should be in a language understandable to community members and should be also made available at local levels time to time references.

5.4.2 Recommendation for Practice

Apart from that, on the basis of the findings and literature, it has established that community members are less involved in all stages of social amenities projects-instead they are end-users of the services provided by such projects. This is a challenge to the sustainability of many social amenities projects. Thus, this study has recommendations for practice. To begin with, it is imperative to delegate most of responsibilities concerning social amenities projects to community members so as to create a sense of ownership and hence the projects can be made sustainable. This study also recommends that the stages and processes involved on both selection and procurement of facilities should be simple and clearly spelled out so that they can be easily used in lower levels of project managements. In line, the study recommends that, the process of prioritization on what project should be implemented in a given area should be the role of community members and their voted alternatives should be respected.

A recommendation is made that, creating public awareness and capacity building among community members should be enhanced so as to provide them with abilities, attitudes and knowledge on social amenities projects so that they can fulfill their responsibilities in all processes of social amenities projects.

Table 5.1: Contributions to the Body of Knowledge

Based on the findings, the study contributes the following to the body of knowledge.

Objectives	Findings	Conclusion	Contributions to Knowledge
To establish how structural social capital influence the performance of social amenities projects of Puge in Tabora	By laws, governing the water projects, awareness on the budget for water project and presence of water committee to oversee the water projects influence the performance of water projects positively. The rest of the aspects of structural social capital had low influence on the performance of these projects.	Structural social capital has positive influence on social amenities projects	The study findings have contributed to the body of knowledge that a close examination and implementation of each of the aspects of structural social capital can be critical in enhancing the performance of the social amenities projects in the rural areas.
To assess the extent to which relational social capital influences the performance of social amenities projects of Puge in Tabora	Some aspects of relational social capital like social interaction, social networking and support contribute to the performance of social amenities projects like the water project	Relational social capital influences the performance of social amenities projects positively.	The results have established empirical evidence that realizing and practicing the aspects of relational capital largely contributes positively to the performance of social amenities projects.
To evaluate the influence of cognitive social capital on the performance of social amenities projects of Puge in Tabora	The results indicate that individual tolerance, shared norms, value, goals, missions and trust influence the performance of social amenities projects	Cognitive social capital promotes effective performance of social amenities projects.	The findings of this study has provided a research based evidence that capacity building and awareness may improve the understanding of people living in communities on the water projects and therefore they can play their roles to improve the performance of such projects.

5.5 Suggestions for Further Research

On the basis of the above findings, a number of areas are identified of which further researches need to focus on them to begin with, this study concentrated on the examination of the influence of social capital on the performance of social amenities projects. Despite the suitable results obtained it could be better also to study other issues that can enhance sustainability of social amenities projects. Thus, it could be better if a research is conducted to explore amicable strategies for effective performance and sustainability of social amenities projects.

Methodologically, the findings of this study emanated from the analysis of the data collected through questionnaire and interview only. Thus the findings may be biased in terms of respondents because questioners require participants who can read and write. Thus, a similar study could be conducted involving high level of triangulation like the use of observation and focus group discussion which are the best tools of data collection to support data from questionnaires. A study would reveal the realities of the performance of social amenities projects in their natural settings.

This study employed descriptive statistic basically frequencies and percentages in analyzing quantitative data in such a way that the relationship between variables could not be realized. For that reason, a similar study on the issues related to social amenities projects should be carried out involving inferential statistics as a method of analyzing quantitative data. This proposed that will be in a position to reveal the statistical significance relationship between variables involved in the performance of social amenities projects.

Additionally, the study findings have shown that community involvement is a crucial factor for sustainable development of social amenities projects. Thus, it could be better if further studies would be conducted to evaluate the impact of community participation in areas related to the sustainability of social amenities projects.

Apart from that, the study focused much of its attention on the impact of social capital on the performance of social amenities projects basically the water projects only. Therefore, more empirical findings should be conducted in areas related to agriculture and infrastructure covering a large geographical area.

Similarly, both the findings of this study and the literature indicate that the top-down system of planning and managing social amenities has negative effects on the sustainability of such projects. In this regard, this argument can be a basis for a new study as the policy framework governing the planning and implementation of social amenities projects.

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APPENDICES

Appendix I: Introductory Letter

TO WHOM IT MAY CONCERN

Dear Sir/Madam

RE: INTRODUCTORY LETTER – RESEARCH PROJECT

My name is Alex Nduwayo, a student of Nairobi University – Kenya, pursuing a Masters’ Degree in Project Planning and Management. I am currently conducting a research under the topic; *Influence of Social Capital on the Performance of Social Amenities projects in rural areas of Tanzania. A case of water projects in Puge Division, Tabora.*

This survey is part of my Masters’ Degree program and the data being collected are for academic purposes only. Your assistance in participating in this survey is crucial for successful completion of this research project. There is no right or wrong answer and all is required is your opinion, attitude and views on each subject matter in the questionnaire. Your responses will be confidential and your identity will be kept anonymous and the data will be integrated/combined with others and analyzed as a whole.

Thank you very much for your time and assistance

Yours faithfully

Alex Nduwayo

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APPENDIX II

QUESTIONNAIRE FOR COMMUNITY MEMBERS IN THE WATER PROJECT

Instructions

The purpose of this study is to establish the influence of social capital on performance of social amenities projects in rural areas of Puge Division, Tabora. Your contribution is significant for the study and information obtained will be treated confidentially. Kindly answer the questions by ticking or filling in appropriate spaces provided.

SECTION A: DEMOGRAPHIC INFORMATION

Please tick in a relevant box that suit best your answer

1. Level of education:

- a) Pre-school or no school { } b) Primary 1 – 7 { } c) Secondary 1 – 4 { }
d) Secondary 5 -6 { } e) University/College { }

(2) Number of years lived in the area:

- a) 1-10 years { } b) 11 – 20 yrs { } c) 21 – 30 yrs { } d) 31 – 40yrs { }
e) above 41 { }

(3) Sex: a) Male { } b) Female { }

(4) Age: (a). 25 and below (b). 26-35 (c) 36-45 (d). 46-55 (e) 56 and above

(5) Marital status (a) Married (b) single (c) separate/divorced/widow

SECTION B: PERFORMANCE OF SOCIAL AMENITIES PROJECTS

6. Please tick in a relevant box that suit best your answer whether you Strongly agree (SA), Agree (A), Not Sure (NT), Disagree (D) and Strongly Disagree (SD)

No.	Statement	SA	A	NT	D	SD
a	I feel obliged to participate in our community's water project					
b	When there is a decision to be made in the community regarding water projects, we decide together with leaders.					
c	Our water project is performing well to all beneficiaries					
d	Our water project has created strong relationship among the beneficiaries.					
e	I have been involved in the water project from the planning, implementation and evaluation					
f	Members consistently contribute finances freely towards the project sustainability					
g	I do volunteer on the water project					
h	The water projects was not completed					
i	Time taken to complete the social amenities projects was not equal to the planned one					
j	The number of people served in the project is not the same as planned one					
k	I am not aware of what is going on the water project					
l	I am no satisfied with performance of water project					
m	We cannot afford maintenance of water project					

Key: SA: Strongly Agree, A: Agree, NT: Not sure, D: Disagree, SD: Strong Disagree.

7. Please tick in a relevant box that suits best your answer whether is either YES or No.

- i) Water project have enough water.
a) Yes { } b) No { }
- ii) All people contributed local contribution in our water project
a) Yes { } b) No { }
- iii) I like the water project
a) Yes { } b) No { }
- iv) I protect it not to be damaged
a) Yes { } b) No { }
- v) We have functional water committee?
a) Yes { } b) No { }
- vi) People are involved in Planning, implementation and evaluation of the water project
a) Yes { } b) No { }
- vii) Half of the community or more People are not cooperating
a) Yes { } b) No { }

SECTION C: STRUCTURAL SOCIAL CAPITAL

8. Please tick in a relevant box that suit best your answer whether you Strongly agree (SA), Agree (A), Not Sure (NT), Disagree (D) and Strongly Disagree (SD)

No.	Statement	SA	A	NT	D	SDA
a	We have strong relationship					
b	Community have strong strength, bonding ties, bridging and linking ties					
c	The community is structured with membership and institutional links					
d	We trust's each other					
e	I have sense of belongings to the water project					
f	We don't have by laws to govern our water project					
g	We don't know the budget of the water project					
h	We don't have a committee to monitor & evaluate the project					

Please tick in a relevant box that suit best your answer whether you Strongly agree (SA), Agree (A), Not Sure (NT), Disagree (D) and Strongly Disagree (SD)

SECTION E: COGNITIVE SOCIAL CAPITAL

9. Please tick in a relevant box that suit best your answer whether you Strongly agree (SA), Agree (A), Not Sure (NT), Disagree (D) and Strongly Disagree (SD)

No.	Statement	SA	A	NT	D	SDA
a	We have shared norms and values (Bylaws) on our water project					
b	We meet our obligation to make this project run smoothly					
c	In the water projects , community has shared goals and mission					
d	All community members have no individual tolerance of diversity					
e	Social organization, such as trust, norms and networks of civic engagements can substantially improve a society's in overcoming dilemmas of collective action.					
f	We were not informed to contribute to the project					
g	The price of buying water was not approved by community					

Please tick in a relevant box that suit best your answer whether you strongly agree (SA), Agree (A), Not Sure (NT), Disagree (D) and Strongly Disagree (SD)

SECTION D: RELATIONAL SOCIAL CAPITAL

10 Please tick in a relevant box that suit best your answer whether you Strongly agree (SA), Agree (A), Not Sure (NT), Disagree (D) and Strongly Disagree (SD)

No.	Statement	SA	A	NT	D	SDA
a	The community members are trustworthiness					
b	There are social interactions and relationships among the community members					
c	There are social networking and support among community interests and projects					
d	The community has strong cohesion and associability					
e	We didn't have meetings to decide on the water project					
f	I am not happy with the project					

Please tick in a relevant box that suit best your answer whether you strongly agree (SA), Agree (A), Not Sure (NT), Disagree (D) and strongly Disagree (SD)

11) Were you involved in planning of the project? YES_____ No_____

If the answer in the question above is no, mention the reason(s)

12) Are you satisfied with the project implementation? YES_____ No_____

If the answer in the question above is no, mention the reason(s)

13) Is the water available at affordable cost? YES_____ NO_____

If the answer in the question above is no, mention the reason(s)

14) What strategies do you think can be employed to enhance the performance of social amenities projects in your area?

END
THANK YOU FOR YOUR COOPERATION

APPENDIX III

INTERVIEW GUIDE FOR WARD EXECUTIVE OFFICER

SECTION ONE: INTRODUCTION.

THE FOLLOWING INFORMATION SHOULD BE FILLED-IN AFTER INTRODUCTION AND GREETINGS

Date: ____/____/____

WARD EXECUTIVE OFFICER

1. For how long have you been in here as Ward Executive Officer
 - a) Less than 1 year { } b) 2-4 years { } c) 5-6 years { } d) 7 years and above. { }

SECTION A: PERFORMANCE OF SOCIAL AMENITIES PROJECT

2. In your area can you identify any water projects?
3. The community members are involved in the project in the amenities life cycle (From planning, implementation and evaluation
4. Has the water project met the target?
5. The community members are involved in setting the sustainability plans of the social amenities projects
6. Members of this community volunteer to the sustenance of the social amenities projects from the beginning to the end
7. Is the water project cost effective?
8. Was the projects completed as per design?
9. Does the project offer quality services intended?
10. Do you the time used to finish the project in comparison to the planned one?
11. The total number served by the project in comparison to the planned one?

SECTION B: STRUCTURAL SOCIAL CAPITAL

- 12. Does community being involved in the initiation of the project? (Community involvement)
- 13. Do you have meetings on the water projects?
- 14. Do you have functioning norms governing the project

SECTION C: RELATIONAL SOCIAL CAPITAL

- 15. Is the community trust each other
- 16. Is there networking and cohesion after the water project?
- 17. Does the community happy with the project?

SECTION D: COGNITIVE SOCIAL CAPITAL

- 18. What is community attitude on the water project?
- 19. To what extent does a person fill obliged to maintain the project for the benefit of others?

APPENDIX IV

INTERVIEW GUIDE FOR VILLAGE EXECUTIVE OFFICER

SECTION ONE: INTRODUCTION.

<i>THE FOLLOWING INFORMATION SHOULD BE FILLED-IN AFTER INTRODUCTION AND GREETINGS</i>
--

Date: ____/____/____

VILLAGE EXECUTIVE OFFICER

20. For how long have you been in this Village?

b) Less than 1 year { } b) 2-4 years { } c) 5-6 years { } d) 7 years and above. { }

SECTION A: PERFORMANCE OF SOCIAL AMENITIES PROJECT

21. In your area can you identify any water projects?

22. The community members are involved in the project in the amenities life cycle
(From planning, implementation and evaluation

23. Has the water project met the target?

24. The community members are involved in setting the sustainability plans of the
social amenities projects

25. Members of this community volunteer to the sustenance of the social amenities
projects from the beginning to the end

26. Is the water project cost effective?

27. Was the projects completed as per design?

28. Does the project offer quality services intended?

29. Do you the time used to finish the project in comparison to the planned one?

30. The total number served by the project in comparison to the planned one?

SECTION B: STRUCTURAL SOCIAL CAPITAL

31. Does community being involved in the initiation of the project? (Community involvement)
32. Do you have meetings on the water projects?
33. Do you have functioning norms governing the project

SECTION C: RELATIONAL SOCIAL CAPITAL

34. Is the community trust each other
35. Is there networking and cohesion after the water project?
36. Does the community happy with the project?

SECTION D: COGNITIVE SOCIAL CAPITAL

37. What is community attitude on the water project?
38. To what extent does a person fill obliged to maintain the project for the benefit of others?

APPENDIX V

INTERVIEW GUIDE FOR WATER COMMITTEE

SECTION ONE: INTRODUCTION

THE FOLLOWING INFORMATION SHOULD BE FILLED-IN AFTER INTRODUCTION AND GREETINGS

Date: ____/____/____

WATER COMITEE

39. For how long have you been in this water committee?

- c) Less than 1 year { } b) 2-4 years { } c) 5-6 years { } d) 7 years and above. { }

SECTION A: PERFORMANCE OF SOCIAL AMENITIES PROJECT

40. Has the water project met the target?

41. The community members are involved in setting the bylaws governing the water project?

42. Members of this community volunteer to the sustenance of the water projects from the beginning to the end

43. Was the projects completed as per design?

44. Does the project offer quality services intended?

SECTION B: STRUCTURAL SOCIAL CAPITAL

45. Does community being involved in the running of the project? (Community involvement)

46. Do you have meetings on the water projects?

47. Does the norms being operational?

SECTION C: RELATIONAL SOCIAL CAPITAL

48. Is the community trust each other?

49. Is there networking and cohesion after the water project?

50. Does the community happy with the project?

SECTION D: COGNITIVE SOCIAL CAPITAL

51. What is community attitude on the water project?

52. To what extent does a person fill obliged to maintain the project for the benefit of others?

APPENDIX VI

STUDY PERMIT FROM UNIVERSITY OF NAIROBI



UNIVERSITY OF NAIROBI
OPEN, DISTANCE AND e-LEARNING CAMPUS
SCHOOL OF OPEN AND DISTANCE LEARNING
DEPARTMENT OF OPEN LEARNING
NAIROBI LEARNING CENTRE

Your Ref:

Main Campus

Our Ref:

Gandhi Wing, Ground Floor

Telephone: 318262 Ext. 120

P.O. Box 30197

NAIROBI

REF: UON/ODeL/NLC/31/153

27th September, 2019

TO WHOM IT MAY CONCERN

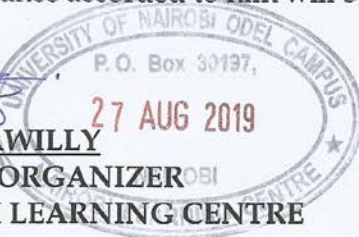
RE: ALEX FREDRICK NDUWAYO - REG.NO. L50/10107/2018

The above named is a student at the University of Nairobi, Open Distance and e-Learning Campus, School of Open and Distance Learning, Department of Open Learning pursuing a Masters course in Project Planning and Management.

He is proceeding for research entitled "*Influence of Social Capital on Performance of Social Amenities Projects in Rural Areas of Ndala in Tabora, Tanzania.*"

Any assistance accorded to him will be appreciated.


CAREN AWILLY
CENTRE ORGANIZER
NAIROBI LEARNING CENTRE



APPENDIX VII

STUDY PERMIT FROM RURAL WATER SUPPLY AND SANITATION AGENCY IN NZENGA DISTRICT



**JAMHURI YA MUUNGANO WA
TANZANIA
WIZARA YA MAJI
WAKALA WA USAMBAZAJI MAJI NA
USAFI WA MAZINGIRA VIJIJINI
(RUWASA)**

**RUWASA
S.L.P 145,
NZEGA
TABORA**

Kumb .Na.MA.4/51/01/01
04.10.2019

KWENDA.
KWA YEYOTE ATAKAYEHUSIKA.


**YAH: KUMTAMBULISHA NDUG. ALEX FREDRICK NDUWAYO
MWENYE NAMBA YA USAJILI REG.NO LS50/10107/2018.**

Husika na kichwa cha habari hapo juu, namtambulisha kwako **Ndg. Alex Fredrick Nduwayo** mwenye namba ya usajili Reg.No.L50/10107/2018, ambaye ni mwanafunzi wa Chuo Kikuu cha Nairobi anayechukua Shahada ya Umahili kwenye fani ya "Usimamizi na Mipango ya Miradi.

Hivyo, Anatarajia kufanya utafiti kwenye miradi ya maji inayopatikana katika Tarafa ya Puge, Nzega.

Kwa barua hii, naomba apewe ushirikiano wa kutosha katika kipindi chote atakachokuwa anafanya utafiti wake katika eneo lako. Pia barua kutoka chuo husika imeambatanishwa kwa taarifa zaidi.

Wako katika ujenzi wa Taifa.


Inj. Gaston R. Ntulo
**MENEJA - RUWASA,
NZEGA.**

RUWASA NZEGA

APPENDIX VIII: TURNTIN REPORT

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Similarity Index	Similarity by Source				
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<p style="margin: 0;">INFLUENCE OF SOCIAL CAPITAL ON PERFORMANCE OF SOCIAL AMENITIES PROJECTS IN RURAL AREAS OF TANZANIA: A CASE OF WATER PROJECTS IN PUGE DIVISION, TABORA By Alex Fredrick Nduwayo</p>					
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