ISSUES AND CHALLENGES TO INCLUSIVE/PARTICIPATORY LOCAL GOVERNANCE: A CASE STUDY OF DISTRICT ABBOTTABAD

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ABSTRACT

The study aims to investigate and analyse the issues and challenges to participatory local governance. Participatory local governance is pivotal to sustainable development and citizens empowerment. The study used mixed method approach to address the stated research questions. For this purpose, Hierarchical moderation regression and thematic analysis is used. For the qualitative approach, six interviews were conducted in district Abbottabad and the broader themes and subthemes are identified. For the survey, 300 questionnaires were distributed and 272 were received back. Through the literature, research instrument was developed which was tested for reliability and validity. The findings reveal that the issues are faced through systemic halts such as limited financial resources, lack of capacity, lack of planning and co-ordination. The challenges faced are from the elected representatives as they serve their personal interest, intervene in the working of bureaucracy, lack of knowledge and awareness and the misuse of their authority. Similarly, the challenges posed by the bureaucracy are complexity of rules and procedures, trust deficit, rigidity of the system. Similarly, there are several forums identified for citizen participation in terms of online modes and traditional methods of participation. The factors identified that affect the active engagement of citizens through the mixed method approach are perception of good governance (strong check and balance, transparency, and trust in government officials), responsiveness (includes facilitation by bureaucratic officials, satisfaction with service delivery and ease of access) and the civic awareness which relates to the education and awareness, value of public interests and ownership. The research revealed that the notion of participatory local governance is not good in Pakistan particularly district Abbottabad. It is recommended that the institutional capacity must be enhanced, amend the local government Act, bring reforms in bureaucracy, ensure good governance practices, and enhance civic awareness.

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LIST OF ABBREVIATIONS

ANOVA	Analysis of Variance
CAA	Civic Awareness (Attitude)
CAB	Civic Awareness (Behaviour)
CP	Citizen Participation
DV	Dependent Variable
I	Inclusion
IS	Information and Service
IV	Independent Variable
KMO	Kaiser-Meyer-Olkin
KPK	Khyber Pakhtunkhwa
L	Legitimacy
LG	Local Government
NGO	Non-Governmental Organisation
P	Partisan
PP	Promise by Politician
QS	Quality of Service
R	Responsiveness
Sig	Significance

TMA	Tehsil Municipal Administration
UK	United Kingdom
UN	United Nations
UNDP	United Nations Development Programme
USA	United States of America
WB	World Bank

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Participatory local governance has been urged upon by the scholars, researchers and the social workers throughout the last two decades (Gaventa 2002, Cornwall and Coelho 2007). Engagement of the local people in the decision-making process with the intention to aid the local government which in turn focuses on the development led by the people is termed as participatory local governance (Geddes, 2005; Tambulasi, 2011). The International Development Agencies including the donor agencies work on the agenda of participatory local governance most particularly in the developing countries to ensure that the use of development funds is transparent, and the governments are held accountable by the local people making the government responsive and efficient (Santiso, 2003; Shah, 2006). In the developing world, there is a practice undertaken to transform local government to participatory local governance and the dynamics are being changed owing to the changing nature of democratic institutions as well as the pressure of developed states and international agencies. As the dynamics are being changed and various loopholes and faults are identified in the authoritative nature of local government (John 2001), the new transformation is being introduced with the concept of direct participation of the people in the delivery of services, which is the core theme of local governance (Bingham et al. 2005).

In the developing countries such as Bangladesh, Brazil, Chile, there is stress upon the advocacy and promotion for the participation of citizens and it involves multiple mechanism of participatory governance for instance the planning, monitoring and evaluation of participatory nature. The international agencies along with the donor agencies stress upon it and make it conditional for granting development projects and urge for the reforms in the local government to make it participatory and inclusive. Hence, numerous governance arrangements are adopted by the developing world to implements the projects efficiently. The debate on the promotion of participatory governance takes its roots in the idea of improving the service delivery which comes through the empowerment of citizens and ultimately contributes to the deepening of democracy. Participatory governance is also aimed at enhancing the responsiveness of local government accompanied by increased accountability. Thus, it contributes to the efficiency

and sustainable development, and continual improvement in service delivery which are matched with the preferences of the local community and a sync is achieved between the government provision of services and the demand of the citizens (Ackerman, 2004; Shah, 2007; World Bank, 2003). The local governments of developing countries make efforts to achieve these goals and keeping them in cognizance propose reforms and bring changes in their laws complemented by the initiatives taken by the civil society and its organizations strive to increase the participation of citizens in making decisions and implementation at local level. Various forms of participatory governance have been experimented in different states such as public hearings (India, Philippines), vigilance committees (Bolivia, Philippines), participatory budgeting (Brazil, Peru), and forums for participatory planning and decision making over public service provision (Bolivia, Mali, Uganda, Mexico) (Ackerman, 2004; Blair, 2000; Commins, 2007).

1.2 Pakistan's Context

In Pakistan, the notion of participatory governance and citizen participation is not new as the different governments initiated the concept of local government to make the local governments inclusive and responsive to the citizens at local level. The effectiveness of the government can be enhanced through the participation of citizens. The rhetoric of citizen participation is far distinct from the theoretical narrative. Various reforms have been initiated to devolve power to the provinces to improve the effectiveness of government, enhance accountability and transparency. After the 18th Amendment and pressure from Supreme Court to enact provincial local government Acts, KPK government has institutionalized the citizen participation at the local level. The local government Act of KPK is aimed at providing the platform for the citizen participation which will lead to the enhanced and efficient delivery of services by the local government to facilitate their citizens (Provincial Assembly of Khyber Pakhtunkhwa, 2019). Facilitation of citizens is at the heart of this Act. The development at local level is associated with the people's participation. Majority of the development projects initiated by the federal government or the international development agencies or the provincial government are given to the local government for handling and it calls for the participation of the local citizens for effective implementation. This not only results in sustainability of the projects but also the

enhanced transparency and accountability. The citizen participation, according to the documents is very high whereas the practice is opposite in nature.

It is widely accepted that it is vital to promote the empowerment and development through public participation on several social, political and public issues. In participatory governance, there are several initiatives taken to promote the people's participation through seeking their opinion on the policy issues of various nature, their involvement in the development process particularly at local level, and through different forums where they are encouraged to participate in decision making and implementation (Haque & Zafarullah, 2006). However, in practice the citizen participation is not promising, and several issues and challenges are faced both by the governments and the citizens that poses constraints to the citizen participation and hinder the performance of the local government. This issue will be studied in this research to provide solution to the ongoing problems by limiting the research to District Abbottabad.

1.3 Research Gap

The study aims to investigate the issues and challenges to participatory local governance incorporating both the government stance and the citizen's take on the issue. There are numerous studies conducted on aspects of participatory local governance. Previous studies have analyzed the factors which hinder citizen participation (Ahmed & Abutalib, 2011; Chaudhary, 2009) limited participation of citizens in development programs at local level (Khan 2006), youth and perceptions of participatory governance to increase the government effectiveness (Soomroo, Butt & Anand, 2016) but fewer researchers have explored the issues and challenges faced both by the citizens and the local government in participatory governance. This research tends to fill the present gap.

1.4 Problem Statement

There are several governance processes presented and used across the world since the 1980's where the local governments adopt multiple forms to promote participation which increases their efficiency and effectiveness. Such forms are participatory governance, network governance, joined-up governance etc. (Speer 2012). It is also noticed that the governments adopt the participatory mechanisms at various levels to influence policy making and planning, upon the pressure from the donors (Holland et al., 1998). The participation from citizens is

stressed as it leads to not only speeding up of the development projects but also provides an opportunity to take ownership and engage with the state and increases representation, transparency and accountability on the broader level. Pakistan has long history of local governments, but major reforms were brought in regime of 2001 with the aim to strengthen local level and ensure citizen participation. But the local governments fail to achieve their goal of participatory local governance and ensuring citizen participation. The government of Pakistan has provided constitutional provisions for the local governments to incorporate the community, the citizens and the civil society in local governance. But to the dismay the local governments do not involve the community and the citizens in their processes which has potential benefits not only for citizens but the local government too. Due to the pressure of the international agencies on the federal government to bring reforms to their local governments to improve the delivery of services and to build healthier relationships between the citizens and the local government, initiatives have been taken by the provincial governments. The local Government Act KPK with the mandate of being efficient in service delivery and to make the local government more transparent and accountable has provided for the institutionalization of citizen participation. The advocacy for citizen participation in local government has been proved fruitful both for the developing and developed world. This led to several researches that analyzed the factors which measure the influence of citizen participation on the effectiveness of local governments (Bay, 2011; Esonu & Kavanamur, 2011; Yang & Pandey, 2011) and also to what extent the citizen participation is practiced in the local government system (Azfar, Lanyi, 2004; Devas & Grant, 2003) and numerous studies on the barriers to effective citizen participation (Marzuki, 2015). Previous studies have analyzed the factors which hinder citizen participation (Ahmed & Abutalib, 2011; Chaudhary, 2009) limited participation of citizens in development programs at local level (Khan 2006), youth and perceptions of participatory governance to increase the government effectiveness (Soomroo, Butt & Anand, 2016) but fewer researchers have explored the issues and challenges faced both by the citizens and the local government in participatory governance.

It has instigated me to inquire into the issue and conduct a study on the real grass root level issues which are hindering the citizen participation as well as challenges faced by local government to provide enabling environment for participation which will be addressed through RO1, RO2, RO3 and RO4.

1.5 Research Questions

The research questions of this study are:

RQ1: What are the issues and challenges to participatory local governance in district Abbottabad to enable citizen participation?

RQ2: What forums have been introduced for citizen participation in local governance to influence implementation?

RQ3: What are the factors that influence active engagement of citizens in local government?

1.6 Research Objectives:

The specific objectives of this research are:

RO1: To analyse the issues and challenges to participatory local governance in Abbottabad

RO2: To explore the forums for making citizen participation effective through influence on implementation

RO3: To investigate the challenges faced by the local government in enabling and facilitating the citizen participation

RO4: To assess the factors which influence active engagement of citizens in local government

RO5: To suggest measures to overcome the issues faced by the citizen in participatory governance and to find solution to the challenges faced by the district government in assisting citizen participation

1.7 Significance of the Study

The international agencies and the developed world focus on the citizen participation at local level but the dynamics of developing country is different from their indigenous countries. The true aspects have not been measured however, the relationship has been studied between the institutions of the local government and the citizen's participation. This research will explore the factors which constrain or support active engagement of citizens in local government with special reference to Pakistan. This will fill the research gap by investigating the issues and challenges faced by the inclusive/participatory local governance in Pakistan. The rhetoric will be made distinct from the reality by investigation of real ground issues. Furthermore, it will

add to the literature on participatory local governance which is being explored at the local district level.

There will be practical significance of the study as well as findings and recommendations can be used by local government of Abbottabad and Pakistan to improve the effectiveness of citizen engagement policies and decision-making processes within local government with insights on how local governments can overcome the barriers to effective citizen participation at local level. The research can help training the local government functionaries on how to seek and achieve citizen participation at local level and how they can improve their efficiency by their input.

1.8 Rationale of Study

The research gap exists in identification of issues and challenges to the participatory governance at local where several aspects of participatory local governance have been studied. The direct issues and challenges to the government and the citizens are rarely explored as evident in the literature. This study seeks to solve the existing literature gap and provide insights to the issues and challenges at the grass root level that hinders the performance of the government and affects the engagement of the citizens at the lowest level. It is critical to identify and solve these issues to make the concept of democracy and decentralization fruitful. Without the citizens engagement and the efficient delivery of services by the government, the sustainable development at the lowest level cannot be achieved. This research addresses these questions and provides recommendations to solve the issues and challenges to the participatory local governance in district Abbottabad.

1.9 Scope of Research

This section provides insight into the research scope. The study aims to explore the issues and challenges to participatory local governance and limits the research to case study of one district only that is Abbottabad. The specific sector that will be the studied is Tehsil Municipal Administration Abbottabad in district Abbottabad. District Abbottabad has been selected for the study as it is an emerging district where development undertaken is very rapid with increasing population and enhanced literacy rate with increasing political activism and more aware citizens. Furthermore, it has remained in the limelight due to presence of Armed Forces

and being not only a tourist spot but the gateway to other tourism spots as well. Therefore, it is mandatory to provide efficient and effective services not only to the citizens but also to the visitors as well. In addition, it is a small district which will aid in deep investigation of the research questions.

The scope of the research is limited as it is beyond the capacity of the researcher as well as time constraints does not allow to expand the research to more districts across all provinces of Pakistan. Hence, the scope is limited.

1.10 Organisation of Study

This thesis is divided into six chapters. In chapter 1, the background of the study is discussed where I explained the notion of participatory local governance around the globe followed by the context of Pakistan. I then explained the problem statement, stated the research objectives and research questions followed by the significance and scope of the study. In chapter 2, Literature Review is conducted, and I explained the concept of governance, local governance and participation, followed by linkage between local government and participation in Pakistan. In chapter 3, conceptual framework and research design is discussed. Chapter 4, the quantitative and qualitative data is analyzed in detail. In chapter 5, the findings of the study are discussed followed by chapter 6, which is about conclusion and recommendations based on the findings of the study.

1.10 Summary of Chapter

Participatory governance at local level plays significant role in developing the citizens and empowering them. The background of the study supports this notion. The concept of participatory local governance in Pakistan is also presented. It is found that the after the enactment and implementation of Local Government Acts in all provinces, citizens facilitation and participation is promoted at local level. The purpose of the study is viewed in the research objectives and research questions of the study. The significance and scope of the study is discussed. In the end, I have presented the thesis outline.

CHAPTER 2

LITERATURE REVIEW

2.1 Governance

The concept of governance in political science, development studies and the public administration is an old thought (Bhimani, 2008; Jessop, 1998; Kooiman, 1993; Stoker, 1998; Tricker, 2000). In the 1980's the public sector reforms in USA brought by Reagan and in UK by Thatcher government gave prominence to the notion of governance. These reforms transferred the principles of the corporate management to the public sector where government bureaucracy adopted the joint public-private policy development. Numerous research were conducted in this arena but these were not limited to only USA and UK. There is vast literature and researches conducted in former Soviet Union (Heady, 2001), in South Africa by Mhone & Edigheji (2003) and in Australia by Dawkins & Colebatch (2006) on the political governance. However, the term Governance gained recognition internationally after it was coined by the report issued by World Bank in 1989. The report stressed upon the reforms of the public sector to improve the effectiveness and transparency and to promote good governance. World Bank used the term governance along with development to use them synonymously. To address the social evils, it used the term to speed up the development projects in developing countries which were slowed down by the corruption, nepotism and ineffective policies. Governance was posed as the controlling mechanism for corruption and effective use of resources for economic development in the developing countries (World Bank, 1989).

Numerous scholars have given varying definitions of governance according to multiple perspectives, narratives, scope, and dimensions of the concept (Bevir and Rhodes, 2000). The usage of the term has thus given rise to confusions (Windsor, 2009; Kohler-Koch and Rittberger, 2006). For instance, governance in terms of corporation is defined as ''it is the structure which directs and controls the companies" (Cadbury Report, 1992). The term governance is understood in the political science discourse as ''*informed management of regime structures aiming to improve the legitimacy of the government*" (Bevir, 2004; Bevir and Rhodes, 2000). The World Bank defines it in context of institutional capacity of states in provision of goods and services (World Bank, 2000). A most broad-based definition which

covers the scope of the term is developed by (Chhotray and Stroker, 2016) as "the rules guiding the plurality of actors in decision making in the absence of any formal control system which generally determines the relationship between the stakeholders and the organisations". Here, the rules are embedded in the governance system and can be formal or informal. The former relates to the arrangements of the decision-making structures and the latter reflects the traditions and customs. The collective decision involves the inclusion of multiple individuals to take decisions on issues that are of importance to all parties and mutual influence and control. Lastly, there is no single center of authority or in charge with the power of dictation.

2.2 Local Governance

Local government is the institutions and the entities formed by the national constitutions (India, Italy, Japan, Sweden) by constitutions of the state (USA) by central government legislation (New Zealand, UK) by provinces legislation (Canada, Pakistan) or through the executive order (China) to deliver specific services to specifically smaller geographical delineated area. Local governance is a wider concept which is explained as the planning, devising, and implementing the collective action at the lowest local level (Shah, 2006). Therefore, both the formal and informal procedures are incorporated such as the formal institutions of the local government and the inhibiting hierarchies along with the informal norms, role of networks and community organizations, neighborhood associations where all have the aim to bring collective action into arena by introducing frameworks for citizen and state interactions, making decisions collective in nature and to deliver local public services. The local governments have both the direct and indirect roles, informal norms to push for the collective action through the networks, community, civil society organisations where the interactions between citizens-citizens and citizen-government is defined for the collective decision making and public service delivery. Good local governance is not only about the provision of range of local services but also the preservation of life and liberty of citizens creating spaces for participation, to support the sustainable local development and providing enabling environment with the aim of improving the quality of life for citizens.

Local governance has its importance underpinned in the theory of decentralization posed by Oates (1972) and advances that " the territory which has jurisdiction over the small area shall provide the public services in a manner that its benefits and costs are internalized", because

the concerns of the local people are better understood by the local governments, as the services are intended for the local people so the local decision making is responsive to their needs, eliminates the unnecessary layers of jurisdiction and enhancing the interjurisdictional competition and promoting innovation.

The roles and responsibilities of the government are based on the five perspectives which relate to the type/model of government followed. These are traditional fiscal federalism, new public management, public choice, new institutional economics and network forms of local governance. The first two emerged after the market failure and focus on the efficient and equitable delivery of public goods. The failures of government are addressed through Public choice and new institutional economics whereas the last perspective is more modified model of government which deals with overcoming the problems of other four perspectives that is the failures of both the market and the government.

The term local government implies the management and administration of a particular district, where the local citizens elect their representatives, whereas local governance is the governance at the lower level where decisions are made and implemented by incorporating the multiple stakeholders in the process. It is to be acknowledged that the terms local governance and local government are being used interchangeably in international literature. The UN has used it synonymously while addressing the need for reforms at local level as well as initiating the projects at local level. Furthermore, it is used synonymously in most of the countries both in West and Asia as it refers to involvement of all concerned stakeholders in the decision and implementation process in addition to the administration and elected representatives.

2.3 Participation

The previous notion considered no active role of citizens in the decision-making process, formulation and implementation of policies but merely the recipients of the public services delivery. The literature on development also defined and associated participation to the community and the social sectors. In late 1970's the term participation was explained as "to increase the control on the resources and the regulatory organisations through organized efforts for those social groups which are deprived of the resources in any given social situations" (Stiefel and Wolfe, 1994). In the 1980's, the literature on participation emphasized its

importance and measured through development projects in order to enhance the quality and sustainability of the projects. Participation, as defined by the World Bank (1995), is the influence and shared control of the stakeholders in the development initiatives, the resources employed and the decisions which affect the stakeholders.

The recent literature stresses upon the citizens engagement in the decision making at all levels. The public participation levels along with their impact were defined by Sherry Arnstein (1969). Ladder of citizen participation was developed representing the citizen participation through the degree of control of the citizens to alter the process outcome. The participation level of the citizens in the government decision making can vary between no and very high level of participation. The first two steps reflect the lowest participation where the decisions are taken by government and manipulation of public takes place. The minimal participation is reflected in the middle steps of ladder where one-way communication takes place through information sharing, consultation or the placation. This shows that citizens are informed of the decisions, but their influence is at the disposal of the government whether to incorporate their suggestion or not. The fifth step reflects the placation stage where public opinion is an option with the government but with minimal influence. The style adopted by the government is deemed to be participatory. The degree of participation is reflected in the higher steps which is mainly due to the citizen power. The citizens engage and negotiate with decision making bodies. Whereas at the topmost steps either power is delegated to the citizens to initiate decisions on their own and the government has very minimal interference in the decision making process (Arnstein, 1969; Petts, 1999; Van Ast and Boot, 2003). The most effective participation is at the top three ladders as the power lies with the citizens and can predict most suitable outcome of the process.

2.4 Citizen Participation

The academicians suggest that development management process depends on the citizen participation. It is stated by (Moynihan, 2003) that the public efficiency can be improved through participation. This improves not only the allocative efficiency (resource allocation choices) but also the managerial efficiency (public service delivery process). Participation also aids in the effective implementation of policies. It is done so through the better identification of citizen's needs (Roberts, 2008), improved budgeting and planning (Lu & Xue, 2011), promotes the rational decision making (Neshkova & Guo, 2011; UN, 2008), inclusive

development (Mohanty, 2010; Venugopal & Yilmaz, 2009), easy implementation (Yang & Pandey, 2011) and efficient service delivery (UN, 2008).

Participation is an important factor for strengthening democratic governance. Yang and Pandey (2011) found that the citizens and local government characteristics define the effective participation. The former characteristics include the representation and competency level of citizens whereas the latter relates to the elected representatives, their leadership the organizational structures. Citizen participation is affected by several factors such as feelings of responsibility, civic skills (debating public issues), inclusion (diversity of opinions and openness), and self-interest, deliberation (exchange of arguments and shift of preferences) and awareness (Michels &Graff, 2010). Citizens' trust plays an important role in citizen's participation. If the trust deficit persists, the level of participation will decline and no change in effectiveness of local government can be seen. It is observed that the citizens trust in their governments is on decline not only in developing countries but the developed countries as well (Cheema & Popovski, 2010). There are harmful effects of this mistrust which worries the politicians and the citizens alike (Bok, 2010). It leads to dissatisfaction in citizens forcing them to withdraw from the participation and political process which produces a weak state and decreased levels of participation (Diamond, 2007).

2.5 Participatory Governance

Participatory Governance has become a buzzword of 21st century and governments also tend to become legitimate through participatory form of governance where the voices of the citizens are heard. Participatory governance has been defined as the initiatives taken by the governments which make the ordinary citizens the central part of decision making and is done through different local forums (Fung & Wright, 2003). The United Nations has posed that the targets of the development in all the countries can be achieved by redefining the relationship of the state and its citizens. It suggests that the inclusive approaches by the government are essential to alleviate the perils and make the society developed. When all the stakeholders are involved including the civil society in the policy making process, especially those policies which are directly linked with their welfare and development, these policies will be implemented and owned easily (United Nations Office of Economic and Social Affairs, 2008). They define effective participation as the one where all the stakeholders are given chance to

participate in decision making where they can influence the process when they are given consideration and their interests are articulated and made part of decisions as well (Coooke & Kothari, 2001).

In traditional literature, Participation has been a tool and mean to get legitimacy of the decisions taken as it gave the desired results in the output (Schmitter, 2002). When the stakeholders have the due say, they can pass on their knowledge into decision making and leads towards innovation and sustainability. To find out the relation between participatory decision making and sustainability, (Heinelt, Getimis, Kafkalas, Smith, & Swyngedouw, 2002), conducted a comparative study at multi-level of European Union and found out that when the policy making process is inclusive and participatory, more sustainable outcomes are achieved through innovation and compatibility can be achieved between the two. A qualitative study by (Altschuler & Corrales, 2013) on Honduras and Guatemala conclude that participatory form of governance can be adopted to give voice to the unprivileged and also this can produce a "spillover" effect. The civic participation can be used as a stimulus to transform the behavior of citizens at large that will result in further participation of the citizens in all aspects especially the political engagements. They are of the view that the frequency of the positive outcomes of participatory governance can be enhanced through a consensus between citizens and the state which results in increased and efficient delivery of services. To govern the modern societies, it has become essential for the governments to surpass the strict governmental structures (Heinelt, 2010). It is suggested that governments have to transform the processes into participatory to gain legitimacy and is done through transforming the governance process. This results in openness and enhances the accessibility for the citizens to governance arrangements, increases transparency and accountability leading to citizen trust in the government. For governing the liberal societies (Hoppe, 2010) is of the view that governance system needs to be flexible to change the roles from strict rules to inclusiveness and openness, negotiations and participatory methods of decision making to build citizens trust and enhance efficiency.

Speer (2012) has identified the four strands of literature on the participatory governance which are named as (1) democratic decentralization strand, (2) the deliberative democracy strand, (3) the empowerment strand, and (4) the self-governance strand. The schoalrs of the first strand

argue that accountability and responsiveness in local government is enhanced through the participatory governance (Blair, 2000; Harriss, Stokke, & Tornquist, 2004). This ensures that the elitist policy making is avoided which serves the sentiments of few as is observed in the governments of developing countries (Bardhan & Mookherjee, 2000; Crook, 2003). It also enhances the government's legitimacy and aids the allocation of resources for the deprived. The deliberative democracy strand scholars believe that political system is made democratic by adopting the mechanism of deliberative decision making through participatory governance. It results in better policies and enhances the transparency and equity (Bishop & Davis, 2002; Weeks, 2000). Its best examples are the participatory budget making in Brazil and other cases in Asia (Avritzer, 2009; Baiocchi, Heller, & Silva, 2011; Wampler, 2008). The scholars of third strand state that the main aim of participatory governance is to empower the citizens and enhance their capabilities to break the chains of manipulation by the power structures of society and politics (Gaventa & Cornwall, 2006). The aim of participatory governance is to make the citizens active in designing and formulation of policies in daily public service provision (Andersson, Gordillo, & van Laerhoven, 2009). The scholars are of the view that collective decision making is not possible without participatory governance as the citizens and the service providers are more aware of the local citizens needs and indigenous circumstances. The best examples are seen in Latin America characterized by self-governance (Andersson & van Laerhoven, 2007; Garcı́a-López & Arizpe, 2010).

Evans (2004) argued that the positive impacts of participatory governance are observed in Brazil and India in terms of improved public infrastructure, efficient service delivery and improvement in human development indicators. Andersson et al. (2009) conducted a study at vast level in Latin America examining 390 municipalities to examine the impact of participatory decision making. The results revealed that the public services have been improved particularly the agricultural services. Participatory budgeting an important aspect of participatory governance has been studied by (Davidson, 2018; Ewens & derVoet;2019; Winstanley, Hepi, Baker & Foote, 2016) and concluded that it increased robustness and community buy-in to local government decision-making, led to innovation and fosters political knowledge and civic education.

2.6 Participatory Local Governance

Participatory local governance relates to adoption of democratic mechanisms for involving the citizens in the planning through collective decision making and implementing the decisions at the local level. The aim is to establish a bridge of interaction between the citizens and the public institutions to enhance the effectiveness and improved responsiveness of local government. The principal agent theory backs the participatory local governance (Ackerman 2004; Schneider 1999). It is explained that participatory local governance solves the problems of agents and the principals. The former is the voters or the local people whereas latter is the elected representatives. It aids in improved flow of information from the citizens to the government regarding their concerns along with information from the government to the local citizens regarding their decisions and the provision of services. When both the approaches (top down and bottom up) are applied at the same time, it results in increased government accountability and responsiveness (Besley, Pandey and Rao, 2005). The basic principles of responsiveness, responsible and accountable governance are to be agreed upon to bring reforms in the local governance machinery and institutions (Andrews and Shah, 2005). The aim of responsive governance is to do the right thing and deliver services consistent with the preferences of citizens. Responsible governance relates to the efficient management of fiscal resources by gaining the citizen trust. It aims for quality improvement and make the access easy to the public services. This can be done through making standards and benchmark own performance and compare it to those who are best in local government performance. Accountable governance relates to the answerability to its electorate. It aims to ensure that the public interest id served with integrity. Participatory local governance works on these principles reflecting the empowered citizens by adopting right based approach, evaluation of the performance of government in facilitating the network of citizens, and public using the public services, making the government and public service providers answerable through bottom-up accountability.

2.7 Local Government System of Pakistan

The Article 32 and 140-A of Constitution of Pakistan provides for the local government formation. These articles state that the local government institutions will be promoted and established by the provincial governments so that the representation of peasants, workers and

women can be ensured whereas article 140A states the establishments of local government system and to confer the political, administrative, and financial powers on the elected representatives (Constitution of Islamic Republic of Pakistan, 1973). Building stronger communities refers to the local governance (Jabeen & Mubasher, 2018). To achieve this goal there is an important role of institutions to so that local government system can be established. The institutions that are the subunits of the main institutions are established at the local level and authority is conferred upon them which enables them to resolve the local issues with the available local resources.

The three tiers of government in Pakistan are the federal, provincial and local. The third level of government is the local level with the responsibility of dealing with the matters of local communities. The institutions at this level offer a variety of choices to the local people including the poor, women and the minorities where they can raise their voices and take part in the development at the local level through influencing the implementation of the projects. Hence, the local institutions of governance are found to be the platform for the underprivileged and the unheard voices. The local governments are mandated to offer basic services for the local citizens and hence can promote peace and reconciliation and build trust of citizens in their governments.

Democracy at the grass root level can be established through local government system. The international agencies and various scholars take the stance of promoting deliberative democracy which can be initiated at the local level to increase the efficiency and effectiveness of the local government. This is accompanied with the increased accountability and transparent processes as well. The system of local government in Pakistan can be traced back to Ayub Era and since then the system has been modified through reforms. The major reforms were brought by the Musharraf regime in 2001 and since then it is under change. The introduction of local government system was aimed at strengthening the local people through power transformation from the representatives to the citizens and the masses. It was aimed at solving the local issues at the local level and create spaces for the participatory arrangements for the citizens by involving them in the decision making and implementation. The system intended to bring a shift in the society by making the government more accountable to the citizens for the actions and decisions. It is only possible through the participation and involvement of citizens in

community development, projects implementation and removing the urban rural divide. A durable and stable democracy can only be possible if there are strong local institutions.

It is asserted by Ishrat Hussain that devolution of power is necessary for several reasons and draws his arguments from (World Bank, 2004; Cheema and Mohmand, 2006; Bardhan and Mukherjee, 2007) by stating that it increases accountability, the delivery of public goods is enhanced followed by improvement in policy design, revenue generation and also the broad-based participation by the neglected segment that is women, peasants, minorities. The local government laws protect the citizens' rights of consuming the public services. The local bodies in Pakistan are responsible for the services regulation and services provision such as health, education, municipal services etc. After the 18th Amendment Act of 2010, all the provincial governments enacted their local government Acts and the Article 140-A backs this enactment of Acts. All provincial governments enacted their laws between 2010 and 2013.

2.7.1 Local Government KPK

Latest election that transferred power was from the higher tiers to the lower tiers of the government in the province of KPK was held in 2015. The current local government of KPK is best known for being comprehensive in nature in terms of distribution of power to the people at the very basic level. The government of KPK drafted their own local government act known as KPK Local Government Act 2013 (AWAAZ Programme, 2016).

The local government system of KPK is working on three "i" approach to deliver services in an efficient manner. The "i" refers to integrity, innovation and initiative (Government of Khyber Pakhtunkhwa, 2019). The integrity is setting such standards that are high quality in provision of basic services. These standards are transparency, responsiveness, inclusiveness and accountability in all the functions performed. The notion of innovation is the second approach that is being adopted to address the various challenges that are related to public sector development. The initiatives are being taken by the departments to use the resources in an optimum manner and use in a way that are sustainable for long.

The structure of the local government of KPK is divided into the following tiers (LG Act, 2013):

1. District government for the district of Peshawar

2. District government of the district other than the district of Peshawar
3. Tehsil municipal administration for tehsil
4. Municipal administration for the city district
5. Village council for the village in the rural areas
6. Neighborhood councils for the neighborhood areas with urban characteristics

Each district has district government which is composed of district council and district executive. There are 24 devolved offices according to the Local Government Act of KPK.

2.7.2 Local Government Act KPK 2013

The local Government Act of KPK was passed on November 7, 2013 and came into effect immediately. This Act had 16 chapters and seven schedules. The Act opens with the introductory chapter, followed by constitution of local government, district government, district council, tehsil and town municipal administration, tehsil council, village and neighborhood councils, local government finance, property, taxation, provincial finance commission, supervision of local government, responsibility to enforce the laws. Elections to the local council, management of the transition phase.

However, the changes were made in the KPK LG ACT, 2013 and improved version of this Act was approved on 23rd April 2019 with the name The Khyber Pakhtunkhwa Local Government (Amendment) Act, 2019. This will be implemented with the initiation of next local government elections in KPK. This study considers the provisions of KPK LG ACT, 2013 as the implementation of this Act have been analyzed through qualitative analysis, interviews with the elected representatives, TMA officials and bureaucracy who worked in the machinery of LG Act of 2013 (May 2015-August 2019).

2.7.3 Tehsil Municipal Administration Abbottabad

As per the Local Government Act of 2013, there is provision for tehsil municipal administration in every Tehsil which comprised of the tehsil council, tehsil municipal officers, municipal officers and other officials. Tehsil Municipal Administration Abbottabad is also formulated on the laid down principles and provisions as per the Act. The functions and powers of Tehsil Municipal Administration are laid down in Article 22, Chapter 5. The main function is of monitoring and supervising the performance of all the government offices in the

jurisdiction of Tehsil and holding them accountable, initiating inquiries and reporting it to the district government for taking necessary actions. The other functions of TMAs include land use planning, executing and managing the development plans for the municipalities and improved infrastructure, enforcing the municipal laws, preventing the encroachments, management, operation and maintenance of the municipal services, preparing long and short-term budgets, collecting revenue etc.

2.8 Local Government and Participatory Governance

The notion of participatory local governance is to bring the government and citizens close to each other. The mechanisms at the local level must ensure and promote citizen participation. Participatory measures lead to successful implementation of development activities. The direct and indirect mechanisms of participation foster the efficient service delivery. The sense of ownership, equality and sustainable development is the fruit of citizen participation in local affairs of development.it is widely accepted that the local citizens and communities are more knowledgeable and possess information of their local environments therefore, the local government institutions involve them to make their development sustainable. The basic delivery framework is designed by the local government structures in Pakistan and services ae delivered in areas of education, health, municipal services, water supply, solid waste management etc. To fulfill these functions participatory measures are adopted. The most basic form is in terms of the electoral process where the citizens elect their representatives in their concerned electoral areas. The elected representatives put forward the citizens demands within their own mandate. Although the democratic process is followed, the distance between the communities and their local governments is expanding due to the mistrust, limited activities in practice and associated inefficiencies. Further, it is perceived that the elected representatives further the sentiments of the few chosen elites ignoring the sections of community, there is lack of accountability and massive corruption by the local government machinery. Meanwhile, the local officials get frustrated over the limited financial resources available as compared to fulfilling the demands.

The delivery of local services demands the development of structures to bring the services closer to the citizens which can be done through participation. The local government of KPK has adopted measures for citizen participation through different forums but the issues and

challenges pertain which compromises the performance of the local government and hinders citizen participation too. The participatory mechanisms are essential to successful implementation of projects at local level. At the same time, participatory governance will be strengthened only when the voices of local people are heard, and their needs are catered for within the limited available resources.

2.9 Summary of Chapter

The purpose of participatory local governance is to bring the government closer to the citizens. It intends to facilitate and serve the citizens through their effective participation in the policy and project's implementation at local level. With the increasing participatory forums, the citizen trust is developed in the government which facilitates the government to implement the policies effectively. With the increasing participatory levels that is from merely information sharing to the empowerment of citizens, good governance can be ensured. Furthermore, the practice of participatory governance at the local level is still weak in Pakistan and is on the surge of improvement as the local governments are working in all the provinces. There is a long way to achieve the dream of effective governance at the local level as the Local Government Acts are now strengthening and ensuring the citizen participation at the local level.

CHAPTER 3

CONCEPTUAL FRAMEWORK & METHODOLOGY

3.1 Theoretical Narrative for the Study

There are numerous approaches to study participatory local governance.

3.1.1 Public Value Theory

Public Value framework promotes the collaborative approach to create public value (Moore, 1995; Stoker, 2006; Bryson et al, 2014). It is asserted by Benington (2011) and Yang (2016) that the public value depends on the participation. It is suggested that public value is the shared understanding of values which are developed through deliberative actions and meetings between the citizens and governments incorporating both the formal and informal mechanisms such as elections, public hearings, pressure groups, social movements etc.

The citizens are considered active, participative, and rational (Bryson et al, 2014) by the Public Value framework whereas the government aids in creating public value (Moore and Benington, 2011, p. 257; Bennington, 2011). The elected representatives and the government officials play the main roles in advancing the public interest.

The basic assumptions of the Public Value theory identified through literature (Moore, 1995; Bennington, 2011; Alford & Hughes, 2008) are:

1. The interests of the citizens are taken into consideration for public service delivery.

2. The environment in which the government enables the citizens to participate to reach shared understanding of values.

3.1.2 Collective Action Theory

Collective action is defined by Mancur Olson (1965) as provision of collective good through any action. Scholars include those actions in this definition which are behaviorally collective in nature leaving the individualistic actions. It is argued that the collective good benefits all that is non-participants as well but there is risk of their free riding on other's contribution. In addition, the bigger the group bigger is the problem of free riding and temptation to reap the

benefits of the individualistic action as the benefits are divided in the large number of people and there is no noticeable difference observed of the individuals contribution in the outcome.

3.1.3 Relevance with the Study

As it is evident from the literature review that participatory local governance has its aim to enhance the service delivery through participation of citizens and meeting their needs and interests. Issues and challenges are faced both by the citizens as well as the government in efficient service delivery. According to the Public Value Theory, collaborative approach is adopted to create public value through the shared understanding of government as well as the citizens. The first assumption of Public Value will be tested through RQ2 which will explore the available spaces and levels of influence for citizen participation on implementation in local governance. The second main point will be addressed through answering RQ3 which will assess the challenges faced by the government in enabling citizen participation. Collective action theory is used as supporting theory as per the RO1 to analyze the issues and challenges to inclusive/participatory local governance and what is the impact of the collective action in enabling or constraining the influence of the citizen participation. It will also aid in addressing the issue of grouping and their influence on the local government.

3.2 Conceptual Framework

The figure below outlines the overall conceptual framework with conceptual underpinnings based on the identified concepts and theories in the literature to address the research questions and explore the answers to them. In the figure the citizen participation is affected by several factors such as responsiveness (Mellon & Sjoberg, 2017), legitimacy (Jin, 2013), civic awareness and inclusion (Michels &Graff, 2017). To examine the factors affecting citizen participation moderating role of citizen trust will also be studied as citizen trust is also influenced by the state of governance which in turns supports or hinders citizen participation (Yousaf, Ihsan & Ellahi, 2015). If the trust deficit persists, the level of participation will decline and no change in effectiveness of local government can be seen. It is observed that the citizens trust in their governments is on decline not only in developing countries but the developed countries as well (Cheema & Popovski, 2010). It leads to dissatisfaction in citizens forcing them to withdraw from the participation and political

process which produces a weak state and decreased levels of participation. Where the citizen trust is higher, more citizens will participate in the governance process to make the service delivery more effective. The available forums for citizen participation to influence the local government has several ways such as through one way information process(websites, information kiosks), communicative information process(public hearing, feedback system), instant consultation (surveys, public inquiries, opinion polls), moderated deliberative consultation and delegation (direct involvement) (Bishop & Davis, 2002). The local government provides enabling environment where institutional (legal framework, capacities, attitudes towards participatory processes, support from government officials) and procedural factors (inclusiveness, acceptance for and use of knowledge, accountability and responsiveness) affect it (Jimenez, et al. 2019). The bureaucratic responsiveness and influence from elected representatives as citizens press their demands also affect the local government. All these factors combined lead to effective participatory local government where effectiveness is measured in terms of quality of services, commitment to goals, citizen satisfaction and enhanced accountability (Lee & Whitford, 2009).

3.2.1 Operational Definitions

Responsiveness:

Responsiveness is defined as the amount of speed and accuracy through which the public service is provided to the citizens. Here speed relates to the waiting time between the request made and the reply received whereas the accuracy relates to the extent to which the needs of the citizens are met (Vigoda, 2002)

Legitimacy:

For this research legitimacy is defined as the judgement that the legal authorities are competent and honest and that their professional role entitles them to make decisions that ought to be deferred to and obeyed (Tsang et al., 2009)

Civic Awareness:

Civic Awareness relates to the citizens sense of duty and their public spirit in understanding the issues and responding to them (Heberer, 2008)

Inclusion:

Inclusion relates to allowing the individuals for openness and diversity of opinions so that their voices can be heard (Michels and Graaf, 2017)

Citizen Participation:

Citizen Participation is defined as allowing the citizens and facilitating the dialogue to enhance compromise, co-operation and to consider numerous policy options to increase the legitimacy of the decision-making process (Kim, 2010)

Citizen trust:

Citizen trust in government is defined as the trust related to the policy formulation considering the ability of the government in management of economic and social issues and generation of positive expectations for the well-being in future. At micro level it relates to the government's impact on the daily lives of people through service delivery (Bouckaert, 2012).
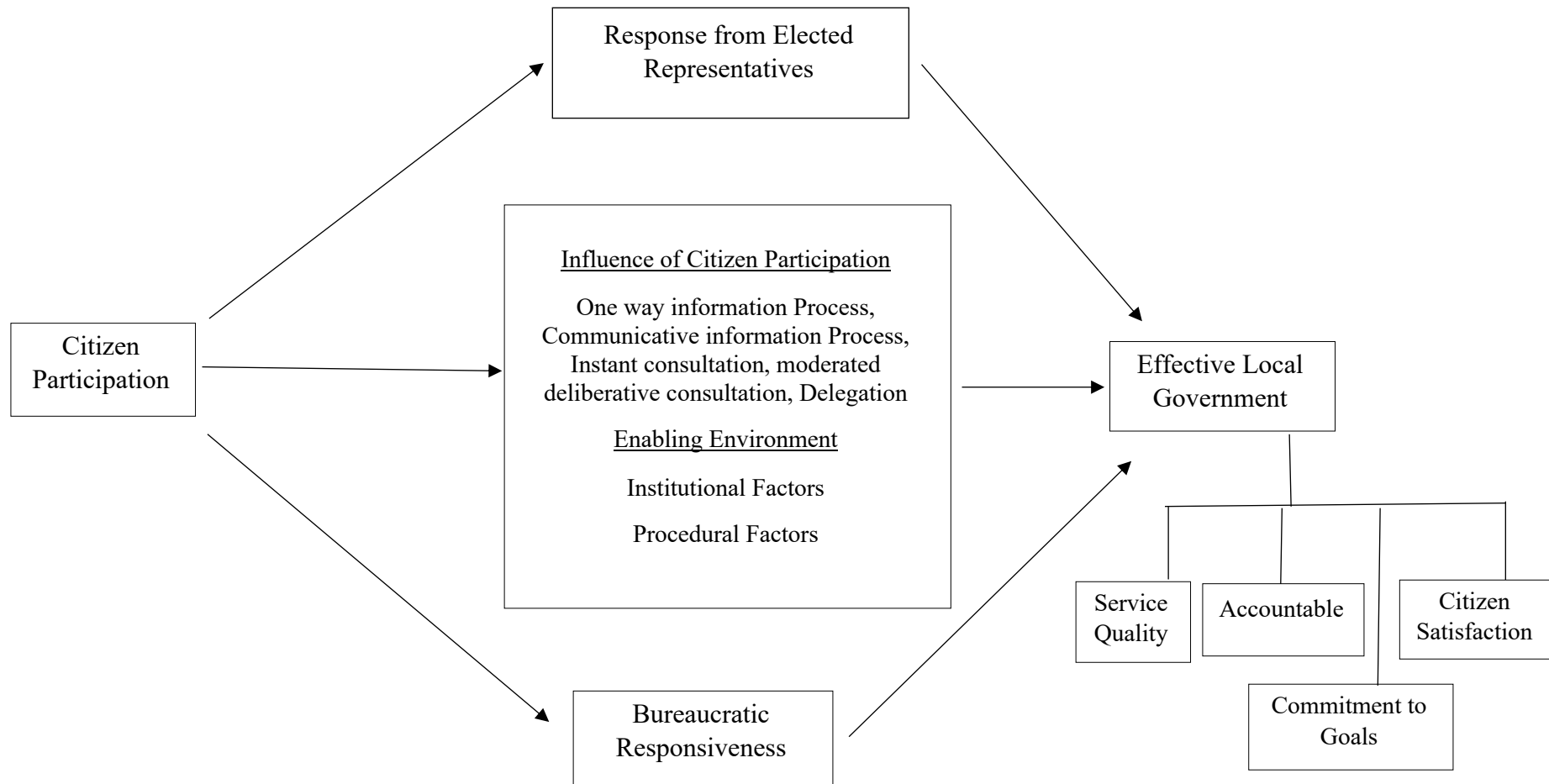
Figure 3.1 Conceptual Framework of the Study

Factors Affecting Citizen Participation:
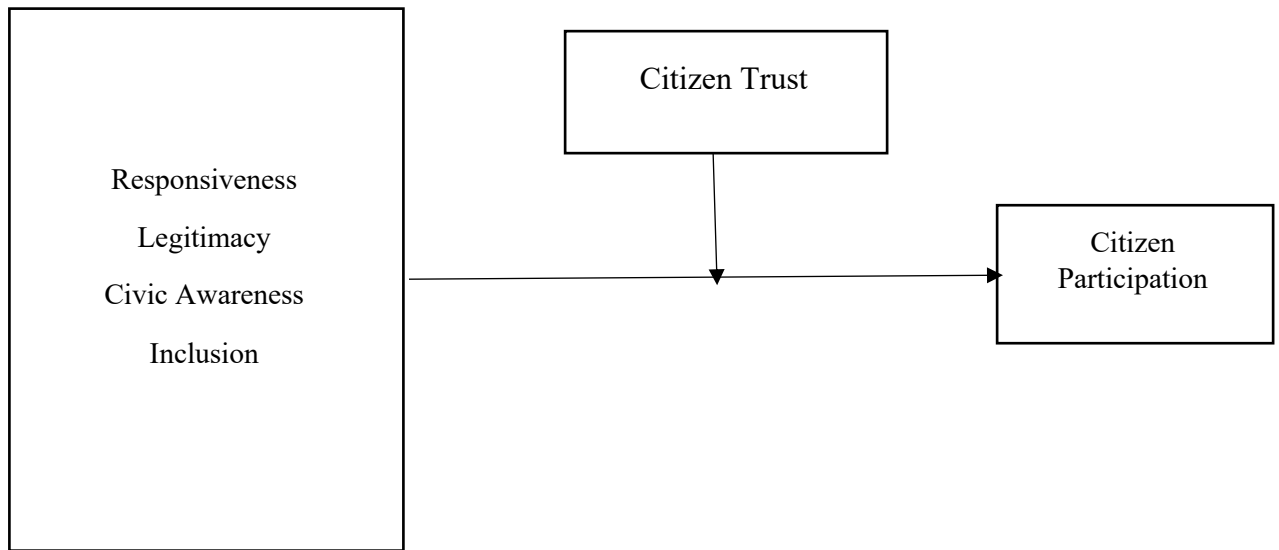
Figure 3.2 Factors Affecting Citizen Participation

Figure: Based on Jin, 2013, Mellon & Sjoberg, 2017, Michels & Graff, 2017 & Yousaf, Ihsan & Ellahi, 2015

3.3 Research Paradigm

A research paradigm is a belief through which the data shall be collected and analyzed regarding a particular phenomenon which directs the research on a specific path (Gregg, Kulkarni & Vinze, 2001). It also entails the perspective of the researcher to draw knowledge from the physical and social settings and guides in the perception of reality (Goles & Hirschheim, 2000). The mostly followed paradigms for research in participatory governance pose pragmatism to be the best choice.

The notion of real world is believed by the pragmatists but, they also consider the unique interpretations by the individuals in how they perceive that world (Morgan, 2007). Therefore, the pragmatists may drop their own subjectivity and rather consider the inter-subjectivity. It is stated by (Pansiri, 2005) that the values are very important for the pragmatists in the research and interpretation and are driven to accept the external reality produce desired outcomes through chosen explanations. The mode of inquiry for the pragmatists is the mixed method where both the quantitative and qualitative methods are adopted for research (Tashakkori & Teddlie, 1998; Teddlie & Tashakkori, 2003). The data collection methods are highly dependent on the nature of research questions and research problem posed (Creswell, 2003). The methods revolve around the posed research problem which is the major area of concern. The methods of data collection and analysis act merely as the factors to facilitate the exploration and investigation of research problem (Creswell, 2003; Mackenzie & Knipe, 2006). The foundations for mixed method research are laid down by the Pragmatism.

Hence, the paradigm applicable to the current study is pragmatism as the study will be biased due to inherent subjectivity as the perceptions and understandings of people and their perceived and associated values make it difficult to separate values from facts.

3.4 Research Design

The systematic way of conducting research in a proper course of action is defined by the research design (Creswell, 2014). The research design gives direction to the research process as per the posed research questions (Creswell & Clark, 2011). Research designs with quantitative methods are outcome driven whereas the qualitative research designs are process driven (Yin, 2014). It is acknowledged by the researchers and scholars and appropriate

methods should be chosen for research as per the objectives and nature of research being conducted.

Since this study investigated the issue and challenges to the participatory local governance, therefore a case study design was adopted incorporating the triangulation method. Triangulation is often used to describe research where two or more methods are used, known as mixed methods. Research conducted in a single study involving the collection, analysis and integrating the quantitative and qualitative data is driven by this methodology (Creswell, 2014; Creswell & Clark, 2011; Denscombe, 2008). Guion (2002) argued that it is the significant method to enhance the reliability and validity of research design by combing the quantitative and qualitative techniques in triangulation at the stages of sampling, analysis and the research instrument used. It is focused on collecting the quantitative and qualitative data at the same time and ask for integration of both qualitative and quantitative data at the same time for better understanding of the problem. This study has adopted this method as the loopholes of adopting only method will be covered by the other method i-e through both qualitative and quantitative approach. Furthermore, the viewpoint of multiple stakeholders has been incorporated in the study and wider aspects are explored to answer the research questions.
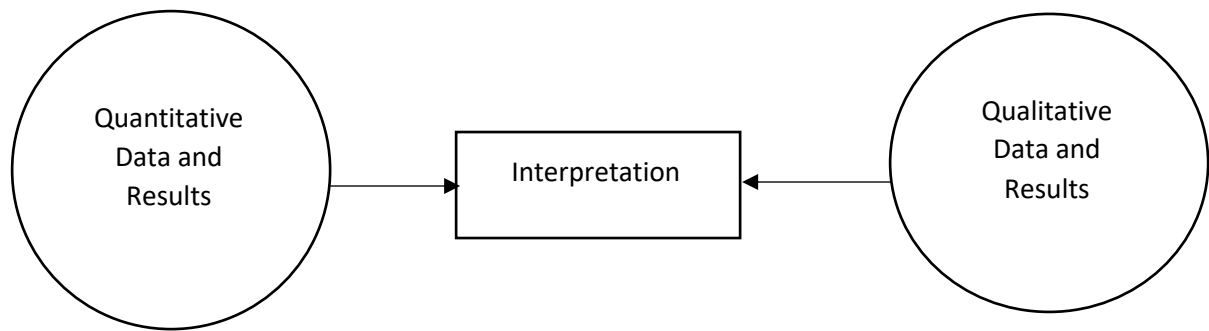
Figure 3.3 Triangulation Design

The study was focused in a particular area that is Tehsil Municipal Administration, Abbottabad and explored the issues and challenges to participatory local governance by adopting a case study.

3.5 Research Approach and Strategy

The research approach adopted for this study is abductive reasoning with preference for strategy of case study. The 'abductive' reasoning process moves back and forth between an

inductive and a deductive reasoning process (Morgan, 2007). The incomplete set of observation initiate abductive reasoning and then possible explanation are reached for the set. Using the scholar's approach in the contemporary literature, abductive approach was used to study the issues and challenges to the participatory local governance.

3.5.1 Justification of Case Study Research

The case studies are analysis of persons, events, decisions, periods, projects, policies and institutions (Thomas, 2011). The objectives of the research called for using this approach. As the social inquiry was involved, it demanded the use of case study which is also recommended by the scholars (Yin, 2014).

Above all, the current study is concerned with the specific issues in a specific region that is exploration of issues and challenges to participatory local governance in district Abbottabad. The issue demanded the in-depth analysis which could not be done through other research methods. Furthermore, this approach is more flexible in methods used for the data collection and the analysis incorporating several statistical techniques, in-depth interviews, and questionnaires (Punch, 2013) which were used in this study.

3.6 Framework of the Methodology

As discussed the current study adopted triangulation method employing both qualitative and quantitative methods while selecting a case study. The figure below presents the framework that was used for the study which comprises of two phases.

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                         ┌─────────────────┐
                         │   Case Study    │
                         └─────────────────┘
                                  │
              ┌───────────────────┴───────────────────┐
              ▼                                         ▼
   ┌─────────────────────┐                  ┌─────────────────────┐
   │  Qualitative Data   │                  │  Quantitative Data  │
   └─────────────────────┘                  └─────────────────────┘
              │                                         │
              ▼                                         ▼
   ┌─────────────────────┐                  ┌─────────────────────┐
   │                     │                  │                     │
   │ In-depth Interviews │                  │ Structured          │
   │                     │                  │ Questionnaires      │
   └─────────────────────┘                  └─────────────────────┘
              │                                         │
              └──────────────┐      ┌──────────────────┘
                             ▼      ▼
                    ┌─────────────────────────┐
                    │  Triangulation of Data  │
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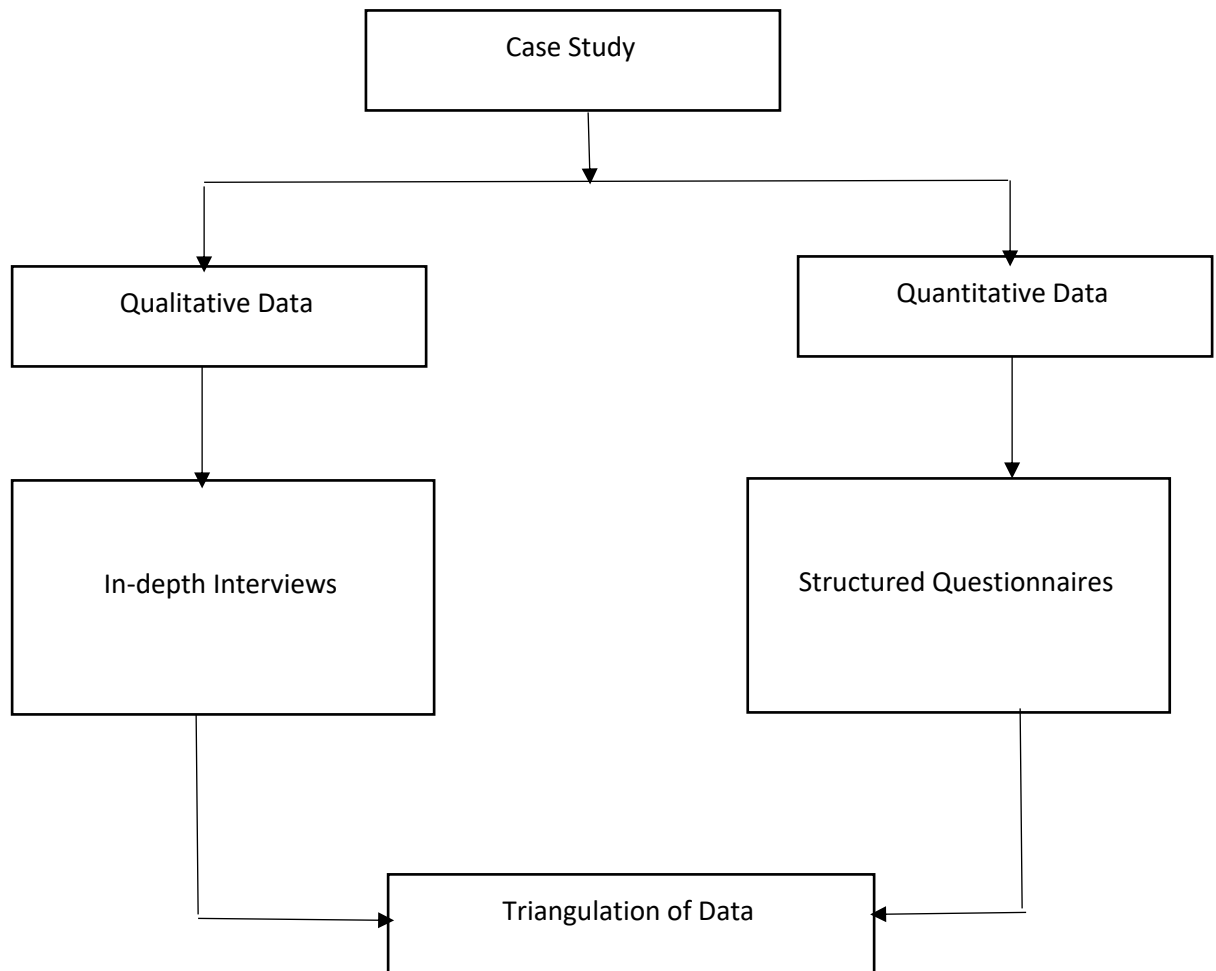
Figure 3.4 Framework of Methodology

3.7 Qualitative Approach

The first objective of the study intended to seek the issues and challenges to participatory local governance in Abbottabad. Moreover, the study also explored the challenges faced by district government in enabling citizen participation and what forums are available to the citizens for participation. To get the detailed understanding of these objectives, qualitative approach was used which is significant approach to investigate critical problems of socio-cultural and

conventional nature (Yin, 2014). Qualitative approach addressed the context and complexity of these main research inquiries which are subjective and naturalistic in nature.

3.7.1 Data collection

The study chose the actors of participatory local governance from district Abbottabad and sought answers to the posed research questions. The data was collected through in-depth face to face interviews. Interviews are the best form of data collection in reducing the non-response and elevating the data quality (Lavrakas, 2008). The interviews schedule contained open-ended questions for gathering information and data.

3.7.2 Sampling Technique and Sample

The study adopted purposive sampling technique. Following the rules, the sample was selected based on own judgement. Own judgement is used in Purposive sampling which would aid in selecting the participants that can give the relevant information in best possible manner and research objectives can also be met. For small samples, this form is used, for example, in case study research (Neumann, 2005). The sample was drawn from the population and 6 in depth interviews were conducted from the actors of participatory local governance representing each category as suggested by Elmendorf and Luloff (2001).

3.7.3 Data Analysis

The method for managing and collecting the data to address research question was through thematic analysis. The interviews were transcribed and were proceeded as per the provisions by Braun & Clark (2006). This method is used for analysis where patterns and themes are identified possessing some meaning, coding the data and classify it as per the themes that address the research questions. The relationships and overarching patterns are found to develop theoretical constructs.

3.8 Quantitative approach

In the quantitative approach, the survey method used provides the numerical explanation of the attitudes through sample selection from the target population. The survey research can be of two types depending upon the required data nature and it can either be cross-sectional or longitudinal employing multiple methods such as questionnaire or structured interviews to

gather data from the participants (Creswell, 2014). This study used quantitative approach to address RQ3 that is to assess the factors affecting the citizens engagement. The nature of study and the research question, supported by previous studies, considered to use the survey method more appropriate (Fowler & Floyed, 2008; Hall, 2008; Kalof, Dan, & Dietz, 2008).

3.8.1 Data Collection

The data for this study was collected through use of questionnaires. The pre formulated set of statements or questions are used to record the answers of the participants as suggested by (Sekaran, 2006). The questionnaire was adapted keeping in mind the factors from the literature.

3.8.2 Population

The targeted population for the current study comprises of the total population of district Abbottabad that is 1,332,912.

3.8.3 Sampling Technique and Sample

The quantitative approach adopted simple random sampling technique. The sample chosen represented both males and females of district Abbottabad to assess the factors that promote or hinder their participation in local government. The sample selected for the study was 300 citizens. The sample size has been selected through Cochran's formula

$$n_0 = \frac{Z^2 pq}{e^2}$$

Where:

- e is the desired level of precision (i.e. the margin of error),
- p is the (estimated) proportion of the population which has the attribute in question,
- q is $1 - p$.

By putting values where margin of error is 5% with 90% confidence level and 50% response distribution the sample size is calculated to be 300.

3.8.4 Data Analysis

Data collected was processed and analysed through multiple regression analysis. This analysis is a reliable method of finding the variables with the highest impact even in the presence of

moderators. The variables/factors are then prioritized and ranked according to their impact, which factors are least important and the relation of factors with each other. (Hair, Black, Babin & Anderson, 2009). The effects of variables were checked using the stepwise hierarchical regression method.

The multiple regression analysis analysed the following framework:
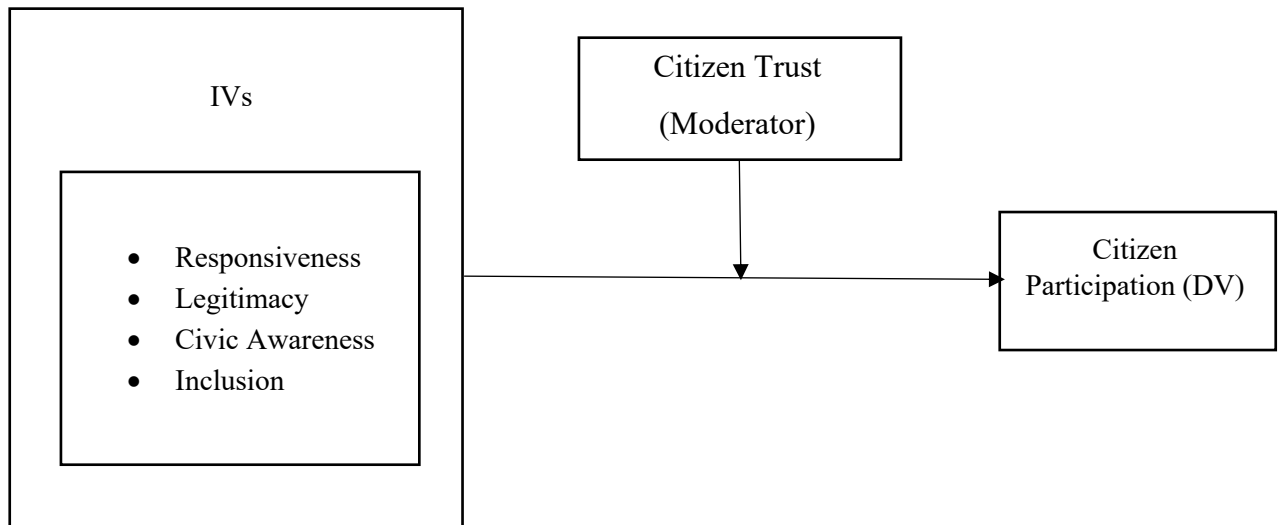
Figure 3.5 Variables of the Study

The moderating effect was analysed through the method of stepwise hierarchical moderation regression proposed by Baron and Kenny (1986). As mentioned above the relationship between the dependent and independent variables in the presence of moderator was analysed through multiple regression. The linear relationship between the variables can be written as:

Citizen Participation= constant + beta1*civic skills + beta2*inclusion + beta3*deliberation + beta4*responsibility + beta5* self-interest + beta6*Awareness + error term

As the effect of moderator is analysed the equation changed to:

Citizen Participation= constant + beta1*civic skills*citizen trust + beta2*inclusion* citizen trust + beta3*deliberation* citizen trust + beta4*responsibility* citizen trust + beta5* self-interest* citizen trust + beta6*Awareness* citizen trust + error term

3.9 Ethical Considerations

The study has taken ethical considerations into cognizance. The research participants were not exposed to any harm in any way. The dignity and confidentiality of the research participants details was ensured. The interviews were conducted and recorded with the permission of the participants. The anonymity of the survey questionnaire was maintained to keep the confidentiality of the data. Before participation of the respondents, they were explained the research aims and objectives in detail and their consent was received prior to receiving the data. The research participants were ensured that the research had no affiliations in any form without any source of funding.

3.10 Summary of Chapter

In this chapter, I have explained the conceptual framework and theoretical narrative for the study. For the qualitative data I have explained the role of actors of participatory local governance in ensuring effective local government. For the quantitative data, I have developed the model for the factors affecting the citizen participation in the presence of moderator. This is backed by the literature and the independent variables are identified as responsiveness, civic awareness, legitimacy and inclusion and the moderator is the citizen trust. I have also elaborated the framework for the data collection and data analysis for both the qualitative and quantitative approach.

CHAPTER 4

DATA COLLECTION AND FINDINGS

In this chapter, I have conducted the quantitative and qualitative data analysis in detail. The quantitative analysis is done using the SPSS software whereas thematic analysis is used for the qualitative data analysis.

4.1 Quantitative Data

Quantitative data was collected through the questionnaire which was circulated amongst the respondents. The respondents were selected using simple random sampling technique. The true and genuine response from the respondents was recorded as they were ensured for no breach in confidentiality. The questionnaire comprised of two parts where the first part was related to demographics whereas the second part comprised of the scale. There was total 53 items which measured the dependent, independent and moderator variable. The reliability and validity of the research instrument was determined before conducting the analysis. The following section explains, reliability and validity tests, the characteristics of the sample and descriptive statistics followed by the Regression and Hierarchical Moderation Regression.

4.1.1 Reliability Test

Before conducting the data analysis, Cronbach's Alpha test was applied to measure the reliability of data. It is a test of reliability rather than statistics. It is usually considered that the values greater than 0.7 are good and data can be put for further analysis. The higher values of Alpha indicate that the items measure the given construct. It also measures the internal consistency of reliability of test.

The rules for reliability of the Cronbach's Alpha are:

1. If value is > 0.9 2, it is considered excellent
2. if alpha > 0.8 3, it is deemed good
3. if value is > 0.7 4, it is considered acceptable
4. Questionable if value > 0.6
5. If Alpha is > 0.5, it is clearly unacceptable

Table 4.1: Case Processing Summary Statistics

Case Processing Summary Statistics		N	%
	Valid	272	100.0
Cases	Excluded[a]	0	.0
	Total	272	100.0

Table 4.2: Cronbach Alpha Statistics for the total items

Cronbach's Alpha	N of Items
.937	53

In the table above the value of alpha is 0.937 which depicts excellent reliability of the instrument. It shows that all fifty-three items in the instrument have good internal consistency.

Table 4.3: Reliability Result for all Variables

Reliability Statistics	Cronbach's Alpha	N of Items	Valid
Responsiveness	0.812	7	100%
Legitimacy	0.860	9	100%
Civic Awareness	0.881	11	100%
Inclusion	0.912	5	100%
Citizen Participation	0.912	7	100%
Citizen Trust	0.891	14	100%

The value is 0.812 of Cronbach's Alpha for Responsiveness reflecting strong consistency for all 7 items. For Legitimacy, the value is 0.860 across the 9 items. The 11 items of Civic Awareness show the strong internal consistency with the value of 0.881. similarly, the value is 0.912 for Inclusion across the 5 items and 0.912 for Citizen Participation for the 7 items and 0.891 for Citizen Trust reflecting 14 items. All the values are greater than 0.8 and show great consistency for all the variables.

4.1.2 Validity Test

It is essential to measure the validity of the questionnaire as well. Its purpose is to see the extent to which the desired constructs are measured by the instrument. Exploratory Factor analysis was used to measure the validity of the questionnaire.

4.1.2.1 KMO and Bartlett's Test

The Kaiser-Meyer-Olkin is the test to measure the adequacy of sample and normally ranges between 0 and 1. The values within proximity to 1 are considered as best whereas the minimum value is 0.6. to check that correlation matrix has identity matrix, Bartlett's Test of Sphericity was used. This is the minimum standard to continue for the Factor analysis.

Table 4.4: KMO and Bartlett's Test

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.879
Bartlett's Test of Sphericity	Approx. Chi-Square	7562.196
	Df	1128
	Sig.	.000

In the table 64, the value of KMO is 0.879 > 0.6 which indicates that sample is adequate for conducting factor analysis. Similarly, the value of Bartlett's test pf sphericity is 0.000 which indicates that elements selected for the variables are significant.

4.1.2.2 Factor Analysis

Exploratory Factor Analysis was done using *Maximum Likelihood using Promax with Kaiser Normalization*. The factor loadings above 0.4 are taken for the items and the values lower than 0.4 were excluded. The analysis yielded 10 factors explaining a total of 57 % of the variance. The total variance which can be explained by given principal component is represented through the eigen values. They explain the variance which is positive and might appear as positive or negative in theory. It is considered good if the value is greater than 0.

Table 4.5: Factor Analysis Summary (Responsiveness)

Factor Analysis (Extraction Method: Maximum Likelihood)		
Sr. No	Items	R
1.	Citizens affairs are handheld timely.	1.029
2.	Citizens are heard in their problems.	.655
3.	Citizen interest come first for government.	.411
	Initial Eigen values	1.767
	% of Variance	2.599
	Cumulative %	54.725

In table 4.5, The factor is labelled as R (Responsiveness)The factor explained 54.725% variance in total and Initial Eigen value is 1.767.

Table 4.6: Factor Analysis Summary (Legitimacy)

Factor Analysis (Extraction Method: Maximum Likelihood)		
Sr. No	Items	L
1.	Administration is accountable to some independent organizations.	.854
2.	Administration is directly accountable to citizen through some process.	.841
3.	Organization hierarchy has incorporated some mechanism of accountability.	.655
4.	Administration is accountable.	.419
5.	Laws lead to implementation as well as evaluation.	.814
6.	Policies are made according to society demands.	.792
7.	Law makers are representative of citizens.	.658
8.	Laws are applicable to all people equally.	.411
	Initial Eigen values	2.270
	% of Variance	4.730
	Cumulative %	47.130

The factor is labelled as L (Legitimacy). The factor explained 47.130% variance in total and Initial Eigen value is 2.270.

Table 4.7: Factor Analysis Summary (Civic Awareness)

Factor Analysis (Extraction Method: Maximum Likelihood)			
Sr. No	Items	CAA	CAB
1.	I am committed to serve in my community.	.854	
2.	I believe that it is important to be informed of community issues.	.744	
3.	I believe that it is important to volunteer.	.733	
4.	I feel responsible for my community.	.685	
5.	I believe I should make a difference in my community.	.647	
6.	I believe that it is important to financially support those organizations and groups which give voice to the citizen's needs.	.592	
7.	I help members of my community.	.591	
8.	I participate in discussions that raise issues of social responsibility.	0.421	
9.	I am involved in structured volunteer position(s) in the community.		.594
10.	When working with others, I make positive changes in the community.		.555
11.	I participate in discussions that raises issue of social responsibility.		.534
	Initial Eigen values	5.304	1.734
	% of Variance	11.050	2.529
	Cumulative %	27.407	56.254

Two factors are generated, and the factors are labelled as CAA (Civic Awareness Attitude Factor) and CAB (Civic Awareness Behaviour Factor). The factor explained 56.25% variance in total and Initial Eigen value for CAA is 5.340 and for CAB is 1.734.

Table 4.8: Factor Analysis Summary (Inclusion)

	Factor Analysis (Extraction Method: Maximum Likelihood)	
Sr. No	Items	I
1.	This group encourages me to express my authentic self.	.910
2.	This group gives me the feeling that I fit in	.900
3.	This group gives me the feeling that I am part of this group.	.865
4.	I can freely give my opinion in this group.	.856
5.	I belong to a specific political group.	.555
	Initial Eigen values	3.559
	% of Variance	7.414
	Cumulative %	34.821

The factor is labelled as I (Inclusion). The factor explained 34.821% variance in total and Initial Eigen value is 3.559.

Table 4.9: Factor Analysis Summary (Citizen Participation)

	Factor Analysis (Extraction Method: Maximum Likelihood)	
Sr. No	Items	CP
1.	TMA is actively trying to facilitate the involvement of both the citizens and other society groups in the decision-making process.	.915
2.	TMA is engaged at the union council level to ensure full participation of citizens in local governance processes.	.896
3.	Citizens are taking an active role in the decisions of TMA in Abbottabad.	.729
4.	TMA budget proposal documents, contracts and local official gazettes are publicly available to the citizens.	.719
5.	You have personally been empowered to participate and take ownership of decision-making and local development in Abbottabad.	.714
6.	People in your Tehsil are provided with accurate information to make informed judgment about TMA and its activities.	.708
7.	Citizens are involved in the development of the TMA's performance measures.	.675
	Initial Eigen values	7.851
	% of Variance	16.357
	Cumulative %	16.357

In the table 4.9, The factor is labelled as CP (Citizen Participation). The factor explained 16.357% variance in total and Initial Eigen value is 7.851.

Table 4.10: Factor Analysis Summary (Citizen Trust)

Sr. No	Items	P	IS	QS	PP
	Factor Analysis (Extraction Method: Maximum Likelihood)				
1.	Affiliation with a party (Partisan) in government increases trust on government policies.	.721			
2.	Affiliation with a party (Partisan) in government increase satisfaction with the quality of service.	.717			
3.	Affiliation with a party (Partisan) in government increase your trust.	.715			
4.	Trust of nonpartisan increases through good performance.	.429			
5.	Information about a service increase the confidence and view about good performance.		.581		
6.	Information about service increase your satisfaction with the service.		.489		
7.	Behaviour of public service provider is friendly and problem solving.			.896	
8.	Public service is provided on time.			.701	
9.	Quality of public service is good.			.667	
10.	Government is responsive in term of policy making.			.429	
11.	Public service providers are honest and fair.			.423	
12.	Promise made by politicians are kept and fulfilled				.709
13.	Local politicians are more trustworthy as compared to national level.				.493
	Initial Eigen values	3.638	2.585	1.294	1.560
	% of Variance	7.579	3.301	2.696	2.860
	Cumulative %	42.399	50.431	53.126	57.422

Four factors are generated, and the factors are labelled Partisan (P), Information about Services (IS), Quality of Service (QS) and Promise by Politicians (PP). The factor explained 57.422% variance in total and Initial Eigen value for P is 3.638, 2.585 for IS, 1.294 for QS and 1.560 for PP.

4.1.3 Sample Characteristics and Descriptive Statistics

The characteristics of the sample which is derived from the demographics data in the questionnaire, the frequencies of all the items and the descriptive statistics of all the items are reported below.

Table 4.11: Summary of Gender

Gender				
	Frequency	Percent	Valid Percent	Cumulative Percent
Male	202	74.3	74.3	74.3
Female	70	25.7	25.7	100.0
Total	272	100.0	100.0	

The table 4.11 shows that the from the sample drawn there were 74% males and 26% females.

Table 4.12: Summary of Age

Age				
	Frequency	Percent	Valid Percent	Cumulative Percent
20-29	181	66.5	66.5	66.5
30-39	73	26.8	26.8	93.4
40-49	13	4.8	4.8	98.2
50-59	5	1.8	1.8	100.0
Total	272	100.0	100.0	

In the table 4.12, there are four categories of age. Majority of the respondents, 66.5%, belonged to the age group 20-29 years and 26.8% respondents were from age group 30-39 years. Less number of respondents belonged to the age group 40-49 years and 50-59 years, 4.8% and 1.8% respectively.

Table 4.13: Summary of Organization

Organization				
	Frequency	Percent	Valid Percent	Cumulative Percent
Public	94	34.6	34.6	34.6
Private	89	32.7	32.7	67.3
Others	89	32.7	32.7	100.0
Total	272	100.0	100.0	

The above table 4.13 reflects the data of the respondent's organization where they work. 34.6% respondents worked in public sector organisations and 32.7% respondents worked in Private sector organisation whereas 32.7% opted others as their organization.

Table 4.14: Summary of Current Job Title

Current Job Title				
	Frequency	Percent	Valid Percent	Cumulative Percent
Government Employee	69	25.4	25.4	25.4
Businessman	27	9.9	9.9	35.3
Entrepreneur	12	4.4	4.4	39.7
Private Job	64	23.5	23.5	63.2
Others	100	36.8	36.8	100.0
Total	272	100.0	100.0	

The table 4.14 depicts the job title of the respondents which is categorized in six categories. 25.4% respondents were the government employees, 9.9% were businessmen, 4.4% were entrepreneurs and 23.5% had the private job. Many respondents did not say their job title by opting others.

Table 4.15: Summary of Qualification

Qualification				
	Frequency	Percent	Valid Percent	Cumulative Percent
Graduation	113	41.5	41.5	41.5
Masters	120	44.1	44.1	85.7
PhD	4	1.5	1.5	87.1
Others	35	12.9	12.9	100.0
Total	272	100.0	100.0	

The table 4.15 explains that the participants were well qualified possessing the university degree as reflected by 75% of the respondents. Only a few participants had doctoral degree that is 1.5%.

Table 4.16: Summary of Marital Status

Marital Status				
	Frequency	Percent	Valid Percent	Cumulative Percent
Married	103	37.9	37.9	37.9
Single	162	59.6	59.6	97.4
Others	7	2.6	2.6	100.0
Total	272	100.0	100.0	

In table 4.16, Almost 60% of the respondents had the marital status single whereas 40% respondents were married amongst all the participants.

Table 4.17: Summary of Work Experience

Work Experience (in years)				
	Frequency	Percent	Valid Percent	Cumulative Percent
1-5	178	65.4	65.4	65.4
6-10	63	23.2	23.2	88.6
11-15	21	7.7	7.7	96.3
16-20	6	2.2	2.2	98.5
21 & above	4	1.5	1.5	100.0
Total	272	100.0	100.0	

The table 4.17 above reveals that the majority participants 65.4% have work experience of 1-5 years, followed by 23.2% are working in the range of 6-10 years. 7.7% participants have experience of 11-15 years whereas only a few respondents 1.5% have experience of 21 years and above.

Table 4.18: Citizens are heard in their problems

Statement 1				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	46	16.9	16.9	16.9
Disagree	83	30.5	30.5	47.4
Neutral	60	22.1	22.1	69.5
Agree	65	23.9	23.9	93.4
Strongly Agree	18	6.6	6.6	100.0
Total	272	100.0	100.0	

The above table 4.18 shows that 47.4% citizens are not heard in their problems and 30.6% people agreed that their problems are heard. 22.1% people were neutral.

Table 4.19: Citizens affairs are handled timely.

Statement 2				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	67	24.6	24.6	24.6
Disagree	92	33.8	33.8	58.5
Neutral	44	16.2	16.2	74.6
Agree	54	19.9	19.9	94.5
Strongly Agree	15	5.5	5.5	100.0
Total	272	100.0	100.0	

According to table 4.19, 58.4% people disagreed that their affairs are handled on time and 25.4% people agreed. 16.3% people were neutral.

Table 4.20: Citizen interest come first for government.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 3				
Strongly Disagree	73	26.8	26.8	26.8
Disagree	81	29.8	29.8	56.6
Neutral	54	19.9	19.9	76.5
Agree	48	17.6	17.6	94.1
Strongly Agree	16	5.9	5.9	100.0
Total	272	100.0	100.0	

The above table 4.20, represents that 56.6% people disagreed that citizen interests come first for the government and 23.5% people agreed while 19.9% people were neutral.

Table 4.21: There is proper procedure to contact administration for problem.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 4				
Strongly Disagree	48	17.6	17.6	17.6
Disagree	57	21.0	21.0	38.6
Neutral	70	25.7	25.7	64.3
Agree	81	29.8	29.8	94.1
Strongly Agree	16	5.9	5.9	100.0
Total	272	100.0	100.0	

The table 4.21indicates that 38.6% people disagree with the statement that there is proper procedure to contact administration for problem whereas 35.7 agree. 25.7% people were neutral.

Table 4.22: Language in administration processes or decision is user friendly.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 5				
Strongly Disagree	28	10.3	10.3	10.3
Disagree	60	22.1	22.1	32.4
Neutral	94	34.6	34.6	66.9
Agree	78	28.7	28.7	95.6
Strongly Agree	12	4.4	4.4	100.0
Total	272	100.0	100.0	

This table shows that 32.4% did not agree that language in administration processes or decision is user friendly however, 33.1% people agree with this statement. 34.6% respondents are neutral.

Table 4.23: The local government shows involvement toward citizens issue.

	Statement 6			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	32	11.8	11.8	11.8
Disagree	68	25.0	25.0	36.8
Neutral	74	27.2	27.2	64.0
Agree	82	30.1	30.1	94.1
Strongly Agree	16	5.9	5.9	100.0
Total	272	100.0	100.0	

The above table 4.23 depicts that 36.8% people disagree from the statement that government shows involvement towards citizens issue while 36% people agree with this statement. 27.2% people were neutral.

Table 4.24: Issues are prioritized according to need and emergence

	Statement 7			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	32	11.8	11.8	11.8
Disagree	68	25.0	25.0	36.8
Neutral	87	32.0	32.0	68.8
Agree	68	25.0	25.0	93.8
Strongly Agree	17	6.3	6.3	100.0
Total	272	100.0	100.0	

The table 4.24 explains that 36.8% people did not agree that issues are prioritized according to need and emergence while 31.3% agree with this statement. 32% respondents were neutral.

Table 4.25: Laws and regulations are followed by public.

	Statement 8			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	28	10.3	10.3	10.3
Disagree	97	35.7	35.7	46.0
Neutral	73	26.8	26.8	72.8
Agree	57	21.0	21.0	93.8
Strongly Agree	17	6.3	6.3	100.0
Total	272	100.0	100.0	

The above table 4.25 describes that 46% people disagree with the statement that laws and regulations are followed by the public and 27.3% people agree with this statement. However, 26.8% respondents were neutral.

Table 4.26: Laws are applicable to all people equally.

Statement 9				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	54	19.9	19.9	19.9
Disagree	95	34.9	34.9	54.8
Neutral	56	20.6	20.6	75.4
Agree	46	16.9	16.9	92.3
Strongly Agree	21	7.7	7.7	100.0
Total	272	100.0	100.0	

The above table 4.26, discloses that 54.8% respondents were disagreed that laws are applicable to people equally. Meanwhile, 24.4% respondents agreed with the statement. The remaining 20.6% showed neutral response.

Table 4.27: Law makers are representative of citizens.

Statement 10				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	27	9.9	9.9	9.9
Disagree	68	25.0	25.0	34.9
Neutral	85	31.3	31.3	66.2
Agree	74	27.2	27.2	93.4
Strongly Agree	18	6.6	6.6	100.0
Total	272	100.0	100.0	

The above table 4.27, describes that 34.9% respondents did not agree that law makers are representatives of the citizens. However, 33.8% respondents agreed with the statement. 31.3% respondents were neutral.

Table 4.28: Policies are made according to society demands.

Statement 11				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	42	15.4	15.4	15.4
Disagree	71	26.1	26.1	41.5
Neutral	79	29.0	29.0	70.6
Agree	66	24.3	24.3	94.9
Strongly Agree	14	5.1	5.1	100.0
Total	272	100.0	100.0	

The table 4.28 reveals that 41.5% respondents disagreed that policies are made according to the demands of the society while 29.4% agreed with the statement. 29% respondents stayed neutral on this statement.

Table 4.29: Laws lead to implementation as well as evaluation.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 12				
Strongly Disagree	29	10.7	10.7	10.7
Disagree	85	31.3	31.3	41.9
Neutral	69	25.4	25.4	67.3
Agree	68	25.0	25.0	92.3
Strongly Agree	21	7.7	7.7	100.0
Total	272	100.0	100.0	

According to Table 4.29, 42% respondents disagreed with the statement that laws lead to implementation as well as evaluation. whereas 32.7% respondents agreed with the statement. 25.4% respondents were neutral.

Table 4.30: Administration is accountable.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 13				
Strongly Disagree	44	16.2	16.2	16.2
Disagree	64	23.5	23.5	39.7
Neutral	65	23.9	23.9	63.6
Agree	70	25.7	25.7	89.3
Strongly Agree	29	10.7	10.7	100.0
Total	272	100.0	100.0	

The above table 4.30 represents that 39.7% respondents were of the view that administration is not accountable while 36.4% respondents agreed with the statement. 23.9% respondents were neutral on this statement.

Table 4.31: Administration is directly accountable to citizen through some process.

Statement 14				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	72	26.5	26.5	26.5
Disagree	81	29.8	29.8	56.3
Neutral	51	18.8	18.8	75.0
Agree	52	19.1	19.1	94.1
Strongly Agree	16	5.9	5.9	100.0
Total	272	100.0	100.0	

The table 4.31 depicts that 56.3% respondents disagreed, and 25% respondents agreed with this statement. However, 19.1% respondents were neutral.

Table 4.30: Administration is accountable to some independent organizations

Statement 15				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	34	12.5	12.5	12.5
Disagree	93	34.2	34.2	46.7
Neutral	54	19.9	19.9	66.5
Agree	67	24.6	24.6	91.2
Strongly Agree	24	8.8	8.8	100.0
Total	272	100.0	100.0	

The table 4.32 reveals that 46.7% respondents disagreed with the statement while 33.4% agreed with this statement. 19.9% were neutral on this statement.

Table 4.31: Organization hierarchy has incorporated some mechanism of accountability.

Statement 16				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	33	12.1	12.1	12.1
Disagree	60	22.1	22.1	34.2
Neutral	95	34.9	34.9	69.1
Agree	63	23.2	23.2	92.3
Strongly Agree	21	7.7	7.7	100.0
Total	272	100.0	100.0	

Table 4.33 explains that 34.2% disagree with the statement that there is any form of accountability in the hierarchy meanwhile 30.9% respondents agreed with this statement. 34.9% respondents were neutral.

Table 4.32: I feel responsible for my community.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 17				
Strongly Disagree	6	2.2	2.2	2.2
Disagree	19	7.0	7.0	9.2
Neutral	34	12.5	12.5	21.7
Agree	142	52.2	52.2	73.9
Strongly Agree	71	26.1	26.1	100.0
Total	272	100.0	100.0	

The above table describes that 9.2% respondents disagreed that they feel responsible for the community. 78.3% respondents agreed with the statement. 12.5% respondents were neutral about this statement.

Table 4.33: I believe I should make a difference in my community.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 18				
Strongly Disagree	4	1.5	1.5	1.5
Disagree	16	5.9	5.9	7.4
Neutral	34	12.5	12.5	19.9
Agree	145	53.3	53.3	73.2
Strongly Agree	73	26.8	26.8	100.0
Total	272	100.0	100.0	

This table reveals that 7.4% respondents disagreed with the statement that they believe they should make a difference in the community while 80.1% respondents agreed with this statement. 12.5% respondents were neutral.

Table 4.34: I am committed to serve in my community.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 19				
Strongly Disagree	6	2.2	2.2	2.2
Disagree	21	7.7	7.7	9.9
Neutral	26	9.6	9.6	19.5
Agree	154	56.6	56.6	76.1
Strongly Agree	65	23.9	23.9	100.0
Total	272	100.0	100.0	

According to table 4.36, 9.9% respondents disagreed, 80.5% respondents agreed to show commitment for serving in their community.

Table 4.35: I believe that it is important to be informed of community issues.

Statement 20				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	7	2.6	2.6	2.6
Disagree	18	6.6	6.6	9.2
Neutral	27	9.9	9.9	19.1
Agree	140	51.5	51.5	70.6
Strongly Agree	80	29.4	29.4	100.0
Total	272	100.0	100.0	

The above table demonstrates that 9.2% respondents disagreed with the statement. 80.9% respondents agreed with the statement. Moreover, 9.9% respondents were neutral about this statement.

Table 4.36: I believe that it is important to volunteer.

Statement 21				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	7	2.6	2.6	2.6
Disagree	16	5.9	5.9	8.5
Neutral	37	13.6	13.6	22.1
Agree	125	46.0	46.0	68.0
Strongly Agree	87	32.0	32.0	100.0
Total	272	100.0	100.0	

The table 4.38 shows that 8.5% respondents did not agree that it is important to volunteer while 78% respondents agreed with this statement. 13.6% respondents were neutral.

Table 4.37: I believe that it is important to financially support those organizations and groups which give voice to the citizen's needs.

Statement 22				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	2	.7	.7	.7
Disagree	21	7.7	7.7	8.5
Neutral	53	19.5	19.5	27.9
Agree	121	44.5	44.5	72.4
Strongly Agree	75	27.6	27.6	100.0
Total	272	100.0	100.0	

The table 4.39 describes that 8.5% respondents disagreed that is important to financially support those organizations and groups which give voice to the citizen's needs. On the other side, 72.1% respondents agreed with this statement. However, 19.5% respondents were neutral.

Table 4.38: I help members of my community.

	Frequency	Percent	Valid Percent	Cumulative Percent
	Statement 23			
Strongly Disagree	4	1.5	1.5	1.5
Disagree	15	5.5	5.5	7.0
Neutral	55	20.2	20.2	27.2
Agree	132	48.5	48.5	75.7
Strongly Agree	66	24.3	24.3	100.0
Total	272	100.0	100.0	

The table 4.40, denotes 7% respondents disagreed with the statement that they help members of their community. Meanwhile 72.8% respondents agreed with this statement. However, 20.2% respondents were neutral.

Table 4.39: I am involved in structured volunteer position(s) in the community

	Frequency	Percent	Valid Percent	Cumulative Percent
	Statement 24			
Strongly Disagree	11	4.0	4.0	4.0
Disagree	39	14.3	14.3	18.4
Neutral	73	26.8	26.8	45.2
Agree	108	39.7	39.7	84.9
Strongly Agree	41	15.1	15.1	100.0
Total	272	100.0	100.0	

The above table indicates that 18.4% respondents disagreed with the statement that they volunteer in their community. Meanwhile 54.8% respondents agreed with this statement. However, 26.8% respondents were neutral.

Table 4.40: When working with others, I make positive changes in the community.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 25				
Strongly Disagree	7	2.6	2.6	2.6
Disagree	15	5.5	5.5	8.1
Neutral	45	16.5	16.5	24.6
Agree	143	52.6	52.6	77.2
Strongly Agree	62	22.8	22.8	100.0
Total	272	100.0	100.0	

The above table demonstrates that 8.1% respondents disagreed with the statement that they were bringing positive change in their community. 75.4% respondents agreed with the statement. Moreover16.5% respondents were neutral about this statement.

Table 4.41: I stay informed of events in my community.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 26				
Strongly Disagree	11	4.0	4.0	4.0
Disagree	27	9.9	9.9	14.0
Neutral	60	22.1	22.1	36.0
Agree	122	44.9	44.9	80.9
Strongly Agree	52	19.1	19.1	100.0
Total	272	100.0	100.0	

The above table describes that 14% respondents disagreed with the statement that they were informed about the events in their community. 64% respondents agreed with the statement. 22.1% respondents were neutral about this statement.

Table 4.42: I participate in discussions that raise issues of social responsibility.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 27				
Strongly Disagree	9	3.3	3.3	3.3
Disagree	19	7.0	7.0	10.3
Neutral	54	19.9	19.9	30.1
Agree	121	44.5	44.5	74.6
Strongly Agree	69	25.4	25.4	100.0
Total	272	100.0	100.0	

The above table 4.44 reveals that 10.3% respondents disagreed and 69.9% respondents agreed with the statement for participating in discussions concerning the issues in their locality. 19.9% respondents were neutral about this statement.

Table 4.43: I belong to a specific political group.

	Statement 28			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	61	22.4	22.4	22.4
Disagree	37	13.6	13.6	36.0
Neutral	76	27.9	27.9	64.0
Agree	75	27.6	27.6	91.5
Strongly Agree	23	8.5	8.5	100.0
Total	272	100.0	100.0	

The above table 4.45 explains that 36% respondents disagreed that belong to specific political group. 36.1% respondents agreed with the statement. 27.9% respondents were neutral about this statement.

Table 4.44: This group gives me the feeling that I am part of this group.

	Statement 29			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	46	16.9	16.9	16.9
Disagree	44	16.2	16.2	33.1
Neutral	81	29.8	29.8	62.9
Agree	75	27.6	27.6	90.4
Strongly Agree	26	9.6	9.6	100.0
Total	272	100.0	100.0	

The above table reveals that 33.1% respondents disagreed with the statement that the group gave them the feeling that they are the part of the group. Meanwhile 37.2% respondents agreed with this statement. However, 29.8% respondents were neutral.

Table 4.45: This group gives me the feeling that I fit in

Statement 30				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	37	13.6	13.6	13.6
Disagree	58	21.3	21.3	34.9
Neutral	77	28.3	28.3	63.2
Agree	77	28.3	28.3	91.5
Strongly Agree	23	8.5	8.5	100.0
Total	272	100.0	100.0	

According to table 4.47, 34.9% respondents disagreed with the statement that they fit in the group. Meanwhile 36.8% respondents agreed with this statement. Whereas 28.3% respondents were neutral.

Table 4.46: This group encourages me to express my authentic self.

Statement 31				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	37	13.6	13.6	13.6
Disagree	43	15.8	15.8	29.4
Neutral	71	26.1	26.1	55.5
Agree	87	32.0	32.0	87.5
Strongly Agree	34	12.5	12.5	100.0
Total	272	100.0	100.0	

The above table indicates that 29.4% respondents disagreed with the statement that the group encourage them to express their authentic self. 44% respondents agreed with the statement. 26.1% respondents were neutral about this statement.

Table 4.47: I can freely give my opinion in this group.

Statement 32				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	32	11.8	11.8	11.8
Disagree	40	14.7	14.7	26.5
Neutral	86	31.6	31.6	58.1
Agree	76	27.9	27.9	86.0
Strongly Agree	38	14.0	14.0	100.0
Total	272	100.0	100.0	

The table 4.49 represents that 26.5% respondents disagreed with the statement that they freely give opinion in their group. 41.9% respondents agreed with the statement 27.9% respondents were neutral about this statement.

Table 4.48: Citizens are taking an active role in the decisions of TMA in Abbottabad.

	Frequency	Percent	Valid Percent	Cumulative Percent
	Statement 33			
Strongly Disagree	30	11.0	11.0	11.0
Disagree	85	31.3	31.3	42.3
Neutral	58	21.3	21.3	63.6
Agree	66	24.3	24.3	87.9
Strongly Agree	33	12.1	12.1	100.0
Total	272	100.0	100.0	

The table 4.50 portrays that 42.3% respondents were of the view that citizens are not taking an active role in the decisions of TMA in Abbottabad while 36.4% respondents agreed with the statement. 21.3% respondents were neutral on this statement.

Table 4.49: TMA is engaged at the union council level to ensure full participation of citizens in local governance processes.

	Frequency	Percent	Valid Percent	Cumulative Percent
	Statement 34			
Strongly Disagree	27	9.9	9.9	9.9
Disagree	89	32.7	32.7	42.6
Neutral	59	21.7	21.7	64.3
Agree	79	29.0	29.0	93.4
Strongly Agree	18	6.6	6.6	100.0
Total	272	100.0	100.0	

The above table 4.51 displays that 42.6% respondents disagreed to show any engagement of citizens at local level by the TMA. while 35.6% respondents agreed with the statement. 21.7% respondents were neutral on this statement.

Table 4.50: TMA is actively trying to facilitate the involvement of both the citizens and other society groups in the decision-making process.

Statement 35				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	30	11.0	11.0	11.0
Disagree	72	26.5	26.5	37.5
Neutral	70	25.7	25.7	63.2
Agree	87	32.0	32.0	95.2
Strongly Agree	13	4.8	4.8	100.0
Total	272	100.0	100.0	

The table 4.52 specifies that 37.5% respondents disagreed that TMA facilitates and welcomes the citizens while taking decisions. 36.8% respondents agreed with the statement. 25.7% respondents were neutral about this statement.

Table 4.51: TMA budget proposal documents, contracts and local official gazettes are publicly available to the citizens.

Statement 36				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	25	9.2	9.2	9.2
Disagree	84	30.9	30.9	40.1
Neutral	65	23.9	23.9	64.0
Agree	69	25.4	25.4	89.3
Strongly Agree	29	10.7	10.7	100.0
Total	272	100.0	100.0	

The table 4.53 implies that 40.1% respondents disagreed that the documents of TMA are available for public. 36.1% respondents agreed with the statement. 23.9% respondents were neutral about this statement.

Table 4.52: People in your Tehsil are provided with accurate information to make informed judgment about TMA and its activities.

Statement 37				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	37	13.6	13.6	13.6
Disagree	88	32.4	32.4	46.0
Neutral	56	20.6	20.6	66.5
Agree	66	24.3	24.3	90.8
Strongly Agree	25	9.2	9.2	100.0
Total	272	100.0	100.0	

The table 4.54 demonstrates that 46% respondents disagreed that accurate information is disseminated to take informed decisions while 33.5% respondents agreed with the statement. 20.6% respondents were neutral on this statement.

Table 4.53: You have personally been empowered to participate and take ownership of decision-making and local development in Abbottabad.

Statement 38				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	33	12.1	12.1	12.1
Disagree	70	25.7	25.7	37.9
Neutral	77	28.3	28.3	66.2
Agree	72	26.5	26.5	92.6
Strongly Agree	20	7.4	7.4	100.0
Total	272	100.0	100.0	

The table 4.55 illustrates that 37.9% respondents disagreed that they have been empowered to take decisions in the development of Abbottabad while 33.9% respondents agreed with the statement. 28.3% respondents were neutral on this statement.

Table 4.54: Citizens are involved in the development of the TMA's performance measures.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 39				
Strongly Disagree	27	9.9	9.9	9.9
Disagree	79	29.0	29.0	39.0
Neutral	50	18.4	18.4	57.4
Agree	80	29.4	29.4	86.8
Strongly Agree	36	13.2	13.2	100.0
Total	272	100.0	100.0	

As per Table 4.56, 39% respondents disagreed with the statement that citizens are involved in the development of the TMA's performance measures. 42.6% respondents agreed with the statement. 18.4% respondents were neutral about this statement.

Table 4.55: Government is responsive in term of policy making

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 40				
Strongly Disagree	27	9.9	9.9	9.9
Disagree	63	23.2	23.2	33.1
Neutral	43	15.8	15.8	48.9
Agree	86	31.6	31.6	80.5
Strongly Agree	53	19.5	19.5	100.0
Total	272	100.0	100.0	

Table 4.57 explains that 33.1% respondents disagreed with the statement that they have responsive government and 51.1% respondents agreed with the statement. 15.8% respondents were neutral about this statement.

Table 4.56: Political party continues previous program when came in authority

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 41				
Strongly Disagree	32	11.8	11.8	11.8
Disagree	61	22.4	22.4	34.2
Neutral	75	27.6	27.6	61.8
Agree	84	30.9	30.9	92.6
Strongly Agree	20	7.4	7.4	100.0
Total	272	100.0	100.0	

The table 4.58 specifies that 34.2% respondents disagreed with the statement that the previous programs are continued by the ruling political party and 38.3% respondents agreed with the statement. 27.6% respondents were neutral about this statement.

Table 4.57: Public service is provided on time.

Statement 42				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	33	12.1	12.1	12.1
Disagree	74	27.2	27.2	39.3
Neutral	69	25.4	25.4	64.7
Agree	57	21.0	21.0	85.7
Strongly Agree	39	14.3	14.3	100.0
Total	272	100.0	100.0	

According to Table 4.59, 39.3% respondents disagreed on the timely provision of services whereas 35.3% respondents agreed with the statement. 25.4% respondents were neutral about this statement.

Table 4.58: Behavior of public service provider is friendly and problem solving.

Statement 43				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	42	15.4	15.4	15.4
Disagree	71	26.1	26.1	41.5
Neutral	64	23.5	23.5	65.1
Agree	65	23.9	23.9	89.0
Strongly Agree	30	11.0	11.0	100.0
Total	272	100.0	100.0	

The table 4.60 tells that 41.5% respondents disagreed that public officials are friendly in their behaviour and 34.9% respondents agreed with the statement 23.5% respondents were neutral about this statement.

Table 4.59: Quality of public service is good.

Statement 44				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	28	10.3	10.3	10.3
Disagree	79	29.0	29.0	39.3
Neutral	71	26.1	26.1	65.4
Agree	71	26.1	26.1	91.5
Strongly Agree	23	8.5	8.5	100.0
Total	272	100.0	100.0	

The table 4.61 discloses that 39.3% respondents disagreed with the statement that there is good quality of services provided whereas 34.6% respondents agreed with the statement 26.1% respondents were neutral about this statement.

Table 4.60: Information about service increase your satisfaction with the service.

Statement 45				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	17	6.3	6.3	6.3
Disagree	76	27.9	27.9	34.2
Neutral	62	22.8	22.8	57.0
Agree	91	33.5	33.5	90.4
Strongly Agree	26	9.6	9.6	100.0
Total	272	100.0	100.0	

The table 4.62 indicates that 34.2% respondents disagreed that they are satisfied as information of services is provided to them while 43.1% respondents agreed with the statement. 22.8% respondents were neutral about this statement.

Table 4.61: Information about a service increase the confidence and view about good performance.

Statement 46				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	18	6.6	6.6	6.6
Disagree	56	20.6	20.6	27.2
Neutral	69	25.4	25.4	52.6
Agree	105	38.6	38.6	91.2
Strongly Agree	24	8.8	8.8	100.0
Total	272	100.0	100.0	

According to Table 4.63, 27.2% respondents disagreed that their confidence boosts up by the services information, and 47.4% respondents agreed with the statement. 25.4% respondents were neutral about this statement.

Table 4.62: Affiliation with a party (Partisan) in government increase your trust.

Statement 47				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	25	9.2	9.2	9.2
Disagree	73	26.8	26.8	36.0
Neutral	81	29.8	29.8	65.8
Agree	69	25.4	25.4	91.2
Strongly Agree	24	8.8	8.8	100.0
Total	272	100.0	100.0	

The above table 4.64 shows that 36% respondents disagreed that their trust is increased through Partisan, and 34.2% respondents agreed with the statement. 29.8% respondents were neutral about this statement.

Table 4.63: Affiliation with a party (Partisan) in government increase satisfaction with the quality of service.

Statement 48				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	22	8.1	8.1	8.1
Disagree	61	22.4	22.4	30.5
Neutral	90	33.1	33.1	63.6
Agree	75	27.6	27.6	91.2
Strongly Agree	24	8.8	8.8	100.0
Total	272	100.0	100.0	

The table 4.65 demonstrates that 30.5% respondents disagreed that their satisfaction from the service quality is increased through Partisan 36.4% respondents agreed with the statement. 33.1% respondents were neutral on this statement.

Table 4.64: Affiliation with a party (Partisan) in government increases trust on government policies.

Statement 49				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	21	7.7	7.7	7.7
Disagree	59	21.7	21.7	29.4
Neutral	89	32.7	32.7	62.1
Agree	83	30.5	30.5	92.6
Strongly Agree	20	7.4	7.4	100.0
Total	272	100.0	100.0	

The above table explains that 29.4% respondents disagreed to have increased trust in policies of government through partisan and 37.9% respondents agreed with the statement. 32.7% respondents were neutral about this statement.

Table 4.65: Trust of nonpartisan increases through good performance.

Statement 50				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	16	5.9	5.9	5.9
Disagree	55	20.2	20.2	26.1
Neutral	67	24.6	24.6	50.7
Agree	102	37.5	37.5	88.2
Strongly Agree	32	11.8	11.8	100.0
Total	272	100.0	100.0	

Table 4.67 represents that 26.1% respondents disagreed that performance determines the trust for the non-partisans, and 49.3% respondents agreed with the statement. 24.6% respondents were neutral about this statement.

Table 4.66: Public service providers are honest and fair.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 51				
Strongly Disagree	40	14.7	14.7	14.7
Disagree	79	29.0	29.0	43.8
Neutral	63	23.2	23.2	66.9
Agree	75	27.6	27.6	94.5
Strongly Agree	15	5.5	5.5	100.0
Total	272	100.0	100.0	

The table 4.68 indicates that 43.8% respondents disagreed that there are honest and fair public service providers, and 33.1% respondents agreed with the statement. 23.2% respondents were neutral about this statement.

Table 4.67: Promise made by politicians are kept or fulfilled.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 52				
Strongly Disagree	58	21.3	21.3	21.3
Disagree	69	25.4	25.4	46.7
Neutral	63	23.2	23.2	69.9
Agree	48	17.6	17.6	87.5
Strongly Agree	34	12.5	12.5	100.0
Total	272	100.0	100.0	

The above table reveals that 46.72% respondents disagreed that politicians keep their promises whereas 30.1% respondents agreed with the statement. 23.2% respondents were neutral about this statement.

Table 4.68: Local politicians are more trustworthy as compared to national level.

	Frequency	Percent	Valid Percent	Cumulative Percent
Statement 53				
Strongly Disagree	50	18.4	18.4	18.4
Disagree	61	22.4	22.4	40.8
Neutral	65	23.9	23.9	64.7
Agree	71	26.1	26.1	90.8
Strongly Agree	25	9.2	9.2	100.0
Total	272	100.0	100.0	

Table 4.70 describes that 40.8% respondents disagreed that there are trustworthy politicians at local level whereas 35.3% respondents agreed with the statement. 23.9% respondents were neutral about this statement.

4.1.4 Normality of Data

All the dimensions were tested for the Skewness and Kurtosis values, min and max, mean and standard deviation. The descriptive analysis is presented in the table below where the items of the questionnaires are listed. 5-point Likert scale was used to build the questionnaire. Table below shows all the details of the descriptive analysis. The data set displays the appropriate values for mean and the range of minimum and maximum shows the normality of data. All the statements show small values of standard deviation which reflects the close proximity with the mean and dispersion of data is less and values are close to the mean. The values of the Skewness and Kurtosis are within the acceptable range of +/-3 (Onwuegbuzie & Daniel, 2002) which indicates normal distribution of data.

Table 4.69: Normality of Data

	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	Kurtosis
Descriptive Statistics							
Statement 1	272	1.00	5.00	2.7279	1.19016	.169	-.996
Statement 2	272	1.00	5.00	2.4779	1.21471	.438	-.912
Statement 3	272	1.00	5.00	2.4596	1.22332	.429	-.884
Statement 4	272	1.00	5.00	2.8529	1.19673	-.130	-1.054
Statement 5	272	1.00	5.00	2.9485	1.04736	-.207	-.651
Statement 6	272	1.00	5.00	2.9338	1.12143	-.122	-.894
Statement 7	272	1.00	5.00	2.8897	1.10131	-.030	-.748
Statement 8	272	1.00	5.00	2.7721	1.08643	.272	-.707
Statement 9	272	1.00	5.00	2.5772	1.20328	.438	-.769
Statement 10	272	1.00	5.00	2.9559	1.08915	-.067	-.744
Statement 11	272	1.00	5.00	2.7757	1.13209	.020	-.887
Statement 12	272	1.00	5.00	2.8787	1.13482	.118	-.885
Statement 13	272	1.00	5.00	2.9118	1.25066	-.003	-1.057
Statement 14	272	1.00	5.00	2.4816	1.23286	.400	-.951
Statement 15	272	1.00	5.00	2.8309	1.19071	.199	-1.001
Statement 16	272	1.00	5.00	2.9228	1.11577	-.039	-.671
Statement 17	272	1.00	5.00	3.9301	.92858	-1.058	1.150
Statement 18	272	1.00	5.00	3.9816	.87378	-1.034	1.322
Statement 19	272	1.00	5.00	3.9228	.91599	-1.152	1.421
Statement 20	272	1.00	5.00	3.9853	.94487	-1.187	1.443
Statement 21	272	1.00	5.00	3.9890	.96233	-1.079	1.081
Statement 22	272	1.00	5.00	3.9044	.91626	-.650	-.025
Statement 23	272	1.00	5.00	3.8860	.88753	-.764	.632
Statement 24	272	1.00	5.00	3.4743	1.04125	-.455	-.368
Statement 25	272	1.00	5.00	3.8750	.91270	-1.011	1.258
Statement 26	272	1.00	5.00	3.6507	1.02698	-.720	.115
Statement 27	272	1.00	5.00	3.8162	.99965	-.852	.489
Statement 28	272	1.00	5.00	2.8603	1.27810	-.142	-1.111
Statement 29	272	1.00	5.00	2.9669	1.22505	-.179	-.929
Statement 30	272	1.00	5.00	2.9669	1.17587	-.128	-.892
Statement 31	272	1.00	5.00	3.1397	1.22804	-.305	-.872
Statement 32	272	1.00	5.00	3.1765	1.19583	-.267	-.728
Statement 33	272	1.00	5.00	2.9522	1.21852	.129	-1.039
Statement 34	272	1.00	5.00	2.8971	1.12849	.064	-.995
Statement 35	272	1.00	5.00	2.9301	1.10295	-.144	-.936

Statement 36	272	1.00	5.00	2.9743	1.16660	.106	-.955
Statement 37	272	1.00	5.00	2.8309	1.20610	.177	-1.011
Statement 38	272	1.00	5.00	2.9118	1.13950	-.022	-.862
Statement 39	272	1.00	5.00	3.0699	1.22952	-.026	-1.121
Statement 40	272	1.00	5.00	3.2757	1.28620	-.254	-1.126
Statement 41	272	1.00	5.00	2.9963	1.14130	-.173	-.863
Statement 42	272	1.00	5.00	2.9816	1.24330	.105	-1.003
Statement 43	272	1.00	5.00	2.8897	1.24594	.072	-1.039
Statement 44	272	1.00	5.00	2.9338	1.14100	.055	-.891
Statement 45	272	1.00	5.00	3.1213	1.11182	-.096	-.953
Statement 46	272	1.00	5.00	3.2243	1.07868	-.350	-.684
Statement 47	272	1.00	5.00	2.9779	1.11658	.028	-.786
Statement 48	272	1.00	5.00	3.0662	1.08463	-.097	-.655
Statement 49	272	1.00	5.00	3.0809	1.05952	-.181	-.624
Statement 50	272	1.00	5.00	3.2904	1.09688	-.326	-.707
Statement 51	272	1.00	5.00	2.8015	1.15781	.035	-1.020
Statement 52	272	1.00	5.00	2.7463	1.31342	.242	-1.060
Statement 53	272	1.00	5.00	2.8529	1.25395	-.002	-1.087

4.1.5 Multiple Linear Regression

This is used for describing data and explaining the relationship between variables, the dependent variable and independent variables. First, the linear relationship between the dependent and independent variables was determined and in the next phase the effect of moderator was determined.

Table 4.70: Multiple Linear Regression: Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.529a	.280	.269	.80999

a. Predictors: (Constant), Inclusion, Legitimacy, Civic Awareness, Responsiveness

The positive relation between the dependent and independent variables is indicated by the value of r = 0.529. Therefore, this is a strong linear relationship. The proportion of variation in the dependent variable (Citizen Participation) caused by independent variables is measured by R-Square. In the model above, R-Square explains 28% of variation. With the variation in the independent variables (inclusion, legitimacy, civic awareness, and responsiveness), also causes proportion of variance in the dependent variable (Citizen Participation) explained by adjusted R-square. In the model above 27% variance was explained.

Table 4.71: Multiple Regression: ANOVA

ANOVAᵃ						
	Model	Sum of Squares	Df	Mean Square	F	Sig.
	Regression	68.066	4	17.016	25.936	.000b
1	Residual	175.175	267	.656		
	Total	243.241	271			

a. Dependent Variable: Citizen Participation

b. Predictors: (Constant), Inclusion, Legitimacy, Civic Awareness, Responsiveness

The significant difference between the means is tested through Analysis of Variance (ANOVA) by explaining the goodness of fit. The model is significant if Sig<.05 with 99%, there is 90% significant if Sig<.1. these values reflect whether model can be accepted or not. The values greater than 1 show insignificant with no clear relationship found. The last column

of above table represents the goodness of fit as the value is less than 0.01. Hence, it is deduced that the model is fit.

Table 4.72: Multiple Regression: Co-efficient

	Coefficients[a]				
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	.990	.333		2.968	.003
Responsiveness	.302	.079	.253	3.837	.000
1 Legitimacy	.336	.076	.283	4.440	.000
Civic Awareness	-.057	.080	-.039	-.719	.473
Inclusion	.133	.050	.147	2.632	.009

a. Dependent Variable: Citizen Participation

The contribution of each variable in the model is reflected by the Beta Coefficients. If the value is high, it means that a unit change in the independent variable creates large impact on the dependent variable. The impact of each variable is reflected in the T and Sig values. The high T value and small P values reflects great impact of independent variable on the dependent variable (Nicola Brace, Richard Kemp, and Rosemary Snelgar, 2012).

Table above reveals that independent variable responsiveness has T value 3.837 for the b coefficient with strong indication (p < 0.01). The b coefficient associated with responsiveness (0.302, p < 0.001) was positive reflecting positive and direct relationship with dependent variable. Therefore, the increase of 1 unit in dependent variable (citizen participation) then independent variable (responsiveness) goes up by 0.3.

For independent variable legitimacy T statistic 4.440 for the b coefficient provided strong evidence (p < 0.01). The b coefficient associated with legitimacy (0.336, p < 0.01) was indicating a positive relationship with citizen participation. Therefore, if we would increase citizen participation (dependent variable) by 1 then on average than independent variable (legitimacy) goes up by 0.336.

For civic awareness (independent variable) T statistic -0.719 for the b coefficient and insignificant evidence (p >0.01) which indicates that the variable does not significantly predict the outcome. Furthermore, the negative beta coefficient indicates that for every 1-unit increase

in the citizen participation (dependent variable), the civic awareness (independent variable) will decrease by the value 0.719.

The independent variable inclusion T statistic is 2.632. The b coefficient associated with inclusion (0.133, $p > 0.05$) was indicating a positive relationship but insignificant which means that it does not predict the outcome.

The dependent variable (citizen participation) is greatly influenced by the legitimacy(b=0.336) and responsiveness (b=0.302) follows.

4.1.6 Hierarchical Moderation Regression

After determining the linear relationship between the independent and dependent variables, a moderator was included into the model which is citizen trust. It is used as a framework of comparing models.

Table 4.73: Hierarchical Moderation Regression: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.529[a]	.280	.269	.80999	.280	25.936	4	267	.000
2	.680[b]	.463	.453	.70081	.183	90.677	1	266	.000

a. Predictors: (Constant), Inclusion, Legitimacy, Civic Awareness, Responsiveness

b. Predictors: (Constant), Inclusion, Legitimacy, Civic Awareness, Responsiveness, Citizen Trust

As the moderator is added to the equation, the value of r becomes 0.680 indicates that the dependent and independent variables are positively related, and their relation is strengthened. Therefore, the linear relationship has become very strong. After the addition of Moderator in the Model, the "R-Square'" tell us that 46% of the variation was explained. Adjusted R-Square measures the proportion of the variance in the dependent variable (Citizen Participation) that was explained by variations in the independent variables (inclusion, legitimacy, civic awareness and responsiveness) and the addition of Moderator (Citizen Trust). In this model, the "Adjusted R Square" shows that almost 45% of the variance was explained. It shows that the moderator explains larger variance in the relationship of Citizen Participation (DV) and Inclusion, Legitimacy, Civic awareness and Responsiveness (All IVs). The percentage change in the linear relationship is 18% and the results are significant.

Table 4.74: Hierarchical Moderation Regression: ANOVA

	Model	Sum of Squares	Df	Mean Square	F	Sig.
ANOVA[a]						
1	Regression	68.066	4	17.016	25.936	.000[b]
	Residual	175.175	267	.656		
	Total	243.241	271			
2	Regression	112.600	5	22.520	45.853	.000[c]
	Residual	130.641	266	.491		
	Total	243.241	271			

a. Dependent Variable: Citizen Participation

b. Predictors: (Constant), Inclusion, Legitimacy, Civic Awareness, Responsiveness

c. Predictors: (Constant), Inclusion, Legitimacy, Civic Awareness, Responsiveness, Citizen Trust

The significant difference between the means is tested through Analysis of Variance (ANOVA) by explaining the goodness of fit. The Model 1 is fit as explained above. The effect of moderator Citizen Trust does not alter the fitness of the model as the results are significant at 0.000.The last column of above table represents the goodness of fit as the value is less than 0.01. Hence, it is deduced that the model is fit.

Table 4.75 Hierarchical Moderation Regression: Coefficients

	Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
Coefficients[a]						
		B	Std. Error	Beta		
1	(Constant)	.990	.333		2.968	.003
	Responsiveness	.302	.079	.253	3.837	.000
	Legitimacy	.336	.076	.283	4.440	.000
	Civic Awareness	-.057	.080	-.039	-.719	.473
	Inclusion	.133	.050	.147	2.632	.009
2	(Constant)	.461	.294		1.569	.118
	Responsiveness	.165	.069	.138	2.373	.018
	Legitimacy	.089	.070	.075	1.264	.207
	Civic Awareness	-.122	.069	-.083	-1.768	.078
	Inclusion	.062	.044	.068	1.390	.166
	Citizen Trust	.683	.072	.542	9.522	.000

a. Dependent Variable: Citizen Participation

The contribution of each variable in the model is reflected by the Beta Coefficients. The moderator alters the relationship of all independent variables with the dependent variables.

Table above reveals that independent variable responsiveness has T statistic value 2.73 for the b coefficient provided very strong evidence ($p < 0.05$) that the slopes associated with responsiveness was not equal to zero ($b \neq 0$) as Citizen trust moderates the relationship. The b coefficient associated with responsiveness (0.165, $p < 0.05$) was positive indicating a direct relationship with citizen participation. Therefore, if we would increase dependent variable (citizen participation) by 1 then on average than independent variable (responsiveness) goes up by 0.165.

For independent variable legitimacy T statistic 1.264 for the b coefficient provided evidence ($p > 0.05$) that it becomes insignificant after the moderator is added to the model.

For civic awareness (independent variable) T statistic -1.768 for the b coefficient and insignificant evidence ($p > 0.05$) which indicates that the variable does not significantly predict the outcome after the moderator Citizen Trust is added to the Model. Furthermore, the negative beta coefficient indicates that for every 1-unit increase in the citizen participation (dependent variable), the civic awareness (independent variable) will decrease by the value 0.122.

The independent variable inclusion T statistic is 1.390. The b coefficient associated with inclusion (0.062, $p > 0.05$) was indicating a positive relationship but insignificant which means that it does not predict the outcome as the effect of moderator Citizen Trust is examined.

Amongst all independent variables the greatest influence of the moderator (Citizen Trust) on the dependent variable (citizen participation) was explained by responsiveness (b=0.165).

4.2 Qualitative Data

There were three research questions and to address these interviews were conducted. The analysis is based upon the answers from the participants and three modules were created for the interview addressing the three research questions under the name Participatory Local Governance addressing RQ1, Forums for Citizen Participation addressing RQ2 and Active Citizens Engagement addressing RQ3. Thematic analysis is used for the analysis purposes as per the process proposed by Braun & Clarke (2006). The bottom down approach of analysis is followed for this research as the specific research questions are used and the analysis is focused on addressing these questions. The focus of this research is to gain deeper understanding of the issues and challenges to participatory local governance by taking the case of district Abbottabad through qualitative data analysis and using the technique of Thematic analysis.

4.2.1 Thematic Analysis

The analysis method which aims to find and develop patterns and themes from the qualitative data gathered through different techniques is known as thematic analysis. It is argued by (Novell, Norris, Moules & White, 2017) that the thematic analysis can be utilized across various epistemologies and can address range of research questions. This method is very flexible in nature and aids to identify, analyse, organize, describe and report various themes present in a data set. It can be easily applied to large data sets as there are no strict procedures and prescriptions to conduct the analysis (Braun & Clarke, 2006). Further, King (2004) argues that the new researchers dealing with qualitative data can use this to their best and can handle data in a structured manner which will help producing a clear report of the data.

Braun & Clarke (2006) suggest that top-down or bottom-up approach can be used for analysis as per the research design. All the questions in the data are summarized and organized to identify themes. A very convenient structured approach is suggested by Braun & Clarke (2006), which has divided the thematic analysis into six steps:

Step 1: Developing familiarity with the data

Step 2: Generating initial codes

Step 3: Searching for themes

Step 4: Reviewing themes

Step 5: Defining themes

Step 6: Write Up (Discussion)

Step 1 Developing familiarity with the data

The first step is to get engaged with the collected data. It is essential to get immersed in the data so that depth and breadth of the content can be understood. This process involves repetitive reading of the data to search for the patterns in data. In this phase rough notes are taken so that next phase can be initiated. Here informal coding is done, and it is transformed into meaningful themes in the subsequent steps.

Data Information: The data used in this study for analysis is of primary nature. Each single interview is used for this analysis where the extract comprised of approx. 30 minutes. Six interviews were conducted so the total extract is of 3 hours.

Respondents Demographics: The average age of the respondents was around 40 years. Interviews were conducted with two officials of TMA, two bureaucratic officials (serving Assistant Commissioners) and one politician from local government who was the ex-Nazim Abbottabad as the term of Local government ended in August 2019 and one from the academic expert from COMSATS University Abbottabad.

Step 2 Generating Initial Codes

After the familiarization with the data and jolting down the initial ideas step two comes in. The initial codes are produced in this phase after the data is arranged in meaningful and systematic order. Codes reduced the big data in smaller meaningful data. It represents the data which is interesting for analysis and can be assessed. This helps in extracting the relevant data and the meaningless data is excluded as it is not meant for coding. There are two ways to code the data which is dependent on themes generation which are either data-driven or theory-driven. The former does not have any pre-set codes in mind and themes depend entirely on the data making it more inductive in nature whereas the latter the data is approached with some pre-defined questions and codes are generated around these questions. This study is more theory driven.

Coding Process

Firstly, the data of interview is arranged in accordance with the modules in the interview schedule guide. The responses are then read and re-read to find the relevant data to the module and the research question and is transcribed in the form of coding. After this, the codes are compared and modified to make them more related to the research questions. The whole process is done manually and then typed into word format. The initial codes for all the modules are given below:

Module 1: Participatory Local Governance

Codes:

Political interference in the work of bureaucratic officials. For example, in regulation of pricing of commodities, lands encroachment etc.

Meagre financial resources to the government officials and limited budget.

Lack of competence of the staff which hinders the efficiency of the bureaucracy.

Presence of Mafias who influence both the elected representatives and the bureaucratic officials.

Poor infrastructure to implement the KPK Local Government Act.

There is power conflict between the elected representatives and the bureaucratic officials.

Political rivalry amongst the elected representatives due to the association with political parties.

Lack of proper planning, infrastructure and funding to administer the local government system.

Lack of education and awareness amongst the public and the elected representatives who does not know the jurisdiction, responsibilities and domain of the working of participatory local governance.

Superiority mentality and personal interests above the public interests.

Difference between the theoretical powers as per Act and the practical powers conferred.

Lack of accountability on the members of local governance including the elected representatives and the bureaucracy.

Elected representatives are elected from their constituency but they don't get the proper training who don't even know that what are their functions, their responsibilities, then most of the time the political masters and those sitting at the helm of the affairs and Tehsil Municipal

officers there was a lack of coordination among both of them. There were issues of power sharing among them.

We have no knowledge of our authority that under what section of law we have been elected, what are our financial powers, what are the political powers, what are my administrative powers then we cannot deliver efficiently.

There comes the gap in coordination due to lack of training. Elected representatives always had this challenge that the bureaucracy is not supporting them whereas bureaucracy has this issue that they go through by book and following the lengthy procedures is must.

Sometimes the elected representatives misuse their authority and when an authority is given to you and you go beyond the limit, it's clear that the issues will arise.

We don't get enough grants from the government.

There is rigidity in the system and limitation of all the departments as well as the elected representatives.

Lack of awareness of the people to go through proper channel and don't know where to press their demands.

Personal intentions and personal priorities are above the spirit of serving the people

Lack of capacity to deliver efficiently both at the ends of administration and the elected representatives which is sometimes due to lack of education and proper training to understand the rules and procedures.

Allocation of funds is another issue.

Elected people have their own priorities. Tehsil members would tend to do development works in their own area and the actual area where there was true need is ignored and stays deprived.

There are budgetary constraints and the issue arises that one tehsil received bigger share of budget and the others did not. The budget gets affected by the political issues.

They do not know about the rules and procedures whereas everything is laid down in the ACT related to rules of budgeting rules of business etc. They come to us and it is very difficult for us to make them understand about the nature of business.

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people want that what they think shall be acted upon immediately. People wish that their every demand is completed in time.

The bureaucratic procedures are lengthy. people think that we adopt delaying tactics, or we are very slow in working which leads to trust deficit.

Trust of citizens on the bureaucratic officials is weak.

People do not understand the way of rules and procedures of both the local government that is nazims etc. and that of the bureaucracy as well.

Module 2: Forums for Citizen Participation

Codes:

Citizens directly present their demands to the elected representatives.

Social media, electronic and print media is the main forum for the citizens to participate at local level.

Similarly, seminars arranged at universities and colleges is the way citizens bring their voices forward to the attention of the local government.

Complaints through citizen portal an online forum which is directly accessible to the citizens at home.

Right to Information is another forum for citizen participation. Citizens can demand any information from the government and then communicate their ideas through one window to either complain or suggest for improvement.

Citizen participation is also enabled through local jirga system to influence the implementation.

Print media is the main forum used by citizens in Abbottabad to influence the implementation.

Khuli kechari is the forum initiated by the bureaucracy to directly meet the citizens.

Citizen portal is the main forum to directly participate in the implementation stage.

Citizens elect those members through participation who can not only monitor but also cooperate and coordinate with government activities.

There is assembly hall (town hall), where the members of the local government, the bureaucratic officials, members from the civil society and the social activists e.g. NGO's get engage in state-citizen dialogue.

Local NGO's should persuade these entities to maximize participation in it.

We have introduced the local government ambassadors. In which students and youth go as ambassadors to the community, get in touch with them and known as SAFEER BALDIYAT.

we invite people, publicize it openly in the newspaper, that people should come, participate and have dialogue with us. Under the section 42, if we are implementing a new tax, or extend any limit, for that the law tells us to advertise it in the newspaper. The community related with it, comes to us and have discussions, objections are presented.

Khuli katcheries is another mechanism. in which our officers and people give their inputs about our implementations and we try to align our implementations according to those inputs. Deputy commissioners, Assistant Commissioners conduct Khuli katcheries frequently. They go directly in the community, sit there, listen to community peoples and try to resolve their issues at the spot.

There is facility of one window for the citizens where they can submit their complaints and issues, suggestions for improvements, appreciation of the work of elected representatives as well as the bureaucratic officials

Online Khuli Kacheri is also a forum for participation of citizens and citizens are informed beforehand through advertisements and local patwaris the day of the discussion.

Module 3: Active Citizen Engagement

Codes:

The citizens can be motivated for active engagement if they are facilitated by the local government. Their voices are heard, and their demands are taken into consideration.

If there are more educated youth and people are aware of their rights, then they will participate more. For this universities colleges there should be sessions like that as they can play the role of the catalyst. In their universities, colleges there should be seminars on the local governance. They should get specialized training. Local governance should even be introduced as a subject. Students should be trained such that when they left their universities, colleges in society they should have engagement with the people. The educated, the youth and especially the clergy which can play a huge role. The imam of the mosque, the schoolteacher they can motivate people about the local government participation. Our elected women lot they can go at the village and Mohalla, union council level and make awareness to people that what is there role in the local governance

The citizens are more intended to actively participate if they are satisfied with the performance of the elected representatives and the bureaucratic officials.

The ease of access to the government machinery is another factor that motivates the engagement of the citizens.

Better service delivery and performance of the officers determines the participatory role of the citizens.

The trust of citizens in the government officials and elected representatives that their complaints will be handled and their demands will be met, then they not only participate themselves but also the source of motivating others and create awareness for others to ensure participation.

The understanding of the real issues and the rules and procedures through which these issues can be brought forward into the attention of the elected representatives.

The mentality of working only for oneself needs to be changed so that public interest is above the personal interest and gaining the ownership of the region will be the catalyst for active engagement of citizens.

The strong check and balances on the working of the local governance machinery will increase transparency and build the citizen trust to influence active engagement of citizens.

Step 3 Searching for Themes

After the initial coding of the data, a list of codes is created by highlighting the key codes identified in the previous stage. The potential themes that are possible and all the codes that are associated with each other are presented through visual representations. The aim is to find an overarching theme through the combination of codes. Tables or mind-maps can be used for identification of themes and arranging the codes.

Theme is defined by Braun & Clarke (2006) as a pattern with some interesting characteristics in the data set and addresses the research question. There are no strict rules for identifying themes and making patterns in the coded data. The significance of the codes aids in identifying themes. The preliminary themes that have been identified are presented in the table below along with their codes in the form of table.

Table 4.76: Initial Themes

Module 1: Participatory Local Governance
Political interference in the work of bureaucratic officials. For example, in regulation of pricing of commodities, lands encroachment etc.
Meagre financial resources to the government officials and limited budget.
Lack of competence of the staff which hinders the efficiency of the bureaucracy.
Presence of Mafias who influence both the elected representatives and the bureaucratic officials.
Poor infrastructure to implement the KPK Local Government Act.
There is power conflict between the elected representatives and the bureaucratic officials.
Political rivalry amongst the elected representatives due to the association with political parties.
Lack of proper planning, infrastructure and funding to administer the local government system.
Lack of education and awareness amongst the public and the elected representatives who does not know the jurisdiction, responsibilities and domain of the working of participatory local governance.
Superiority mentality and personal interests above the public interests.
Difference between the theoretical powers as per Act and the practical powers conferred.

Lack of accountability on the members of local governance including the elected representatives and the bureaucracy.

Elected representatives are elected from their constituency but they don't get the proper training who don't even know that what are their functions, their responsibilities, then most of the time the political masters and those sitting at the helm of the affairs and Tehsil Municipal officers there was a lack of coordination among both of them. There were issues of power sharing among them.

We have no knowledge of our authority that under what section of law we have been elected, what are our financial powers, what are the political powers, what are my administrative powers then we cannot deliver efficiently.

There comes the gap in coordination due to lack of training. Elected representatives always had this challenge that the bureaucracy is not supporting them whereas bureaucracy has this issue that they go through by book and following the lengthy procedures is must.

Sometimes the elected representatives misuse their authority and when an authority is given to you and you go beyond the limit, it's clear that the issues will arise.

We don't get enough grants from the government.

There is rigidity in the system and limitation of all the departments as well as the elected representatives.

Lack of awareness of the people to go through proper channel and don't know where to press their demands.

Personal intentions and personal priorities are above the spirit of serving the people

Lack of capacity to deliver efficiently both at the ends of administration and the elected representatives which is sometimes due to lack of education and proper training to understand the rules and procedures.

Allocation of funds is another issue.

Elected people have their own priorities. Tehsil members would tend to do development works in their own area and the actual area where there was true need is ignored and stays deprived.

There are budgetary constraints and the issue arises that one tehsil received bigger share of budget and the others did not. The budget gets affected by the political issues.

They do not know about the rules and procedures whereas everything is laid down in the ACT related to rules of budgeting rules of business etc. They come to us and it is very difficult for us to make them understand about the nature of business.

People want that what they think shall be acted upon immediately. People wish that their every demand is completed in time.

The bureaucratic procedures are lengthy. people think that we adopt delaying tactics, or we are very slow in working which leads to trust deficit.

Trust of citizens on the bureaucratic officials is weak.

People do not understand the way of rules and procedures of both the local government that is nazims etc. and that of the bureaucracy as well.

Module 2: Forums for Citizen Participation

Citizens directly present their demands to the elected representatives.

Social media, electronic and print media is the main forum for the citizens to participate at local level.

Similarly, seminars arranged at universities and colleges is the way citizens bring their voices forward to the attention of the local government.

Complaints through citizen portal an online forum which is directly accessible to the citizens at home.

Right to Information is another forum for citizen participation. Citizens can demand any information from the government and then communicate their ideas through one window to either complain or suggest for improvement.

Citizen participation is also enabled through local jirga system to influence the implementation.

Print media is the main forum used by citizens in Abbottabad to influence the implementation.

Khuli kechari is the forum initiated by the bureaucracy to directly meet the citizens.

Citizen portal is the main forum to directly participate in the implementation stage.

Citizens elect those members through participation who can not only monitor but also cooperate and coordinate with government activities.

There is assembly hall (town hall), where the members of the local government, the bureaucratic officials, members from the civil society and the social activists e.g. NGO's get engage in state-citizen dialogue.

Local NGO's persuade these entities to maximize participation in it.

We have introduced the local government ambassadors. In which students and youth go as ambassadors to the community, get in touch with them and known as SAFEER BALDIYAT. We invite people, publicize it openly in the newspaper, that people should come, participate and have dialogue with us. Under the section 42, if we are implementing a new tax, or extend any limit, for that the law tells us to advertise it in the newspaper. The community related with it, comes to us and have discussions, objections are presented.

Khuli katcheries is another mechanism. in which our officers and people give their inputs about our implementations and we try to align our implementations according to those inputs. Deputy commissioners, Assistant Commissioners conduct Khuli katcheries frequently. They go directly in the community, sit there, listen to community peoples and try to resolve their issues at the spot.

There is facility of one window for the citizens where they can submit their complaints and issues, suggestions for improvements, appreciation of the work of elected representatives as well as the bureaucratic officials

Online Khuli Kacheri is also a forum for participation of citizens and citizens are informed beforehand through advertisements and local patwaris, the day of the discussion.

| Module 3: Active Citizen Engagement |

The citizens can be motivated for active engagement if they are facilitated by the local government. Their voices are heard, and their demands are taken into consideration.

If there are more educated youth and people are aware of their rights, then they will participate more. For this universities colleges there should be sessions like that as they can play the role of the catalyst. In their universities, colleges there should be seminars on the local governance. They should get specialized training. Local governance should even be introduced as a subject. Students should be trained such that when they left their universities, colleges in society they should have engagement with the people. The educated, the youth and especially the clergy which can play a huge role. The imam of the mosque, the schoolteacher they can motivate people about the local government participation. Our

elected women lot they can go at the village and Mohalla, union council level and make awareness to people that what is there role in the local governance

The citizens are more intended to actively participate if they are satisfied with the performance of the elected representatives and the bureaucratic officials.

The ease of access to the government machinery is another factor that motivates the engagement of the citizens.

Better service delivery and performance of the officers determines the participatory role of the citizens.

The trust of citizens in the government officials and elected representatives that their complaints will be handled and their demands will be met, then they not only participate themselves but also the source of motivating others and create awareness for others to ensure participation.

The understanding of the real issues and the rules and procedures through which these issues can be brought forward into the attention of the elected representatives.

The mentality of working only for oneself needs to be changed so that public interest is above the personal interest and gaining the ownership of the region will be the catalyst for active engagement of citizens.

The strong check and balances on the working of the local governance machinery will increase transparency and build the citizen trust to influence active engagement of citizens.

Step 4 Reviewing Themes

After the patterns are highlighted in the coded data, step 4 begins where the identified patterns are turned into themes after reviewing them and refining them. Here, each code is examined to find the similarities between them and collating them into single theme and subthemes. This way is used to organize all the codes into themes and subthemes. After this, themes and subthemes are arranged according to the stated research questions. The context of the entire data is brought into consideration to check the relevance of themes. At the end of this step, there is clear indication of the themes and their relationship with each other.

Themes are reviewed as per the research questions as given below.

RQ1: What are the issues and challenges to participatory local governance in district Abbottabad to enable citizen participation?

The first question addresses the issues and challenges to the participatory local governance. The responses of the interviews resulted in developing five main themes: *Conduct of Elected Representatives, Systemic Halts* and *Bureaucratic Setup.* The subthemes under the main themes are mentioned in the table below:

Table 4.77: Research Question 1: Themes

Theme: Conduct of Elected Representatives	Theme: Systemic Halts	Theme: Bureaucratic Setup
Sub theme 1: Power Conflict	Sub theme 1: Limited Financial resources	Subtheme 1: Complexity of rules and procedures
Sub theme 2: Personal Interests	Sub theme 2: Lack of Capacity	Subtheme 2: Trust Deficit
Sub theme 3: Interference in Bureaucracy	Sub theme 3: Lack of Planning and Co-ordination	Subtheme 3: Rigidity & Limitations of System
Sub theme 4: Misuse of Authority		

RQ2: What forums have been introduced for citizen participation in local governance to influence implementation?

The second research question explores the forums for citizen participation in local governance. The main themes identified are: *Traditional Channels of Participation* and *Online Forums.* The themes are mentioned in the table.

Table 4.78: Research Question 2: Themes

Theme: Traditional Channels of Participation	Theme: Online Forums
One window Operation Assembly Hall Meetings Local Jirga System Local Government Ambassadors Khuli Kachahri System	Citizen Portal Online Khuli Kachahri Right to Information

RQ3: What are the factors that influence active engagement of citizens in local government?

This research question investigates the factors that influence the citizens to engage more in the local government. The main themes identified are: *Responsiveness, Civic Awareness* and *Good Governance*. The subthemes under the main themes are mentioned in the table.

Table 4.79: Research Question 3: Themes

Theme: Responsiveness	Theme: Civic Awareness	Theme: Good Governance
Sub theme 1: Facilitation by the bureaucratic officials	Sub theme 1: Education and Awareness	Sub theme 1: Strong check & balances
Sub theme 2: Satisfaction with the service delivery	Sub theme 2: Value of Public Interests	Sub theme 2: Transparency
Sub theme 3: Ease of Access	Sub theme 3: Ownership	Sub theme 3: Trust in government officials

Step 5 Defining Themes

As all themes and sub themes are reviewed in step 4, this step involves defining the identified themes. This step is to get the essence of each theme by their relevance. This step defines themes by addressing the main themes, relation of sub themes with the main theme. Map is developed for each research question showing the main themes and subthemes. The following section shows thematic map for each research question.

Issues and challenges to participatory local governance

The issues and challenges to the participatory local governance in district Abbottabad are highlighted. The issues and challenges are presented as the main themes *Conduct of Elected Representatives, Systemic Halts* and *Bureaucratic Setup.* The subthemes are: Power Conflict, Personal Interests, Interference in Bureaucracy, Misuse of Authority, Limited Financial resources, Lack of Capacity, Lack of Planning and co-ordination, Complexity of rules and procedures, Trust Deficit and Rigidity and Limitation of System.

Issues and Challenges to Participatory Local Governance in District Abbottabad

Conduct of Elected Representatives

Power Conflicts

Personal Interests

Interference in Bureaucracy

Misuse of Power

Systemic Halts

Limited Financial Resources

Lack of Capacity

Lack of Planning & Co-ordination

Bureaucratic Setup

Complexity of Rules & Procedures

Trust deficit
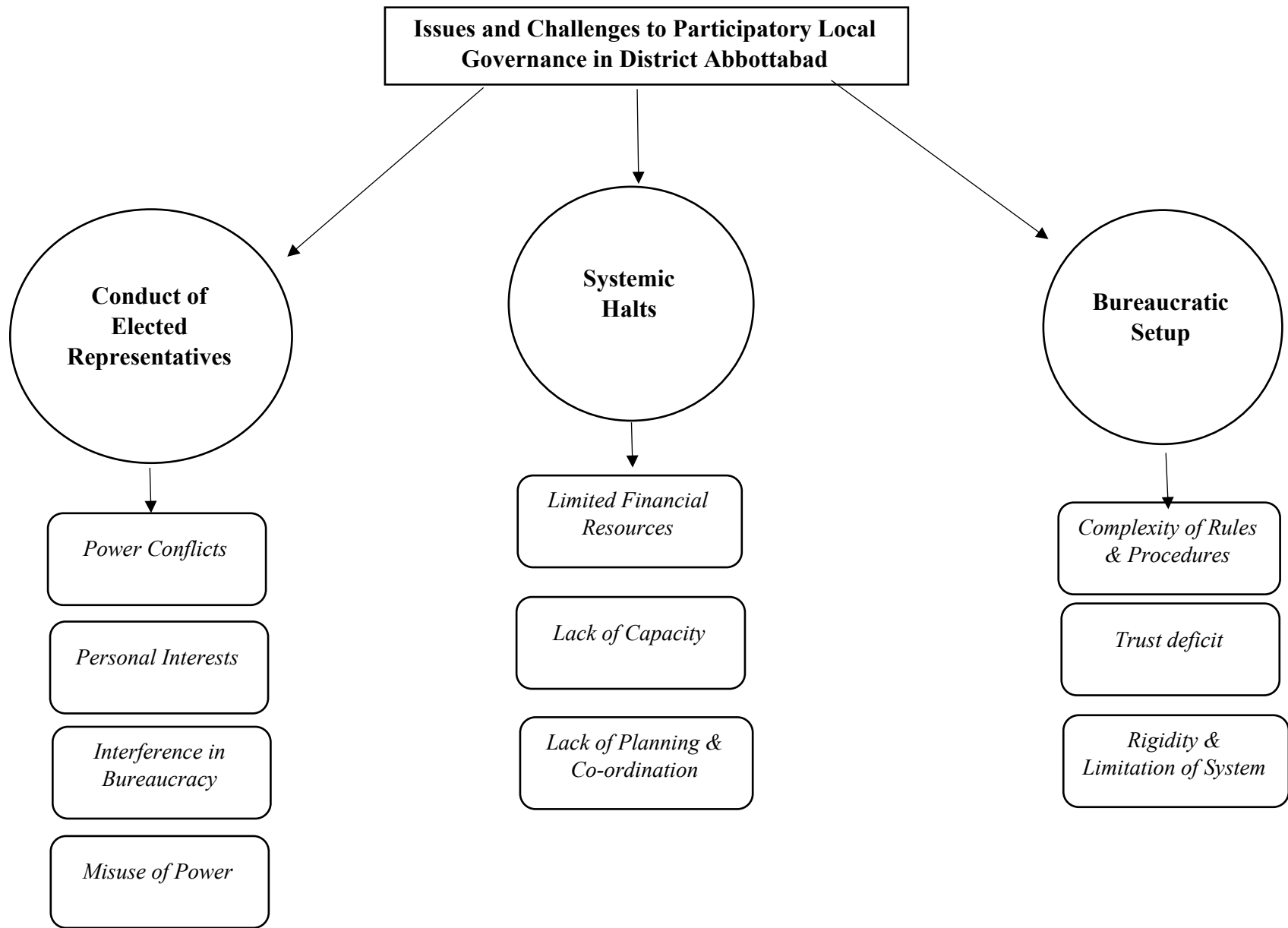
Rigidity & Limitation of System

Figure 4.6 Thematic Map

Forums for Citizen Participation

Based on the responses of the interviewees the main themes and sub themes in the forums for citizen participation are shown in pictorial form. The main themes are: *Traditional Channels of Participation* and *Online Forums*. The details are: One window Operation, Assembly Hall Meetings, Local Jirga System, Local Government Ambassadors, Khuli Kachahri System, Citizen Portal, Online Khuli Kachahri and Right to Information. The thematic map for this research question is displayed on next page.
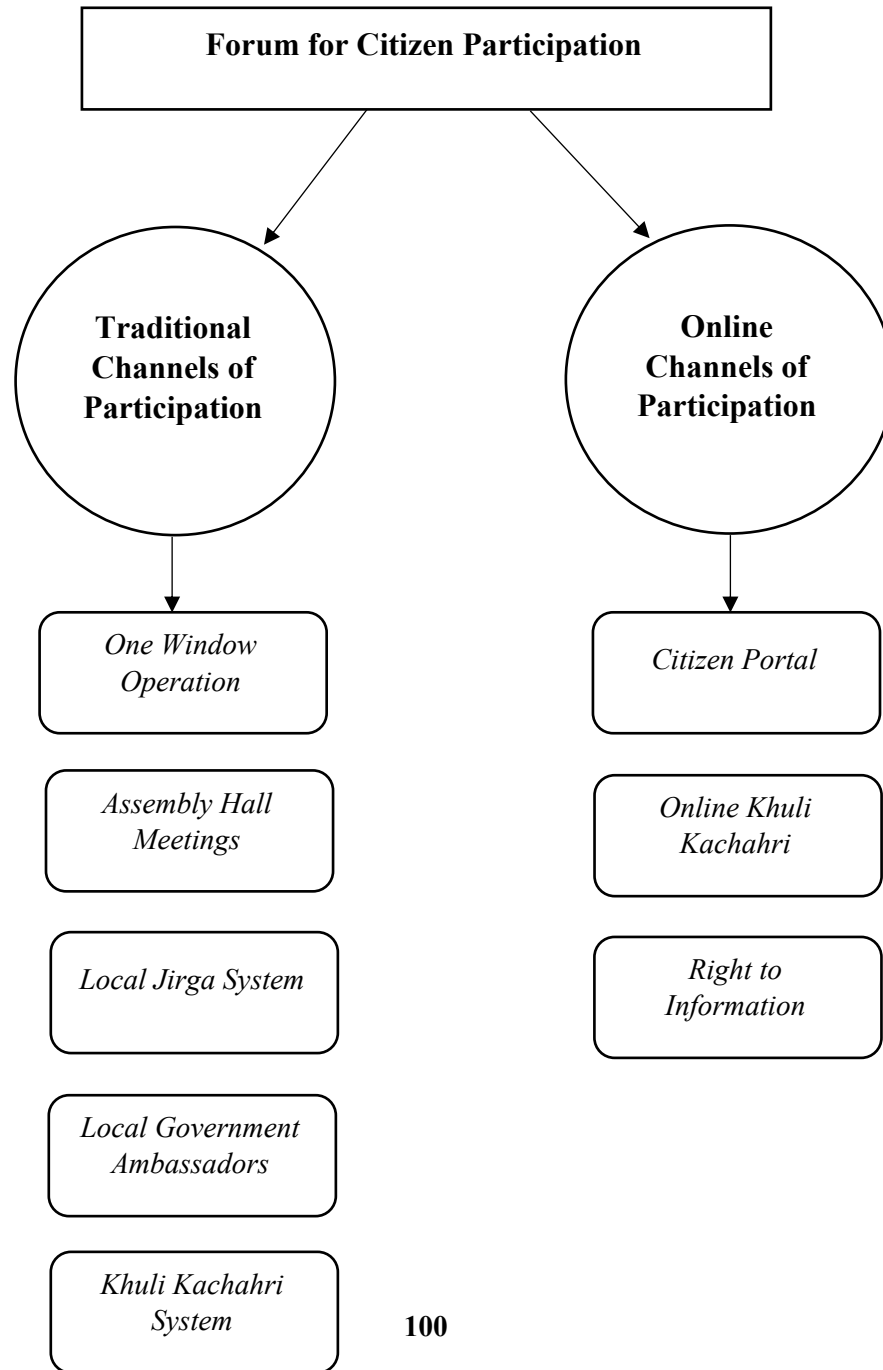
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┌─────────────────────────────────────────┐
│      Forum for Citizen Participation     │
└─────────────────────────────────────────┘
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Traditional Channels of Participation

Online Channels of Participation

One Window Operation

Citizen Portal

Assembly Hall Meetings

Online Khuli Kachahri

Local Jirga System

Right to Information

Local Government Ambassadors

Khuli Kachahri System

Figure 4.7 Thematic Map 2

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Factors that influence the active engagement of citizens in local government

There are several factors that influence the active engagement of citizens and based on the interviewee's responses following themes have been identified: *Responsiveness, Civic Awareness* and *Good Governance*. The subthemes are: Facilitation by the bureaucratic officials, Satisfaction with the service delivery, Ease of Access, Education and Awareness, Value of Public Interests, Ownership, Strong check & balance, Transparency and Trust in government officials. The thematic map is presented on the following page.
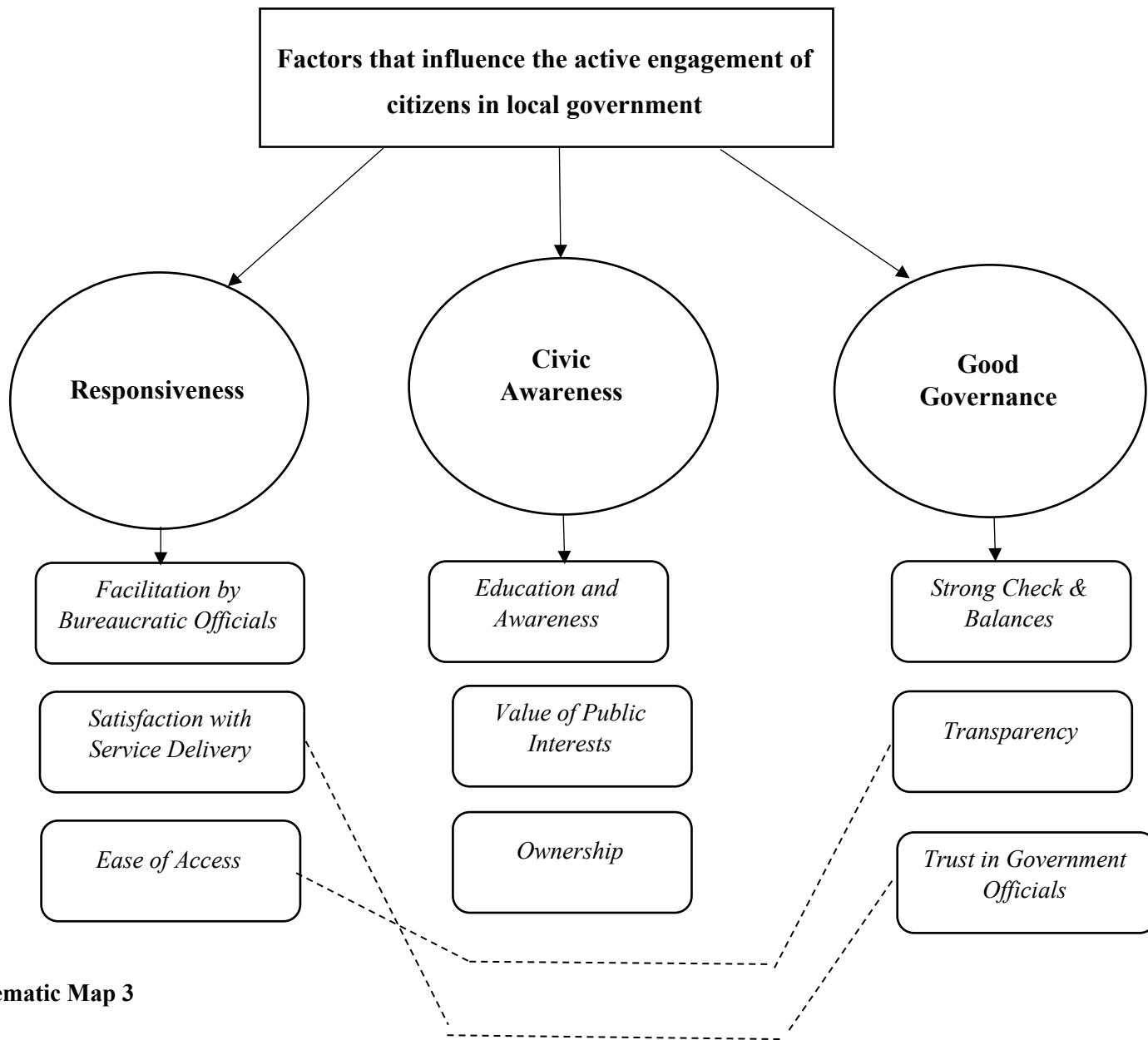
Factors that influence the active engagement of citizens in local government

Responsiveness

Civic Awareness

Good Governance

Facilitation by Bureaucratic Officials

Education and Awareness

Strong Check & Balances

Satisfaction with Service Delivery

Value of Public Interests

Transparency

Ease of Access

Ownership

Trust in Government Officials

Figure 4.8 Thematic Map 3

Step 6 Write Up (Discussion)

This is the final step where all the themes are explained with rationality and are justified with reference to the literature.

Theme: Conduct of Elected Representatives

This theme was named as conduct of elected representatives as their conduct is not conducive to the development at local level. The responsible conduct of the elected representatives relates to their conduct with their colleagues, teams and the key officials, and public groups who aid them in fulfilling their responsibilities and conducting activities for the decision making (British Columbia, 2020). It is greatly related to their integrity and sense of honesty to propagate the good governance for the public through government officials. Their conduct may alter the ability of the government officials by posing blockades for good governance and creating issues such as:

- Disputes among elected officials on municipal council and regional district board
- Inappropriate behaviour towards staff
- Questionable behaviour at council or board meetings or in interactions with the public
- Conflict of interest violations

Subtheme 1: Power Conflicts

The use of force and power in local governance to create influence is referred to as power politics. Such condition leads to mistrust, power struggles, using the Machiavellian stratagems, using force to gain power, and attempting to balance the power in the premises (Rahman, 2017). Power allows the elected officials to do what they want and to take what they want. According to the interviewee response: "*out of all the budget, 50% is at the disposal of Tehsil Council. Here the issue arises that one tehsil received bigger share of budget and the others did not. The budget gets affected by the political issues. The biggest power at the local level is the financial power and the elected representatives strive to get the bigger shares for their Tehsils which gives birth to conflicts not within the politics but also with the bureaucracy. The behaviour and attitude of elected representatives reflects their struggle for gaining more power and exerting their influence not only on other Tehsils but also the local administration.*" The power conflicts to serve own interests is detrimental to the good governance and also leads to trust deficit.

Subtheme 2: Personal Interests

Personal interests having varying meanings include both the tangible and intangible interests such as monetary benefits, building relations with higher-ups, assuming roles and responsibilities and gaining reputation. It is assumed that the local representatives sometimes further their interests and promote for their interests through the issues to be resolved by the local government in the Councils (Queensland Integrity Commissioner, 2019). According to the interviewee respondent: *"Elected representatives, after gaining power and becoming a part of local government, they tend to serve their own interests whereas public interest id left behind. For example you are the Tehsil member and in the presence of Tehsil nazim who asks for the areas where the development is required, or the location for development, or Nullah works, issues in water supply then the Tehsil members would tend to do development works in their own area and the actual area where there was true need is ignored and stays deprived. They do this because it is their constituency and these people would vote for them in the next elections."*.

Subtheme 3: Interference in Bureaucracy

Politicians and bureaucrats, these two actors are always inseparable and indispensable to each other (Rogger, 2014). There is always governance issues arising through the relationship of these two actors. The interference by politicians widely relates to their influence on the locaql government administration through any means. The influence is overwhelming despite their supervisory role to ensure the smooth functioning of the government (Usang & Salim, 2015). Politicians with their demands and their control over the administration not only create problems for the civil servants to work independently but these demands also slow down the process and make it less efficient. According to the AC Abbottabad, *"whenever we want to conduct any operation in the area, we get immediate calls to either stop our operations or release the people who have been caught. The result is that the innocent always suffers, they would come again to us with the same complaint, we again try to conduct operation and the result is same. This not only affects our performance but also the delay in processes occur leading to our inefficiency."* The job of the civil servants is provided after detailed recruitment procedures, are provided with the trainings and can execute their duties in promoting, demoting or transferring the individuals and therefore, enough space shall be provided to them to conduct their functions and perform their duties. Similarly, the political parties must ensure that no interference is being done on their part

and take strict actions against those who interfere in the working of the government and administration.

Subtheme 4: Misuse of Power

The misuse of power relates to the illegal means used deliberately to meet the aims of gaining more power, to support the political regime or create injustices in the economic and social system. As the misuse and abuse of power is normalized, the deserving are left with no choice but to make deals. It results in the social evils in the form of corruption, nepotism etc. as the politicians are aware of their voters, therefore, they sometimes are willing to abuse their power to fulfill the demands of their voters and electorate.. As per the interviewee's response, *"The local elected representatives often misuse or abuse their power to facilitate their own interests or to serve the citizens in their localities. In this way we are pressurized to work according to their will because of little accountability. This diverts the financial resources towards one locality and resultantly conflict arises between the elected representatives of other localities"*

Theme: Systemic Halts

The systemic halts relate to the shortcomings in the system. The system is not conducive to the effective governance at the local level. This theme was named owing to many shortcomings in the present local government system and the governance machinery at the lowest level in district Abbottabad. This is not an individual factor but is associated with other factors which complement each other such as the infrastructure. All these factors combined can provide an effective environment to the governance process to excel and become more participatory. When the internal problems of the system are not resolved, it is difficult to attract the external actors and resolve their issues. The purpose of participatory local governance is to facilitate the citizens and empower them to take initiatives on their own. The government machinery itself has issues inside, which are crucial to effective running of the system then the participation from citizens cannot be made true.

Subtheme 1: Limited Financial Resources

With the increasing urbanization, growth in population and industrialization the local governments have constraints in the financial resources. The resources available are meager and the demands are huge. As the territorial jurisdiction of the local governments is small therefore, there is limitation on functions and revenue sources (Vazquez, 2011). There is limited freedom and mostly

the orders are followed issued by the provincial or central governments. Therefore, it has made the local governments sluggish in adopting own ways to cater to the changing needs and advancements in the environment and mobilizing the public resources with optimum efficiency for citizens satisfaction. As per the interviewee's response. *"there are limited financial resources. There are two ways for the budgetary provisions i-e from the government and secondly the revenues collected by Tehsil Municipal Administration. The budget from government is used to pay the salaries, 25% reserved for WASA, 5% for beautification, 20% for Municipal Services and 50% is at the disposal of Tehsil Council. As far as the population is concerned it is much greater than the available resources therefore, the issue arises for allocation of financial resources to all the tehsils and one tehsil complaining against other for getting greater shares in budget and allocation of financial resources for the developmental and non-developmental projects"*

Subtheme 2: Lack of Capacity

Nwankwo et al. defined capacity as the capability to perform the assigned tasks efficiently and effectively with consistency and minimal dependence on external resources. The concept of capacity building emphasizes to focus on human resource development, strengthen the local government system through institutional development and enhance communication and co-ordination between the organs of local government. It aids to utilize the resources efficiently and allocate resources in an equitable manner. The capacity building activities aim to increase the knowledge, develop skills and abilities to enhance the employee's performance in meeting the aims and achieve sustainable performance (Vincent & Stephen, 2015). The overall capacity is also reflected in the availability of adequate finance. Without the respective financial resources, governments are not able to perform their assigned functions of policymaking and service delivery. *"The local government of district Abbottabad including the government officials, politicians and the TMA, lacks capacity to deliver. There is lack of capacity in aspects that is inefficient human resources, lack of financial resources, infrastructure is not conducive to the efficient working, the old traditional methods are used due to lack of technical capacity, the administrative capacity for optimal utilization of resources and the decision making capacity. Till we focus on investing the capacity development, the delays and inefficiency will prevail in the local governance structure of district Abbottabad",* said the member of TMA.

Subtheme 3: Lack of Planning and Co-ordination

To make the local governance effective and to incorporate the stakeholder's interests into the planning and implementation process, there is an important step to enhance mutual understanding between various actors that is the government officials, local elected representatives and the members from civil society (Cawley, 2016). The purpose is to review the positive and negative experiences in the planning stages and evaluate whether the implementation was successful, what obstacles were faced. The methods used were efficient or not and what are the gaps in achieving efficiency. The target areas of intervention through training are identified. What are the common practices that bring success and what caused the failures? Institutional structures and support is required for effective planning, co-ordination and co-operation. As per the AC of Abbottabad, *"The planning at local level does not involves all the stakeholders where minimal input is taken from the citizens and whatever is suggested by the elected representatives creates conflicts between us and them. Therefore, we sometimes have to take steps without their co-operation".* As per the ex-Nazim of Tehsil Abbottabad, *"Due to lack of co-ordination between the elected representatives and the bureaucratic officials, some tasks have become repetitive in nature which leads to wastage of the resources. Similarly, lack of co-ordination at our part with the local citizens also leads to the dissatisfaction and mistrust of citizens in us"*

Theme: Bureaucratic Setup

A bureaucratic institution operates on a structure of impersonal rules, has a hierarchy of authority, where employees follow rationally determined rules and procedures. Obedience ensures their job security and promotion to the next level in the hierarchy. The key features of Henry Fayol's design of modern bureaucratic business organization are: "division of work; authority; discipline; unity of command; unity of direction; subordination of individual interests to the general interest; remuneration; centralization; scalar chain (line of authority); order; equity (equal justice for all); stability of tenure of personnel; initiative; and esprit de corps (building of a culture of harmony and unity)" (Wren & Bedeian, 2009). Bureaucratic setup in Pakistan is characterized by strict following of the rules and procedures, and the services are offered in the rigid system which is highly inflexible. The challenges posed by the bureaucratic system at the local level are explained below:

Subtheme 1: Complexity of Rules & Procedures

For bureaucracy to work efficiently, there are written rules and regulations in black and white to guide the behaviours of the officials. The nepotism and favoritism is discouraged through consistent and strict application of rules and procedures so that no one receives favorable treatment on account of others. Uniformity and predictability is achieved through formal rules and procedures but can lead to red-tapism in case of excessive rules and lengthy procedures. These rigid rules slow down their response in case of changes in the external environment and conditions. In addition, when left with no space to deviate from the rules, the employees may get frustrated becoming more defensive and indifferent to the needs of the people who deal with them. The bureaucratic system in district Abbottabad is no different. The officials cannot deviate from the laid down rules and procedures and hence, take long time in response which leads to distrust of public and elected representatives in the bureaucracy.

Subtheme 2: Trust Deficit

The ability of the government to deliver services, maintaining the economic growth and resolving the issues efficiently build trust of the citizens in their governments. The street level bureaucrats give the government experience to the citizens. Therefore, they have an important role in building trust of the citizens. Citizens and elected officials who maintain high levels of trust in public administrators are provided with more discretionary authority and less direct oversight (Marlowe 2004). The policy programs can be successfully implemented if they gain public support (Miller and Listhaug 1990). Trust must stay above some minimal level if public policy programs are to continue to function (Houston et al. 2016). Public administration has public trust at its heart as several issues can be addressed such as conducting accountability, discretion, co-operation from the citizens and compliance with the laws. Therefore, a lack of trust is a disturbing phenomenon. Where there is trust deficit whether trust of public in bureaucracy or the trust of elected representatives in bureaucracy and vice versa, then the good governance is not possible. It is due to the fact that it is related to other phenomenon.in the current scenario, the elected representative do not confide trust in bureaucratic officials and vice versa which is why they interfere in each other's work. As per the ex-Nazim Abbottabad, "*we think that the delaying tactics are adopted by the bureaucracy and they tend to solve the issues of those who are privileged and to protect themselves from transfers they do not say No to them. How can I trust a person who puts his*

interest before the interest of the public" Similarly, the AC of Abbottabad, in his response opined that: "*Whenever we try to conduct operations which is targeted at solving the issues, the elected representatives come in our way which hinders our performance so we cannot trust them*".

Subtheme 3: Rigidity and Limitations of System

The processes in public sector are characterized with the bureaucratic rigidities. It is found by the researchers that the formal procedures both the paper and rule based occupy the bureaucracies all around the globe (Roy, 2013). Such processes increase the chances of predictability and stability in bureaucracy (Jeston & Nelis, *et al,* 2008). Furthermore, it brings order and smoothens the operations through cost reduction (Wirtz & Daiser, 2015). The strict rules are followed along with the notion that rules are also restrictive. Anything which is not available in the rules is avoided and the interactions are made formal leaving no space for informal interactions. Strict hierarchy is followed making the top management more authoritative in nature and the employees mostly agree to their point of view avoiding any negative remarks in their annual appraisals and evaluations. There is limited communication and idea sharing is restricted to the higher ups only. It is wrongly perceived that the lower tiers in hierarchy does not possess knowledge to pose suggestion and promote their ideas.

According to the TMA official *"We must act according to procedures and follow all the steps. No matter how fast we are, people think that these are the delaying tactics, or they are very slow in working. But the issue is we must act according to the proper procedure. We cannot skip any step to speed up the procedure. For instance, in the processing of simple bill it passes through hands of 4-5 offices and then it will be approved or rejected. Secondly, people come and ask for the budgetary provisions for any kind of work and expect that it will be done instantly whereas we must look for the procedures, the funding and the approvals etc. Our system is very rigid, and we cannot improvise on our own as we have to stick to the rules"*

Theme: Traditional Channels of Participation

Participation relates to the citizens voice in policy choices. It is expected of the citizens to press their demands to alter the policy making process and implementation. Participation takes several forms including meetings at community level, citizen advisory committees etc. The traditional forms of participation are mostly the face to face meetings and the ways where feedback is received from citizen. The purpose of such participation is to inform, gather information, consult and get

feedback. In the stronger democracies the higher levels of participation are ensured to empower the citizens to take control and play major role in decision making. The forums for citizen participation in Abbottabad are mostly traditional with the aim of informing and consultation. It includes one window operation to gather information and facilitate the citizens to bring forward their issues and lodge complaints. Assembly Hall meetings which are called before implementation of the policies. People from all walks of life are welcomed, debates are conducted, and their concern are taken into consideration. This falls into the stage of consultation. Similarly, there is local jirga system where the people come together and discuss their issues among themselves and then convey to the government through notable personalities or through elected representatives. In addition, there are local government ambassadors to engage the youth. They travel to different towns and villages to gather information and pass it on to the government to make informed decisions. Furthermore, Khuli kacheri is conducted every week to interact with the local people and note their key concerns in their localities and how to address them.

Theme: Online Channels of Citizen Participation

As the world is moving towards e-governance and ICT has been incorporated by many governments across the world, this has led to the change in forums for citizen participation. With the increasing accessibility to the internet and as the civic awareness is spreading, people have adopted online forums to communicate with the government and participate in the local governance as well. People now vote through e-vote, participate in idea creation, exchange their opinion and viewpoint, engage with the government through online modes (Schmidthuber, Hilgers, Gegenhuber & Etzelstorfer, 2017). As per the respondents from TMA, Abbottabad, Assistant Commissioners and the ex-Nazim there are different online forums for participation where the citizens can not only lodge their complaints, but also suggest the local officials to increase their efficiency, facilitate them in conducting their operations and support them in different initiatives. Citizen Portal is the major online platform where the citizens can highlight their issues which are addressed and responded within two weeks by the government officials and it also measures the satisfaction level of the citizens. Another forum presented by the administration of Abbottabad is the online Khuli kachahri where any citizen can come in direct contact with the higher officials of the Abbottabad and discuss their issues with them through social media platforms. The date of the kachahri is disseminated earlier through different modes

so that a vast majority can be engaged with the officials. Apart from this, right to information act is strictly implemented in district Abbottabad to facilitate the citizens. These forums are more likely to be of information and consultation as suggested by Bishop & Davis, (2012). These types of citizen participation allow the citizens to hear and to be heard. As the government tends to disseminate information and get feedback from the citizens.

Theme: Responsiveness

All over the world and in most democratic societies, the governments are very responsive to their citizens so that they may influence the policy making and implementation (Sjoberg et al., 2017). There are two perspectives in defining responsiveness the outcome-oriented and process-oriented. The former relates to the degree to which the government is altering the policies and public administration as per the change in public opinion (Baumgartner & Jones, 2010) whereas the latter relates to the consideration of the needs and demands of the citizens in the policy making process (Burstein, 2003).

It represents the willingness of the elected representatives a swell the government officials to respond to the needs, requests and complaints of their citizens. Where the role of elected representatives is considered it is how they convey and portray the demands of the citizens to the decisions and policy makers. As the role of government officials and bureaucrats is considered, it is their response behaviour to the complaints and requests of the citizens.

It is a popular notion that the elected representatives and bureaucrats are unresponsive which is mainly due to the enlarged social distance gap between the ordinary people and the elected representatives and bureaucracy (Bratton, 2012). This makes the citizens uninterested in the local politics and they try to solve their problems on their own. According to one respondent who was also the ex-Nazim of Tehsil Abbottabad stated that: *"Although we provide enough space to the locals to come to us with their problems, but due to the difficulty in access to those at the top positions makes the citizen realize that they can never press their demands directly. Even, if they present their demands due to our limited capacity, we cannot satisfy each demand and the locals think that we are either unresponsive or adopting the delaying tactics"*. This signifies the importance of this factor and I took it as a full-fledged theme as it greatly influences the citizens for either participation or distancing themselves from the public arena. The subthemes under this are explained below:

Subtheme 1: Facilitation by Bureaucratic Officials

The involvement of the citizens in local governance machinery is highly impacted by the bureaucratic behaviour. Citizens involvement can be realized through NGOs, elected representatives or the pressure groups. The citizens will push for participation at the individual level when their greater interests are at stake. At the same time, they are power-less and lack the expertise to face the bureaucratic regulations, procedures and hierarchies. Their effectiveness in the participation practices is decreased and not given importance by the bureaucracy if being promoted at individual level (Yang & Callahan, 2007). However, if the bureaucratic responsiveness is good in terms of responding to the needs and complaints of the citizens, then more citizens at individual levels will tend to participate. According to one of the respondents who is serving as Assistant Commissioner Abbottabad, stated that: "*We have adopted open door policy and citizens are welcomed all the time to convey their issues to us. People from all the nearby villages come to us for pressing their complaints. Furthermore, every week the deputy commissioner along with assistant commissioners hold the Khuli katcheries in the far-flung villages to facilitate the local people. However, sometimes, the behaviour of the citizens is such that it wastes the precious time. This is due to the strict policy of the current government not to engage in any coercive mean and to promote the participation at local level. Some citizens come with illogical complaints, but we still have to listen to them because of the policies. So, the space for participation is wide enough but sometimes the sensitive boundary is crossed, and they waste the time of officials".* The facilitation provided by the bureaucratic officials is enough to promote the participation of citizens. However, controlled participation must be allowed to prevent the drainage of any resources.

Subtheme 2: Satisfaction with Service Delivery

Services are defined as the performance, process which is aimed at solving problems (Akinboade, Kinfack & Mokwena, 2012). The services that cannot be provided in the private sphere are provided in the public sphere which vary from country to country and from city to city. The activities of the local government in public domain is considered as the public service. Where the British system is followed, the municipalities are considered as the principals in delivering services at the local government level. They are the agents of providing the basic services. The public/citizens expect to get the highest level of satisfaction from the services received. Thus,

citizens satisfaction is synonymous with the public expectation as well as the performance of the government. Higher the degree of the satisfaction of citizens from the service delivery, higher is the probability of their participation in local governance issues. According to the representative of TMA, Abbottabad: *"We have limited resources and we receive hundreds of complaints daily. The nature of urgency and the domain of our agency is the main area to attend to the complaint. We receive many complaints which are not in domain. As those complaints are not processed then the citizens demonstrate their anger towards us and claim that our performance is not up to the mark and complain it to the higher ups. They even complain on the citizen portal and display their dissatisfaction towards us not understanding the nature of complaints. Similarly, due to limited financial resources, as we only get 20% of the budget and the revenue collection is very low, so all the complaints cannot be addressed which adds to the increased dissatisfaction level among citizens. However, to promote for participation of citizens we offer one-window operation to limit the time and resources consumed"* The satisfaction of the citizens is essential to participation but it is also to be noted that the enough knowledge is possessed by the citizens regarding the jurisdiction and functions of the organisations where the complaint is being made.

Subtheme 3: Ease of Access

The accessibility relates to the information available to the citizens and their understanding of where to complain, what is the procedure and the management of the complain including the timeframe, progress and the results. It also includes the assistance received to lodge a complaint (Dr. Latif, 2010). The ease of access is directly related to the responsiveness and ultimately the satisfaction levels with the performance (British Standards Institute, 2020). The accessibility to the government officials is made easy in district Abbottabad. As per the respondent of Tehsil Municipal Administration Abbottabad, *"We have initiated one window operation for our citizens to lodge their complaints easily. We receive daily complaints and we have set minimum time of seven days to respond to the complaint and the informed decisions are taken within this time period."* As the citizens have easy access then they will be more responsible citizens considering other factors also present leading to more participation from the citizens.

Theme: Civic Awareness

Civic awareness relates to be aware of the moral and civic responsibility and acting accordingly for the betterment of the society. It involves encouraging the citizens to participate in the local

issues and meetings. This makes the citizens more competent in learning policy issues, debating the issues and more engaged in local affairs and hence feel more responsible (Michels & Graff, 2010). If the citizens don't know about their rights, the issues of their localities and are ignorant to the procedures of conveying g demands to the higher ups, they will never be motivated to take initiatives on their own and participate in the local affairs. This theme is significantly important as it is the main motivator for citizen participation and engagement. The various subthemes which actually contribute to civic awareness are explained below.

Subtheme 1: Education and Awareness

Education is most basic predictor of the citizens participation. Those who are educated are more aware about their voting behaviour, it is important for both men and women and is essential for civic engagement. The citizens with educational backgrounds are more productive for democracies as they are aware of their possession and know how to use their civic skills (Fuseini, 2014). Educated people are more aware of the civic issues. The civic awareness is improved with the increased educational levels. The awareness regarding political process and political efficacy is enhanced if people are more educated. According to one of the respondents, professor at COMSATS University, Abbottabad, "*People are more educated now and are aware of their civic roles and their responsibility is to spread awareness in the society to make it more inclusive and engage them in the local governance affairs to create greater impact*". The ex-Nazim of Abbottabad stated that: "*People are politically more aware now but the participation from women is very less. Therefore, it is our responsibility to bring the women at the forefront by making them aware of their civic rights and only they themselves can bring their issues forward*".

Subtheme 2: Value of Public Interests

Public interest is defined as the considerations which affect the good order with the aim of citizens welfare, the purpose is to add value and benefit to the society. The concept is mostly associated with the government officials and the elected representatives. But this notion is being used in other arenas as well. The people tend to be more materialistic and think of their private interest. They tend to participate in those activities which will affect them, and their interests are at stake. The notion is to think of the public interest and value it. The concept of selfishness is to be left behind. According to one of the interviewees who is a professor at COMSATS university, Abbottabad, stated that: "*Many of our problems are because of us, as we are more selfish now. We think and*

act for ourselves whereas we need to take stand for all and give voice to the more vulnerable and underprivileged. We need to organize ourselves for the betterment of the whole society of Abbottabad not just ourselves. This is possible only if we are sensitive to the issues of others and take steps to press demands on the elected representatives and the government officials to value public interest at large. We need to make ourselves aware that public interests are above the private interests and only then we will be able to develop our society" The sense of Valuing the public interests motivates the people to participate in the local affairs.

Subtheme 3: Ownership

As the local government provides opportunities for the citizens to participate in the local affairs, it is beneficial for the government too. The citizens are more informed of their issues and can provide quality information for the planning and execution of policies. Potential issues can easily be identified. The values, aspirations and needs of the community will be better portrayed if the citizens have sense of ownership for these local issues (Cuthill, 2010). The broad-based ownership of societal issues is essential to solve the complex issues and will also entail the societal support to the government decisions. Furthermore, the civic awareness develops the sense of ownership which then leads to more responsible behaviour and increased participation. According to the respondent from COMSATS University, Abbottabad: *"We need to act as more responsible citizens especially the educated ones as we are in better position to convey the issues to the local government which is possible only if we own our problems, we own our people and treat them equally as ourselves."* Hence, sense of ownership to the local issues, local people is must to become more responsible citizens and for the benefit of the society at large.

Theme: Good Governance

Governance is defined as "*the sum of the many way's individuals and institutions, public and private, manage their common affairs*" (Commission on Global Governance, 1995). It is a continuous process through which varying interests are articulated through actions of accommodation and co-operation. Good governance relates to maximizing the public interest through administration process (Keping, 2018). There are several factors that contribute to good governance. If good governance prevails, citizens will be motivated to participate in local affairs. According to the respondent from COMSATS University Abbottabad and the Assistant Commissioner Abbottabad stated that: *"If we provide good governance opportunities and starting*

simply from being more responsive and adopting strict accountability measures then the citizens will be more willing to participate in the local government machinery". The subthemes identified are explained below.

Subtheme 1: Strong Check and Balances

The check and balances are to ensure that the potential of elite to control and oppress the masses is diminished (Holcombe, 2018). There are different ways to maintain the system of check and balances to facilitate the citizens and keeping a check on local government machinery. Voting is one of the mechanisms to hold the elected officials accountable but other mechanisms are also available such as freedom of speech and press, legal aid, ombudsman protection, competitive bidding and auctions, effective procurement, independent audits, law enforcement, public reporting etc. These actions contribute to good governance and ultimately influences the active participation of citizens in local government. As per the interview with TMA Official: *"there are strong checks and balances on us as per the local government act as we intend to serve the people of Abbottabad. We are sitting here to facilitate them. The checks have made us more accountable and thus we contribute towards attracting the citizens to keep an eye on our actions as well".* As the accountability procedures are made strict, people are satisfied and become more active to engage in local affairs.

Subtheme 2: Transparency

Transparency implies openness and public insight in working of the government and administration. As the governments become transparent then, the citizen trust can be built. Transparency and accountability are intertwined together as one complement another. They are key to trust of citizens in the government officials. More the government provides information to the citizens about its actions and inactions, more transparent is the government (Porumbescu 2015). The respondent from TMA, Abbottabad stated that: *"The local government Act of KPK and the Constitution of Pakistan has the provision of Right to Information and we respect this a lot. Any citizen can come to us or write to us regarding the information needed for any specific project in progress or completed, we are bound to give information in fifteen days. We tend to become transparent in our actions."* More the citizens are satisfied with the government's transparency they are more likely to participate in local affairs.

Subtheme 3: Trust in Government Officials

The government creates impact on the lives of citizen through service delivery to develop trust (Bouckaert, 2012). Trust in government officials implies that the citizens confide in their governments of doing the right things and honest in acting appropriately in the public interest (Porumbescu 2015). The importance of the citizens trust lies in the relationship quality between the government and the citizens. Performance of the government is reflected through its efficient service delivery which reflects the satisfaction level and trust of public in the government. Theorists have argued increased public service performance is complementary to building the trust in government officials. One of the interviewees from the bureaucracy stated that: *"as the citizens are satisfied with our performance and responsiveness, they build a relationship of trust with us which not only promotes sense of participation in them but it is also helpful for us as they become advocates for our functions and activities. They also reciprocate facilitation for us. So it is very important to build a trustworthy relationship between us and the citizens".*

Findings

A detailed explanation and discussion on the broader themes and subthemes are done along with the support from the literature. All the research questions are addressed. The RQ1 is answered and the issues and challenges are identified. The issues are faced in the system such as limited financial resources, lack of capacity, lack of planning and co-ordination. The challenges faced are from the elected representatives as they serve their personal interest, power conflicts, intervene in the working of bureaucracy and the misuse of their authority. Similarly, the challenges posed by the bureaucracy are complexity of rules and procedures, trust deficit, rigidity of the system. The power conflicts to serve own interests is detrimental to the good governance and also leads to trust deficit. It is also observed that the local representatives sometimes further their interests and promote for their interests leaving the larger interests for the benefit of the public behind which leads to distrust in the elected representatives and politics. Similarly, politicians with their demands and their control over the administration not only create problems for the civil servants to work independently but these demands also slow down the process and make it less efficient. Moreover, the system is not conducive to the effective governance at the local level. The purpose of participatory local governance is to facilitate the citizens and empower them to take initiatives on their own. The government machinery itself has issues inside, which are crucial to effective

running of the system then the participation from citizens cannot be realized. Bureaucratic setup is characterized by strict following of the rules and procedures, and the services are offered in the rigid system which is highly inflexible. This creates obstacles in the access to service delivery which leads to trust deficit in the government officials. Similarly, there are several forums identified for citizen participation which addresses the RQ2. The online modes and traditional methods of participation are recognized. The forums for citizen participation in Abbottabad are mostly traditional with the aim of informing and consultation. It includes one window operation, Assembly Hall meetings, local jirga system where the people come together and discuss their issues among themselves and then convey to the government through notable personalities or through elected representatives, local government ambassadors and the Khuli kacheris. Citizen Portal is the major online platform. There is online Khuli kachahri where any citizen can come in direct contact with the higher officials of the Abbottabad and discuss their issues with them through social media platforms. The date of the kachahri is disseminated earlier through different modes so that a vast majority can be engaged with the officials. The factors identified that affect the active engagement of citizens are perception of good governance (strong check and balance, transparency and trust in government officials), responsiveness (includes facilitation by bureaucratic officials, satisfaction with service delivery and ease of access) and the civic awareness which relates to the education and awareness, value of public interests and ownership. It can be related to the quantitative results. The current study reveals that responsiveness is the major factor which has positive direct relationship with the participation of citizens. It is also found out through the qualitative analysis that the responsiveness is one of the key factors that ensures the participation of the citizens. The factor of responsiveness is explained in terms of ease of access to the government services, satisfaction of the citizens from the public services and the facilitation by the bureaucratic officials. Literature also suggests that with the increased responsiveness, citizen satisfaction level can be increased which leads to their trust in the government and ultimately greater participation in the local government affairs. The second factor Legitimacy also has direct positive and significant relationship with the citizen participation. It is one of the leading factors of good governance. The legitimacy of the government is enhanced through the good governance practices in terms of strong check and balances and transparency in the procedures. Inclusion of the citizens also leads to enhanced citizen participation as suggested by the regression results where they are positively related with great significant values. Furthermore, the civic awareness is

not in significant relation with the citizen participation as per the regression results, but it is revealed in the qualitative analysis that it is also an important factor to participate in local governance. Civic awareness makes the citizens more competent in learning policy issues, debating the issues and more engaged in local affairs and hence feel more responsible. If the citizens don't know about their rights, the issues of their localities and are ignorant to the procedures of conveying g demands to the higher ups, they will never be motivated to take initiatives on their own and participate in the local affairs. It is evident from the interview results that civic awareness is necessary to engage the citizens and encourage them for participation whereas the survey results state that the civic awareness is not a major factor that hinders their participation at local level. As the effect of citizen trust is examined, it is found that the responsiveness is the prominent factor that increases the citizen trust in government which ultimately leads to the citizen participation and the effect of other factors is diminished. Trust can be built through adopting the good governance practices. As the practices of good governance includes legitimacy, increased responsiveness, transparency, and provision of proper information about the services offered, they all lead to building citizen trust in government.

CHAPTER 5

DISCUSSION ON PARTICIPATORY LOCAL GOVERNANCE

Participatory local governance is the democratic mechanisms adoption to incorporate the citizens in the decision making and implementation of policies at the local level (Chapter 2). There are several actors that work together through co-operation to create an impact on increasing efficiency and responsiveness. The purpose is to bring the government closer to the citizens and facilitate them. The one of the major actors in participatory local governance is the Citizens as discussed in Chapter 3. The participation from citizens is pivotal to increase efficiency and effectiveness at local level. The concept of citizen participation has developed over time and is defined as the involvement of the citizens in decision making and policy implementation activities with the aim to create influence on the choices under consideration and the choices made as discussed in Chapter 2. The efficiency of local government is enhanced through citizen participation (Gaventa & Barret, 2012). There are several factors that affect the citizen participation which was analyzed to address the third research question (Chapter 3). Mixed method was used where the interviews were conducted along with the surveys. Interviews were conducted from the bureaucratic officials, elected representatives, and the academicians to dig deeper into the factors affecting citizen engagement in Tehsil Municipal Administration Abbottabad and citizens opinion was gathered through survey. The survey results support the factors identified in the interviews.

According to the World Bank Group Report, 2020 on engaging Citizens at the policy formulation level there are different options available to engage the citizens which include the consultation, collaborating with the citizens through private-public partnerships, adopting mechanisms of addressing grievances and empowering the citizens to monitor the implementation processes etc. this study also revealed that various online and traditional methods are followed in district Abbottabad to engage and promote for the citizens participation (Chapter 4). However, the participation is more of informing and consultation level in the district. The report (World Bank Group Report, 2020) also discusses the factors that act as catalyst to further the cause of citizen participation. According to the report the major enablers are the access to information, capacity of the government organisations and the knowledge management both by the government and the citizens. In my study, it is revealed that the issues are faced in the system such as limited financial resources, lack of capacity, lack of planning and co-ordination (Chapter 4). I have also found in

the study (Chapter 4) the factors that affect the active engagement of citizens through are perception of good governance (strong check and balance, transparency and trust in government officials), responsiveness (includes facilitation by bureaucratic officials, satisfaction with service delivery and ease of access) and the civic awareness which relates to the education and awareness, value of public interests and ownership.

There are numerous factors that affect the citizen participation as discussed in Chapter 3. The current study also reveals that responsiveness is the major factor which has positive direct relationship with the participation of citizens. It is also found out through the qualitative analysis that the responsiveness is one of the key factors that ensures the participation of the citizens. The factor of responsiveness is explained in terms of ease of access to the government services, satisfaction of the citizens from the public services and the facilitation by the bureaucratic officials (Chapter 4). Literature also suggests that with the increased responsiveness, citizen satisfaction level can be increased which leads to their trust in the government and ultimately greater participation in the local government affairs (Chapter 2). The second factor Legitimacy also has direct positive and significant relationship with the citizen participation. It is one of the leading factors of good governance (Chapter 2 & Chapter 3). The legitimacy of the government is enhanced through the good governance practices in terms of strong check and balances and transparency in the procedures. Inclusion of the citizens also leads to enhanced citizen participation as suggested by the regression results where they are positively related with great significant values. Furthermore, the civic awareness is not in significant relation with the citizen participation as per the regression results, but it is revealed in the qualitative analysis that it is also an important factor to participate in local governance. Civic awareness makes the citizens more competent in learning policy issues, debating the issues and more engaged in local affairs and hence feel more responsible (Chapter 3). If the citizens don't know about their rights, the issues of their localities and are ignorant to the procedures of conveying g demands to the higher ups, they will never be motivated to take initiatives on their own and participate in the local affairs. It is evident from the interview results that civic awareness is necessary to engage the citizens and encourage them for participation whereas the survey results state that the civic awareness is not a major factor that hinders their participation at local level. As the effect of citizen trust is examined, it is found that the responsiveness is the prominent factor that increases the citizen trust in government which ultimately leads to the citizen participation and the effect of other factors is

diminished (Chapter 4). Trust can be built through adopting the good governance practices. As the practices of good governance includes legitimacy, increased responsiveness, transparency, and provision of proper information about the services offered, they all lead to building citizen trust in government. It is necessary for the local government to establish their legitimacy to enhance the trust so that the citizens behaviour can be more responsible and aid in implementation of the policies and projects of the government (Chapter 3). The concept of trust does not only incorporate the trust in government officials but expands to the elected representatives as well. It is comprised of numerous factors such as the promises made and kept by the elected representatives, how the issues are overcome and the elected representatives are mindful of their mistakes committed, the experience of services received not only by the individuals about their friends and families as well, the behaviour of the staff of the government offices, quality of the services and the leadership to involve citizens at the implementation stage. The trust in government can be built through good governance such as being more transparent in its affairs and providing information to the public of all the projects undertaken, use of resources etc., be more responsible and responsive to the needs and demands of citizens, making the elected representatives accountable and responsive. The relation of trust and mutual understanding is to be built between the citizens and the bureaucratic officials especially the street level bureaucrats. The results suggest that the citizens trust in the TMA is not appreciable and needs to be strengthened through the good governance practices.

The TMA officials suggest that the civic awareness in the citizens is not remarkable which needs to be enhanced to overcome the issues and build trust in the public officials and elected representatives. One of the major aspects is the sense of ownership and the value for public interests. The sensitivity towards the sufferings of the others will increase the concern for public interests ultimately taking more active participatory role in the local governance to benefit the society at large.

It can be deduced that the factors which affect the active engagement of citizens are perception of good governance, responsiveness and the civic awareness which relates to the education and awareness, value of public interests and ownership.

Strengthening Participatory Governance at local level and in the regions where the concept is new, several issues and challenges are faced. As per the Report of African Centre for Citizenship and Democracy, 2007 highlighting the issues of Participatory Governance and the state of citizens in

Africa, state that the conduct of the politicians and the government which is more authoritative in nature and the inefficiency of administration is the key challenge following the old procedures and show resistance in adopting new ways to facilitate the citizens. Similarly, the citizens trust and cumbersome procedures are the hurdles in way of effective participatory governance. The key issues and challenges are highlighted in this study (Chapter 4). The international reports have highlighted the similar trends. For instance, the challenges faced are from the elected representatives as they serve their personal interest, intervene in the working of bureaucracy, lack of knowledge and awareness and the misuse of their authority. Similarly, the challenges posed by the bureaucracy are complexity of rules and procedures, trust deficit, rigidity of the system.

It is concluded that the unless the issues and challenges faced by the actors of participatory local governance are not resolved, the essence of good governance is merely a dream. Similarly, the citizen participation is crucial to the good governance which is promoted only when the basic issues and challenges in the governance machinery are overcome.

CHAPTER 6

CONCLUSION AND RECOMMENDATIONS

The aim of this research study was to analyse the issues and challenges to participatory local governance in Abbottabad and what forums are available for citizen participation and to assess the factors affecting the citizen engagement in local government. As per the findings of the study, and data gathered through mixed methods various issues and challenges have been identified. RQ1 and RQ2 were addressed through qualitative analysis by conducting the interviews from the relevant stakeholders mentioned in Chapter 3 whereas RQ3 was addressed through mixed method approach where interviews were conducted from related stakeholders along with the survey from the citizens of Abbottabad.

The issues and challenges can be categorized in broader themes. The issues are faced through the systemic halts' setup such as limited financial resources, lack of capacity, lack of planning and co-ordination. The challenges faced are from the elected representatives as they serve their personal interest, intervene in the working of bureaucracy, lack of knowledge and awareness and the misuse of their authority. Similarly, the challenges posed by the bureaucracy are complexity of rules and procedures, trust deficit, rigidity of the system. Similarly, there are several forums identified for citizen participation in terms of online modes and traditional methods of participation. The factors identified that affect the active engagement of citizens through the mixed method approach are perception of good governance (strong check and balance, transparency, and trust in government officials), responsiveness (includes facilitation by bureaucratic officials, satisfaction with service delivery and ease of access) and the civic awareness which relates to the education and awareness, value of public interests and ownership. Furthermore, it is found that the citizens lack trust in the government despite their awareness. It is confirmed through the quantitative analysis that citizens of Abbottabad regard responsiveness as the most important factor to participate in the local governance.

The Local Government Act KPK 2013 is the guiding mandate to support participatory governance in district Abbottabad. It is found that all the necessary provisions are present in the Act to ensure the citizen participation and defines the limits of the local government as well. However, in reality it is not implemented in true essence due to several issues in the system and challenges posed to the local government. Furthermore, the citizen participation is not up to the mark which also affects

the efficiency of the local government. It is essential to implement the rules and regulations as per the Act to avoid disparity and increase efficiency and effectiveness.

The significance of the study lies in its investigation of the issues and challenges to participatory local governance in a developing country. There is literature available on the relation between local government and citizen participation. Here, the opinions of all the actors of local governance have been incorporated in the study which are the elected representatives, bureaucratic officials, members of TMA and the citizens. This has filled the research gap by investigating the issues and challenges faced by the inclusive/participatory local governance in Pakistan. Furthermore, this study has added to the literature on participatory local governance which has been explored at the local tehsil level. This study also provides room for the future research where the deeper investigation of each theme can be done. Similarly, the forums available for the citizen participation can be assessed more deeply and evaluation of these forums can also be done to measure their impact. Furthermore, the research is limited to one district and TMA only so the results cannot be generalized. Therefore, a detailed research can be conducted across all the districts of Pakistan to increase generalization.

Recommendations

Based on the findings and conclusion of the study, the following recommendations are made.

To overcome the issues from systemic halt:

- Provincial government may amend Local Government Act to permit TMA to raise additional revenues as they deem possible and practical.
- Enhance the capacity by addressing the gaps in capacity and then do informed interventions to fill the gap and increase the efficiency of the local machinery.
- Maintain transparent and open communication with all the stakeholders. Share information on all relevant issues such as budgets, funding requirements, available funding opportunities, limitations etc.
- Organize frequent coordination meetings for all stakeholders and facilitate joint supervision visits in Tehsils.
- Build goodwill and trust through personal and organisational competence between the elected representatives, civil society and the bureaucratic officials.

To address challenges posed by Elected Representatives:

- There shall be independent monitoring body to check the balance of power between the elected representatives at local level. The body shall be responsible for mediating the conflicts that arise between the elected representatives.

- Promote national integration at local level to generate the patriotic sentiments and show association with public and nation's interest.

- There shall be more discussions and conscious awareness on code of ethics and serving the local interest.

- Ensure that meritocracy and transparent election of representatives is done and those involved in illegal means shall be punished severely to make an example for others to follow.

- Keep strong check and balances on the functioning of elected representatives and promote the transparency to lessen the influence and interference of elected officials in the bureaucratic setup.

- To control the misuse of power, strengthen the autonomous bodies to conduct strict accountability of elected representatives. The process shall be made clear and the obstacles in the way of accountability procedures shall be removed.

To address challenges posed by bureaucracy:

- Serious reforms are needed to make the bureaucratic system easy. The lengthy procedures for approvals may be cut short by using the digital platforms available. It will not only enhance the service delivery system but also increases the efficiency of the system.

- To control the misuse of authority both by the bureaucratic officials and the elected representatives, it is suggested to digitalize the system and increase the interactions and face to face meetings. With the digitalization, transparency can be ensured, and abuse of power can be controlled.

- The usage of simple language and the availability of rules and procedures in multiple languages can be another way to improve the ease of access for the citizens.

- Trainings programs for the bureaucratic officials to cater to the indigenous requirements shall be arranged. Equip them with technical and administrative skills to increase the effectiveness of bureaucracy at local level.

- Increase the strength of skilled and professional human resource at local level to decrease the pressure on officials.

To overcome the issues faced by citizens:

- Make the access of citizens to the TMA officials, bureaucracy, and the elected representatives easy to encourage citizens to take interest in local issues.

- Ensure the timely and quick response from the bureaucratic officials and TMA officials to timely address the issues of citizens.

- Conduct monthly seminars in universities to educate the students and make them aware of the importance of citizen engagement and build a sense of ownership in them.

- Create an interactive platform to provide citizens and stakeholders with key information, bring together the various actors involved in local governance to exchange their opinions and discuss the potential issues to press demands on the local government officials.

- Empower citizens to demand accountability from elected leaders, and ensure equitable distribution and provision of goods and services

- Conduct deliberative walks which educates students and citizens about deliberation and for deeper citizen engagement in local governance.

- Enhance the relationship between the citizens and the local government officials to build trust through timely response and facilitation.

- Make the processes transparent and disseminate public information to promote the trust in government and strengthen the relationship between all the actors of local governance.

- Government may enhance the capacity of civil society organisations to support for the citizen participation, raise civic awareness.

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Summary of Literature on Participatory Governance

Author, title and year	Theory/ Concept	Research design	Strand of literature	Subject and study area	Main results
Ackerman, J. (2004), ''Co-governance for accountability: beyond 'exit' and 'voice''"	Principal Agent Theory, Rational Choice Theory	Review of five case studies	Democratic Decentraliz ation	Participatory Budgeting and Social Development Programmes and their audit in Brazil, India, Mexico, United States	The best way to tap into the energy of society is through ''co-governance,'' which involves inviting social actors to participate in the core activities of the state
Andersson, K., Gordillo,G. & van Laerhoven, F.:Local governments andrural development.c omparing lessons fromBrazil, Chile, Mexico, andPeru, 2009	New institutional economics; political economy of decentraliza tion	Quantitative analysisbase d on interviews withmore than 1200 mayors,local officials, and farmersin 390 municipaliti es	Self-governance	Participatory developmentc ouncils, municipal planningcoun cils, economic andsocial councils, roundtables/B razil, Chile, Mexico, Peru	The effectiveness of agricultural service provision depends on whether formal or informal participatory governance arrangements are inplace in a municipality. This link is independent of the degree of decentralization in a country.Involving local actors in the design of institutional arrangements for participatory planning, horizontallearning and co-provision of services makes public services more pro-poor. Perverse incentives for corruption, clientelistic practices and paternalistic government structures hinder participatory governance

Andersson, K.P. & van Laerhoven, F.: From local strongman to facilitator: Institutional incentives for participatory municipal governance in Latin America, 2007	Institutional rational choice theories	Quantitative study of a sample of 390 municipalities on the factors that motivate a mayor to invite participation	Self-governance	Municipal planning forums, co-production of services, field presence of staff/Brazil, Chile, Mexico, Peru	Institutional incentives (demand from CSOs, support and supervision of central government) outperform political structure (competitiveness of elections, party structure) and socioeconomic context variables (literacy, level of income) in explaining whether participatory local governance takes place
Altschuler, D., & Corrales, J. (2013). The Promise of Participation: Experiments in Participatory Governance in Honduras and Guatemala	Democratic Participation	Case study of Honduras and Guatemala	Liberal Democracy	Impact of community managed schools on democratic participation in isolated communities in Guatemala and Honduras	Space for communities is created as devolution is promoted. Community empowerment increases the accountability as well as the responsiveness while achieving efficiency which largely depends on local political support
Avritzer, L: Participatory institutions in democratic Brazil, 2009	Development of a theory of participatory institutions	Analysis of the emergence of participatory institutions in Brazil and their current performance in a comparative case study of four cities	Deliberative Democracy	Participatory budgeting, health councils, city master plans/Brazil	Stresses the importance of the context, i.e., political society and civil society characteristics, for the implementation of participatory governance. The institutional design of participatory institutions should be adapted to the context. The interaction between political will and a high level of civil society capacity yields successful participatory governance

Reference	Theory	Method	Concept	Context	Findings
Blair, H.: Participation and accountability at the periphery: Democratic local governance in six countries, 2000	Political economy of decentralization	Review of six case studies to analyze the relation between participation, accountability, and democratic local governance	Democratic Decentralization	Public planning meetings, formal grievance procedures/Bolivia, Honduras, India, Mali, Philippines, Ukraine	Both, participation and accountability are important elements of effective democratic local governance; given central government support local accountability mechanisms can prosper. But, participatory budgeting is neither necessary, nor sufficient to make spending more pro-poor
Coooke, B., & Kothari, U. (2001). Participation: the New Tyranny?	Empowerment, Self Governance	Case studies of Water Resource Usage,	Empowerment	Case studies and comparative studies of various countries	A more thoroughly pragmatic orientation might advance the interests of a transformative participation even further. Pragmatic practices allows for more experimental habits and does away with unnecessary philosophical dualisms that exist in participatory theory.
Davidson, M.: Participatory budgeting, austerity and institutions of democracy, 2018	Deliberative democracy	Examines the implementation and evolution of participatory budgeting in the City of Vallejo, California	Deliberative Democracy	Participatory budgeting in California	Participatory budgeting introduced new decision-making processes to the city and directed expenditures into new programs.

Evans, P.: Development as Institutional Change: The pitfalls of monocropping and the potentials of deliberation, 2004	Deliberative democracy, capability approach; discourse ethic	Review of studies on two cases of participatory governance to analyze the conditions for and the effect of participation on human development	Deliberative democracy/ empowerment	Participatory budgeting, village planning meetings/ Brazil, India (Kerala)	Participatory governance mechanisms must be socially selfsustaining and overcome the political economy and the growth problem. Participatory budgeting in Brazil has increased cost recovery and expanded public infrastructure. Participation in Kerala goes along with high human development indicators and highly efficient service delivery
Ewens, H. & der Voet, J.: Organizational complexity and participatory innovation: participatory budgeting in local government, 2019	Deliberative democracy, institutional innovation	Examined the relationship between organizational complexity and the adoption of participatory innovation in German municipal government.	Deliberative democracy	Participatory budgeting in 394 municipalities of German state of North Rhine-Westphalia	Organizational size and expert knowledge through participation brings innovation.
Fung, A., & Wright, E. O. (2003). Deepening Democracy: Innovations in empowered participatory governance	Deliberative Democracy	Comparative study of three case studies	Deliberative Democracy	Participatory budgeting, partcipatory planning in Brazil, India, USA	Empowered participatory governance is a form of collaborative governance that distinctively combines popular participation, decentralized decisionmaking, practical focus, continuous deliberation and engagement, and cooperation between parties and interests that

					frequently find themselves on opposite sides of political and social questions.
Heinelt, H. (2018). Governing Modern Societies towards participatory governance	Empowered deliberative democracy	Review of several studies	Empowerment. Liberal Democracy	Various examples of participatory governance/ numerous locations	Heinelt develops a model of different worlds of democratic actions which shows that democratic political systems have to be considered as a complex and broad web of various forms of interest articulation and intermediation as well as decision-making.
Heinelt, H., Getimis, P., Kafkalas , G., Smith, R., & Swyngedouw, E. (2002). Participatory Governance in Multi-Level Context: Concepts and Experience	Democratic Decentralization	Case study of EU	Democratic Decentralization	Analysis of EU Water Supply policy and Eco-Management and Audit Scheme	Inclusive, empowering and transparent participatory mechanism lead to achieve the ideal of sustainability and innovation
Hoppe, R. (2010). The Governance of Problems Puzzling, powering, participation	Framework on Governance Modes of citizen participation	Review of case studies	Deliberative Democracy	Various examples of participatory governance/ numerous locations	New approach to public policy-making as problem processing,
Schmitter, P. C. (2002). Participation in Governance Arrangements: Is there any reason to expect it will achieve "Sustainable and Innovative	Liberal Democracy	Analysis of European Union	Liberal Democracy	Various examples of Participatory Governance and special attention to EU	Participation of individuals and organizations in governance arrangements can not only improve both sustainability and innovation, but also make them compatible with each other.

Policies in a
Multi-Level
Context"?

Wampler, B.: Expanding accountability through participatory institutions: Mayors, citizens, and budgeting in three Brazilian municipalities, 2004	Conceptualization of forms of accountability	Comparative analysis of three cases on the motives for mayors to implement participatory budgeting and its impact accountability	Democratic decentralization/ deliberative democracy	Participatory budgeting/ Brazil (Sao Paulo, Recife, Porto Alegre)	The political environment (municipal council, electoral base, etc.) are important determinants of the mayor's implementation decision. Mixed results on accountability: participatory budgeting increases societal and vertical accountability, but it crowds out the municipal council as a body of horizontal accountability
Winstanley,A. Hepi, M. Baker, V. & Foote,J.: Understanding the impact of democratic logics on participatory resource decision-making in New Zealand, 2016	Grounded theory,	Illustrates how the various "logics" are strengthened, extended and challenged through participatory research methodologies	Deliberative democracy	Participatory decision making in New Zealand	Existing democratic logics for participation can help promote and facilitate new participatory approaches, as well as increase robustness and community buy-in to local government decision-making.

Schedule Interview Guide

Interviewee…………………………………Contact No……………..............................

Email Address …………………………………..……………………………………

The purpose of this study is to examine the issues and challenges to inclusive/participatory local governance. This research aims to explore

1. What are the issues and challenges to participatory local governance in district Abbottabad to enable citizen participation?
2. What spaces have been introduced for citizen participation in local governance to influence implementation?
3. What are the factors that influence active engagement of citizens in local government?

The interview schedule will be using during interviews with elected representatives, Bureaucratic officials, members from Tehsil Municipal Administration Abbottabad and civil society. The interview will take approximately 30 minutes. You can refuse to answer any questions or end the interview at any time. Your responses will be kept confidential, and the results of this study will be aggregated with no reference made to specific participants. Your mailing address is required only in case you would like to receive the summary of the research findings.

Module 1: Participatory Local Governance		
1.1. What are the issues and challenges to participatory local governance in district Abbottabad to enable citizen participation?		
Indicator	**Follow-up questions**	**Specifying questions**
Interviewee's perception of the Participatory Local Governance Interviewee's general attitude about the issues and challenges faced	1.2. Participatory Governance leads to the efficiency of the government. What is your opinion on this decision? 1.3. What is your attitude towards participation processes?	1.2.1. Do you think that participation from citizens has an impact on the effectiveness of local government? YES/NO? 1.2.2. If yes, give examples of cases, initiatives or policies where they have made impact? 1.2.3 Does the local government advocate for more participation from the local citizens and the members of civil society? 1.3.1 To what extent do you facilitate citizens/ members of civil society whenever they come to your office? 1.3.2 What are the main challenges you have faced in your tenure and how you overcame them? 1.3.3 What other factors can you think of that pose as challenges?

Module 2: Spaces for Citizen Participation		
2.1. What spaces have been introduced for citizen participation in local governance to influence implementation?		
Indicator	**Follow-up questions**	**Specifying questions**
Interviewee's perception of the Spaces and Forums for citizen participation	2.2 Are there different levels/forums present to facilitate citizen participation to influence implementation?	2.2.1. Do you value citizen participation? 2.2.2 How the elected representatives respond to the voices and demands of their citizens? 2.2.3 How the bureaucratic officials react to the complaints and demands of the citizens? 2.2.4 Is the environment enabling for citizen participation and which factors contribute to this? 2.2.5 What are the different mechanisms through which citizens can influence implementation?

Module 3: Active Citizens Engagement		
3.1. What are the factors that influence active engagement of citizens in local government		
Indicator	**Follow-up questions**	**Specifying questions**
Factors affecting active citizen engagement	3.2 How the active engagement of citizens can be ensured?	3.2.2 What do you see as the advantages of having an active Citizen Participation for a local government? 3.2.3 What disadvantages can you think of? 3.2.4 What are the various mechanisms for increasing the active engagement of citizens? 3.2.5 What steps are taken by your office for facilitating and enabling citizens' engagement?

Questionnaire

<div align="center">

Cover Letter

</div>

Dear Respondent,

My name is Asma Zahoor, I am a Mphil program researcher in the Department of Governance and Public Policy, National University of Modern Languages, Pakistan. My research aims to study Issues and Challenges to Inclusive/Participatory Local Governance: A Case Study of District Abbottabad.

I am inviting you to contribute in my research. Your participation will take around 25-45 minutes to complete. Participation in this research is voluntary and you may take out at any time. I assure that views expressed in the questionnaire will be treated as secret and will be used for scientific purposes only. I will give you with the consequences of the study if you wish to have them, when the consequences are completed. If you have any queries regarding this project please contact with my email asma.zahoor1@gmail.com, or with my supervisor, Dr. Shahid Habib. Email shabib@numl.edu.pk. Your co-operation in completing the questionnaire is highly valued.

Thank you very much for your participation.

Yours sincerely,

Asma Zahoor

CONSENT FORM

I, the undersigned, declare that I am willing to take part in this research project entitled "Issues and Challenges to Inclusive/Participatory Local Governance: A Case Study of District Abbottabad".

- I declare that I have been fully briefed on the nature of this study and my role in it and have been given the opportunity to ask questions before agreeing to participate.

- The nature of my participation has been explained to me and I have full knowledge of how the information collected will be used.

- I fully understand that there is no obligation on me to participate in this study.

- I fully understand that I am free to withdraw my participation at any time without having to explain or give a reason.

- I am willing/not willing to be identified as a participant in this study.

---   ----------------------------------
Signature of Participant   Date

Issues and Challenges to Inclusive/Participatory Local Governance: a Case Study of District Abbottabad

Instructions to complete the Questionnaire:
- i) **Please fill all the questions and do not leave anything blank.**
- ii) **The questions are in two general formats. (Appendix A & B)**
- iii) **One format requires to circle a choice, for example,**

Married	(Single)	others

- iv) **The second format is based on different scales to select the option, for example:**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

1- Honesty is the best policy.	1	2	3	4	⑤

If you are strongly agreed with the above statement you would circle the number 5.

The following information is concerned about your position and other personal information. Please encircle the appropriate one.

1.Gender	Male	Female	Others		
2. Age (in years)	20 – 29	30 – 39	40 – 49	50 - 59	60 & above
4. Your organization	Public	Private	Others		
5. Current Job Title	Government Employee	Businessman	Entrepreneur	Private Job	Others
7. Qualification	Graduation	Masters	PhD	Others	
8. Marital Status	Married	Single	Others		
9.Total work experience (in years)	0 – 5	6 -10	11-15	16 – 20	21 & above

Strongly Disagree	SD	1
Disagree	D	2
Neutral	N	3
Agree	A	4
Strongly Agree	SA	5

Issues and Challenges to Inclusive/Participatory Local Governance: a case study of District Abbottabad		SD	D	N	A	SA
Responsiveness						
R1	Citizens are heard in their problems.	1	2	3	4	5
R2	Citizens affairs are handheld timely.	1	2	3	4	5
R3	Citizen interest come first for government.	1	2	3	4	5
R4	There is proper procedure to contact administration for problem.	1	2	3	4	5
R5	Language in administration processes or decision is user friendly.	1	2	3	4	5
R6	The local government shows involvement toward citizens issue.	1	2	3	4	5
R7	Issues are prioritized according to need and emergence.	1	2	3	4	5
Legitimacy		SD	D	N	A	SA
L1	Laws and regulations are followed by public.	1	2	3	4	5
L2	Laws are applicable to all people equally.	1	2	3	4	5
L3	Law makers are representative of citizens.	1	2	3	4	5
L4	Policies are made according to society demands.	1	2	3	4	5
L5	Laws lead to implementation as well as evaluation.	1	2	3	4	5
L6	Administration is accountable.	1	2	3	4	5
L7	Administration is directly accountable to citizen through some process.	1	2	3	4	5
L8	Administration is accountable to some independent organizations.	1	2	3	4	5

L9	Organization hierarchy has incorporated some mechanism of accountability.	1	2	3	4	5
Civic Awareness		**SD**	**D**	**N**	**A**	**SA**
CAA1	I feel responsible for my community.	1	2	3	4	5
CAA2	I believe I should make a difference in my community.	1	2	3	4	5
CAA3	I am committed to serve in my community.	1	2	3	4	5
CAA4	I believe that it is important to be informed of community issues.	1	2	3	4	5
CAA5	I believe that it is important to volunteer.	1	2	3	4	5
CAA6	I believe that it is important to financially support those organizations and groups which give voice to the citizen's needs.	1	2	3	4	5
CAB1	I help members of my community.	1	2	3	4	5
CAB2	I am involved in structured volunteer position(s) in the community.	1	2	3	4	5
CAB3	When working with others, I make positive changes in the community.	1	2	3	4	5
CAB4	I stay informed of events in my community.	1	2	3	4	5
CAB5	I participate in discussions that raise issues of social responsibility.	1	2	3	4	5
Inclusion		**SD**	**D**	**N**	**A**	**SA**
I1	I belong to a specific political group.	1	2	3	4	5
I2	This group gives me the feeling that I am part of this group.	1	2	3	4	5
I3	This group gives me the feeling that I fit in.	1	2	3	4	5
I4	This group encourages me to express my authentic self.	1	2	3	4	5
I5	I can freely give my opinion in this group.	1	2	3	4	5
Citizen Participation		**SD**	**D**	**N**	**A**	**SA**
CP1	Citizens are taking an active role in the decisions of TMA in Abbottabad.	1	2	3	4	5
CP2	TMA is engaged at the union council level to ensure full participation of citizens in local governance processes.	1	2	3	4	5

CP3	TMA is actively trying to facilitate the involvement of both the citizens and other society groups in the decision-making process.	1	2	3	4	5
CP4	TMA budget proposal documents, contracts and local official gazettes are publicly available to the citizens.	1	2	3	4	5
CP5	People in your Tehsil are provided with accurate information to make informed judgment about TMA and its activities.	1	2	3	4	5
CP6	You have personally been empowered to participate and take ownership of decision-making and local development in Abbottabad.	1	2	3	4	5
CP7	Citizens are involved in the development of the TMA's performance measures.	1	2	3	4	5
Citizen Trust		**SD**	**D**	**N**	**A**	**SA**
QS1	Government is responsive in term of policy making.	1	2	3	4	5
QS2	Political party continues previous program when came in authority.	1	2	3	4	5
QS3	Public service is provided on time.	1	2	3	4	5
QS4	Behaviour of public service provider is friendly and problem solving.	1	2	3	4	5
QS5	Quality of public service is good.	1	2	3	4	5
IS1	Information about service increase your satisfaction with the service.	1	2	3	4	5
IS2	Information about a service increase the confidence and view about good performance.	1	2	3	4	5
P1	Affiliation with a party (Partisan) in government increase your trust.	1	2	3	4	5
P2	Affiliation with a party (Partisan) in government increase satisfaction with the quality of service.	1	2	3	4	5
P3	Affiliation with a party (Partisan) in government increases trust on government policies.	1	2	3	4	5
P4	Trust of nonpartisan increases through good performance.	1	2	3	4	5
PP1	Public service providers are honest and fair.	1	2	3	4	5
PP2	Promise made by politicians are kept or fulfilled.	1	2	3	4	5
PP3	Local politicians are more trustworthy as compare to national level.	1	2	3	4	5