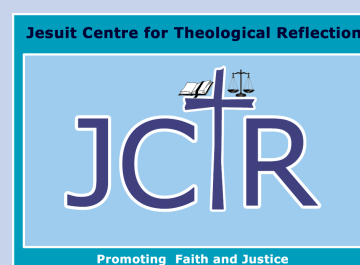


# HOUSEHOLD'S ACCESS TO SPECIFIC ECONOMIC, SOCIAL AND CULTURAL RIGHTS THE CASE OF KASAMA URBAN



Submitted to the JCTR  
by Chompolola Abson  
07<sup>th</sup> December, 2014



*Empowered lives.  
Resilient Nations.*



---

# **HOUSEHOLD'S ACCESS TO SPECIFIC ECONOMIC, SOCIAL AND CULTURAL RIGHTS THE CASE OF KASAMA URBAN**

STUDY CONDUCTED BY THE JCTR WITH SUPPORT FROM UNDP

**Final draft report  
Submitted to the JCTR  
By Chompolola Abson**

**07th December, 2014**

---

# Contents

<b>List of figures</b> .....	<b>iv</b>
<b>List of tables</b> .....	<b>v</b>
<b>Acronyms</b> .....	<b>vi</b>
<b>Executive summary</b> .....	<b>vii</b>
<b>Introduction</b> .....	<b>1</b>
<b>Context</b> .....	<b>3</b>
Socio-economic situation .....	3
Developments in economic activities .....	4
Education services .....	4
Health Situation .....	4
Food Security Situation .....	5
<b>Objectives of the study</b> .....	<b>5</b>
<b>Methodology</b> .....	<b>6</b>
<b>Overview of the approach</b> .....	<b>6</b>
<b>Sample selection</b> .....	<b>6</b>
<b>Data Collection</b> .....	<b>6</b>
<b>Monitoring and Evaluation</b> .....	<b>6</b>
<b>Limitations of the study</b> .....	<b>7</b>
<b>Results of the study</b> .....	<b>7</b>
<b>Response rate</b> .....	<b>7</b>
<b>Demographic characteristics of the households sampled</b> .....	<b>7</b>
<b>Right to Education</b> .....	<b>10</b>
Physical Accessibility to Education.....	11
Financial access to education .....	12
Availability of quality education .....	15
Swot analysis for DEBS office.....	17
<b>Right to Health</b> .....	<b>17</b>
Availability of Health-care.....	17
Physical accessibility to Health-care .....	18
Economic accessibility to Health Care .....	19
Access to quality Health-care.....	20
Disease prevalence.....	23

---

<b>Right to Work</b> .....	<b>24</b>
Availability of work.....	24
Acceptability and quality of work .....	26
<b>Right to Food</b> .....	<b>29</b>
<b>Right to adequate Housing</b> .....	<b>31</b>
Legal Security of Tenure.....	31
Habitability.....	31
Availability of services, materials, facilities and infrastructure.....	33
Affordability.....	38
<b>Right to Social Security</b> .....	<b>39</b>
<b>Knowledge of ESCRs</b> .....	<b>41</b>
<b>Service provision</b> .....	<b>42</b>
<b>Discussion of results</b> .....	<b>43</b>
<b>Conclusion</b> .....	<b>51</b>
<b>Recommendation</b> .....	<b>52</b>
<b>References</b> .....	<b>54</b>
<b>Appendix 1: Baseline data for Kabwe district</b> .....	<b>55</b>

---

# List of figures

Figure 1: Sex of Household Head – Kasama .....	8
Figure 2: Marital status of respondents in Kasama .....	8
Figure 3: Age distribution of heads of households in Kasama .....	9
Figure 4: Age distribution of population in Kasama .....	10
Figure 5: Education level of respondents in Kasama .....	11
Figure 6: Physical access/travel time to nearest school in Kasama .....	11
Figure 7: Average school fees - grade 8 and 9 .....	12
Figure 8: School fees for high school .....	13
Figure 9: Reasons for dropping out of school .....	14
Figure 10: Amount of time spent in school by school going children in Kasama .....	15
Figure 11: Physical/geographical access to health facilities in Kasama .....	18
Figure 12: Free healthcare has improved access to healthcare services .....	19
Figure 13: Availability of maternity wards in health facility .....	20
Figure 14: Provider of diagnostic services during sickness/injury .....	22
Figure 15: Reasons for not preferring Government owned health facilities .....	23
Figure 16: Types of sicknesses/injuries experienced in the last three months .....	24
Figure 17: Employment status of respondents .....	25
Figure 18: Type of employer of respondent .....	26
Figure 19: Main economic activities in Kasama .....	26
Figure 20: Respondents with conditions of service .....	28
Figure 21: Respondents' working hours per day .....	29
Figure 22: Respondents' monthly income .....	29
Figure 23: Qualifications of unemployed family members .....	30
Figure 24: Households with number of meals per day .....	31
Figure 25: Source of challenges in accessing food in Kasama district .....	31
Figure 26: Occupancy status of house .....	32
Figure 27: Roofing materials for housing units in Kasama .....	33
Figure 28: Building materials for walls of housing units in Kasama .....	33
Figure 29: Main source of water .....	34
Figure 30: Frequency of access to running water .....	34
Figure 31: Access to toilet facilities .....	35
Figure 32: Source of energy for cooking .....	36
Figure 33: Source of energy for lighting .....	36
Figure 34: Frequency of access to electricity .....	37
Figure 35: Households failing to pay for rent and utilities .....	38
Figure 36: Source of assistance in Kasama .....	39
Figure 37: Type of assistance received .....	40
Figure 38: Sources of information on ESCRs .....	41
Figure 39: Provision of services .....	41

# List of tables

Table 1: Summary of ESCRs .....	1
Table 2: Summary of the data collection outcomes in Kasama district.....	7
Table 3: Availability of auxiliary educational facilities in Kasama .....	15
Table 4: Staffing levels in schools .....	15
Table 5: Teacher pupil ratio in schools in Kasama .....	16
Table 6: View on free education and access to basic education – Kasama .....	16
Table 7: Types and number of health facilities available.....	17
Table 8: Availability of staff in health facilities in Kasama .....	20
Table 9: Availability of equipment in health facilities in Kasama district .....	21

# Acronyms

CSO	Central Statistical Office
ESCR	Economic, Social and Cultural Rights
JCTR	Jesuit Centre for Theological Reflections
KI	Key Informant
KII	Key Informant Interview
LCMS	Living Conditions Monitoring Survey
FNDP	Fifth National Development Plan
SNDP	Sixth National Development Plan
MoFNP	Ministry of Finance and National Planning
MoE	Ministry of Education
MoH	Ministry of Health
NGO	Non Governmental Organisation
SEA	Standard Enumeration Area
SWOT	Strengths, Weaknesses, Opportunities and Threats
ZESCO	Zambia Electricity Supply Authority



# Executive summary

This report is one of three reports produced for phase I of the JCRT/UNDP project on access to ESCRs. ESCRs are socio-economic human rights which include the right to education, right to housing, right to adequate standard of living and the right to health. These rights are recognised and protected in international and regional human rights instruments and countries that subscribe to these human rights instruments have a legal obligation to respect, protect and fulfil economic, social and cultural rights; and are also expected to take “progressive action” towards their fulfilment. It was realised however that the extent to which these rights are realised in Zambia was extremely low and needed to be promoted. But there was a problem of sufficient reliable data on the status quo. The JCTR therefore, through its Social Conditions Programme, implemented this study focusing on the right to food, housing, health, education, employment and adequate standard of living. The study was conducted in Kasama while the other two were conducted in Kabwe and Livingstone. The indicators obtained in this study paint a picture on the degree of access to ESCRs and has a lot of implications on policy aiming at enhancing access to these ESCRs.

## 1.1 Objectives

The main objective of this study was to generate baseline information for use in facilitating the promotion of human rights. The specific objectives included the following:

- i. To establish the level of awareness of ESCR in the urban parts of Kasama district
- ii. To establish the level of access to social services like education and health in Kasama
- iii. To determine the level of access to good quality employment
- iv. To establish people’s access to decent accommodation, water, electricity, and adequate food
- v. To generate baseline data on access to ESCR for advocacy

## 1.2 Methodology

This study used survey methods to gather household level information in the survey district. A total of 360 households were sampled for the survey. These were selected using systematic random sampling. A structured survey instrument was used to gather the information from the households. Most of the questions were closed ended to ensure standardised responses and ease the analysis. Additional information was collected using KIIs from service providers. This was done as a way of getting additional information from the supply side for purposes of triangulation with data obtained from the households.

## 1.3 Results

### *Knowledge of ESCRs*

The general picture coming out of the data analysis is that the level of knowledge or awareness of ESCR in Kasama district was quite low and more than 60 percent of the people familiar with ESCRs were not familiar with the documents containing information on the ESCRs. In terms of sources of information on ESCRs, 81 percent of the respondents indicated that they got to know about ESCRs through the media. This shows the significance of the media in information dissemination. There is need for the government to enhance awareness of these rights as a way to encourage people to demand for their rights from service providers.

### *Right to adequate housing*

Access to housing was a big problem in the district; about 32 percent of the respondents were staying in rented accommodation and 7.2 percent of them reported having failed to pay rent at some point during the 12 months preceding the survey. The quality of accommodation was also not quite good because there were a substantial proportion of households living in houses made of mud bricks and with poor quality roofing materials. This indicates that the housing conditions in Kasama are generally poor. This means that the right to adequate housing is yet to be realised in Kasama.

Access to electricity and water was still a challenge; only 55 percent of the households had access to piped water and consequently 80 percent of them were using pit latrines for toilets. In addition, about 50 percent of them did not have access to electricity at all and as a consequence, only about 34 percent were using electricity for lighting and close to 75 percent were charcoal for cooking.

### *Right to employment*

In terms of employment, it was established that about 60 percent of the respondents were in some form of employment, but a quarter of the respondents were unemployed. This shows that unemployment is quite a big problem in the district, which is an infringement of Article 6 of the covenant on ESCRs which provides for the right to work. The remaining 15 percent were not working on account of school. Further analysis showed that the unemployed were characterised by low levels of education. Low education levels are an indication of infringement on the right to education (Article 13).

In terms of the type of employment, majority of the respondents were in the private sector in business or in wage employment. The quality of work that respondents were engaging in was however questionable because a substantial proportion of them were working on a part-time



basis. One thing to note however is that there were more males than female in full-time employment.

Conditions of service were not very good; only 25.7 percent of the respondents were in pensionable jobs, 13.9 were entitled to gratuity and only 49.4 percent had an employment contract. Further, most of the employees are without allowances. The lack of a formal contract, gratuity and pension puts most of the respondents in a vulnerable situation because they remain without social security when their employment is terminated.

### ***Right to food***

Most of the households surveyed had access to balanced diets, but there were a substantial number of households (almost 20 percent) that had inadequate supply of food as measured by the number of meals they had in a typical day. This brings in the threat of malnutrition especially among the young ones.

### ***Right to education***

Geographical access to education was a bit of a problem because only 53 percent of the households were within 30 minutes walking time distance to the nearest school. The remaining 47 percent were more than 30 minutes of walking time to school. This can be quite challenging especially for children in lower grades. For mainly financial constraints as well as lack of interest, about 17.9 percent of the respondents had children who were not going to school. Financial access to school seems to be a problem and about 45 percent of the respondents did not think that access to basic education had been enhanced by the free education policy. The majority of the KIs however argued that fees were a hindrance to accessing education and indicated that the removal of fees at primary school level had actually led to increase in enrolment. The limitations in access to education emanating from financial constraints and the inequitable geographical distribution of schools entails that the right to education (Article 13) is yet to be realised in Kasama.

### ***Right to health***

Access to health facilities was a problem geographically; only 64 percent of the respondents were within 30 minutes of travel time to the nearest health facility. The rest had to travel more minutes to get to a facility. Access to maternity facilities was equally limited; more than a quarter of the respondents had a maternity ward in the facility nearest to their homes. In terms of financial access to healthcare, more than 78 percent of the respondents felt that the removal of user fees had enhanced access to basic healthcare. However, 51.8 percent of them argued that the long queues at government health facilities were

a constraint to accessing healthcare. Another 28.4 and 16.8 percent of the respondents argued that it was the bad attitude of staff and the lack of drugs respectively that inhibited access to healthcare in government facilities. Less than 1 percent cited financial constraints in accessing basic healthcare in government facilities. More efforts are therefore required to ensure that the right to healthcare is realised as per the provision of the covenant on ESCRs (Article 12).

The general impression for Kasama is that there is still need for a lot of effort to have the ESCRs realised in the district. Until then, people's lives will continue to be characterised by deprivation in terms of access to education, housing, health care, and employment.

### **Recommendations**

The results of this study highlighted the level of access to ESCRs in the urban areas of Kasama district. It is clear that most of the ESCRs are yet to be realised. The level of access to these rights varies across the rights. Given the results, the following recommendations are made:

- There should be deliberate effort by the government to increase people's awareness of ESCRs. This is the first step towards empowering citizens with knowledge of their rights so that they are confident to hold service providers accountable to them.
- People's access to employment could be a challenge in the area as hinted by the fact that more than 50 percent of the respondents were self employed. This calls for efforts to enhance entrepreneurial skills for the self employed so that their business can both be sustainable and grow in terms of income generation capacity.
- Given that most of the unemployed are people with low levels of education, there is need for increased opportunities for skills training so that people can engage in income generating activities.
- The limited access to power and water needs to be addressed through investment in utility companies in the area of infrastructure expansion so that capacity to provide service can match the demand from growing settlements and other activities.
- The low levels of income for the employed need to be addressed through enforcement of the minimum wage requirements.
- Given the significance of children dropping out of school due to lack of interest, there is need for parents to be encouraged to sell the idea of education to their children. Schools authorities also need to effectively market education to the pupils they interact with and encourage pupils through careers guidance structures in schools.

# Introduction

The JCTR is a faith based organisation whose main area of focus is education and advocacy for improved standard of living among the poor. To strengthen its education and advocacy work, the JCTR conducts research in various aspects of society that have an effect on people's lives. The research is aimed at generating information for use in its educational programs as well as to inform its advocacy work. It is against this background that the JCTR in 2012 commissioned this study on access to Economic, Social and Cultural Rights (ESCRs).

Economic, Social and Cultural Rights (ESCRs) are among the fundamental human rights that have been included in the Universal Declaration on Human rights (1948). The United Nations defines ESCRs as those human rights relating to the workplace, social security, family life, participation in cultural life, and access to housing, food,

water, health care and education (UN, undated). This definition shows that ESCRs hinge on issues that have a bearing on the quality of human life and generally human development. Articles 23, 25, and 26 of the Universal Declaration on Human rights (1948), acknowledges the importance of ESCRs by providing for the right to employment, adequate standard of living (including access to food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond one's control), and education respectively. In 1966, to emphasise the importance of ESCRs, the General Assembly of the UN adopted for ratification The International Covenant on Economic Social and Cultural Rights. The covenant, in its various articles, provides for member states to provide access to ESCRs. These articles are summarised in the table below.

**Table 1: Summary of ESCRs**

<p><b>Article 6:</b> The right to work, which include the right for everyone to the opportunity to gain his living by work which he freely chooses or accepts,</p> <p><b>Article 7:</b> The right to enjoyment of just and favourable conditions of work which ensure:</p> <ol style="list-style-type: none"><li>a) Remuneration which provides all workers, as a minimum right:<ol style="list-style-type: none"><li>i) Fair wages and equal remuneration for work of equal value without distinction of any kind, in particular women being guaranteed conditions of work not inferior to those enjoyed by men, with equal pay for equal work;</li><li>ii) A decent living for themselves and their families;</li></ol></li><li>b) Safe and healthy working conditions;</li><li>c) Equal opportunities for everyone to be promoted in his employment to an appropriate higher level, subject to no considerations other than those of seniority and competence;</li><li>d) Rest, leisure and reasonable limitation of working hours and periodic holidays with pay, as well as remuneration for public holidays;</li></ol> <p><b>Article 9:</b> The right to social security including social insurance;</p> <p><b>Article 10:</b> Special protection should be accorded to mothers during a reasonable period before and after child birth. During such period working mothers should be accorded paid leave or leave with adequate social security benefits.</p>	<p><b>Article 11:</b> The right to an adequate standard of living for everyone, including adequate food, clothing and housing, and to the continuous improvement of living conditions.</p> <p><b>Article 12:</b> The right to the enjoyment of the highest attainable standard of physical and mental health. Member states should take steps to ensure, inter alia, the creation of conditions which would assure to all medical service and medical attention in the event of sickness.</p> <p><b>Article 13:</b> The right to education which can be realised by;</p> <ul style="list-style-type: none"><li>• Making primary education compulsory and available to all free of charge;</li><li>• Making secondary education available and accessible to all by every appropriate means, and in particular by progressive introduction of free education;</li><li>• Making higher education accessible to all, on the basis of capacity, by every appropriate means, and in particular by the progressive introduction of free education.</li><li>• Encouraging or intensifying fundamental education as far as possible for persons who have not received or completed the whole period of their primary education.</li></ul>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

According to the covenant, member states are supposed to ensure that these rights are realised. In addition, Article 3 of the covenant provides for equal rights to these ESCRs in member states.

Because of the importance of ESCRs, they have also been provided for in regional conventions, national/regional/global legal system, and have been provided for in laws and regulations, policies, national constitutions, and in international treaties. In Africa as a region, they are provided for in the African Charter on Human and Peoples' Rights (1981). In Zambia, the covenant on ESCRs has been signed and domesticated through the constitution and legislature. One example of the various efforts to domesticate the covenant is the Education Act 2011 which provides for the right to education without discrimination on the basis of sex or disability.

It should however be noted that ESCRs may be expressed differently from one country to another, but they are all recognised and protected in international and regional human rights instruments. This means that countries that subscribe to these human rights instruments have a legal obligation to respect, protect and fulfil ESCRs. Additionally, they are also expected to take "progressive action" towards their realization.

Their importance notwithstanding, there has been lax on most governments in protecting ESCRs. From her foreword in Leckie S and Gallagher A (ed) (2006), Virginia Dandan argues that "for too many states and even human rights NGOs, ESCRs have long been considered secondary to civil and political rights. While law and policy have widely recognised these rights, it remains far too easy for Governments to ignore their freely-undertaken obligations to secure these rights for those most in need". All rights however are the same in law and in practice. The observed neglect in promotion of ESCRs is therefore undesirable and it should be the desire of every well meaning government to reverse situation. Some have however augured that reversing the situation may be challenging and political rights will continue receiving more attention compared to ESCRs because while the former can be promoted by Governments simply by refraining from interfering with individual freedoms, the latter requires high levels of investment which most low income countries may not afford.

It should be realised however that whether or not protection of ESCR is expensive, neglect of such rights can have serious consequences on the welfare of individuals. If the government for instance neglects to educate its people, it consigns them to a life of exclusion because they will have reduced chances of getting employment, reduced potential to take part in the country's political activities, and reduced access to good health among others. The government is therefore expected to respect, protect, and take deliberate measures to fulfil these rights because they are part of the collective body of human rights.

This study was motivated by the observation that the extent to which these ESCRs are realised in Zambia was below the desirable level. But efforts to galvanize the government into respecting, protecting, and fulfilling ESCRs should start with a situation analysis to provide baseline information on the status quo. Only then can we have a clearer picture of what kind of interventions should be put in place and how intense these interventions ought to be. The study was implemented by the Social Conditions Programme of the Jesuit Centre for Theological Reflection (JCTR) with support from the UNDP. Its focus was on the right to food, housing, health, education, employment and adequate standard of living. The criterion for choosing these indicators was premised on the fact that these would be crucial towards realisation of full human dignity.

This report focuses on the state of access to ESCRs in Kasama. It is one of the three reports in phase I of access to ESCR which includes Kabwe and Kasama.

## **1.1 Context**

District level data is hardly available beyond demographic characteristics of the population. This study therefore had to rely on province level data to form the socioeconomic context against which to consider the findings of the survey.

### **1.1.1 Socio-economic situation**

Zambia has recorded significant economic growth in the last few years. There was for instance, a great leap in GDP Per Capita from US\$635 in 2005 to US\$934 in 2007. This increase could have also been transmitted to households in Northern Province because statistics indicate that Monthly per capita income in the province

increased from K95 in 2006 to K163 in 2010, an increase of 70 percent in nominal terms. The increase in income however was not matched by reduction in poverty incidence which remained high at 75 percent after reducing from 78.5 percent in 2006. Extreme poverty also reduced by a small margin from 57.5 percent in 2006 to 55.8 percent in 2010 (CSO, 2011). The Fifth National Development Plan (FNDP) has attributed the lag between economic growth and poverty reduction to; inter alia, the weak linkages between the capital-intensive sectors that have driven growth and the rest of the economy (MoFNP, 2008).

The subsisting high poverty levels have also been attributed to the marked socio-economic inequalities in the country which have remained high. For instance, in the face of increased incomes, income inequality only reduced marginally from 56 percent in 2006 to 55 percent in 2010 at national level and from 52 percent to 50 percent in Northern Province during the same period (CSO, 2011). Poverty and inequality generally remained higher in rural than in urban areas. Recent progress reports on the MDGs however are painting a very optimistic picture. The SNDP or instance predicts that MDGs targets on hunger, universal primary education, gender equality, Human Immune-Deficiency Virus (HIV) and Acquired Immune-Deficiency Syndrome (AIDS) are likely to be achieved (MoFNP, 2011).

### **1.1.2 Developments in economic activities**

Northern Province has its own share of unemployment problems. The unemployment rate in 2006 was 13.0 percent compared to the national average of 14.0 percent. There was a reduction in the rate in 2010 to 10.8 percent compared to the national average of 13.2 percent. Unemployment was generally higher in rural than urban areas, and among females than males. On the backdrop of reducing unemployment rate, however, the labour force participation rate recorded a reduction from 63.3 percent in 2006 to 62.8 percent in 2010. Participation was higher in rural than urban areas and among males than females. The unemployment level has an implication on people's potential to access basic needs like food, housing, health and education.

### **1.1.3 Education services**

The provision of education services still remains a challenge. An attempt was (and is still being) made to enhance access to education by removing the requirement for payment of school fees for primary level education. This was done through the Free Primary Education Policy in 2002 and subsequently the abolition of examination fees for grade 7 examinations. This led to a 40.2 percent increase in enrolment into basic education between the years 2002 and 2006 (MoE, 2006). Despite these policies, 529,885 children of school going age (7-18 years) were still out of school during the same period (Zambia Open Community Schools, 2006), and these were mainly orphaned children. Equally, among those who access formal education, a good number of children dropout. A few go as far as Grade 12 and many still do not make a grade. The pupil-teacher ratio is very high, and this is a direct result of the new policies that provide for free education. In Northern Province, the ratio was 1:64 at Basic Schools in 2011 (MoE, 2011). Additionally, there is also a shortage of infrastructure in terms of class rooms and housing for teachers and many schools still have double shifts in the lower grades as a way of coping with this problem. The implication of inadequate schools for Northern Province is that a total of 17,184 school going age children could not be enrolled in schools due to inadequate classroom space. In addition, some day school pupils had to cover an average of 13 kilometres to get to a school (MoE, 2011). According to the Zambia Open Community Schools (2006), the inadequacy of school space was generally associated with a reduction in the number of contact hours to no more than 2-3 hours per day as authorities tried to cope with the huge numbers of pupils wanting to be in school.

### **1.1.4 Health Situation**

The health sector is one of the social sectors that have not received adequate attention in the country's quest to develop. The economic liberalization after 1991, brought with it structural adjustment measures, which included reduced public funding to the sector, with the hope that the general public would supplement government's efforts through user fees. Thus, allocation of funds to the health sector has not been so impressive. The health sector budgetary allocation of 11.3 percent of the national budget for the year 2012 is far much less than the 15 percent commitment of the Abuja Declaration of 2001. This has

resulted in among others, sustained shortages of drugs, medical equipment and inadequate health facilities. Additionally, the sub-sector has been deprived of sufficient manpower leading to some facilities being manned by unqualified staff. It therefore remains unlikely that the country will achieve the MDG-5 of reducing Maternal Mortality Rate to 162 per 100,000 live births by 2015. For Northern Province, the Maternal Mortality Ratio was estimated at 475 deaths per 100, 000 live births, which was very high compared to the MDG target of 162.3 deaths per 100, 000 live births. Similarly, under-five mortality rate was also high at 145 deaths per 1, 000 live births compared to the MDG target of 81 deaths per 1, 000 live births (UNDP and GRZ, 2013). HIV/AIDS has also continued to one of the health problems in the province but the prevalence rate of 6.8 percent is far much lower than the national average and is in line with the MDG target of a prevalence rate lower than 15.6 percent.

#### **1.1.5 Food Security Situation**

The MDGs Progress Report for 2011 reveals that food poverty still exists and food security remains a challenge in pockets around the country. The food insecurity situation has been attributed to, among others things, high food prices. Information available from the JCTR Basic Needs Basket studies show that the prices for the basic foodstuffs of the average Zambian family have gone up in recent times. For instance, the average cost of living in 2011 stood at a staggering cost of K2, 900 (CSO, 2011). This figure does not include transport, education, health, personal care. Net incomes of most households however are far way below this threshold. This suggests that most people cannot afford to have adequate food and this could be the cause of the poor indicators of physical growth among children. The MDG progress report for 2013 shows that though the proportion of children underweight in Northern Province was comparable with the MDG target, the incidence of stunting in the province was higher than the threshold<sup>1</sup> for severe stunting (UNDP and GRZ, 2013). Northern Province has generally had stunting levels higher than the national average since 2006 i.e. 64.5 percent in 2006 and 52.5 percent in 2010. These child health problems of stunting and underweight have been attributed partly to insufficient diets (UNDP and GRZ, 2013).

*1. The WHO classifies incidences of stunting greater than 40 percent as being very high and that below 20 percent as being low.*

#### **1.2 Objectives of the study**

The main objective of this study was to generate baseline information for use in facilitating the promotion of human rights in Kasama. The specific objectives included the following:

- a) To establish the level of awareness of ESCR in Kasama district
- b) To establish the level of access to social services like education and health in the district
- c) To determine the level of access to employment
- d) To establish people's access to decent accommodation, water, electricity, and adequate food
- e) To generate baseline data on ESCR for advocacy.



# Methodology

## 1.1 Overview of the approach

The data collection involved the use of a household survey and key informant interviews. A structured questionnaire was used to collect household data, and an interview guide to collect information from key informant. The household questionnaire was used to collect both qualitative and quantitative data on the prevailing situation in Kasama as regards ESCR. This involved collecting data on key social and economic aspects of the households that relate to ESCRs in the district with regards to access to food, housing, health, employment, water, education among others. A total number of 330 households were randomly selected for interviews in the district. In addition a total number of 7 institutions were selected for key informant interviews to provide qualitative information on the supply side of services pertaining to ESCR.

## 1.2 Sample selection

The respondents in the Baseline survey were chosen at household level. The sample elements for the household survey and KIIs were selected as follows:

- i) Household Survey Participants: 330 households were randomly selected in the urban parts of Kasama district. The sample population was composed of a cluster of three (3) residential areas each purposively selected from low, medium and high density residential areas. The 330 households were randomly drawn from the randomly drawn SEAs taking into account population distribution across wards in each residential area. This meant that the sample size within a particular residential area depended on the size of the population in the area.
- ii) Key Informants: The KIIs were selected at district level on the basis of their leadership, official functions and involvement in ensuring the progressive realization of Economic, Social and Cultural Rights at district and community levels. Others interviewed included selected officers in charge of clinics, heads of schools within the research areas, NGOs, Faith Based Organizations (FBOs) and CSOs, among others, working in the area of ensuring that these rights are fully accessed in the respective districts. Apart from complementing the household data, the interviews with KIIs helped triangulate data from the survey.

## 1.3 Data Collection

The data collection for the household survey was done with the help of questionnaires administered by enumerators among them being the JCTR Basic Needs Basket Researchers. Interview guides were also used to collect information from KIIs.

## 1.4 Validation of Results

The ESCR Baseline Survey explored, analysed and highlighted the existing household access to ESCRs. The analysis generated statistical information which will form strong basis for individuals and communities to claim human rights and participate effectively in the development process. The findings of the survey will guide the ESCR awareness measures, including the development and implementation of the appropriate ESCR messages and materials. In the whole data collection process for the survey, staff from the Social Conditions Programme of the JCTR was on site to provide the necessary quality assurance and technical backstopping. After production of the draft report, the findings for Kasama were validated through a validation meeting held with key stakeholders<sup>2</sup>. This provided a platform to agree with or dispute the findings and also provide valuable insight to the prevailing situation. The input from this meeting was then incorporated in the final report.

## 1.5 Limitations of the study

The study was not without limitations. One of the limitations was that the study had an urban bias; all the respondents were selected from urban areas. This means that there is need for additional studies to establish the situation prevailing in rural areas. The other weakness relates to the fact that this was a cross section study and therefore does not capture the dynamics within the study areas. This baseline study will however be the basis for checking the dynamics going forward.

2. *List of participants for the Validation meeting in the Annex*

# Results of the study

## 1.1 Response rate

The household survey sought to collect information from 330 households in Kasama district, but 327 questionnaires were complete instead, giving a response rate of about 99 percent. In terms of the number of KIIs conducted, Table 2 shows that 5 KIIs were conducted with the Ministry of Health and 7 KIIs were conducted with the Ministry of Education. The rest of the organisations, including NGOs, ZESCO, Chambeshi Water and Sewerage Company, Ministry of Agriculture and Cooperatives, and the Department of Community Development each gave 1 KI.

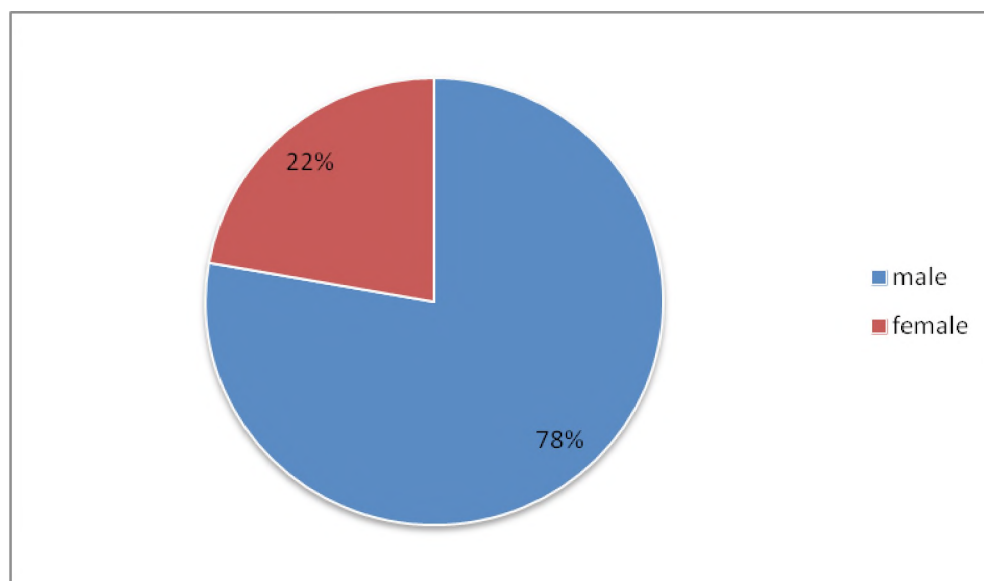
**Table 2: Summary of the data collection outcomes in Kasama district**

Agent interviewed	Type of interview	Number of interviews	Refusals
MoH	KII	5	0
Community Dev	KII	1	0
NGOs	KII	1	0
Zesco	KII	1	0
Water & sewerage	KII	1	0
MACO	KII	1	0
MoE	KII	7	0
Household	Survey	327	3

## 1.2 Demographic characteristics of the households sampled

The data analysis shows the average size of the households interviewed to be around 3.6 inhabitants per household. This is less than the national average of about 5.1 people per household. This however was anticipated given that Kasama is highly urbanised district and the survey was conducted in the urban parts of the district. We can therefore surmise a different picture in the most rural parts of the district where families and households tend to be bigger.

In terms of headship of households by sex, Figure 1 shows that 77.8 percent of the households in the survey were headed by males. This too was anticipated and does not deviate from the national picture where it is estimated that 76.6 percent of the households are headed by males.

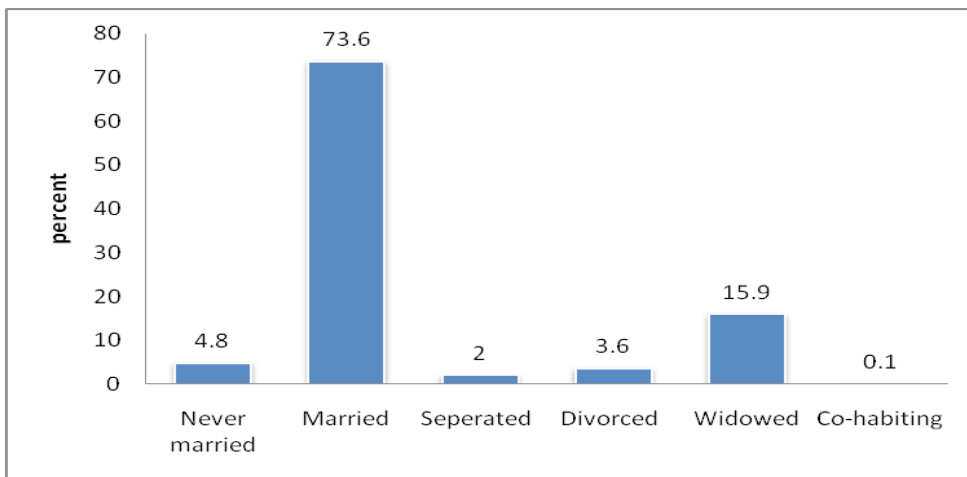




The figure below presents the marital status of household heads in the survey. According to the figure, about 73.6 percent of the household were headed by married people. The second largest proportion of households interviewed was headed by widowed people and it accounted for 15.9 percent of the households in the survey. About 4.8 and 3.6 percent of the households were headed by the never married and divorced people, respectively. This profile indicates that about 26 percent of the households in the district are headed by single parents as a result of being divorced, widowed, or never having married before.

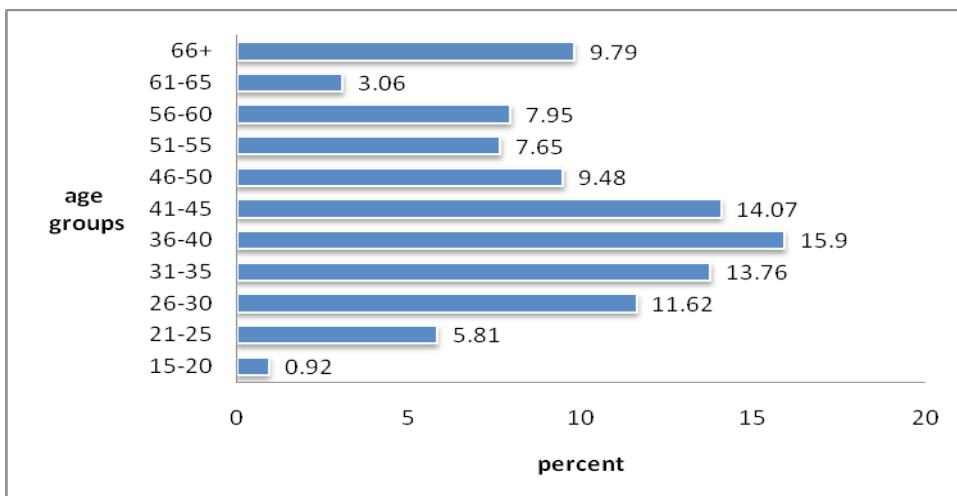
It is notable from Figure 2 that cases of households headed by people on separation and cohabiting couples were rare. Almost 2 percent of the households are headed by people separated from spouses, and less than 1 percent is headed by a cohabiting couple. The insignificance of cohabitation in the survey area was anticipated given that cohabitation is yet to be incorporated into the Zambian culture. The culture in Zambia still places a lot of importance on marriage and therefore demands that a man and woman, if unrelated biologically, can only stay together if they are married.

**Figure 2: Marital status of respondents in Kasama (N=327)**



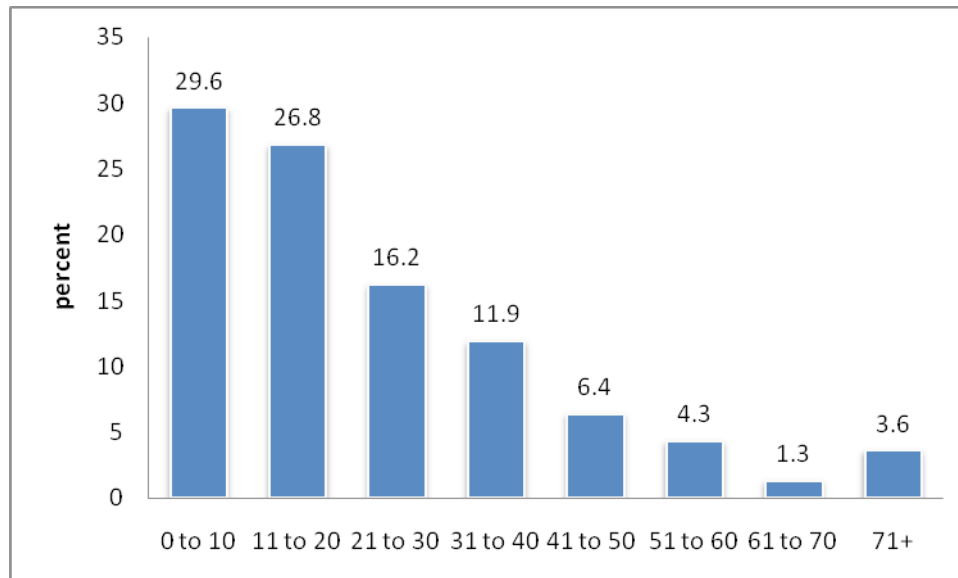
Households in Kasama are headed by predominantly older people; people that are more than 35 years old. Data in the figure below shows that only about 30 percent of the households were headed by youthful people. The rest (about 70 percent) of the households were headed by older people. A smaller proportion of households headed by youths is desirable because statistics from the CSO (2012) have shown that unemployment levels are higher among the youths. Similarly, households headed by people that are past the retirement age of 55 years may face challenges because people this age are not economically active and are therefore more prone to be vulnerable and suffer deprivation. The proportion of households headed by people that were past their retirement age was about 20 percent.

**Figure 3: Age distribution of heads of households in Kasama (N=327)**



In terms of the age distribution of the entire population in Kasama, the survey statistics indicate that the population in the survey area is predominantly young. Figure 4 below shows that about 73 percent of the people are aged between 0 and 30 years and 56 percent of the population is below the age of 21 years. This is not very different from the national estimate in the LCMS for 2010 which indicates that 74.1 percent of the population is below 30 years old (CSO, 2010). The older population comprising people aged 61 years and above constitute only 4.8 percent of the entire population. This kind of population distribution gives a very high dependency ratio of about 152.8. The implication is that there are more people that need to be supported economically than there are economically active people who should provide the support.

**Figure 4: Age distribution of population in Kasama (N=1, 732)**



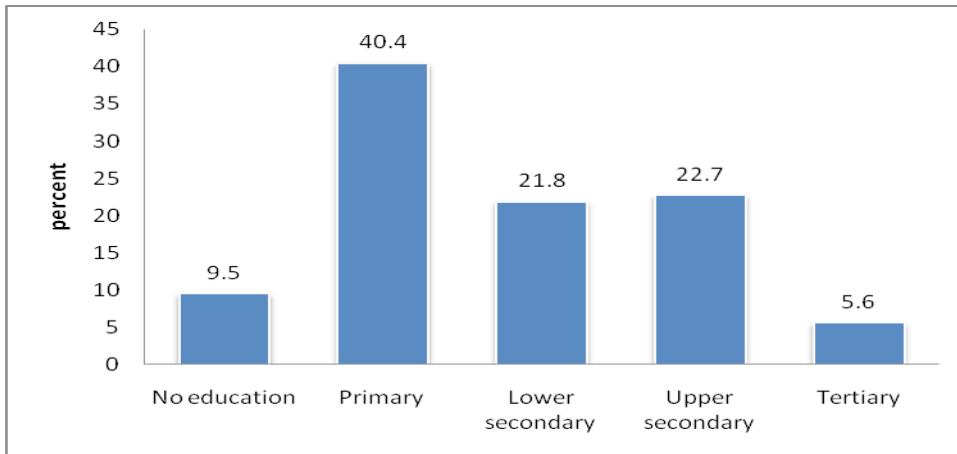
### 1.3 Right to education

The government has been making efforts to enhance access to education in the country using its “Education for All” policy. Whether or not the policy has worked is a subject of empirical investigation beyond the scope of this report. However, given that access to education is one of the ESCRs as provided for in Article 13 of the covenant on ESCRs, the household survey collected information on both geographical and financial access to education to assess the degree to which education is accessible in the survey area as well as the degree to which the right to education is being realised.

Analysis of the level of education of the respondents in Kasama shows that more than 50 percent of the respondents have not gone beyond lower secondary school in terms of education levels attained. The summary in Figure 5 shows that about half the respondents in the survey area have not gone beyond primary school in terms of education. This half comprises 9.5 percent that have never been to school and another 40.4 percent that have just been to primary school. This suggests that the levels of illiteracy are likely to be high in the district. The remaining half of the respondents has gone beyond primary school in terms of education. About 22 percent for instance has gone up to lower secondary school and about 23 percent have completed upper secondary school. In terms of tertiary education, only 5.6 percent of the respondents have attained some form of tertiary education. This is the group that has higher chances in term of access to formal employment.

The implication of the education profile in Kasama is that the proportion of highly educated people and consequently, highly skilled people is very low. This reduces opportunities for employment in the formal sector. This in turn entails that income levels are likely to be low and income poverty consequently high. The education profile generally shows that the right to education as provided for in Article 13 of the covenant on ESCRs has not been fully realised in Kasama. This has a negative effect on people’s level of participation in the economic, political and social activities of the country, and generally their access to various opportunities. There is therefore need to improve access to education so that people can have increased chances of enhanced participation in economic and political activities and better their lives.

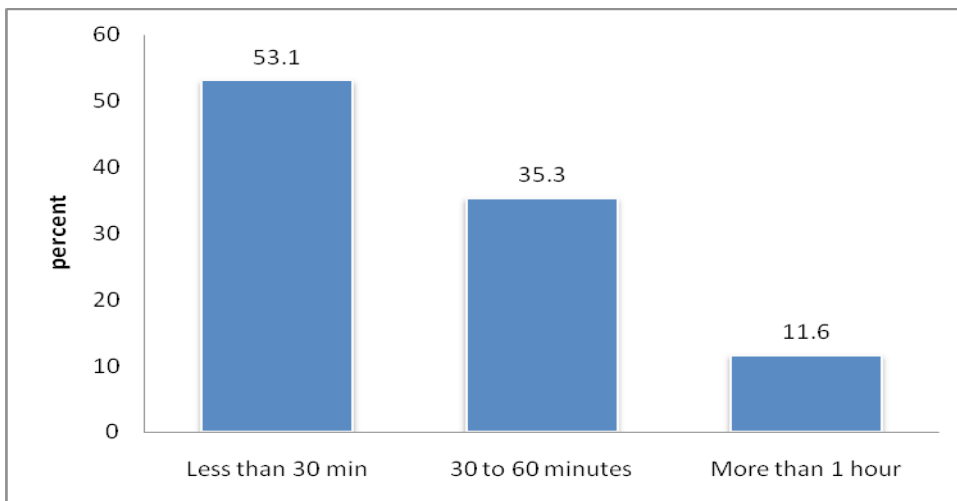
**Figure 5: Education level of respondents in Kasama (N=327)**



### 1.3.1 Physical Accessibility to Education

Apart from establishing the level of education in the area, the survey also assessed the degree of physical access to educational facilities. Figure 6 below gives a summary of physical/geographical access to education measured in terms of the amount of time spent travelling to the nearest school. The figure shows that 53 percent of the respondents were within 30 minutes of walking time to the nearest school. Another 35.3 percent of the respondents indicated that they were between 30 and 60 minutes of travel time to the nearest school, and 11.6 percent were more than 60 minutes away from the nearest school in terms of travel time. The general impression is that geographical access to school in Kasama is still a problem because there are a substantial proportion of households that have challenges in accessing schools. This was also confirmed by the KIs who indicated that some pupils had to travel for an average of 75 minutes to get to the nearest school. As a signatory to the covenant on ESCRs, the government needs to put in measures to ensure adequate schools for people to enjoy their right to education.

**Figure 6: Physical access/travel time to nearest school in Kasama (N=327)**



Respondents were also asked to indicate their mode of transport to school and the analysis shows that most of the people walk to school; 94.7 percent of the respondents indicated that the mode of accessing school was walking. The other 5.3 percent either used public transport or private cars to get to school.

**1.3.2 Financial access to education**

Financial access to education was assessed by asking respondents to indicate how much they were required to pay per term to have their children in school. Figure 7 shows that pupils in grade 8 were on average paying K309.82 per term while those in grade 9 were paying an average of K410.64. The average for lower secondary was K360.23 per term. The reason for difference in fees between grade 8 and grade 9 is unclear; it could as well be a result of data quality problems.

The fact that pupils are required to pay to attend schools implies that pupils from poor families are most likely going to have problems accessing education due to financial constraints. Given the low levels of income in Kasama, it is expected that a good number of parents will struggle to raise schools fees and their children may not be able to enjoy their right to education as provided for in Article 13. There is therefore need for the government to provide equity of access to education by introducing bursaries targeted at the very poor given that there may not be enough resources to enable every child to attend school without paying.

**Figure 7: Average school fees - grade 8 and 9 (N=327)**

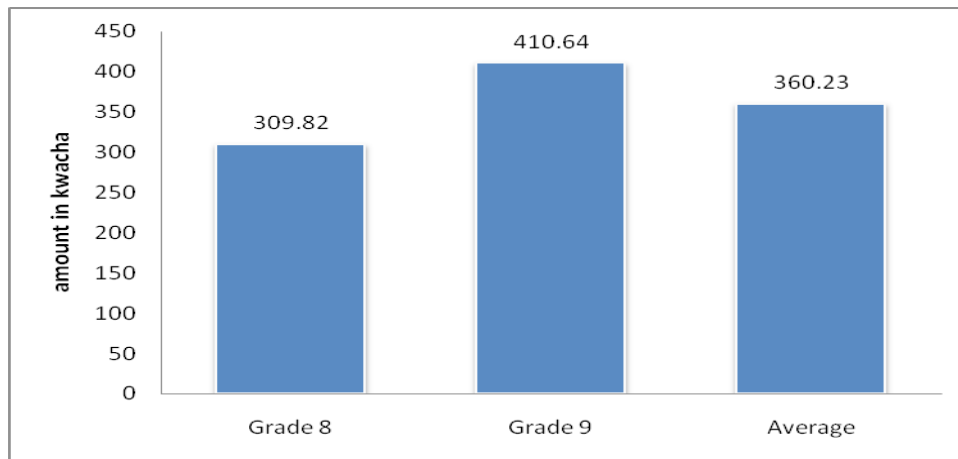
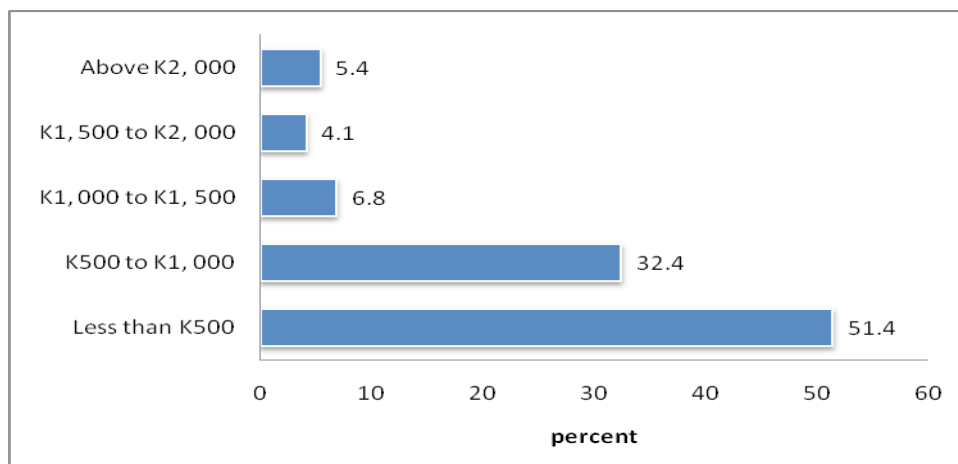


Figure 8 shows the fees that pupils in high school are required to pay based on the findings of the survey. The figure shows that about half of the respondents indicated that their children pay less than K500.00 per term for high school education while 32.4 percent indicated that their children pay between K500.00 and K1, 000.00 per term. Those that pay between K1, 000.00 and K1, 500.00 per term represented 6.8 percent of the sample while those paying more than K1, 500.00 comprised about 10 percent of the sample. These fees could be a hindrance for pupils from poor families to enjoy the right to education.

**Figure 8: School fees for high school (N=327)**

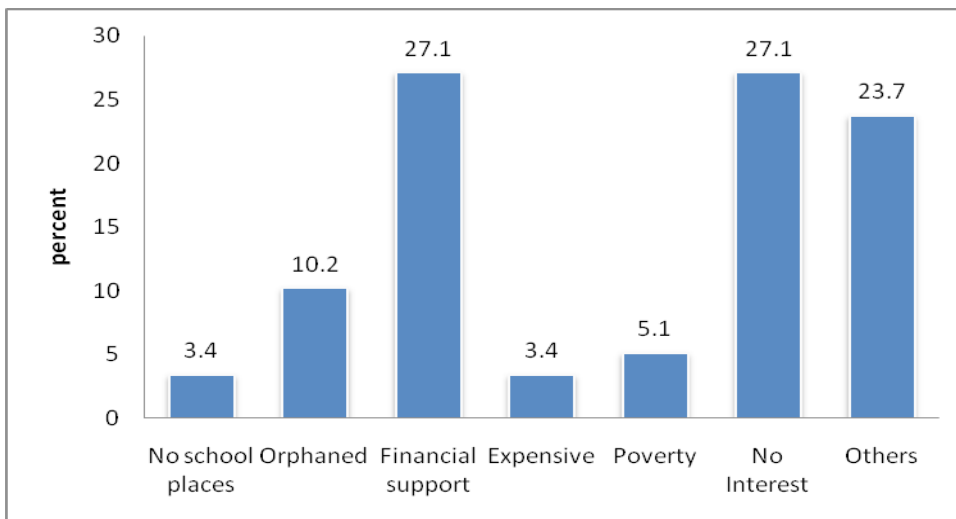


Realising that geographical and financial access to school are not the only enabling or inhibiting factors in accessing education, the survey assessed other factors indirectly. This was achieved by collecting information from the households on whether or not they had children of school-going age that should have been in school but were not. The analysis showed that 17.9 percent of the households in Kasama district had children that were not going to school for one of the reason indicated in figure 9.

The two most prominent reasons for dropping out of school according to figure 9, were the lack of financial support, and the lack of interest in school. It should however be noted that, given the free education policy, financial constraints are bigger among children in higher level grades that are not exempted from paying school fees and also children whose only option is a private school. Generally all children from grades one to seven are exempted from paying user fees in schools. The large proportion of pupils dropping out of school due to lack of interest is quite worrying. There is need for strategies that will revamp and sustain interest for school in children. Part'd' of paragraph 2 of Articles 13 of the covenant on ESCRs provides that 'fundamental education shall be encouraged or intensified as far as possible for those persons who have not received or completed the whole period of their primary education'.

Other income related reasons for dropping out of school were the status of being orphans, and poverty; 10 percent of the challenged households cited orphanhood as the reason for dropping out of school, while 5 attributed it to poverty. Given the free education up to the ninth grade, it can be argued that these challenged households are those with children attending higher level grades like grade 10, 11, and 12. The survey established that geographical access was not a major hindrance on access to education because only 3.4 percent of the challenged households cited lack of school places as the reason for their child/children dropping out of school. The views from the KIs concerning drop outs were also not different from household level data; KIs also indicated the lack of interest for school among learners was one leading cause for drop outs alongside long distances to school and unwanted pregnancies.

**Figure 9: Reasons for dropping out of school (N=59)**



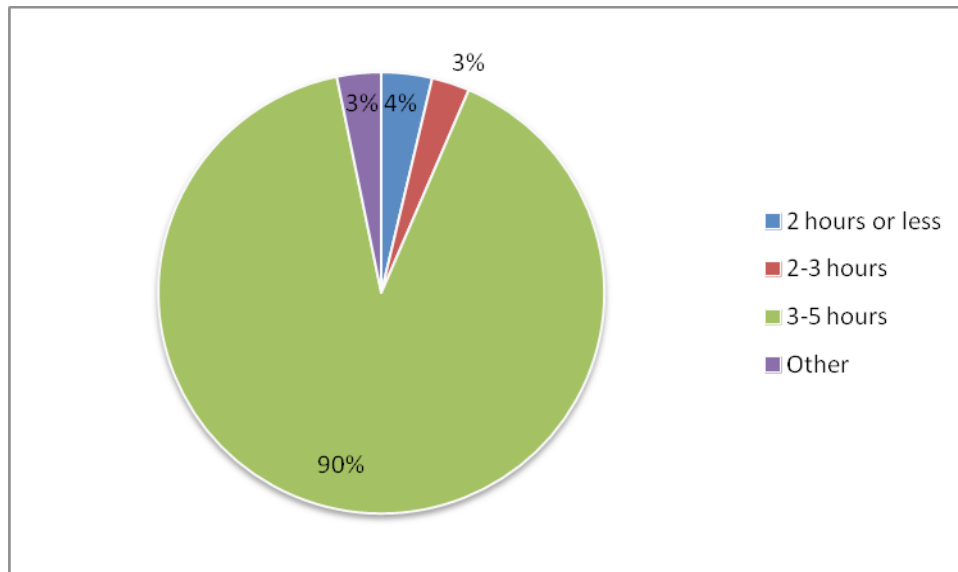
**1.3.3 Availability of quality education**

Another aspect that was assessed in education besides the issues of geographical and financial access was the issue of quality of education that people were accessing in the district. The survey tried to elicit responses on the quality of the education accessed using some proxies of quality. This involved collecting data on the approximate amount of time that pupils - from grades one to seven - spent in class on a typical school day. The idea was premised on the assumption that pupils that spent more time in class with their teachers were likely to have more quality education than those that spent less time.

Figure 10 summarises the responses on the amount of time spent by children in school ranging from less than 2 hours to between 3 and 5 hours per day. The majority of the pupils spent between 3 and 5 hours in class per day; these accounted for 90 percent of the respondents. About 3 percent of the respondents indicated that their children spent between 2 and 3 hours in class per day while and another 4 percent indicated that their children spent less than two hours in class per day. Even though it is not clear what the standard number of hours that pupils should spend in class

in, other jurisdictions have argued that 4 per day or 21 hours per week is okay for primary school (Qualification and Curriculum Authority, 2002). The main point to take home is that too little is not good and too much as well is not good; there has to be a balance between length of a typical day at school and the effectiveness of learning. There is therefore a linear relationship between the amount of learning and the number of hours spent in school up to a certain optimum. It is expected that pupils that spend more time with their teachers will end up with more knowledge than those who spend less. Concerning the survey area, the picture we got is that more pupils were spending more hours in class per day; 90 percent of the respondents argued that their children spent between 3 and 5 hours in class on a typical day.

**Figure 10: Amount of time spent in school by school going children in Kasama (N=327)**



The other aspect of quality that was considered in the study was availability of laboratories, libraries, sports fields, and counselling/guidance services. Table 3 indicates the proportion of schools where these indicators of quality were reported to have been available. About half of the schools surveyed in Kasama had laboratory facilities as well as a library. It should however be noted that the low level of availability of laboratory facilities in the district could be explained by the fact that the schools that were surveyed were a mix of basic and high schools, and that the former rarely have laboratories because the science taught at basic school level is too elementary to require laboratory facilities.

Availability of counselling and guidance facilities was quite high; 83 percent of the schools surveyed had these facilities. In terms of availability of sports facilities; 83 percent of the schools had the facilities.

**Table 3: Availability of auxiliary educational facilities in Kasama (N=6)**

Facilities	Proportion with facilities
Laboratory	50%
Library	50%
Counseling & guidance	83%
Sports field	83%

The study also looked at the availability of qualified staff in schools. The majority of the respondents in Kasama indicated that they had less than the ideal number of qualified staff in the schools. The table below for instance shows that each school on average was supposed to have 47 qualified members of staff, but the actual staffing level was 39, giving a variance of 8. This can have a negative effect on quality because the teacher pupil ratio will be higher than the ideal, thereby inhibiting effective delivery of services by teachers.

**Table 4: Staffing levels in schools (N=6)**

	Kasama
Actual Staffing	39
Ideal Staffing	47
Variance	8

The fact that the schools surveyed had less than the required number of staff was also reflected in the teacher pupil ratio of the district Table 5 shows that the ratio of teachers to pupils in Kasama was higher than the desired, 1 teacher to 54 pupils instead of 1 teacher to 41 pupils; each teacher had 13 pupils more than the ideal number. This of course has an implication on the effectiveness of service delivery by the teachers.

**Table 5: Teacher pupil ratio in schools in Kasama (N=6)**

	Teacher pupil ratio
Actual ratio	1:54
Ideal (desired) ratio	1:41

On the impact of the “Free Education Policy” respondents were asked to indicate what they thought about the policy in terms of whether they agreed or not with the notion that free education policy had enhanced access to education. The table below summarizes the responses and indicates that the majority of the respondents agree that the free education policy has enhanced access to education. About 47 percent of the respondents agree that the policy has enhanced access to basic education, and 7 percent strongly agree that the policy has increased access. This means more than 50 percent of the respondents are of the view that the policy has achieved the intended objective. About 18 percent of the respondents strongly disagree that the policy has led to increased access to education while 27 percent disagree that the policy has worked. This shows that households still feel constrained by school fees when it comes to sending children to school. There is therefore need for government to come up with strategies that will lessen the financial constraint of accessing education so that more and more people can enjoy their right to education.

**Table 6: View on free education and access to basic education – Kasama (N=327)**

Free education policy has increased access to education	Respondents (%)
I agree	47.46
I strongly agree	07.12
I disagree	27.12
I strongly disagree	18.31

#### 1.3.4 Swot analysis for DEBS office

At the district offices, KIs argued that they had the strength to achieve their goal and vision because they had supportive policy environment, trained and experienced teachers, and other support systems. They further argued that in spite of their strengths, they had some weaknesses in form of inadequate and poor staffing level, poor infrastructure, and lack of capacity to conduct effective monitoring of school activities.

In spite of the weaknesses observed, the KIs argued that they still had a lot of opportunities to adequately carry out their mandate. Opportunities were in terms of the collaboration with other stakeholders including cooperating partners and the private sector, and the goodwill and support from these stakeholders. There were however, some weaknesses noted, that threatened the effective provision of education to all as per the mandate. These threats emanated from the lack of adequate infrastructure, erratic funding, vandalism of infrastructure, over-enrolment, and the emergence of a strong private sector.



## 1.4 Right to Health

### 1.4.1 Availability of Health-care

Healthcare is another ESCR that the survey sought to investigate in terms of access by the community. Access to healthcare was assessed in terms of geographical access only. This was in view of the free healthcare policy adopted by the government. Information was gathered from KIs to establish availability of health facilities in the district. The table below shows the number and type of health facilities in the district. Kasama has 1 hospital, 3 clinics and 7 health posts. There were also 23 other types of health facilities in the district.

**Table 7: Types and number of health facilities available**

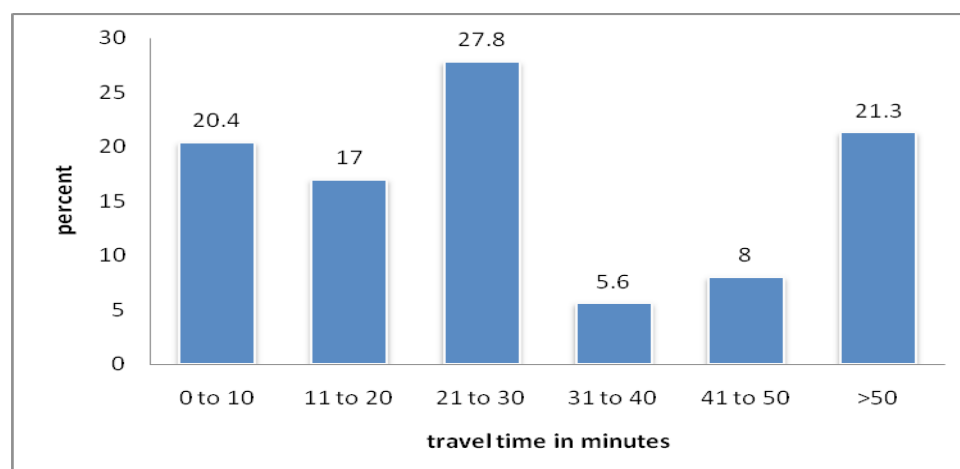
Health facility	Number of facilities
Hospital	1
Clinics	3
Health posts	7
Others	23

### 1.4.2 Physical accessibility to Health-care

To measure geographical access, the survey team had to elicit information from the respondents on the approximate time they thought it took to move from their home to the nearest health facility. The data in figure 11 shows that about 65 percent of the respondents were within 30 minutes of travel time to the nearest health facility. This is broken down into 20.4 percent that are within 10 minutes of walking time to the nearest facility, 17 percent that are between 11 and 20 minutes of walking time, and 27.8 percent that are between 21 and 30 minutes of walking time.

Inadequate access to health facilities was defined in terms of being more than 30 minutes of walking time to the nearest health facility. Figure 13 also shows that almost 35 percent of the respondents were more than 30 minutes of walking time to the nearest health facility; in fact, 21 percent of the respondents have to walk more than 50 minutes to get to the nearest health facility. This gives the impression that access to health facilities is still a challenge in the district. There is a lot of investment needed to reverse the situation and enhance geographical access to healthcare so that people can enjoy their right of access to health care as provided in Article 12 of the covenant on ESCRs.

**Figure 11: Physical/geographical access to health facilities in Kasama (N=327)**



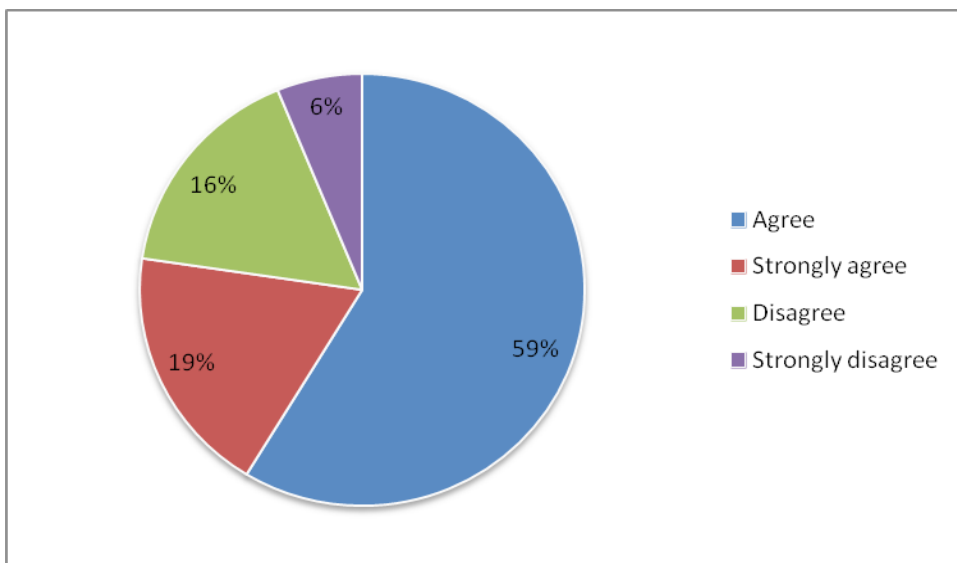
### 1.4.3 Economic accessibility to Health Care

The government has been making efforts to ensure enhanced access to healthcare in general and financial access to healthcare in particular. One of the strategies that have been used is the removal of user fees for all Government-provided health-care. This is in recognition of the fact that inability to pay for services can hinder access to services.

This survey assessed the free-healthcare policy using people's views. This was done by asking respondents to indicate whether or not they thought that the availability of free Government health services had enhanced access to basic health care. The summary in Figure 12 shows that three quarters of the respondents agree that the policy has enhanced access to basic healthcare. The three quarters consisted of 19 percent of respondents who strongly agree and 59 percent who agree that the free healthcare policy has enhanced access to primary health care. Among those 23 percent that does not agree, 6 percent strongly disagree while 16 percent just disagree that the policy has enhanced access to services. The fact that there are people disagreeing with the assertion that the free health care policy has enhanced access to primary health care implies that there are people who are finding it difficult to access care because of financial constraints. There is therefore a need to come up with more exemptions for people to access care without having to pay. Otherwise, the poor will continue to be denied their right to good health.

To triangulate findings on financial access obtained from the household survey, KI in selected health facilities were asked to indicate how households were financing access to healthcare. All the KIs in the facilities surveyed indicated that financial access was not a problem because services were being provided free of charge. The KIs however noted that though free healthcare had generally led to an increase in access to services as observed in the increase in the utilisation rates, it had also led to some negative effects such as increased workload, and reduced funds at the facilities. While financial access was not a problem, it was noted that geographical access was still limited because some people still had to travel an average of 8 kilometres to get to the nearest facility.

**Figure 12: Free healthcare has improved access to healthcare services (N=327)**

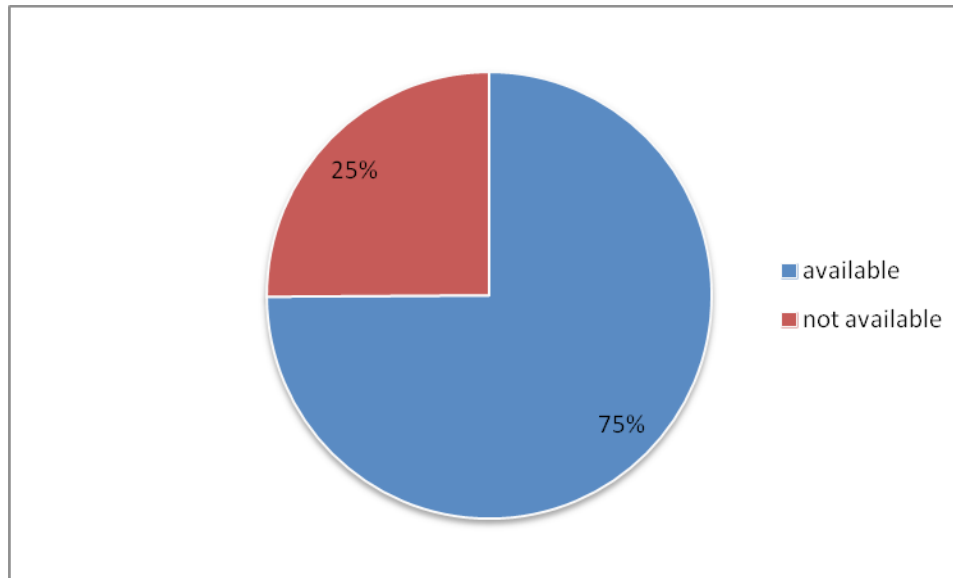


In addition to assessing geographical access to facilities, the survey also sought to establish the availability of selected types of services in the health facilities. Among the services assessed was the availability of maternity wards. This was used as a proxy for accessibility of maternal health services in the district.

Figure 13 below shows that the majority of the respondents have access to maternity wards in the health facilities nearest to their residence i.e. 75 percent of them indicated that they had maternity wards in the facility nearest to their home, but 25 percent indicated that the nearest health facility did not have a maternity ward. This implies that at least a quarter of the households in Kasama have challenges in accessing maternal health services in the geographical sense and are therefore not enjoying their right to the highest attainable standard of health as provided for in Article 12 of the

covenant on ESCRs. The article in part 'a' of paragraph 2 provides that government should take steps necessary for, 'the provision for the reduction of the stillbirth-rate and of infant mortality and for the healthy development of the child'. This can be achieved partly by ensuring availability of maternity units close to the community. It calls for additional effort to bring these facilities as close to the households as possible to help reduce mortality associated with limited access to maternal health services.

**Figure 13: Availability of maternity wards in health facility (N=327)**



#### 1.4.4 Access to quality Health-care

The survey sought to assess the human resources capacity of the health facilities in the survey area and comparing this capacity with the capacity that the facilities were supposed to have according to the official staff establishment. This was done as an indirect measure of quality of service provided in the facilities surveyed. The idea is that quality or quantity of services provided is compromised if there are not enough qualified personnel in a facility.

The table below gives the average number of specified healthcare cadres available at the clinics surveyed and compares this with the required or ideal number. The table indicates there were no doctors in the facilities, but this was anticipated because the facilities surveyed were clinics. Generally, the human resources problem was not so prominent in Kasama because all the support staff required were available and the surveyed facilities had more than the required number of nurses; this of course could be a problem of mal-distribution; workers that are deployed to the most rural parts of the districts come back to settle in Kasama which is more urbanised. Kasama however had only half the required number of clinical officers per facility surveyed. This shortage in terms of clinical officers and the mal-distribution of nurses both have implication on service provision and ought to be resolved.

**Table 8: Availability of staff in health facilities in Kasama (N=4)**

Type of staff	Actual number	Ideal number
Doctors	0	0
Clinical officers	1	2
Nurses	9	8
Other staff	5	5

Besides assessing the availability of staff, the survey also assessed the availability of various types of equipment used in health facilities. This was done to measure the level as well as quality of available services. All the four clinics surveyed in Kasama had a scale and a BP machine, but none had an X-ray machine, and an Ultra sound scan. Only a quarter

of the facilities had a functional maternity ward, but none had an Ambulance. The absence of Ambulances implies that people with critical health problems cannot access health care in a timely manner in times of an emergency.

**Table 9: Availability of equipment in health facilities in Kasama district (N=4)**

Type of equipment	Available (%)	Not available (%)
Scale	100	0
BP machine	100	0
X-ray	0	100
Ultra Sound scan	0	100
Maternity ward	25	75
Ambulance	0	100

Another aspect that was considered to assess the quality of services provided in the facilities surveyed was the amount of time patients had to wait before being seen by the health facility personnel. On average, the waiting time in facilities in Kasama was 23 minutes. In addition to waiting time, the availability of drugs was also assessed. In all facilities surveyed, the recommended drugs were reported to have been available the entire month preceding the survey, no shortages or stock outs were reported.

Quality of services was also assessed by looking at availability of qualified personnel in the facilities. This is on account of the fact that healthcare provision is highly technical and you can only be guaranteed of good quality if facilities are staffed with qualified people.

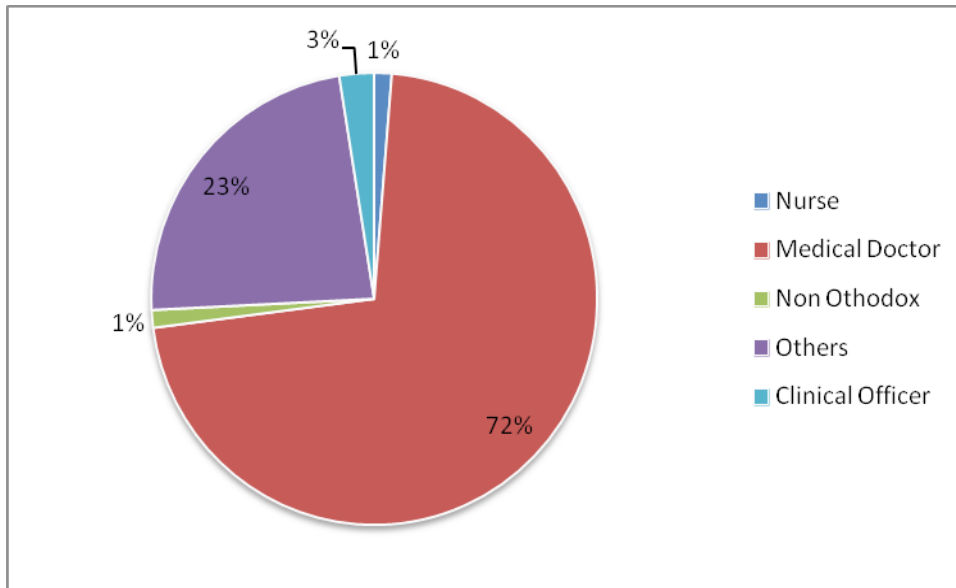
Respondents that reported some sickness during the three months prior to the survey were asked to indicate the type of medical personnel they had consulted with during the sickness of a household member. According to Figure 14, the majority of the respondents reported having been attended to by a medical doctor<sup>3</sup>. This group comprised 72 percent of the respondents. Households that were attended to by a clinical officer accounted for 3 percent of the sample, while those attended to nurses accounted for 1 percent of the respondents. Figure 14 show that respondents that consulted non-orthodox healthcare providers also constituted 1 percent of the sampled respondents. Non-orthodox healers in this case were defined as healthcare providers that practice anything other than western medicine and this group comprised mainly traditional healers, herbalists, and faith healers.

There were also a substantial proportion of people that were not attended to by any healthcare practitioner whether orthodox or non-orthodox; this group consisted of 23 percent of the respondents that reported a sickness within the three months preceding the survey. For whatever reasons, this category of people self-treated, consulted a friend or did not do anything during their sickness. This category could be a highlight of the unmet need for healthcare services.

The picture painted in Figure 14 is that the majority of the people are able to consult with healthcare personnel when faced with an illness or injury. The picture however is quite different from national level estimates from the LCMS for 2010 which reports that an estimate of only 68.7 percent of the households consulted with healthcare practitioners during sickness or injury. The reason could be that Kasama being an urban district, people have more access to healthcare facilities than their counterparts in rural areas.

3. Readers should interpret the results presented in Figure 16 with caution. The high proportion of respondents that were seen by medical doctor is not plausible given the shortage of medical doctors in the country in general and in Kasama in particular. The possible reason for the big proportion of respondents that were attended to by medical doctors is that people are usually no able to distinguish a medical doctor from a clinical officer or a male nurse and will therefore regard the three as medical doctors.

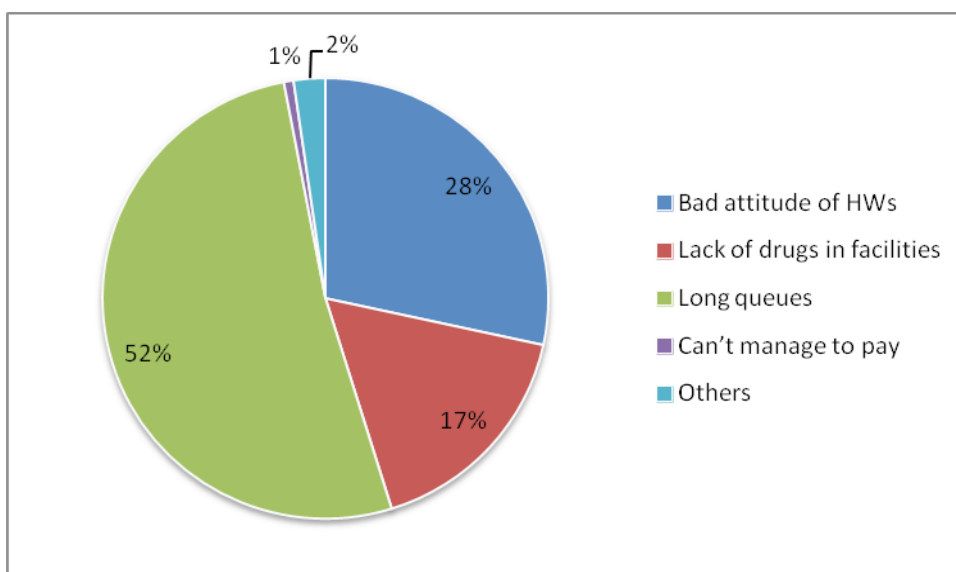
**Figure 14: Provider of diagnostic services during sickness/injury (N=169)**



Another measure of the quality of a healthcare system is its ability to provide people with the opportunity to choose the source of healthcare when they are in need of it. People should be able to choose whether they will seek help from a government run health facility or a privately operated establishment. Anecdotal information in Zambia indicates that people tend to shun government run health facilities in preference for privately operated facilities unless they can't afford the fees in privately run facilities.

The survey team tried to explore the reasons that would make people prefer not to seek health care services from government owned facilities. The various reasons are summarised in Figure 15, and the most cited reason was the waiting time resulting from long queues in government health facilities; more than half (52 percent) of the respondents cited long queues as the primary reason that would make them shun government owned facilities. The second prominent reason, cited by 28 percent of the respondents was the bad attitude associated with personnel in government facilities. The third most prominent reason was the lack of drugs in government facilities; this was cited by 17 percent of the respondents. Note that only 1 percent indicated the inability to pay as the reason for not preferring government health facilities. This small number is expected given that primary healthcare in government healthcare facilities is provided almost free at the point of service.

**Figure 15: Reasons for not preferring Government owned health facilities (N=327)**



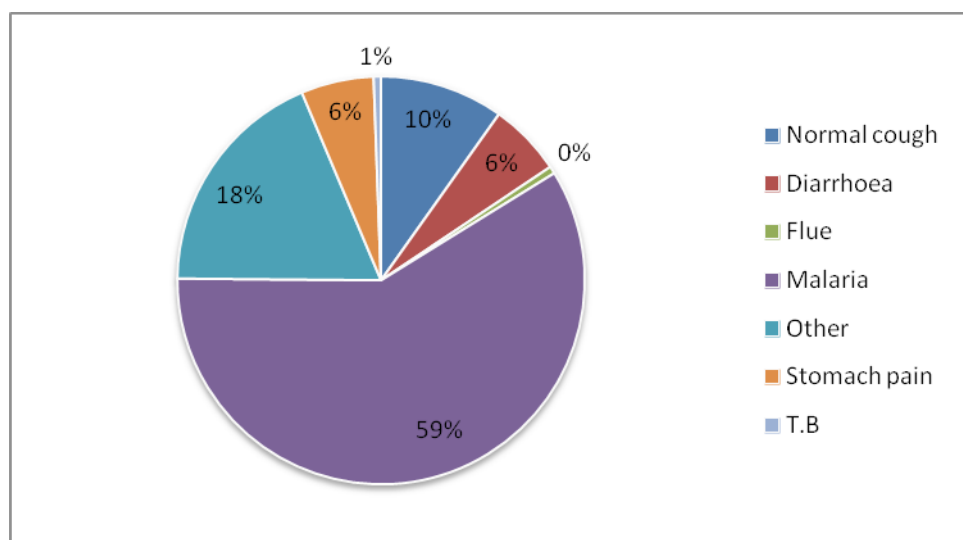
### 1.4.5 Disease prevalence

The prevalence of sickness/injury was assessed to give an idea of the health status of respondents in the survey area. This was achieved by asking respondents whether any member of their household had experienced sickness/injury during the three months preceding the survey. The analysis shows that there were slightly more households that had experienced sickness/injury than those that had not i.e. 51.7 percent reported that they had experienced sickness/injury.

There was a variety of types of illnesses that households experienced during the three months prior to the survey and these are summarized in the pie chart below. According to Figure 16, majority of the illnesses were malaria-related, constituting 59 percent of all reported illnesses. The endemic nature of Malaria entails that the government is not putting in adequate effort necessary for 'the prevention, treatment and control of epidemic, endemic, occupational and other diseases'; as provided in part 'c' of paragraph 2 of Article 12 of the covenant on ESCRs.

The second most cited illness was the normal cough followed by diarrhoea and stomach pain. The types of illnesses and the sequencing in terms of which ones were most reported is quite similar to what was reported in LCMS of 2010. The LCMS also puts malaria as the most prevalent illness followed by the cough and diarrhoea.

**Figure 16: Types of sicknesses/injuries experienced in the last three months (N=169)**



## 1.5 Right to work

### 1.5.1 Availability of work

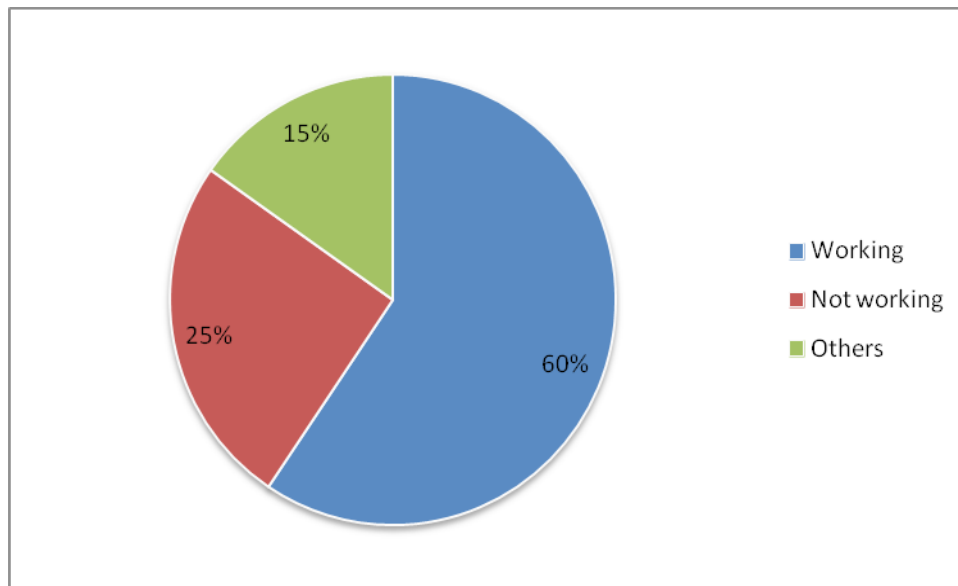
Employment is one of the ESCRs that people should be enjoying. Article 6 of the covenant on ESCRs provides that the state should 'recognize the right to work, which includes the right of everyone to the opportunity to gain his living by work which he freely chooses or accepts, and will take appropriate steps to safeguard this right'. From the rights point of view, high levels of unemployment are a violation of people's rights. From the economics macroeconomics point of view, high levels of unemployment are undesirable because they represent wasted capacity and could translate into high poverty levels in the economy and even social unrest. Given that access to employment is a right, the survey was interested in establishing people's access to employment in the Kasama district and the extent to which the right to employment has been realised.

The analysis indicates that 60 percent of the respondents in Kasama were working while 25 percent were not. This indicates that in Kasama, the right to employment has not been realised fully. The survey area has a substantial proportion of unemployed people and this has a potential of increasing the poverty levels especially among the unemployed. The remaining 15 percent comprises people that are either too old to work or are in school.

These statistics are quite different from the estimates of the 2010 LCMS which estimated the proportion of unemployed at national level to be about 8 percent while the proportion of people in school was higher at about 28 percent. This

shows that the situation in Kasama is worse off than the national level situation.

**Figure 17: Employment status of respondents (N=327)**

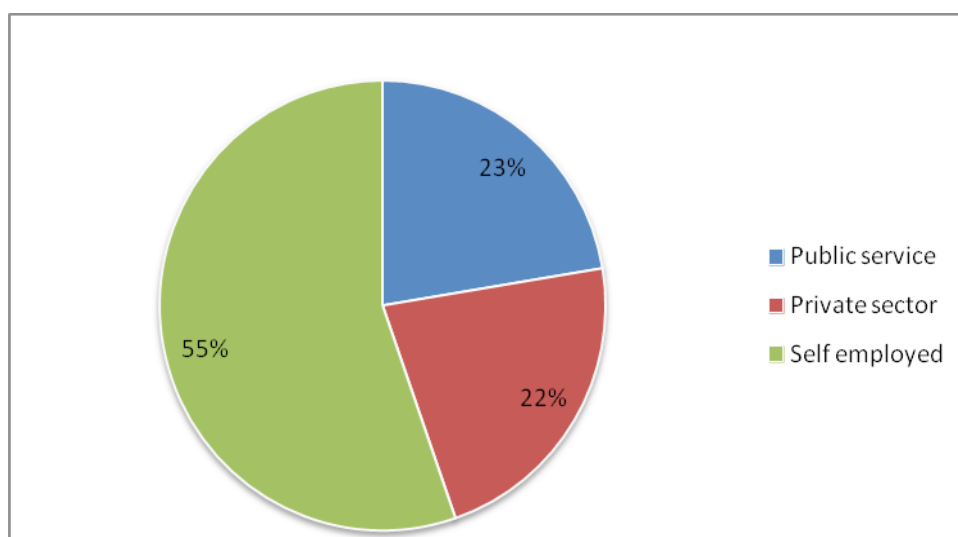


In addition to establishing whether the respondents were in employment or not, the survey also sought to elicit responses on where the respondents were working. Figure 18 shows that the majority of the respondents were self-employed; this group constituted 55 percent of the respondents. The remaining 45 percent was equally split between the public sector and the private sector.

The data in Figure 18 shows that the sector comprising the self-employed was the largest employer in Kasama district. This suggests that Kasama district has so much unemployment that people are forced to become entrepreneurs, or that people in the districts are so enterprising that they prefer to work for themselves than the government or the private sector. However, tying this piece of information with the low levels of education in the district implies that most people are forced into self employment because they are not educated enough to be employed in the public or private sector.

The implication for ESCRs is that people do not have the opportunity to gain their living by work which they freely choose or accept. Their right to work is therefore not being realised. There is therefore need for government to put in a lot of efforts so that the rights of the people can be realised. Given the relationship between the kind of work and the levels of income, it is envisaged that people's income levels will improve if the right to work is realised.

**Figure 18: Type of employer of respondent (N=327)**

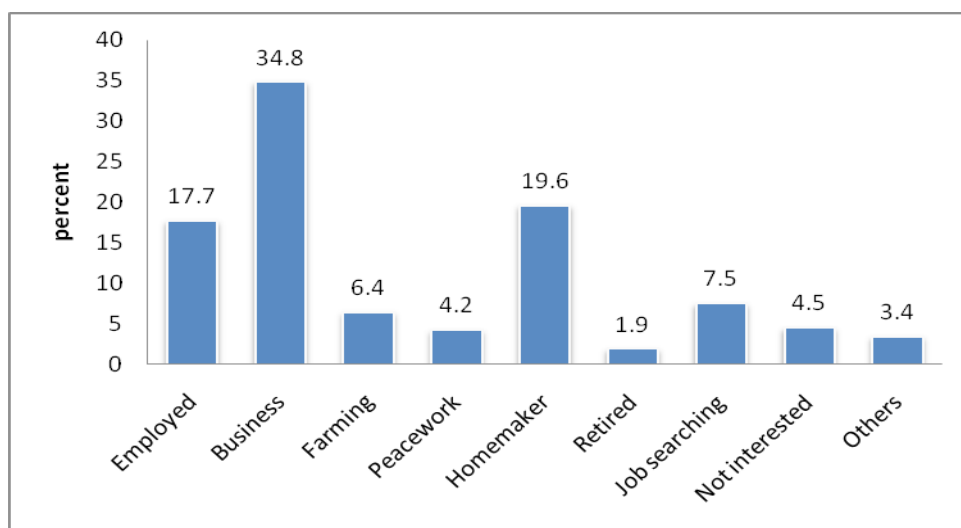




The impact of the profile of education level portrayed earlier seems to be reflected in the economic activities that people in the district are engaged in. Figure 19 for instance shows that only 17.7 percent of the respondents were in paid employment. The largest proportion of respondents is engaged in business (self-employed) i.e. 34.8 percent of the respondents were in business. The proportion of homemakers was also high at 19.6 percent. The proportion that is not working but in search of employment constituted 7.5 percent of the sample while those engaged in farming was 6.4 percent. Those in piece work constituted 4.2 percent of the respondents while the remaining 10 percent were retired, not interested in work or had unclassified status.

This profile of activities that people are engaged in suggests that there is serious abrogation of the right to work (Article 6). This is because of the large proportion of respondents that are not in wage employment; 7.5 percent are unemployed and 19.6 percent are homemakers. This suggests that people do not have opportunities for work. In addition, the high proportion of people in business (self-employed) also suggests limited work opportunities because sometimes people engage in entrepreneurship due to lack of employment opportunities.

**Figure 19: Main economic activities in Kasama (N=327)**



### 1.5.2 Quality of work

The survey also estimated the quality of the employment provided to people in the district. This was done on the basis of the fact that the welfare of employees depends a lot on the quality of employment provided. Quality of employment was estimated by looking at the conditions of service that respondents were subjected to by their employers. This is because according to the ESCRs, it is not just availability of work but the conditions that the work subjects the workers to. The government should therefore 'recognize the right of everyone to the enjoyment of just and favourable conditions of work which ensure, in particular: adequate remuneration; safe and healthy working conditions; equal opportunity for promotion; and rest, leisure and reasonable limitation of working hours and periodic holidays with pay, as well as remuneration for public holidays. To establish the extent to which people were enjoying just and favourable working conditions, respondents were asked whether or not they were entitled to a selected range of benefits and conditions at their place of work.

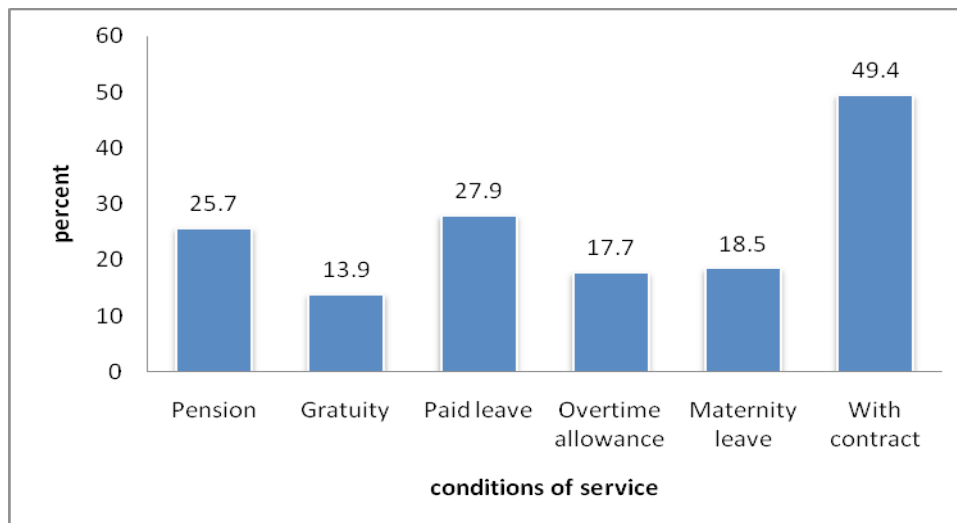
The summary of responses in Figure 20 indicates that less than half of the respondents were in employment providing for most of the conditions and benefits under consideration. The figure below shows that only 49.45 percent of the respondents were in a job with a formal contract while only 25.7 percent were in a pensionable job and 13.9 were in jobs providing for gratuity. In addition, only 18.5 percent were in jobs providing for maternity leave. Further, only 27.9 and 17.7 percent were entitled to paid leave and overtime allowance, respectively.

The implication of these findings is that a significant proportion of employees in Kasama have no security in their jobs due to absence of formal contracts. Besides the lack of job security, there could also be lack of social security

because less than 40 percent of the employed are entitled to pension or gratuity. This generally shows that the quality of employment in Kasama district is not very good and the right to good working conditions is not being realised.

Another aspect of quality of employment that was assessed was the question of whether respondents were engaged in full-time or part-time employment. The analysis showed that 33.8 percent of the respondents that were working were actually engaged in part-time work, which usually does not offer most of the conditions that go with full-time work, including housing allowance, pension, gratuity, paid leave and maternity leave.

**Figure 20: Respondents with conditions of service (N=327)**

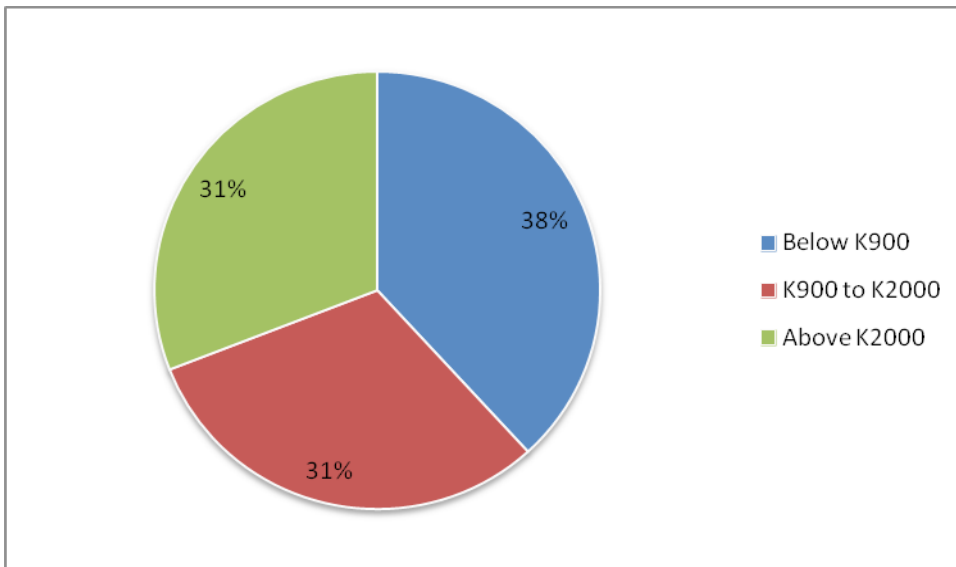


As a way of triangulating the information on quality of employment, respondents were also asked to indicate whether or not they had problems receiving their salaries and wages when they were due. This was done by asking respondents to indicate whether they had received all their wages in the 12 months preceding the survey. The analysis shows that 73.3 percent of the respondents had received all their wages/salaries in the previous 12 months. This shows that there were a substantial number of people with challenges in getting their pay in the district and this is an infringement on their right to have work which provides for good working conditions.

Further, respondents were asked to indicate the number of hours they worked per day and 66 percent indicated that they worked between 8 and 17 hours per day, which in some cases was higher than the normal working hours. This is in violation of the right to have work which provides for reasonable limitation of working hours. In addition, 27 percent indicated that they worked for only half a day. This implies that their jobs were not according them the opportunity to work at their full capacity.

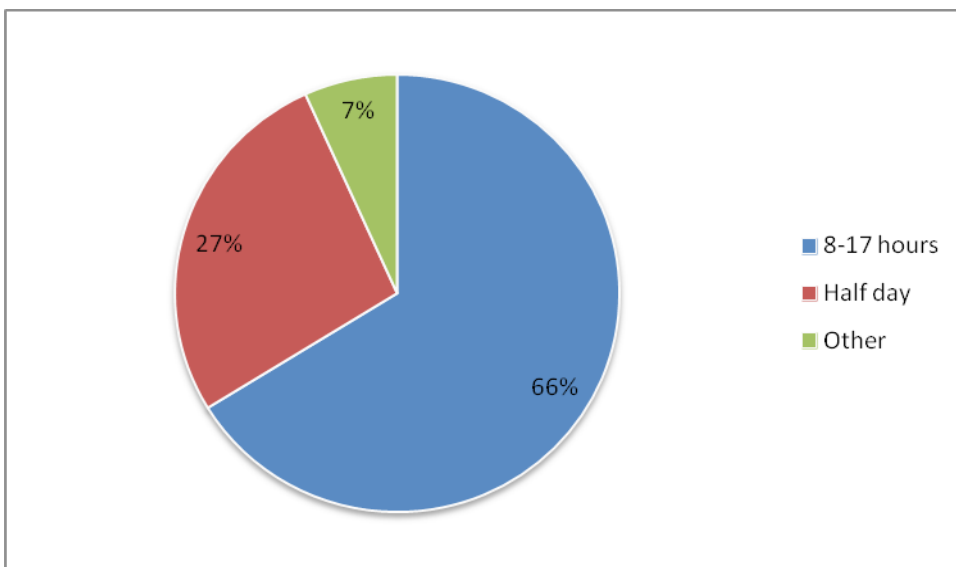
The survey also elicited responses from respondents on whether or not they were satisfied with the working conditions at their places of work. The analysis shows that 44.6 percent of the respondents were not satisfied with the conditions of service at their place of work. This shows that the self assessed quality of work was not very different from what was established using other indicators.

**Figure 21: Respondents' working hours per day (N=327)**



The last aspect on quality of employment that was assessed was the monthly income that respondents got from their employment. Figure 22 shows that 38 percent of the respondents got less K900 per month from their employment while 31 percent were earning between K900 and K2, 000 per month. The remaining 31 percent of the respondents were earning more than K2, 000 per month. What these figures imply is that given that the basic needs basket (JCTR BNB) for a family of five in Kasama was costing more than K1, 593 at the time of the survey, it is possible that more than 50 percent of the respondents were not earning enough income to afford their basic needs at the time and this is an infringement on their right to have work which provides for good remuneration (Article 7).

**Figure 22: Respondents' monthly income (N=327)**



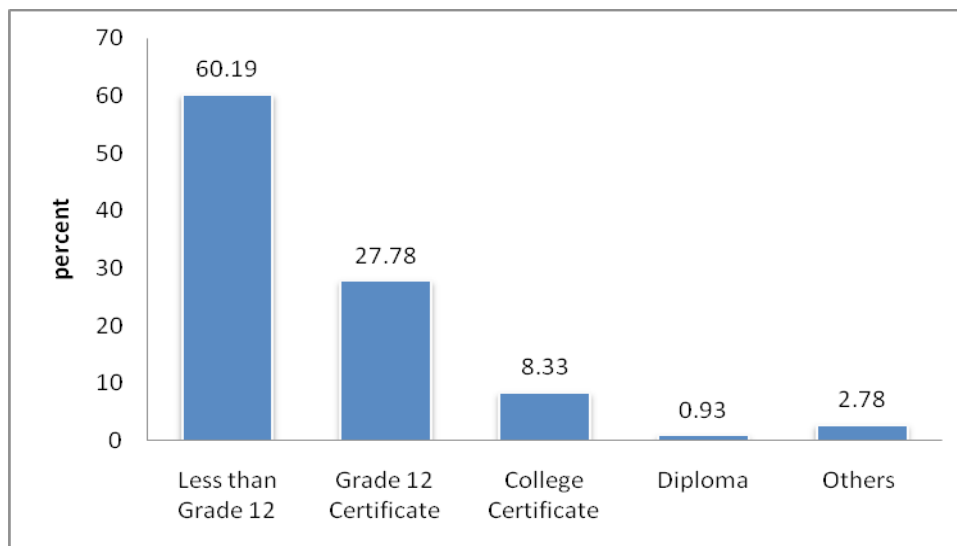
In addition to assessing the quality of employment in the district, the survey also tried to estimate the unemployment situation. This was done by asking respondents to indicate whether they had any family member of working age who was looking for employment. The analysis shows that 39 percent of the respondents had at least one member in their household who was without a job and was actively looking for one.

Additional questions were included in the survey instrument to establish the education levels of the unemployed members of the households in the survey. The results in Figure 23 indicate a positive relationship between

unemployment and education level; 60 percent of the unemployed had less than grade 12 in terms of education level; 27.8 percent of them had gone up to grade 12.

Among the respondents with skills, the category with the highest proportion of unemployed was that of people with college certificates; this group constituted 8.3 percent of the unemployed. The diploma-holders accounted for 0.9 percent of the unemployed. It should be noted that there was no person with university education who was reported to be unemployed and looking for work in Kasama district. This may be an indication of the high likelihood of being unemployed that people with less education may face compared to their educated counterparts. On the other hand it could be just a reflection of the small proportion of educated people in the survey area. Generally what this shows is that failure to provide for people's right to education directly impacts on the realisation of the right to employment. Government should therefore increase its efforts of providing education to the people.

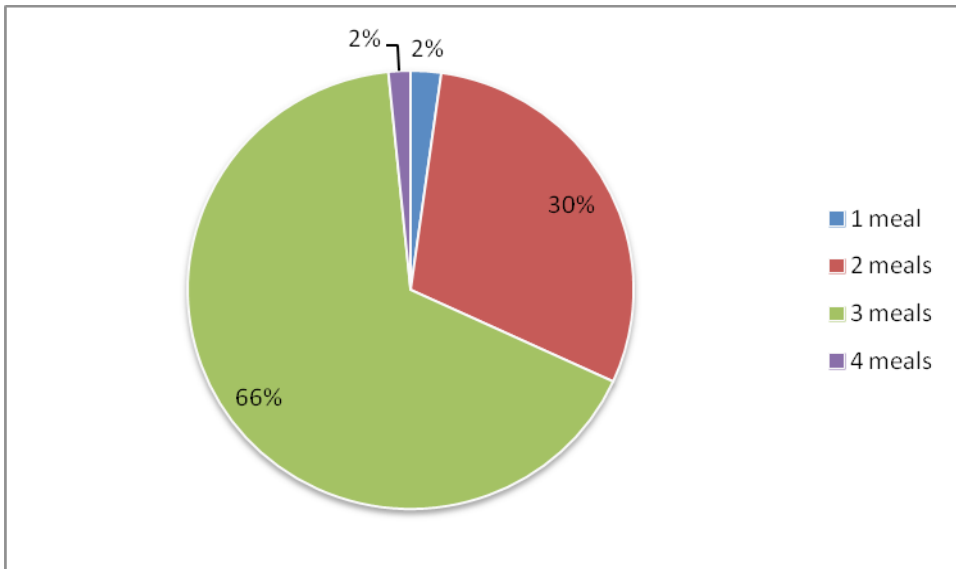
**Figure 23: Qualifications of unemployed family members (N=128)**



### 1.6 Right to food

One measure of the quality of life of people is their access to food. While income could be one proxy of how much access a household may have to food, the actual number of meals consumed per day may give a better picture since some of the food may be obtained through other means other than being bought from the market; some families may report a lower level of income and yet have access to more food because they consume from own production. To get a more accurate picture of the degree of access to food that households in Kasama district have, the survey asked the respondents to indicate the number of meals that they have on a normal day. The responses summarized in Figure 24 indicate that the proportion of households with three or more meals per day was 66 percent while 30 percent of the households indicated that they only have two meals per day, and 2 percent had one meal per day. This shows that about a third of the households have limited access to food and are therefore more prone to malnutrition. This is an infringement on people's right to an adequate standard of living ... including adequate food, clothing and housing, and to the continuous improvement of living conditions. Government should increase efforts to improve availability of food through, inter alia, adoption of improved production techniques.

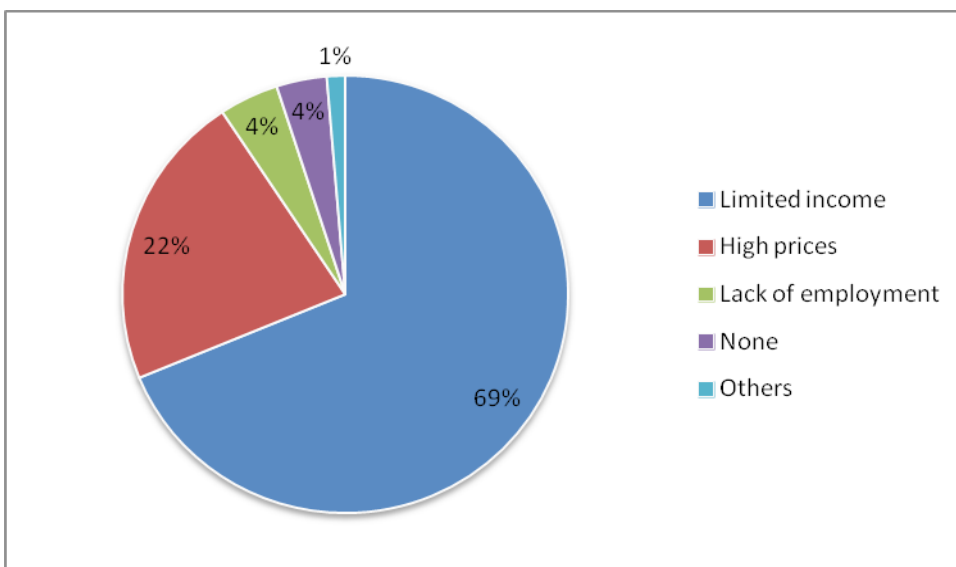
**Figure 24: Households with number of meals per day (N=327)**



Households were also asked to indicate their biggest constraints in terms of access to food. A number of constraints were cited and these are summarized in Figure 25 below. The constraining factor for majority of the households was limited income; this was cited by 69 percent of the respondents. The second most prominent constraining factor in accessing food, cited by 22 percent of the respondents, was the high price level. Another income related factor was the lack of employment; this was cited by 4 percent of the respondents. This shows that the lack of access to adequate food revolves around issues of limited income which is tied to the issue of employment quality. It is reasonable to argue therefore that once the right of access to well-paying work is realised, the lack of access to adequate food can be resolved.

There were however some respondents that did not report any problems in accessing food. These made up only 4 percent of the total number of respondents. Access to adequate food is generally still a problem for more than 90 percent of the households in the survey area.

**Figure 25: Source of challenges in accessing food in Kasama district (N=327)**



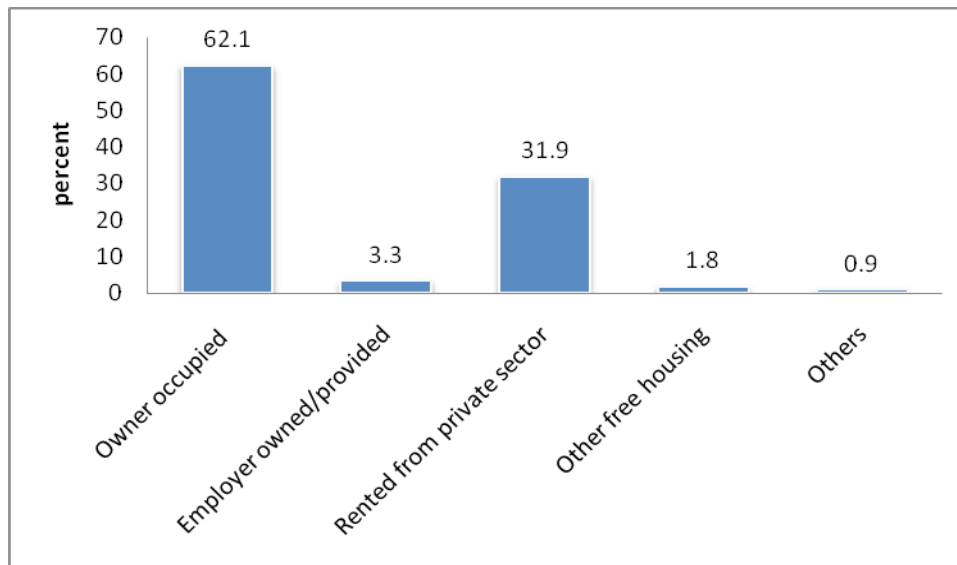
## 1.7 Right to adequate Housing

The survey also sought to assess people's access to adequate housing. This was done by asking respondents to indicate whether they owned or rented the houses they stayed in. Respondents were also asked to indicate the types of materials that their houses were made of.

### 1.1.1. Legal Security of Tenure

The figure below gives a summary of the occupancy status of the houses occupied by the respondents. The majority of the respondents (62.1 percent) indicated that they actually owned the houses they were staying while 31.9 were staying in rented accommodation. The remaining 5 percent were staying in employer provided accommodation or other type of free housing. This generally shows that access to accommodation for more than a quarter of the respondents was potentially a problem because they have to face the financial constraint of paying for rent. This can be very taxing in an area where income levels are quite low.

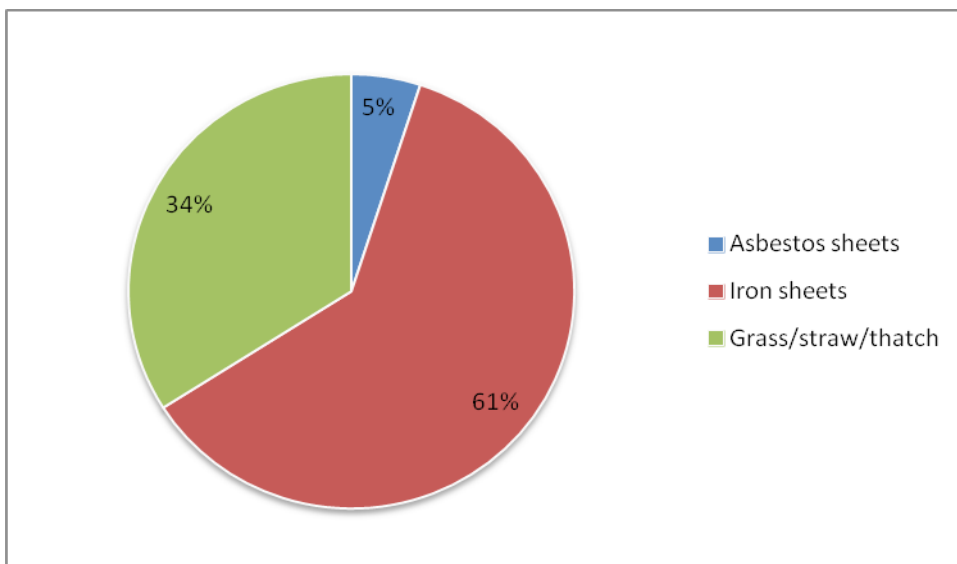
**Figure 26: Occupancy status of house (N=327)**



### 1.1.2. Habitability

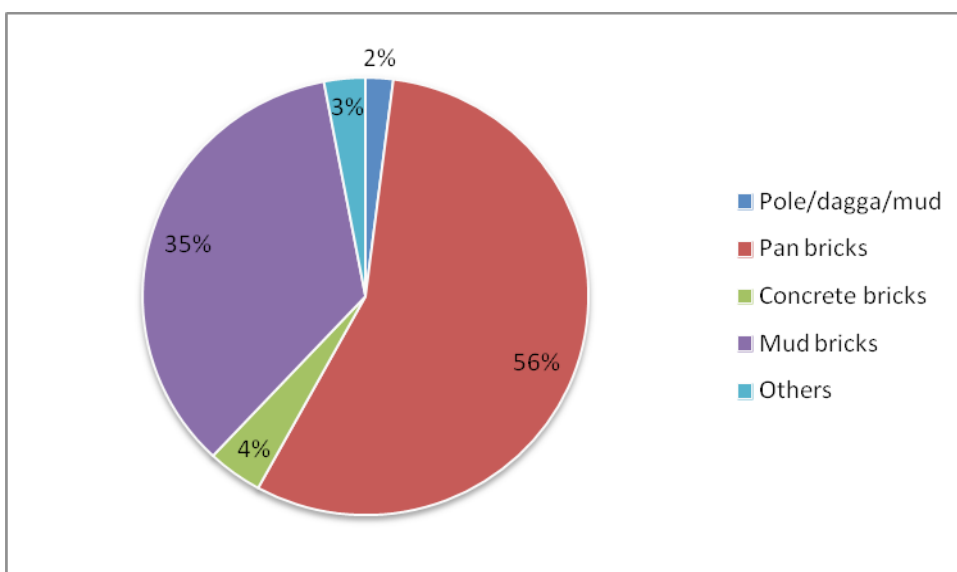
Apart from looking at access to housing, the survey also tried to establish the quality of the accommodation accessed by the respondents. The assessment was done by, inter alia, considering the type of roofing material used for the dwelling as well as the walls of the dwelling. Figure 27 indicates that 61 percent of the respondents lived in houses roofed with Iron sheets while 34 percent lived in houses roofed with Grass, Straw or Thatch. The remaining 5 percent lived in housing units roofed with Asbestos sheets. The large proportion of people living in thatched houses shows that there is a substantial proportion of households living in poor quality housing units in Kasama.

**Figure 27: Roofing materials for housing units in Kasama (N=327)**



Additional assessment was made of the building materials of the walls of the houses inhabited by the respondents. This too was used as a measure of quality of the houses inhabited. The figure below shows that the majority of the houses, accounting for 56 percent of the total assessed, were made of pan bricks, while 35 percent were made of mud bricks. Further, 4 percent of the respondents lived in houses made from concrete bricks and 3 percent lived in houses made of poles/dagga or mud. This picture shows that majority of houses in Kasama are made from cheap materials, suggesting a low quality of housing.

**Figure 28: Building materials for walls of housing units in Kasama (N=327)**



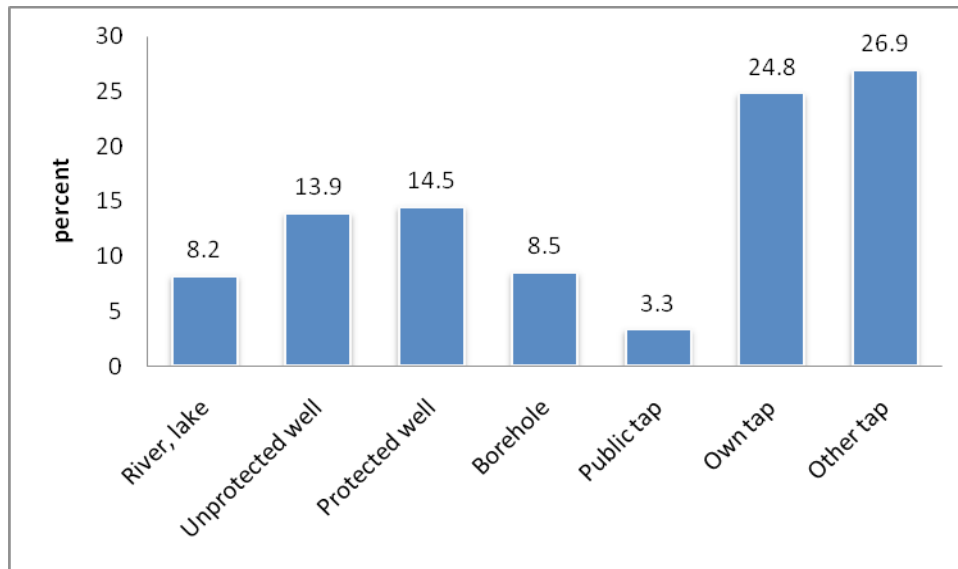
**1.7.1 Access to water**

Other aspects, bordering on quality of accommodation, that were assessed included access to water, power, and toilet facilities. Figure 29 gives a summary of the various sources of water for households in the survey area. The summary shows that only a quarter of the respondents have piped water in their homes while 26.9 percent get water from other taps outside their homes, and 3.3 percent get water from public taps. This gives a total of 55 percent in terms of households that have access to piped water. This shows that the living conditions in the survey area are yet to improve. In addition, about 14.5 percent of the respondents get water from protected wells while 13.9 percent get water from



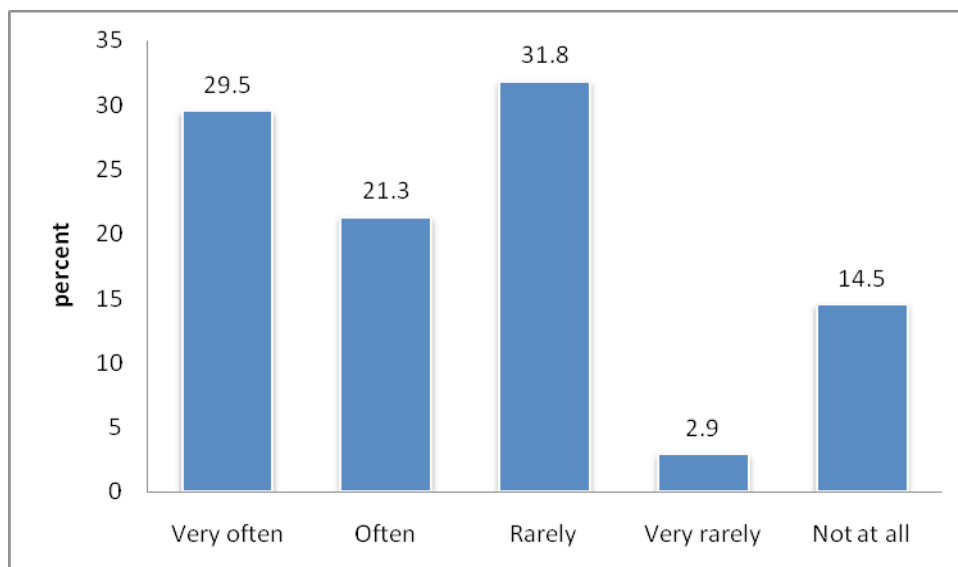
unprotected wells. Further, 8.5 percent of the respondents get water from boreholes while 8.2 percent get water either from the river or from the lake.

**Figure 29: Main source of water (N=327)**



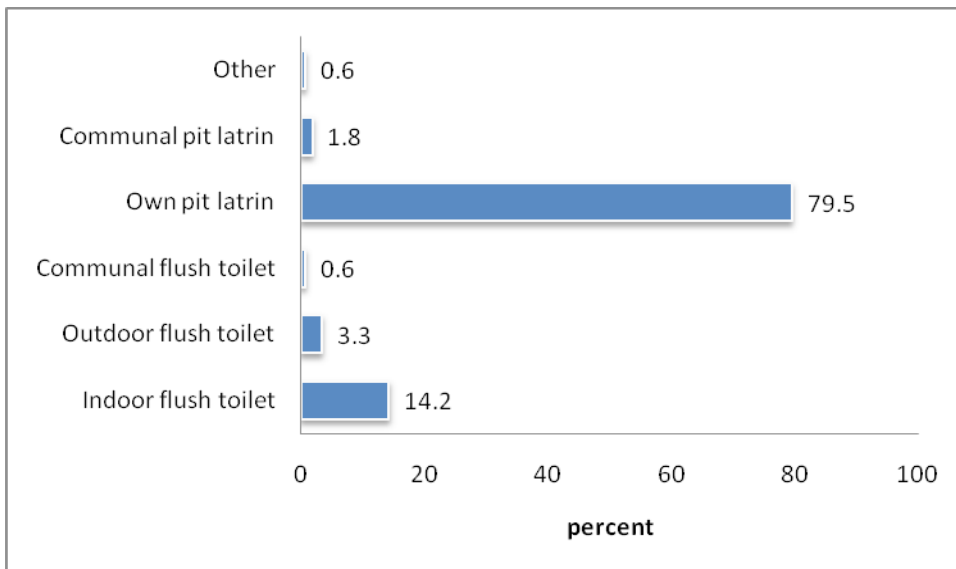
Besides knowing the source of water, the survey was also interested in knowing the frequency of access to running water in the survey area. Figure 30 shows that 29.5 percent of the respondents have access to running water very often while 21.3 percent have access to running water just often implying that they have water for up to 12 hours per day. This gives a total of 50.5 percent in terms of respondents that have access to running water more often than not. On the other hand, 31.8 percent of the respondents rarely have access to running water and another 2.9 percent very rarely have access to running water. On the extreme end, 14.5 percent of the respondents do not have access to running water at all.

**Figure 30: Frequency of access to running water (N=327)**



The survey also assessed people's access to toilet facilities. The results in the figure below indicate that more than three quarters (79.5 percent) of the households are using own pit latrines while 1.8 percent are using communal pit latrines. The proportion of households using pit latrines was too high given that the survey area is an urban area. Those that were using indoor flush toilets made up 14.2 percent of the sample while those using outdoor flush toilets made up 3.3 percent of the sample. Less than 1 percent was using communal flush toilets.

**Figure 31: Access to toilet facilities (N=327)**



A KII was conducted with a representative from water utility company in Kasama who indicated that the goal of the water and sewerage company was to improve provision of adequate water and sanitation service to the communities that it served i.e. the urban and peri-urban areas in Northern Province. It was indicated that the company had capacity to cater for 50 percent of the urban and peri-urban areas in the Kasama district; meaning that the supply from the company was less than the requirement of the district. A consequence of inadequate capacity was the rationing of water in the district; water supply in the district lasted an average of 12 hours per day. It was indicated that this limited capacity was against the backdrop of an increase in demand for water due to expansion in residential areas.

A number of challenges were cited as being a hindrance to effective provision of services by the utility company. The most cited challenges include the following: dilapidated infrastructure, poor management of the billing system, and an uneconomical tariff structure.

In spite of these challenges, the water utility company felt that it still had strength because it had abundant water resources, experienced personnel, and did not have competition in the business. Some weaknesses were also highlighted and these included: poor work culture, low service coverage due to capacity constraints, having a big volume of inactive customer accounts and unaccounted for water, and poor revenue collection capacity.

In spite of these weaknesses a number of opportunities were cited. The most cited opportunities included the following: large body of water providing plenty room for expansion, the increasing population presenting an opportunity for broadened market, stable economic and political environment, and government support.

A number of threats to the buoyancy of the water and sanitation sector were cited among which the most prominent included the following:

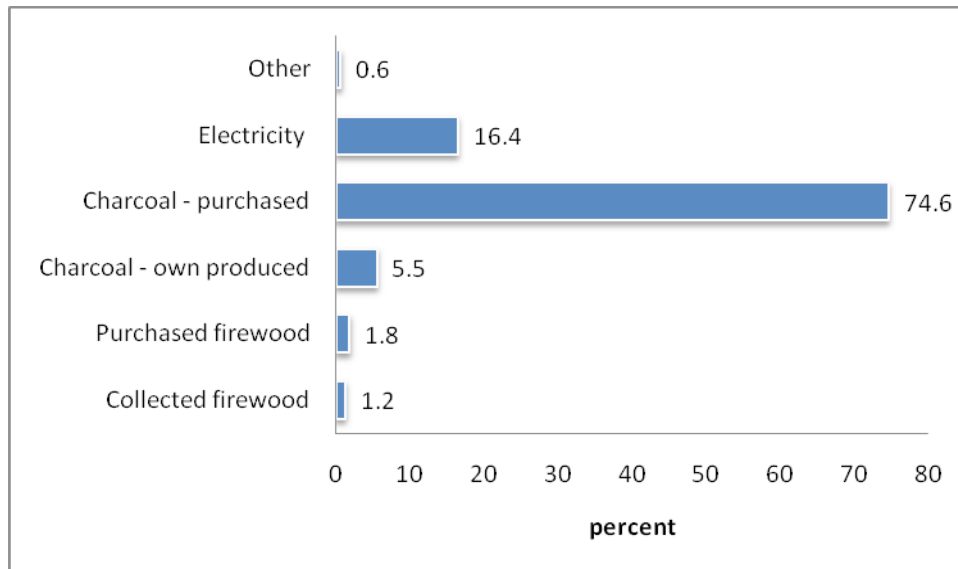
- a) Poor work culture by some workers
- b) High cost of electricity and chemicals for treating of water
- c) Reluctance by some customers to pay bills
- d) Long distances to the sources of the water supply

### **1.7.2 Access to electricity**

Access to electricity was assessed by looking at the sources of energy for various uses in the households. Figure 32 gives a summary of the sources of energy for cooking. The majority (74.6 percent) of the households use purchased charcoal for cooking and another 5.5 percent use own-produced charcoal for cooking. The proportion of the sample that indicated that they used electricity for cooking was 16.4 percent. This indicates limited access to electricity in the survey area in spite of it being an urban area. Additionally, about 3 percent were using firewood for cooking. The limited access

to electricity implies that conditions of living are not good and this is an infringement on people's right to good living conditions (Article 11).

**Figure 32: Source of energy for cooking (N=327)**



In terms of energy for lighting, Figure 33 shows that most used source of energy for lighting were torches; these were used by 39 percent of the households in the survey. Those that were using electricity made up 34.2 percent of the sample while 17.7 percent were using candles. The remaining 9 percent were using paraffin, diesel, or open fire.

**Figure 33: Source of energy for lighting (N=327)**

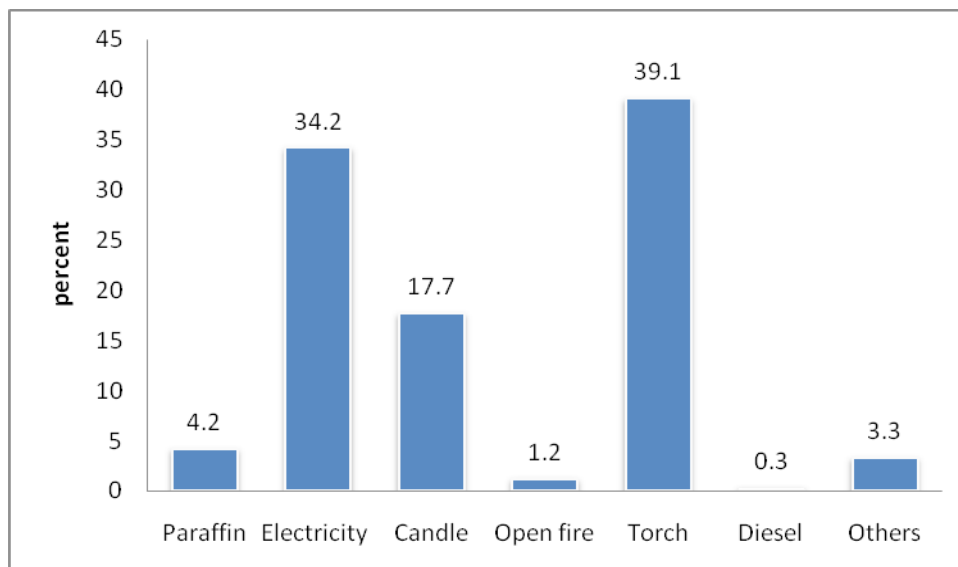
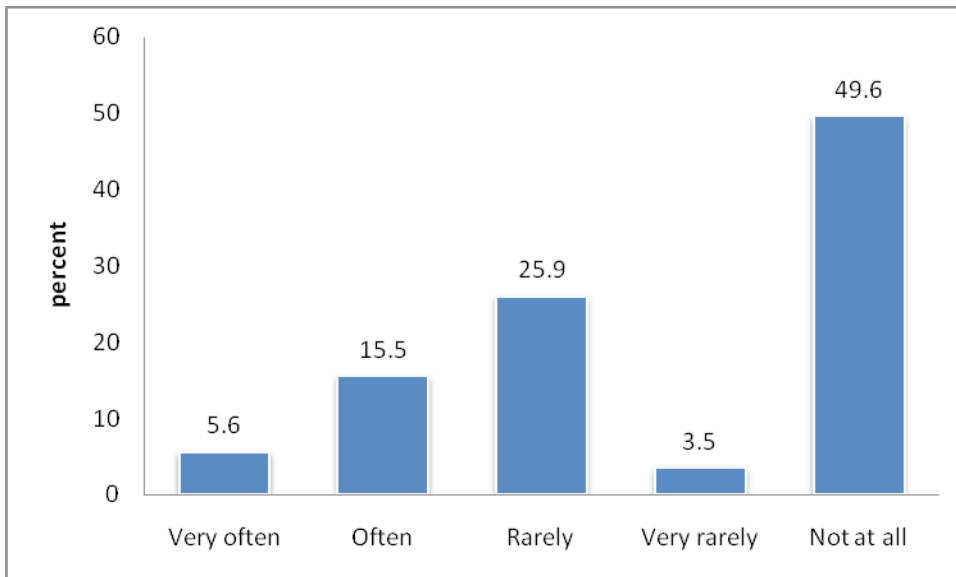


Figure 34 gives a summary of the frequency of access to electricity in the survey area. The figure shows that less than a quarter of the respondents (21.1 percent) of the households represented in the survey often have electricity. A quarter of the households have electricity but rarely, while 3.5 percent have electricity very rarely. On the extreme end, almost half (49.6 percent) of the households do not have access to electricity at all.

**Figure 34: Frequency of access to electricity (N=327)**



KIs were also conducted with officers from the utility company ZESCO to get more insights on various aspects of power supply and triangulate with household level data. The information gathered from KIs indicates that the demand for electricity has been increasing over the years and coverage has also been on the increase: the number of households under ZESCO coverage increased by 44.5 percent between 2009 and 2012 (from 5,333 in 2009 to 7,707 in 2012). In spite of the increase in coverage however, there were still some households and areas that were not yet accessing electricity from ZESCO. Some of the reasons for the lack of access were that: some areas were too far from the national grid and connecting them would therefore require relatively more resources; on the other hand, some areas had just been opened up for development of residential properties and were therefore yet to be connected.

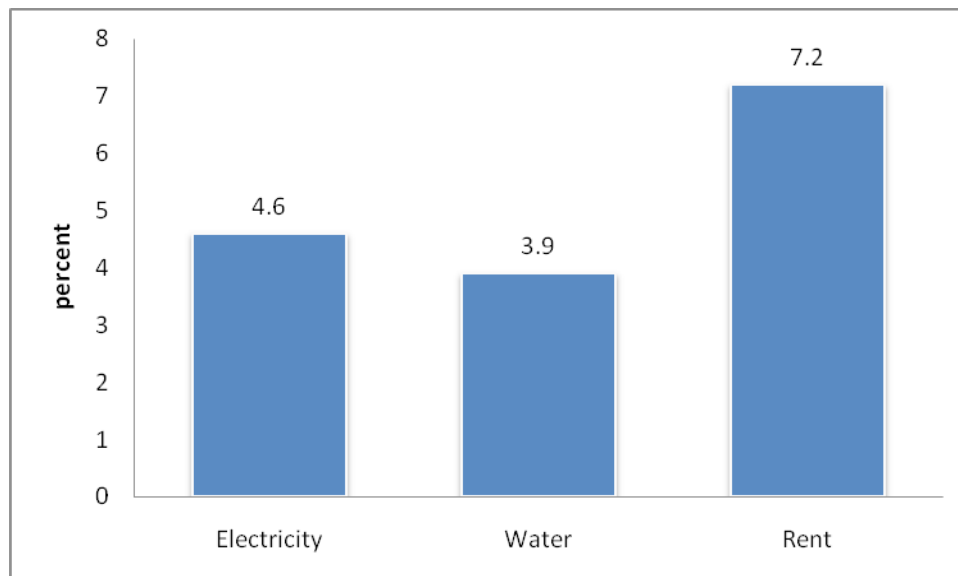
A number of challenges were cited as contributing to the inadequacies in the provision of electricity. These challenges included limited capacity to expand generation of hydro power, vandalism of infrastructure, and the lack of willingness to pay among some customers. Apart from these challenges, some threats to the utility company were also cited and these included the imminent collapse of the system if the infrastructure was not upgraded soon and the vandalism of infrastructure. The lack of competition was also cited as threat because it had potential to lead to complacency. Apart from being a threat, the lack of competition was seen as an opportunity to continue surviving and serving the nation. The vast infrastructure was seen as another opportunity that could be exploited to increase supply of power to yet un-served areas as well as meet the increased demand from the agriculture sector.

### **1.7.3 Affordability of housing and utilities**

In addition to assessing people's access to various types of services and utilities in absolute terms, the survey assessed the degree of access by investigating whether households had failed to pay for the rent and utilities at some point during the 12 months preceding the survey. The figure below gives a summary of the responses in terms of failure to pay for utilities and rent based on the sex of the head of the households surveyed.

On average, 7.2 percent of the households in Kasama failed to pay rent at some point during the 12 months preceding the survey. An additional 3.9 and 4.6 percent failed to pay for water and electricity, respectively, during the last 12 month. This shows that there were more households struggling to pay rent than paying for water or electricity. This is not a better situation because it is easier to cope without water and electricity than to cope without accommodation.

**Figure 35: Households failing to pay for rent and utilities**



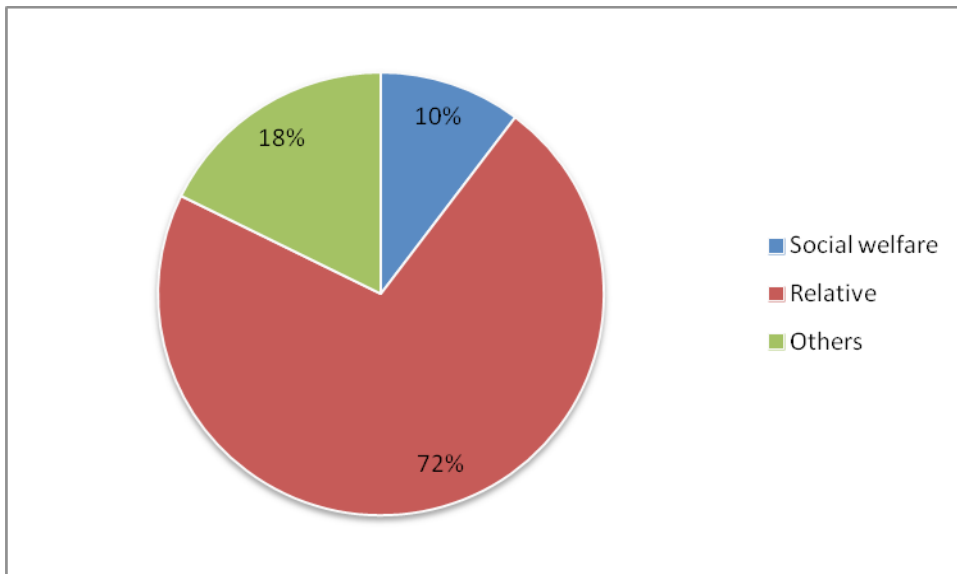
### **1.8 Right to Social Security**

Giving assistance to those in need is not only part of the Zambian culture but also a key component of the social protection programs that are being run by both Government agencies and NGOs. Most importantly, Article 9 of the covenant on ESCRs provides that government should 'recognize the right of everyone to social security, including social insurance'. The survey therefore sought to establish the existence of assistance mechanisms in Kasama district. This was done by asking respondents to indicate whether or not they had given or received assistance in the 12 months prior to the survey.

The analysis shows that 21.3 percent of the respondents in the survey had received some form of assistance during the period under consideration and 32.1 percent had given some assistance during the same period. More people therefore gave than received. When asked to indicate whether the household that gave assistance to members of other households did this on a regular basis or as a once off thing, 55.4 percent of the respondents indicated that they were regular givers and the rest were not.

Respondents who indicated that they had received assistance were also asked to indicate the source of the assistance. Figure 36 indicates three sources of assistance in the district which are relatives, the social welfare department, and other unspecified sources. The general picture is that the majority (72 percent) of the people got assistance from relatives. Another 10 percent indicated that they got assistance from the Social Welfare department and 18 percent got assistance from unspecified sources. This shows the important role that relatives play as a pillar of support in time of distress. It also shows that the social welfare services are not a significant source of assistance to people in the district. One possible explanation is that the cases of people seeking help do not meet the means test as required by the social welfare department. In addition, the absence of NGOs as a source of assistance during periods of distress can also be noted.

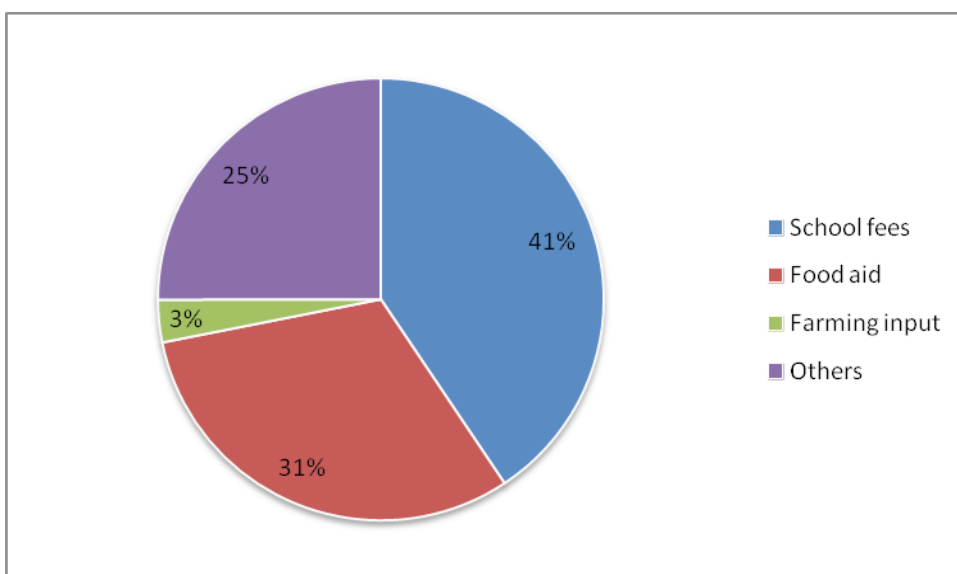
**Figure 36: Source of assistance in Kasama (N=40)**



In addition to indicating the sources of assistance, respondents were asked to indicate the form of assistance that they had received. Figure 37 shows that different types of assistance were given, but the majority (41 percent) of the respondents received assistance in the form of support for school fees. This shows that there are still some financial constraints in accessing education. The government should provide for social security to allow for poor people to access education, or there has to be progressive introduction of free education as is provided in parts 'c' and 'd' of paragraph 2 of Article 13 of the covenant on ESCRs. The second form of assistance in terms of significance was food aid; about 31 percent of the respondents received assistance in form of food aid while 3 percent received it in form of farming inputs. The remaining 25 percent did not specify the type of assistance given. The proportion of respondents receiving assistance in terms of food aid means that people right of access to adequate food, as provided in Article 11, is yet to be realised.

The type of assistance given has some implications for the future. Assistance given for consumption may not have a significantly positive effect on the future livelihood of the family. Assistance given to help future production may have a much more positive and lasting impact on the welfare of the household receiving the assistance. School fees for instance will help invest in human capital for enhanced productivity in future while assistance in terms of farming inputs also has a positive impact for productivity both now and in future.

**Figure 37: Type of assistance received (N=40)**



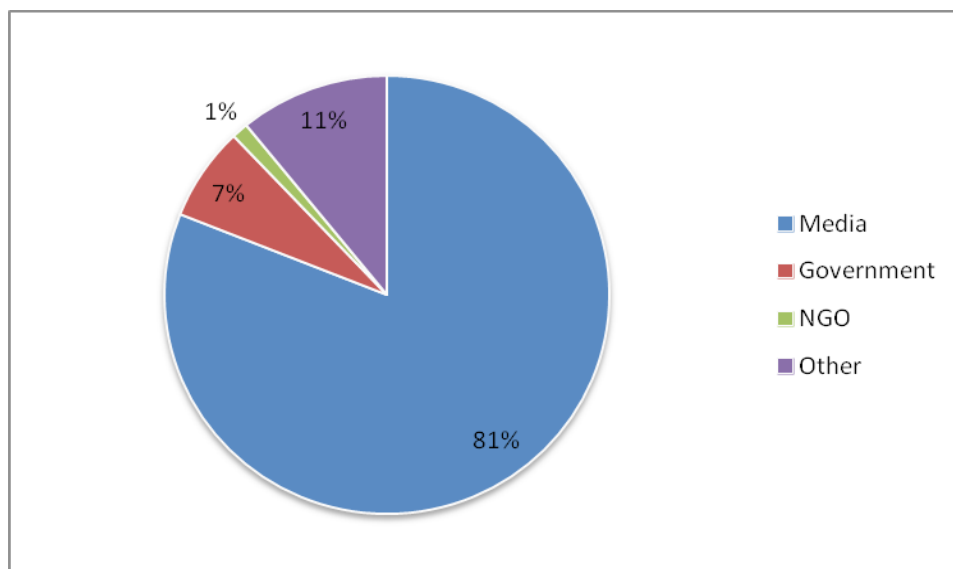
### 1.9 Knowledge of ESCRs

Respondents were asked to indicate whether they had any knowledge of ESCRs. This was done with the understanding that without awareness about these rights, people will not feel obliged to hold service providers to ransom when their rights are not provided for. Knowledge of ESCRs was assessed by asking them whether they had ever heard of ESCRs in their lives. The analysis shows that 47.1 percent of the respondents had never heard about ESCRs before. This entails that more sensitisation on ESCRs is still needed to make people aware of the ESCRs.

Asked to indicate their source of information on ESCRs, 81 percent of the respondents indicated that their source of information was the media. This shows the important role that the media is playing as a source of information. About 7 percent came to know about ESCRs through the government while 1 percent came to know about them through NGOs. The remaining 11 percent did not specify the source of information on ESCRs.

Respondents that knew something about ESCRs were further asked whether they were familiar or not with various documents on ESCRs. The majority, accounting for 69 percent of the respondents, indicated that they were not familiar with the various documents on ESCRs. This again calls for sensitisation to enhance knowledge which people can use to demand for accountability from service providers.

**Figure 38: Sources of information on ESCRs (N=173)**



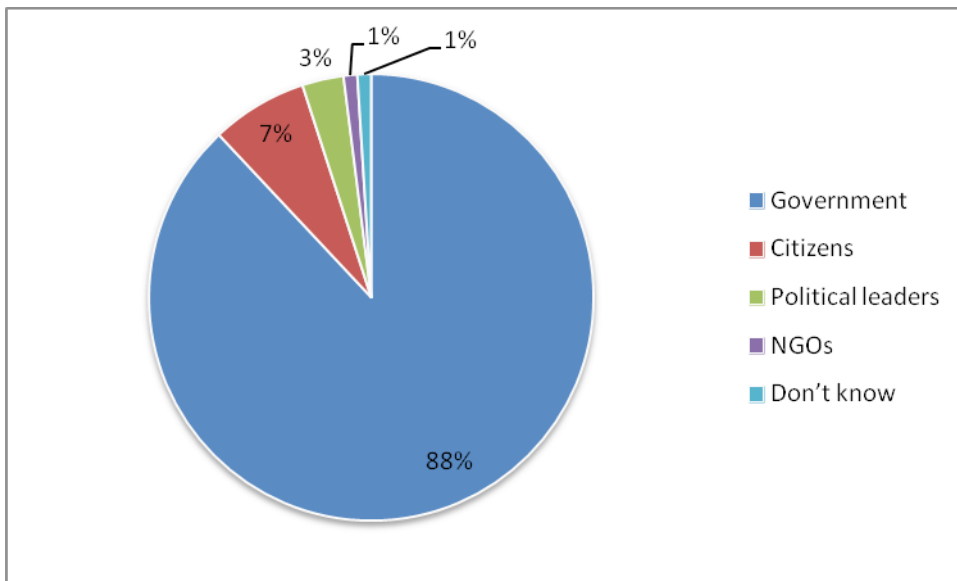
### 1.10 Service provision

Service provision has a lot of implications on the welfare of society. It can determine to a great extent the standard of living. Respondents in the survey were asked to indicate who they thought was responsible for provision of services according to the ESCRs. Various responses were given as summarized in Figure 39.

The majority (88 percent) of the respondents think that service provision is the responsibility of the government, while 7 percent of them think that service provision is supposed to be done by citizens themselves. The 7 percent may be at a disadvantage because they have no justification to hold anyone accountable if services are not provided. Another 3 percent think that service provision is the responsibility of political leaders. Figure 39 also shows that 1 percent of the respondents think that service provision is the duty of NGOs and the remaining 1 percent does not know who should provide services to the general citizenry.



Figure 39: Provision of services (N=327)



# Discussion of results

The survey has revealed a lot of interesting things about Kasama district in terms of demographics, socio-economic attributes, access to various services and the level of awareness of ESCRs. Some of these attributes have serious welfare and policy implications. The most salient of the findings from the survey and KIs are discussed below.

## 1.1 Demographic profile

The population in the Kasama district is quite young; the data shows that about 56 percent of the population is below the age of 21 years and about 73 percent are below the age of 31. The older population comprising people aged 61 years and above constitute only 4.8 percent of the entire population. This kind of population distribution gives a very high dependency ratio of about 152.8. The implication is that there are more people that need to be supported economically than there are economically active people who should provide the support. A higher dependency ratio means more financial strain at household level to provide for the economically inactive. At national level, it has been associated with reduced level of savings and increased need for social security and other social services. The other implication of a young population is that it does not put much strain on the social security system of the nation, but it implies more strain on services aimed at the welfare of younger people. Given the inadequacy of the social welfare system in the country, a young population becomes more desirable.

In terms of the heads of the surveyed households, about 79.2 percent are economically active; i.e. they lie within the age group ranging from 15 to 55 years. The proportion headed by economically inactive people is low and this is good for welfare reasons; economically inactive people are more likely to have reduced potential for work, income and other opportunities of life. The households they head are therefore likely to be more vulnerable than households headed by their younger and more energetic counterparts.

Most of the households surveyed were headed by males; only 22.3 percent were headed by females. Generally, male headed households are associated with higher incomes; up until in the recent few years, females have been persistently marginalized and relegated to a life of fewer opportunities. This marginalization is slowly waning. In terms of marital status of the heads of the households surveyed, 73.5 percent of them were married, 15.9 percent were widowed and 3.6 percent were divorced. Generally,

about 26 percent of the households are headed by single parents i.e. a parent/guardian that has been divorced, widowed, separated, or never been married.

The size of the households in terms of the number of inhabitants was quite small. The average size of a household was 3.6 which is less than the national average of about 5.1 individuals per household. This is mainly because Kasama is an urban district. This should be a positive attribute of the population size in Kasama since smaller household sizes have been associated with improved child development (Fund, 1982).

## 1.2 Right to work

The survey analysis shows that only 59.4 percent of the heads of the households surveyed were in some form of employment and 25.4 percent were not working, while the remaining 15.2 percent were either in school or too old to be employed. The proportion unemployed is quite high and entails a lot in terms of people's incomes and standard of living; unemployment implies less income, reduced access to food, education, and other services. High unemployment entails that the rights of access to food, education and housing will not be realised. This calls for government intervention to enhance realisation of people's ESCRs.

The survey also established the unemployment status among household members that were of working age. The situation was worse among household members than among the household heads. About 39 percent of the households reported that they had at least one household member of working age who was unemployed. This calls for creation of more employment or business opportunities for this category of people. The academic profile of the unemployed family members in the district shows that majority of the unemployed lack education or have not gone very far with their formal education; 60 percent of them have not been to grade 12 and about 28 percent have only gone up to grade 12. There are fewer highly educated and or skilled people without jobs. This is quite plausible and suggests that with more education, more people in the district would have higher chances of being employed.

The self employment sector is the largest source of employment in Kasama accounting for 55.3 percent of the employment in the district. The private sector and

public sectors each accounted for 22.4 percent of the employment. This shows that the informal self sector is dominant in the district as a source of employment. This could be explained in terms of the formal sector being too small to accommodate most of the people, or the informal sector being more profitable that people prefer it to formal sector employment, or further still, that most people do not have what it takes to get formal sector jobs, especially that the education levels are not very high. More focused analysis is needed to establish exactly why the informal sector is the largest employer in the district.

The dominant economic activity in the district is business, which provides livelihood to about 35 percent of the entire population in Kasama. The second most dominant economic activity is wage employment; 17.7 percent of the population is in wage employment. About 19.6 percent of the people are homemakers while 7.6 percent are still looking for jobs. This profile of economic activities has a number of implications one of which is that there is a substantial proportion of people still looking for employment in the district. This could be due to lack of opportunities or a mismatch between opportunities and qualifications, in which case there is need for bridging the gap between opportunities and qualifications. The same argument can be made of the homemakers given that some of them could have resigned themselves to homemaking because they do not have any qualifications. For this category of people, measures could be put in place for them to engage in business. Generally for Kasama, there is need for efforts to transform the huge proportion of homemakers and job-seekers into entrepreneurs or gainful employees so that their right to work can be realised.

In terms of quality of work, a few aspects that were assessed indicate that the work that the surveyed households are involved in is not entirely good. The proportion of respondents on part-time work was 33.8 percent. This entails that these individuals are in very unstable kind of employment because part-time work may in most cases not offer benefits like gratuity, paid leave, maternity leave, or even access to social security. The high proportion of respondents that are on part-time employment could be explained by the fact that the private sector and the self-sector are a significant employer in the district, and these sectors are most likely to engage people on part-time basis as a way of cutting some of the costs they would incur if they engaged people on full-time basis.

Other aspects used as yardsticks for quality of work show that only 25.7 percent of the respondents were in pensionable jobs. Another 13.9 percent were in jobs offering gratuity and only 27.9 percent and 17.7 percent were entitled to paid leave and overtime allowance respectively. In terms of maternity leave, only 18.5 percent of the respondents were entitled to maternity leave. Additionally, only 49.4 percent of the respondents had signed a formal contract of engagement with their employers. This entails that there is high level of insecurity in most of the jobs because people are being engaged without signing a formal contracts of employment. In addition, more than half of them are without access to social security because their jobs are not pensionable and do not offer gratuity as well. The absence of gratuity or pension entails that people do not have financial protection from vulnerability when their engagement with their employers comes to an end. The absence of good working conditions is a violation of Article 7 of the covenant on ESCRs.

The quality of employment on a self assessment scale did not perform very well. Though self assessment is less accurate due to subjectivity, it does give a hint about the state of affairs and could galvanize responsible people into action. The analysis shows that on average, 55.4 percent of the respondents were satisfied with the conditions of service in their place of work. The level of satisfaction is therefore higher than one would have expected given that less than half of the respondents were not entitled to a number of work-related benefits like gratuity, pension, paid leave, maternity leave or overtime allowance. This situation points to the subjective nature of measures involving self-assessment; while a technocrat for instance will consider the absence of an employment contract to be an indicator of poor quality employment, an employee may not see it that way and will therefore be satisfied as long as he feels that the income earned is fair enough for the amount of work.

### **1.3 Income Levels**

The average annual income for the Kasama district was K12, 500.00. This implies that on a monthly basis, each household was earning about K1, 041.67 which is just about the minimum wage of about K1, 000.00 for a person engaged as a driver, a typist or a receptionist but was also less than the average cost of living for a family of five for the month of December 2012 when the data were collected. This means that the right to well paying work (Article 7) is not being realised. As a consequence, it is envisaged that most households in Kasama could not afford the BNB whose cost was estimated at K1, 500.00 by the JCTR's BNB. One notable thing, in spite

of low income levels, is that households in the district were still able to engage in saving and investment of some of their income. Generally, households headed by a person in wage employment had higher incomes than the self employed who formed the bulk of the working-age population.

#### **1.4 Right to food**

Households surveyed had access to balanced diets as measured by the composition of their meals. There were however, a substantial number of households that had inadequate supply of food as measured by the number of meals they had in a typical day. About 31.9 percent of the households surveyed in the district could not afford more than two meals per day.

A number of challenges were cited to explain the lack of access to adequate food, but the most prominent hindrance was the lack of income and the high prices. This calls for policies that will lead to people having more opportunities to make money so that access to food can be enhanced. This is the easiest and most sustainable way of enhancing financial access to food given that in a market economy, price fixing is never an option except for one or two major commodities like mealie meal.

#### **1.5 Right to adequate housing**

Access to housing was a problem in Kasama; 31.9 percent of the respondents were in rented accommodation; which represents households with pressures of rentals. However, the data shows that even among those staying in rented accommodation, only 7.2 percent had problems paying the rent; this group reported having failed to pay rent at some point during the last 12 months preceding the interview. It was further established that 23 of the households in the survey owed in terms of unpaid rent, water/electricity bills. The average size of the amounts owing was K271.52. This means that a number of households are not enjoying good living conditions as is supposed to be the case under the ESCRS

An assessment of quality of housing showed that about 56 percent of the respondents live in houses made from pun bricks while 35 percent lived in houses made from mud bricks. This shows that the proportion of households in low cost and perhaps low quality housing was more than three quarters of the households surveyed in the district. Only 4 percent of the households lived in houses made of concrete walls. It is reasonable therefore to argue that residents in Kasama are not well to do because they cannot afford relatively more expensive building materials like concrete bricks.

In terms of roofing materials, 61 percent of the respondents lived in houses with roofs made of iron sheets and 34 percent lived in houses roofed with grass. This shows that more than a quarter of the households live in houses with poor and cheap roofing materials; representing the poor section of the district. This shows that though the majority of the people live in good quality houses, there are still a big proportion of people that live in low quality dwellings.

Access to piped water was still a challenge in the survey area because only 55 percent of the households in the survey indicated that they had access to piped water. In addition, 14.5 percent of the respondents did not have access to running water at all. This brings in problems of sanitation services that can only be adequately provided if there is adequate water. It also poses danger of health problems associated with poor sanitary conditions. As a result of the challenges in accessing piped water, almost 80 percent of the respondents were using pit latrines for toilets. The major challenge to provision of water was the fact that demand was growing faster than capacity of the utility company.

Access to electricity was also a challenge in the survey area and as a result, three quarters of the households surveyed were using charcoal for cooking, and only 34 percent of them were using electricity for lighting. Generally, half of the population in the survey area did not have access to electricity at all. This has a negative implication in that it reduces business opportunities; businesses that require electricity cannot be run in the area. In addition, people have to rely on non-renewable sources of energy like charcoal which could subject the area to environmental problems and worsen people's lives.

#### **1.6 Right to education**

This survey assessed access to education by looking at the general level of education of the population in the survey, geographical access measured by the amount of time required to move to the nearest school, and the presence of challenges in accessing educational services by those in need of the services. The importance of education is quite obvious; education contributes to betterment of human capital, and creates more opportunities for people to participate in the economic, social, and political activities of society. Its importance to development is acknowledged through its inclusion in the human development index as well as the millennium development goals. Finally, because of its role in the life of individuals, education has been classified as one of the rights that people ought to enjoy. Access to education has

therefore been recognized and classified as one of the ESCRs. In Zambia, the Education act of 2011 also rightly acknowledges access to free education as one of the rights of every citizen.

The survey data shows that generally, most of the people in Kasama have attained some level of education and only 9.5 percent of the respondents have never been to school. About 22.7 percent of the respondents have been to grade 12 while 5.6 percent have been to college. The small proportion of respondents that have been to college suggests an absence of highly trained people in the district. This in turn is associated with fewer employment opportunities and poor quality of enterprises that these people engage in. Increasing the levels of employment in the district requires that people are given access to education beyond grades 9 and 12 so that they can have some skills which they can sell in the labour market or use to engage in quality businesses.

Geographical access to school is such that about 53.1 percent of the respondents are within 30 minutes of travel time to the nearest school, but a quarter of the households live more than an hour of travel time to the nearest school. The general picture is that there is still a substantial proportion of households that are challenged in accessing schools geographically, which is a violation of people's right to education.

In addition to geographical access, the survey also collected information on other factors inhibiting the attendance of school. The most prominent constraint was finance related, but there were a substantial proportion of cases of lack of interest in school by children. The seriousness of the financial constraint was also echoed by the KIs who argued that school fees had the potential of inhibiting access to education. The government therefore needs to do more than what is already being done under the Education for All (EFA) policy which requires that pupils from grades 1 to grade 9 should be exempted from paying school fees. Perhaps a needs based approach should be adopted where exemptions are given selectively on the basis of pupils' ability to pay. This would allow pupils in grades 10 to 12 to also benefit from the free education policy. The technicalities of such a policy however could make it unattractive; what yardstick for instance can be used to distinguish the 'able' from the 'unable'?. The same problem that Ministry of Health faced in applying exemptions from paying user fees among people facing different circumstances would have to be dealt with; otherwise the status quo seems more attractive in spite of the inherent iniquity of financial access among pupils in upper secondary.

Quality of education was measured using the amount of time spent in class by pupils in primary school. Although this may not be a very comprehensive measure of quality, its implications do border on quality because it is expected that pupils that spend more time in class will have more interaction with their teachers and subsequently learn more than pupils that spend very little time with their teachers.

The survey established that on average, 90.4 percent of the pupils in the survey spent between three and five hours in class per day, and 3.7 percent spent two hours or less. This could be a result of lower staffing levels in schools or even the lack of teaching space in some cases. This may call for increased number of schools and teachers in the district.

The other quality indicator that was used in the KII was the availability of auxiliary learning facilities including a library, a science laboratory, sports fields, and counselling/guidance services. The most available facilities/services were the sports fields and counselling/guidance services; about 83 percent of the schools in the survey had these facilities. The least available facilities were the science laboratory and Library; only 50 percent of the schools in Kasama had a science laboratory and a Library. The low level of availability of laboratory facilities could be a result of the sample which comprised both basic and high schools, in which case the basic schools usually may not have a laboratory because the science taught at that level does not require a laboratory facility. On the other hand, while lower level schools may do without a science laboratory, quality requires that all schools should have library facilities. A library may provide reading space for pupils that may have problems finding reading space at home or in school; it may provide additional reading materials to broaden pupils' understanding of the world around them, and may also engender a culture of reading among the pupils.

In terms of self-assessment of the impact of the free education policy, most people (about 55 percent) in Kasama agreed that the free education policy had led to increased access to basic education. Looking at the same question from the suppliers' point of view, the responses were similar. The majority of the KIs argued that the free education policy had led to increased enrolment at primary school. This seems to resonate with the views among the users of the services and could be an indicator of the success of the policy in terms of increasing access to educational services in the community. However, given that financial constraints are not the only challenge facing households in terms of accessing educational services,

there is still need to focus on the non-financial constraints so that services can be accessed by all.

### 1.7 Right to health

The data analysis shows that about 65 percent of the respondents were within 0 to 30 minutes' travel time to the nearest facility, and the remaining 35 percent have to travel more than 30 minutes to the nearest health facility. This shows that the MoH's mission of providing equitable access to cost effective, quality health services as '**close to the family**' as possible is yet to be realized in Kasama and the right to the highest attainable level of health is not being realised.

Access to maternal health services in the district was also not adequate because a quarter of the survey respondents indicated that the facility nearest to their home had no maternity wards. This was also corroborated by the KIIs.

In terms of the quality of healthcare services accessed, the picture in the survey area was that some households are able to access quality services. This is based on the observations that, on average, only 71.7 percent of the respondents were attended to by a qualified healthcare worker during their visit to a health facility. This indicates that quality as measured by availability of qualified staff has room for improvement. People not seen by qualified healthcare workers either self-treated or did not do anything during their sickness. This category of people is a highlight of the unmet need for healthcare services in the district.

The limited availability of qualified health care workers was also confirmed the KI. There was for instance less than the required number of Clinical officers in most facilities, implying that the available staff has to really stretch themselves to adequately attend to their clients. A caveat should be noted here considering that quality of healthcare service is measured by a lot of other variables including availability of drugs, waiting time, attitude of health personnel, responsiveness of services, and availability of choice among others. Additional information was collected from the KIIs on the average waiting time at health facilities; the average waiting time at a health facility in Kasama was found to be 23 minutes, which is quite reasonable. Another quality related variable that was assessed was the availability of drugs at facilities. The KI indicated that there were no shortages of drugs during the one month preceding this survey. This entails that measured on the availability of staff, medicines, and waiting time, the quality of healthcare services in Kasama was satisfactory from both the providers' and consumers' points of view.

The government has been making efforts to ensure access to healthcare both geographically and financially. Geographical access has been enhanced through construction of health facilities to ensure that the majority of the people can be within 5 kilometres from a health facility. Concerning financial access, one of the strategies that have been used is the removal of user fees for all Government-provided primary health-care. This is in recognition of the fact that inability to pay for services can hinder access to services. The survey results however show that 22.7 percent of the respondents did not agree that the provision of health services for free in Government health facilities had enhanced access to basic health care. The KI on the other hand indicated that there had been an increase in the utilisation of healthcare following the removal of user fees, but that this had led to increased work-load to the few available health workers. Additional studies are therefore required to give a clearer picture on the effect of user fee removal on utilisation of healthcare.

### 1.8 Right to social security

Given the poverty situation in the country, the need for social protection to lessen vulnerability among the poor is not debatable. Some of the aspects of social protection have been discussed under the employment section. Other aspects like the flow of assistance from the Government or NGOs to vulnerable households, or the flow of assistance from one advantaged household to another household are discussed here.

The survey data indicates that 30.1 percent of the households had given monetary assistance to other households in the 12 months prior to the survey while 21.8 percent indicated that they had received some assistance mainly from relatives. The relative insignificance of the social welfare department as a source of assistance to the community was attributed to a number of challenges by the KI: it was observed that the department was poorly funded to meet the needs of the communities within which it operated, the department was inadequately staffed and, the community workers that have been engaged to stem the staff shortages at local levels were poorly trained and could therefore not effectively dispense services.

The assistance given came in different forms but the most common form of assistance was in form of school fees. About 40.6 percent of the respondents received assistance in form of financial support to pay school fees. This is an indication of the fact that people are still constrained financially to access education and have to rely on alms. The second form of assistance in terms of significance was food aid; about 31.2 percent of the respondents received assistance in form of food aid and



only 3.1 percent received assistance in form of farming inputs. The significance of the number of households receiving food-aid suggests high levels of food insecurity and ultimately poverty in the district.

### **1.9 Knowledge of ESCR**

The knowledge of ESCRs in Kasama district is not impressive because almost half (47.1 percent) of the respondents have never heard of ESCRs. The information gathered also shows that even among the respondents that had heard about ESCRs before, about 69 percent of them were not familiar with the documents containing information on ESCRs such as the draft constitution and the convention on rights of persons with disability.

The most prominent source of information on ESCRs was the media; 81 percent of the respondent got to know or hear about ESCRs through the media and 6.9 percent got to know or hear about them from government agencies while 1.2 percent got to know about them through NGOs. Generally, more efforts need to be put in place to sensitise communities on the ESCRs so that they can learn to demand for their rights.

### **1.10 Service provision**

The majority of the respondents in the survey are of the view that provision of services is a responsibility of the Government. About 7 percent however felt that service provision is a responsibility of citizens themselves, while about 4 percent felt that it is the responsibility of NGOs and Political leaders. This shows that there is a lot of dependency on the Government for service provision. This entails that the standard of life of people in the district is highly dependent on the ability of Government to provide services in the right amounts and acceptable quality. Citizens will therefore have more confidence in Government if its agencies are responsive enough to their needs in terms of service provision.

The KIIs conducted on water and power utility companies generally indicated a number of challenges in service provision. The challenges were responsible for the high unmet need for their services. One challenge for Chambeshi Water and Sewerage Company was the inadequacy of distribution networks. Urban settlements have been growing at a fast rate but the capacity of the utility companies has not been expanding at the same pace. In some instances, the water and utility company experienced a lot of wastage due to dilapidated/vandalised infrastructure. This was the main reason for the failure by the water and sewerage company to supply water round the clock. Other challenges cited were the poor management of the billing system, and uneconomical tariff

structure. These make it difficult to invest in upgrading of the infrastructure to meet the ever increasing demand for service. Issues surrounding tariffs are however quite sensitive because the survey has shown that even at the current tariff regime, a number of households was unable to pay for water supply. An increase in tariffs would therefore mean that access to water would be reduced to a good number of households. In spite of the challenges however, the water utility companies felt that they still had strength because they had abundant water resources, experienced personnel, and did not have competition in the business.

The KIIs conducted with ZESCO personnel gave the impression is that the demand for electricity has been increasing over the years and coverage has also been on the increase. There are however a number of households that are not yet accessing electricity from ZESCO due to among other things; long distance to the national grid, making it very expensive to have such areas connected; on the other hand, some areas have just been opened up for development of residential properties and are therefore yet to be connected. It was noted also that due to capacity constraints, even the areas that were already connected to the grid were not receiving power supply round the clock; some scheduled load-shedding activities were reported.

A number of challenges were cited as worsening the power supply deficit and these included the fact that ZESCO had limited capacity to expand generation of hydro power, vandalism of infrastructure, and the lack of willingness to pay among some customers. Concerning the state of the infrastructure, it was argued that there was an imminent collapse of the system if the infrastructure was not upgraded soon enough. It was also argued that the lack of competition was a danger to the utility company as it was seen to be leading to complacency, and consequently failure to be responsive to the demands of the customers. The lack of competition was however also cited as a source of great opportunities for growth to meet the increasing demand especially from the agricultural sector.



# Conclusion

The general picture coming out of the data analysis is that the level of knowledge or awareness of ESCRs in Kasama district was quite low and more than 60 percent of the people familiar with ESCRs were not familiar with the documents containing information on the ESCRs. In terms of sources of information on ESCRs, 81 percent of the respondents indicated that they got to know about ESCRs through the media. This shows the significance of the media in information dissemination.

Access to accommodation was a problem in the district; more than a quarter (32 percent) of the respondents was staying in rented accommodation and 7.2 percent of them reported having failed to pay rent at some point during the 12 months preceding the survey. The quality of accommodation was not quite good because there were a substantial proportion of households living in houses made of mud bricks and with poor quality roofing materials. This indicates that the housing conditions in Kasama are generally poor.

In terms of employment, it was established that about 60 percent of the respondents were in some form of employment, but a quarter of the respondents were unemployed. This shows that unemployment is quite a big problem in the district. The remaining 15 percent were not working on account of school. Further analysis showed that the unemployed were characterised by low levels of education.

In terms of the type of employment, majority of the respondents were in the private sector in business or in wage employment. The quality of work that respondents were engaging in was however questionable because a substantial proportion of them were working on a part-time basis. There were also more males than female in full-time employment.

Conditions of service however were not very good; only 25.7 percent of the respondents were in pensionable jobs, 13.9 are entitled to gratuity and only 49.4 percent have an employment contract. Further, most of the employees are without allowances. This puts most of the respondents in a vulnerable situation because they remain without social security when their employment is terminated.

Most of the households surveyed had access to balanced diets, but there were a substantial number of households (almost 20 percent) that had inadequate supply of food as measured by the number of meals they had in a typical day. This brings in the threat of malnutrition especially among the young ones.

Geographical access to education was a bit of a problem because only 53 percent of the households were within 30 minutes walking time distance to the nearest. The remaining 47 percent were more than 30 minutes of walking time to school. This can be quite challenging especially for children in lower grades. For mainly financial constraints as well as lack of interest, about 17.9 percent of the respondents had children who were not going to school. Access to school seems to still be a problem and about 45 percent of the respondents did not think that access to basic education had been enhanced by the free education policy. The majority of the KIs however argued that fees were a hindrance to accessing education and indicated that the removal of fees at primary school level had actually led to increase in enrolment.

Access to health facilities was a problem geographically; only 64 percent of the respondents were within 30 minutes of travel time to the nearest health facility. Access to maternity facilities was equally a problem because more than a quarter of the respondents had no maternity ward in the facility nearest to their homes. In terms of financial access to healthcare, more than 78 percent of the respondents felt that the removal of user fees had enhanced access to basic healthcare. However, 51.8 percent of them argued that the long queues at government health facilities were a constraint to accessing healthcare. Another 28.4 and 16.8 percent of the respondents argued that it was the bad attitude of staff and the lack of drugs respectively that inhibited access to healthcare in government facilities. Less than 1 percent cited financial constraints in accessing basic healthcare in government facilities.

# Recommendation

The results of this study highlighted the level of access to ESCRs in the urban areas of Kasama district. It is clear that most of the ESCRs are yet to be realised. The level of access to these rights varies across the rights. Given the results, the following recommendations are made:

There should be deliberate effort by the government to increase people's awareness of ESCRs. This is the first step towards empowering citizens with knowledge of their rights so that they are confident to hold service providers accountable to them.

People's access to employment could be a challenge in the area as hinted by the fact that more than 50 percent of the respondents were self employed. This calls for efforts to enhance entrepreneurial skills for the self employed so that their business can both be sustainable and grow in terms of income generation capacity.

Given that most of the unemployed are people with low levels of education, there is need for increased opportunities for skills training so that people can engage in income generating activities.

The limited access to power and water needs to be addressed through investment in utility companies in the area of infrastructure expansion so that capacity to provide service can match the demand from growing settlements and other activities.

The low levels of income for the employed need to be addressed through enforcement of the minimum wage requirements.

Given the significance of children dropping out of school due to lack of interest, there is need for parents to be encouraged to sell the idea of education to their children. Schools authorities also need to effectively market education to the pupils they interact with and encourage pupils through careers guidance structures in schools.

# References

CSO (2006) Living Conditions Monitoring Survey, GRZ, Lusaka

CSO (2011) Livings Conditions Monitoring Survey, GRZ, Lusaka

CSO (2011) 2010 Census of Population and Housing, GRZ, Lusaka

Draper Fund (1982) Family size and child development, PubMed (11):19-22.

GRZ (2011) Education Act 2011, [www.parliament.gov.zm/index](http://www.parliament.gov.zm/index), accessed on 05th February, 2013

MoE (2006) Education Statistical Bulletin, GRZ, Lusaka

MoE (2011) Annual Work-plan and Budget 2011, GRZ, Lusaka

MoFNP (2012) Sixth National Development Plan 2011-2015; GRZ, Lusaka

MoFNP (2006) Fifth National Development Plan 2006-2011, GRZ, Lusaka

MoH (2011) National Health Strategic Plan 2011-2015. GRZ, Lusaka

Leckie S. and Gallagher A (ed). 2006. Economic, Social & Cultural Rights: A legal Resource Guide. University of Pennsylvania Press, Pennsylvania.

Qualification and Curriculum Authority (2002) Designing and Timetabling the Primary Curriculum: A Practical Guide for Key Stages 1 and 2, QCA, London

United Nations (Undated). Frequently Asked Questions on Economic, Social and Cultural Rights: Fact Sheet No. 33, Geneva

UNDP and GRZ (2013) Millennium Development Goals Provincial Profile, Central Province. UNDP, Lusaka

United Nations (2005) Economic, Social and Cultural Rights Handbook for National Human Rights Institutions; Geneva, 2005

Zambia Open Community Schools (2006) Budget Tracking for Open and Community Schools - 2005; Lusaka

# Appendix 1:

## Baseline data for Kabwe district

INDICATOR	STATUS
Ever heard of ESCRs (%)	68.9
Employed (%)	76.49
In full-time employment (%)	68.93
In pensionable employment (%)	39.8
Entitled to gratuity (%)	35.6
Entitled to maternity leave (%)	26.4
With contract employment (%)	41.5
Satisfied with working conditions (%)	61.3
Monthly income above K2, 000 (%)	22.6
Can afford three meals daily (%)	81.0
Problems paying rent (%)	3.6
Problems paying for water (%)	5.3
Problems paying for electricity (%)	2.3
Liability (rent & utility bills)	201.73
Proportion with children not in school (%)	14.1
Receiving assistance (%)	32.6
Teacher pupil ratio	1:55
Schools with a library (%)	33
Schools with counselling services (%)	100
Variance in school staffing	-0.5
Facilities with maternity wards (%)	100
Facilities with ambulances (%)	33





2014-12-14

# Household's Access to specific Economic, Social and Cultural Rights: The Case of Kasama Urban

Chompolola, Abson

Jesuit Centre for Theological Reflection

---

Chompolola, A. (2014). Household's Access to specific Economic, Social and Cultural Rights:  
The Case of Kasama Urban. Lusaka, Zambia: Jesuit Centre for Theological Reflection (JCTR)  
<https://repository.jctr.org.zm/handle/123456789/95>

*Downloaded from JCTR Repository, Jesuit Centre for Theological Reflection (JCTR)*