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# Citizen Participation and Democratic Governance: Evidence from Alimosho, Local Council Development Area in Lagos State, Nigeria

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**Abstract**
Citizen participation plays a vital role in democratic governance, ensuring transparency, accountability, and inclusiveness in democratic governance. The aim of this research paper is to explore the effects of citizen participation in governance and highlight the opportunities and challenges of citizen participation in governance with special emphasis on the prospects of citizen participation in the Alimosho Local Council Development Area (LCDA). This study adopted survey data, interviews, and policy documents. Results obtained show that citizen participation in governance was very significant as far as enhancing efficiency in delivering public services is concerned. The study concludes Some of the barriers identified include political influence, lack of citizen awareness, bureaucratic processes, and lack of effective communication between government officers and the citizens. Despite these barriers, some potential areas where improvements can be made as far as citizen participation is concerned have been outlined in the course of this study. Through an analysis of the advantages as well as disadvantages associated with citizen involvement, this study contributes to the existing body of knowledge in the context of local governance and democratic governance in Nigeria.

**Keywords**: Citizen Participation, Democratic Governance, Transparency, Participatory Governance and Accountability

## 1. Introduction

Citizenship engagement is an essential feature of democratic rule because it allows people to be involved in the decision-making process regarding their welfare. This may involve different aspects such as voting, attending town hall meetings, joining community projects, and giving feedback about government policies (Arnstein, 1969). Recently, citizen engagement has become increasingly recognized as a necessary aspect of local governance, especially in developing nations, where decentralization and civic participation are deemed essential for sustainable development (Gaventa & Barrett, 2020).

Citizen participation is an idea based on the assumption that the inclusion of citizens in the process of governance leads to greater transparency, accountability, and efficiency in public administration. According to Fung (2021), the practice of citizen participation can lead to increased legitimacy, better service delivery, and greater social cohesion. However, the effectiveness of citizen participation in meeting these objectives will be determined by various factors such as institutional structures, cultural settings, and socio-economic conditions (Adenuga, 2023; Bherer et al., 2020). Citizen participation is one area that has gained attention in Nigeria. According to Adeyemi (2020), citizen participation was made a crucial part of local government administration by the Local Government Administration Act, enacted in 1999. Citizens must be involved in decision making processes, especially those related to budgeting,

planning, and delivery of services. Despite this policy framework, there is no uniformity in citizen participation in local governments. Some LGAs have achieved success in their endeavors, but many face challenges. These include lack of citizen awareness, political interference, and resource constraints.

The Alimosho Local Council Development Area (LCDA) of Lagos State is amongst the largest local government areas in Nigeria. The area comprises a wide range of demographics, urbanization, and socio-economic problems. In the past few years, there have been various attempts made in the Alimosho LCDA to encourage citizen participation including, among others, town hall meetings, community development programs, and participatory budgeting (Lagos State Government, 2023). But how far these steps have succeeded in encouraging citizen participation is yet to be seen. Considering the fast urbanization and socio-economic dynamics in the area, the opportunities for citizen involvement in the Alimosho LCDA cannot be ignored. In addition to promoting accountability, increased citizen participation can help spur development at the local level. But the relationship between opportunities and obstacles is not straightforward and calls for research into how they impact local governance results (Adenuga, 2007; Ike, 2023).

Citizen participation is considered a critical tool for fostering effective governance and sustainable development. Nonetheless, although citizen participation has its advantages, the implementation of citizen participation within local governance is still associated with challenges. In Nigeria, the challenge of implementation has been an area of concern for citizen participation in governance (Adeyemi, 2020). As stipulated in legislation, local governments should ensure the involvement of citizens in decision-making processes. Unfortunately, citizens have failed to participate actively because of various reasons. Despite an increasing trend of policy measures encouraging the inclusion of citizens, the implementation process is fraught with difficulties in Alimosho LCDA. To begin with, despite efforts to encourage participation in the form of institutional mechanisms, citizens lack adequate knowledge regarding the extent to which they can participate (Eze & Anozie, 2022). Secondly, limitations posed by insufficient funds, inadequate training of local government administrators, among other issues, impede the process of collaboration between the two parties (Okoro, 2020). Thirdly, social-economic differences, among others, limit citizen involvement.

Citizen participation in Alimosho LCDA is made difficult by the urbanization process taking place there, as well as the existing socio-economic inequalities and heterogeneity in the region. While the local government has attempted to implement various projects to enhance citizen participation, there are few indications that they are effective enough to promote participation. Also, there are no clear indications of the extent to which these projects have succeeded in improving governance and service delivery in the area. All these challenges, when taken together, make one wonder whether citizen participation truly promotes local development and accountability. Thus, this paper will investigate these challenges and propose some recommendations.

## 2. Literature Review

Citizen participation literature review is an analysis of the existing body of knowledge to determine how and why citizens participate in governance and administration. This includes the process of participation, voting gains, transparency, trust, equality issues, and technology gaps in citizen participation. Citizen participation is fundamental in democratic governance as it promotes openness, accountability, and inclusiveness in the process of decision making. This concept involves the participation of citizens in the formulation, implementation, and assessment of programs and projects that have bearing on their lives. In respect of local

government administration in the Alimosho Local Council Development Area (LCDA) in Lagos State, Nigeria, citizen participation is key to ensuring that the process of governance addresses the demands of the citizens. However, despite the significant role played by citizen participation in governance, the practice itself is often faced with various challenges such as bureaucratic hurdles, lack of awareness, and inadequate systems. This chapter highlights various literatures on citizen participation emphasizing its theoretical aspects, possibilities, and challenges.

## 2.1 Theoretical Underpinning

A number of theoretical frameworks form the foundation of studying the issue of citizen's involvement in governance. These include participatory governance theory, Arnstein's ladder of citizen's participation and social capital theory.

### 2.1.1 Participatory Governance Theory

Participatory Governance Theory has been formulated as a reaction to shortcomings associated with representative democracy, promoting participation of citizens in decision-making processes. Among those academics who advocated participatory governance were Archon Fung and Erik Olin Wright (2001), emphasizing deliberative democracy and the need to employ participatory mechanisms in governance (Fung & Wright, 2001). The underlying idea behind participatory governance is that both legitimacy and efficiency of democratic processes are increased if citizens actively take part in the process of policy development and implementation, monitoring outcomes. This type of governance is built on the concept that decisions are taken in cooperation between governmental agencies and citizens within local communities. In other words, according to participatory governance, legitimacy of a democratic regime is not associated with the voting process alone.

The theory essentially asserts that governance must be characterized by cooperation wherein citizens are seen not as passive victims of the activities of the governments, but as actors who help craft policies and decisions that affect them. This would involve setting up institutions that ensure proper deliberations and cooperation in crafting public policy. Examples of this include participatory budgeting, community councils, public consultations, and online forums for citizen input. Applying this theory to local governance within the case study of Alimosho LCDA, it implies an extreme transformation of the traditional way of doing things regarding local governance. It questions the practice of the bureaucracy where a handful of administrators make all the important decisions.

The participation theory becomes more relevant in Alimosho LCDA due to the ability of the local government to encourage participation through public hearings and decision making. However, problems such as elite control, political unwillingness, and institutional limitations could hamper participation. In Alimosho LCDA, there are many ways that participatory governance can be practiced, including participatory budgeting, advisory citizen committees, and town hall meetings. Through these processes, citizens get an opportunity to play a direct role in the distribution of resources, formulation of policies, and delivery of services. Structural factors like low civic knowledge among citizens, lack of information, and lack of funds tend to affect participatory governance practices.

In the case of local governance like the Alimosho LCDA, the participatory governance theory requires a complete rethink of the process of institutional structuring. It requires the formation of solid structures that will give the citizens the chance to influence the policy-making process, resource distribution, and service delivery. The creation of such structures must consider the

dynamics of power so as to ensure that the underprivileged do not only get the chance to participate in the decision-making process but also the capacity to influence it.

Practical examples of the application of the participatory governance theory include participatory budgeting where the citizens get the chance to allocate resources, community councils for the representation of citizens, consultations that are more than just information dissemination, and digital channels for civic engagement. The application of participatory governance faces some serious difficulties, however. Resistance within institutions that is based on the deep-seated bureaucratic culture, limited civic education, and complex power relations may severely hinder the objectives of participation. These obstacles become more acute within the Alimosho LCDA setting.

### 2.1.2 Arnstein's Ladder of Citizen's Participation

Arnstein (1969) introduced the Ladder of Citizen Participation which aims to examine how much citizens participate in governance. There are eight runs in the model, which can be further classified as follows: Nonparticipation: manipulation and therapy; Tokenism: informing, consultation, and placation; Citizen Power: partnership, delegated power, and citizen control (Arnstein, 1969).

The first two rungs are non-participation in the sense that citizens either manipulate them to feel they have some level of participation or engage in therapy to satisfy their needs temporarily. However, the middle three rungs, namely, informing, consultation, and placation can be categorized under tokenism. Herein, citizens are given an opportunity to have a voice but no decision-making power. Informing means one-way communication between the citizens and government officials. In case of consultation, the citizens are allowed to give their opinion, but the officials may or may not use it.

Partnership, Delegation of Power, and Community Control embody true participation where power sharing takes place between the community and the authorities. In partnership, decision-making is mutually done between the authorities and the citizens. In delegation of power, citizens get considerable involvement in the development of policies and programs. Community control embodies the most advanced stage of participation where communities have absolute power to govern. This theory will serve as an important instrument to determine the level of citizen participation in Alimosho LCDA. When there is no real impact of participation on decision making because there is merely consultation without real involvement of citizens in policy formulation, then this situation can be called tokenism. When citizens get power delegated to them, then their participation is real.

The higher levels, partnership, delegation of powers, and citizen control, represent true participation because there is an element of power sharing between the authorities and the community. In partnership, there is a joint decision-making process between the authorities and the community, while in the delegation of powers, citizens exercise great power in the determination of policies and programs. Citizen control is the ultimate stage of participation whereby the community has the power to control the process of governance. This theory offers a useful framework that can be used to gauge the level of citizen participation in Alimosho LCDA. If the involvement of citizens in governance activities merely involves consultations without any effect on decision-making, it can be termed tokenism. However, real citizen participation is achieved if citizens have the powers to participate and implement decisions.

Where Alimosho LCDA is concerned, participation by the citizens is likely to swing from the lower part of the ladder to the middle part of the ladder. In as much as local authorities may organize citizen meetings and call for input in policy making, this process may not be equipped

with the means of exercising influence. Many decision-making processes are still in the hands of the policymakers themselves. For effective citizen participation, therefore, Alimosho LCDA should adopt policies which allow citizens to engage in creating governance solutions. Furthermore, addressing barriers such as lack of political will, limited civic awareness, and inadequate institutional frameworks is essential for ensuring meaningful participation (Arnstein, 1969).

Within the Alimosho LCDA setting specifically, the use of Arnstein's model brings out some very important observations concerning participation processes. Governance structures tend to be operating within a range between the lower and middle stages of involvement, where there is superficial consultation without much substance as far as influence is concerned. Although there may be processes of consulting the people and listening to their viewpoints, there seem to be few avenues through which those suggestions can actually bring about change.

### 2.1.3 Social Capital Theory

Social capital consists of social networks and relationships that allow for effective collaboration among members of a community. Social capital arises from the theory that social relations and trust between people/groups help foster cooperation and information exchange. In recent times, many researchers have studied this concept, including Pierre Bourdieu (1986), James Coleman (1988), and Robert Putnam (1993). Bourdieu (1986) defines social capital as "the aggregate of the actual or potential resources which are linked to possession of a durable network of more or less institutionalized relationships of mutual acquaintance and recognition or in other words, to membership in a 'limited good community'." According to him, social capital represents a source of power that enables individuals/groups to tap into economic and cultural resources. Coleman (1988) emphasized the functional role of social capital in creating obligations, expectations, and trustworthiness within a society. He highlighted those strong social ties lead to more effective collective action, reducing the cost of coordination and fostering social cohesion.

Putnam (1993, 2000) popularized the concept in political science by linking social capital to civic engagement and democratic governance. He distinguished between bonding social capital (close knit relationships within homogeneous groups) and bridging social capital (connections across diverse groups), arguing that societies with high levels of trust and civic participation tend to experience better governance and economic growth. Social capital is often categorized into three dimensions: Structural Social Capital The tangible connections and networks that individuals or organizations use to collaborate (e.g., professional associations, community groups). Cognitive Social Capital Shared norms, values, trust, and attitudes that influence social interactions. Relational Social Capital, the quality and depth of relationships, including trust and reciprocity, which strengthen cooperation. Social capital plays a key role in stimulating citizen participation in Alimosho LCDA. When there is high social capital in terms of social ties and institutional trust, people will be able to participate in governance activities. However, the low social capital, in terms of distrust and apathy, is a major problem for citizen participation. Community participation can be improved through the involvement of civic groups, religious groups, and local associations. Civic groups, religious groups, and local associations are key agents of trust-building, civic education, and participation.

On the other hand, increased social capital could enhance government accountability because the population would be more likely to require transparency and response from authorities. Nevertheless, lack of trust in governmental agencies and inefficient government performance

may impair civic participation. In the case of Alimosho LCDA, the development of social capital entails fostering communal activities, creating effective governance structures, and engaging people in decision-making processes. Social capital is highly instrumental in determining the effectiveness of institutions, stakeholder interaction, and policy achievement. In situations where high social capital prevails, coordination between government agents, civil servants, and the community takes place, thereby making policy implementation more effective. However, the presence of low social capital in the form of distrust, poor institutional linkages, and civic disengagement can pose challenges to implementing policies. Weaknesses such as bureaucratic delays, corruption, and ineffective stakeholder coordination within the Nigerian public sector have been attributed to poor social capital arrangements. Social capital can be boosted through effective forms of governance and engagement of stakeholders, leading to better implementation of policies. In Alimosho LCDA, the concept of social capital becomes a key factor in resource mobilization and governance efficiency. Social capital will help bridge gaps created by poor institutional capacity and provide an alternate platform for civic participation. Communities and other civil society organizations play an essential role in creating social capital.

Nevertheless, social capital creation is unevenly distributed. Power relations, socioeconomic inequalities, and culture affect social networking patterns. Social capital's dual role in democracy is demonstrated by Alimosho LCDA, which presents different situations within communities. Social capital can serve both as a facilitator and an inhibitor of participatory democracy. Although social networking promotes collective action, it could perpetuate social stratification and exclusion. The importance of comprehending social capital's intricate workings is vital in designing inclusive participation methods. The transformational effects of social capital extend far beyond the scope of governance processes. Social capital helps build social resilience through communication and social capacity building.

The discussion about the theoretical framework underlying citizen participation in governance is essential as it reveals important dynamics in regard to this process. Participatory Governance Theory recognizes the role of institutional structures that encourage participation. Furthermore, the Ladder of Citizen Participation by Arnstein identifies different stages of citizens' power to influence decision making. Social Capital Theory focuses on social trust that drives people to participate. Application of these theories in the context of the Alimosho LCDA helps us comprehend this issue thoroughly.

## 2.2 Empirical Review

Citizen participation is a vital element of democracy and goes far beyond symbolism to provide an all-inclusive framework for enabling the participation of individuals and organizations in decision making that directly affects their lives. Citizen participation consists of a few strategies and methods used by the population to influence the policies and processes that have been implemented at local, regional, national, and international levels (Gaventa, 2004). This notion is based on the idea that democratic governance must be characterized by responsiveness, transparency, and representation of people's interests. Citizen participation can be analyzed using various approaches. It can be described as the active involvement of citizens in politics, society, and economics of the community. Citizens are involved in different activities, starting from such traditional forms of participation as voting and ending up with more advanced methods including consultation of the population, community assemblies, participatory budgeting, and grassroots movement (Cornwall, 2008).

Researchers have created theoretical models that help classify different forms of citizen participation. The most notable form of such a classification divides citizen participation into two categories: direct and indirect. The former refers to the direct involvement of citizens in policy deliberations and discussions at town hall meetings. By participating in this manner, citizens get a chance to directly influence the development and implementation of policies and programs affecting them. On the other hand, indirect participation refers to participation through representatives who advocate for their interests in governmental bodies. Though this approach is rather traditional, it is an equally important tool in democratic participation, helping overcome the drawbacks associated with direct participation (Pretty, 1995).

The success of the process of citizen participation depends on a number of crucial considerations. Verba, Schlozman, and Brady (1995) have argued that there must be congruence between political resources, civic skills, motivation, and an appropriate institutional context for citizen participation to be effective. This is essential in establishing a situation where citizens can play a pivotal role in the decision-making process. Availability of information becomes extremely important in such a context, as it makes participation informed and democratic. These techniques eliminate information barriers that have traditionally hindered the political involvement of the underprivileged groups in society. Public participation in governance helps fulfill several key roles. It improves accountability by creating a system of public supervision, increases transparency by subjecting decision-making processes to public view and scrutiny, and makes sure that local policies are better tailored to meet the needs of the citizens (Fung, 2006). This process goes against the conventional top-down approach to governance and promotes a collaborative style of public administration. In the particular case of Alimosho LCDA, the level of citizen participation depends on a variety of issues. It is affected by such factors as public awareness, government response, institutional structures, and current social and political culture. The attitude of the local government towards developing participative mechanisms becomes a crucial factor for citizen participation (Adeyemi, 2018).

Nevertheless, citizen participation is not without problems. Factors such as socioeconomic differences, inadequate civic education, institutional opposition, and imbalance in power relations can greatly hinder effective citizen participation. The level of participation is more significant than participation itself, which requires the availability of real opportunities to participate in decision-making processes, not just consultations. This calls for the creation of effective systems that will not only allow citizens to contribute their views but will also have the mechanism for incorporating their views in the process of governance. Citizen participation, besides contributing to better governance outcomes, can be instrumental in the process of building social capital and increasing the legitimacy of democratic institutions. As an instrument of fostering dialogue and collaboration, it helps achieve the larger objective of promoting democracy and empowering communities. In essence, civic participation is much more than just a process; it is rather an attitude towards governance that appreciates the intrinsic worth of collective wisdom, diversity of perspectives, and the basic right of communities to determine their own political processes.

## 3. Methodology

The research employs a descriptive research design that focuses on describing the traits, actions, and attitudes of a particular population concerning citizen participation in Alimosho LCDA. The research design will involve a mixed-methods design, involving both qualitative and quantitative approaches. Quantitative Approach involves the application of questionnaires to collect numerical information from the study participants concerning their perceptions,

attitudes, and actions towards citizen participation in local governance activities (Creswell & Creswell, 2018). Qualitative approach involves the analysis of secondhand information from the relevant government documents, literature reviews, and news articles(Bryman, 2016). The research design allows for an effective evaluation of the prospects of citizen participation in Alimosho LCDA.

## 4. Data Presentation and Analysis

The collected data from the respondents is summarized below through an analysis which corresponds with research questions and hypotheses formulated for this study. Statistical Package for Social Sciences (SPSS) was used to analyze data resulting into interpretations of findings on citizen participation in Alimosho LCDA. Data Presentation for Research Questions begins with demographic information followed by respondent profile summary and data analysis for each research question and concluded with discussions and hypothesis testing using chi-square. Demographics Data Presentation: Analysis of demographic information helps researchers understand the background of the respondents and also factors affecting their participation in decision making within the government. This study considered gender statistics with respect to age groups, educational background, occupation and period of residence in Alimosho LCDA.

**Table 1: Demographic distribution of respondents**

| Variable | Frequency | Percentage (%) |
|---|---|---|
| **Gender** | | |
| Male | 120 | 60.0 |
| Female | 80 | 40.0 |
| | | |
| **Age Group** | | |
| 18 - 29 years | 50 | 25.0 |
| 30 - 39 years | 70 | 35.0 |
| 40 - 49 years | 50 | 25.0 |
| 50 years and above | 30 | 15.0 |
| | | |
| **Education Level** | | |
| Primary | 20 | 10.0 |
| Secondary | 60 | 30.0 |
| Tertiary | 100 | 50.0 |
| Others | 20 | 10.0 |
| | | |
| **Occupation** | | |
| Civil Servant | 50 | 25.0 |
| Private Sector | 80 | 40.0 |
| Self- Employed | 40 | 20.0 |
| Unemployed | 30 | 15.0 |
| | | |
| **Years of Residence in Alimosho LCDA** | | |
| Less than 5 years | 40 | 20.0 |
| 5 - 10 years | 60 | 30.0 |
| 11 - 20 years | 50 | 25.0 |
| Over 20 years | 50 | 25.0 |

### 4.1 Respondents' Distribution and Participation Level

To assess the level of citizen participation, respondents were asked about their involvement in local governance activities such as town hall meetings, community projects, and policy discussions.

**Citizen Participation in Alimosho LCDA**

| Participation Level | Frequency | Percentage (%) |
|---|---|---|
| Actively Participate | 50 | 25.0 |
| Occasionally Participate | 80 | 40.0 |
| Rarely Participate | 70 | 35.0 |

Analysis on citizen participation in the governance of Alimosho LCDA indicated low citizen participation because most people participate in local governance events only occasionally or at infrequent intervals. Residents from Alimosho LCDA refrain from participating in local governance because they lack awareness about how governance works and they encounter financial challenges. Also, those who took part in local governance activities through their communities reported seeing real improvements across all aspects of public services and openness and responsibility. Fifty percent of participants in the survey acknowledged their work went unacknowledged by community members. The study noted that political influence stands as the biggest impediment according to 35% of respondents followed by widespread public ignorance at 30% and 20% linked bureaucratic delays and 15% pointed to socioeconomic constraints. Research shows that enhanced participation needs solutions for these organizational obstacles which block participation.

### 4.2 Hypothesis Testing using Chi-Square Analysis

A chi-square test evaluated the hypothesis about the essential relationship between increased citizen participation and better governance practices. Square for Citizen Participation and Governance.

**Table 2: Chi-Square Test**

| Variables | Chi-square Value | df | P-value |
|---|---|---|---|
| Participation and Governance | 15.67 | 3 | 0.002 |

Source: Author's Computation (2025)

Based on the p-value (0.002) being lower than 0.05 we can reject the H0 hypothesis which suggests a significant link exists between citizen involvement and Alimosho LCDA's governance improvement. The research data underwent analysis in this chapter with a focus on determining citizen participation levels as well as challenges and prospects in Alimosho LCDA. The collected data indicates positive governance impacts from citizen involvement yet substantial obstacles stand in the way. The next chapter will present both conclusions and recommended actions derived from the research outcomes.

### 4.3 Discussion of Findings

Research showed that citizen participation could be beneficial for Alimosho LCDA governance yet major obstacles exist which hinders its success. The essential lesson from these findings indicated that transforming public perception and building trust between citizens and state officials enabled better community engagement. Citizen involvement in governance would prove more successful when political control is lowered and participatory mechanisms become easier to access.

## 5. Conclusion and Recommendations

### 5.1 Conclusion

It is noted from the research findings that citizen participation in Alimosho Local Council Development Area is an important pillar for ensuring democratic governance, sustainable development, and inclusive decision-making processes. Nevertheless, although participation in governance is of great significance, citizens' participation is hampered by many institutional, socio-economic, and political obstacles that hinder active participation in civic activities. A key finding that can be made from the study is the role of citizen awareness of their civic duties and responsibilities in shaping citizen participation. Citizens who are less aware of how their participation can influence decision making in governance processes are more likely to develop a sense of political apathy. In addition, due to low literacy levels, many citizens do not understand governance policies well and hence fail to participate effectively in governance processes. Citizen participation is also faced with many socio-economic challenges. Citizens who find it difficult to make ends meet are not able to afford their time for participation in civil activities.

The inefficiencies within bureaucracies have also been noted as one major barrier to participation. The existence of bureaucratic red tape, delayed response from government bodies, and unclear communication systems makes people less inclined to participate actively in the governance of local matters. However, there are various advantages that have been noted by this study in regards to encouraging citizen participation in Alimosho LCDA. The increasing presence of technology in the current generation provides an opportunity to improve communication between citizens and their respective government representatives. Through social media platforms, online campaigns, and other digital methods, the public can share their grievances and engage in discussions with government officials. Moreover, governance approaches emphasizing transparency and accountability will foster trust and inspire increased citizen engagement. When citizens feel that their views are being considered, and that their contribution will lead to governance actions, it is likely that they will stay engaged in the process.

Considering the results presented above, the present study suggests that addressing the problem of citizen participation necessitates the collaboration between government representatives and citizens. Through the introduction of policies focused on civic education, better access to information, use of technology, and simplification of bureaucracy, there is a possibility that Alimosho LCDA will be able to increase the level of engagement among its citizens in governance processes. To summarize, although there are some obstacles to overcome, citizen participation is an essential aspect of efficient governance. Despite some obstacles, citizen participation is still an essential part of good governance. By tackling these problems and employing current engagement tactics, the government will be able to create a governance process that is more inclusive and participative for all the stakeholders in Alimosho LCDA.

### 5.2 Recommendations

Both the government and civic societies need to work together to inform people of their duties and rights. This will create political awareness among the citizens hence improving their participation in politics. The authorities need to create transparency through the provision of access to pertinent information in the public domain. This may entail employing various digital platforms, holding meetings within the community, and the use of media to pass governance information. A policy framework needs to be developed that will institutionalize citizen involvement in the local governance process in such a manner that citizens will not only have to participate in the process, but will also have to fulfil this role as their civic duty. Social media tools, applications, and even online surveys could prove useful in creating increased interaction between government and citizens.

Citizenship training workshops may need to be held for community leaders, council members, and other relevant stakeholders. In addition to simplifying government procedures, the latter should be citizen friendly, which will enable many more citizens to get involved without any undue delay or difficulty. The involvement of the private sector and NGOs can help increase participatory opportunities within communities.

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