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The Water Supply and Sanitation (WSS) sector plays a critical role in Zambia's economy. Conservative
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It is water projects remain scarce.

an urban water and sanitation initiatives reveals a widespread reliance on top-down communication rather than genuine collaborative dialogue. Freeman's Stakeholder Theory (1984), underscores the necessity of

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	20–25 years		
	26–30 years		
	31–35 years		
	5–10 years		
	11–15 years		
	16–20 years		

Methods used to engage project end users

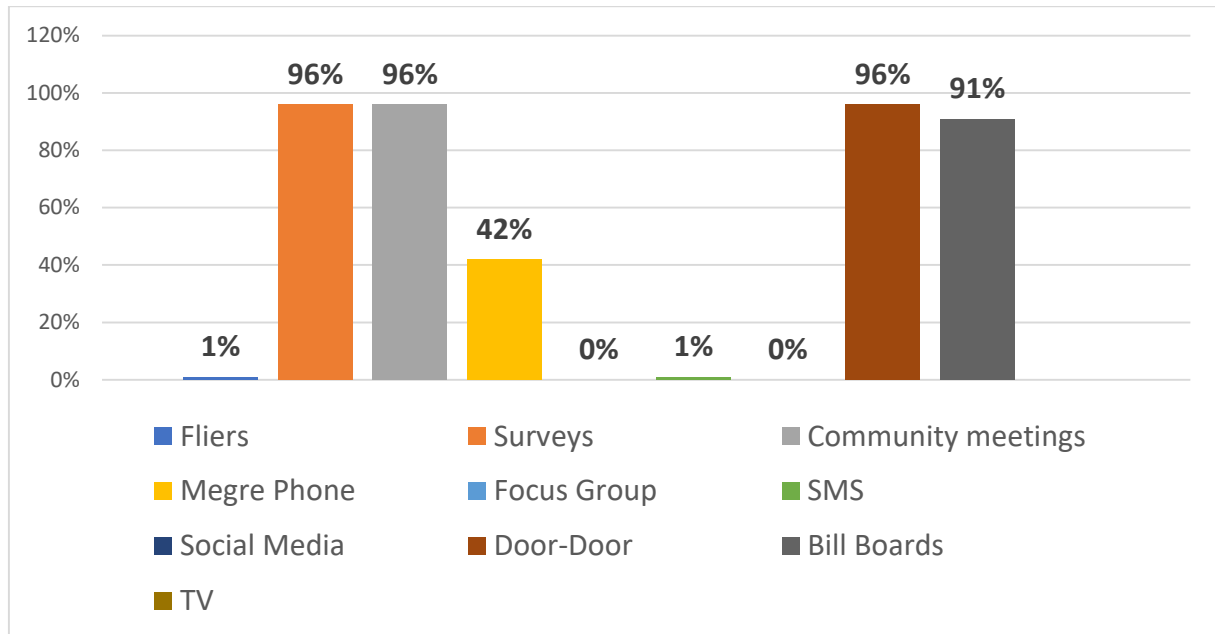
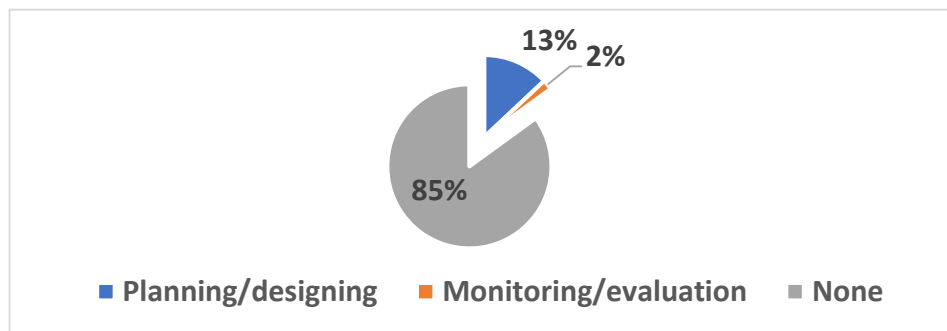
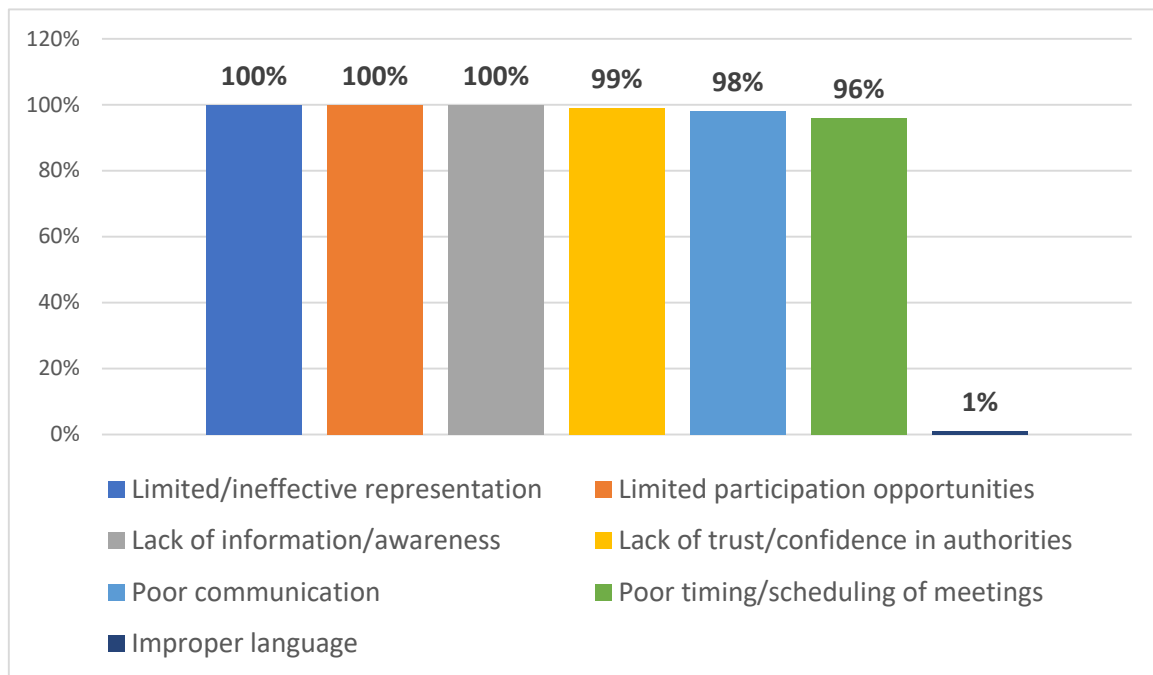


Figure 2: Phases at which end users participated



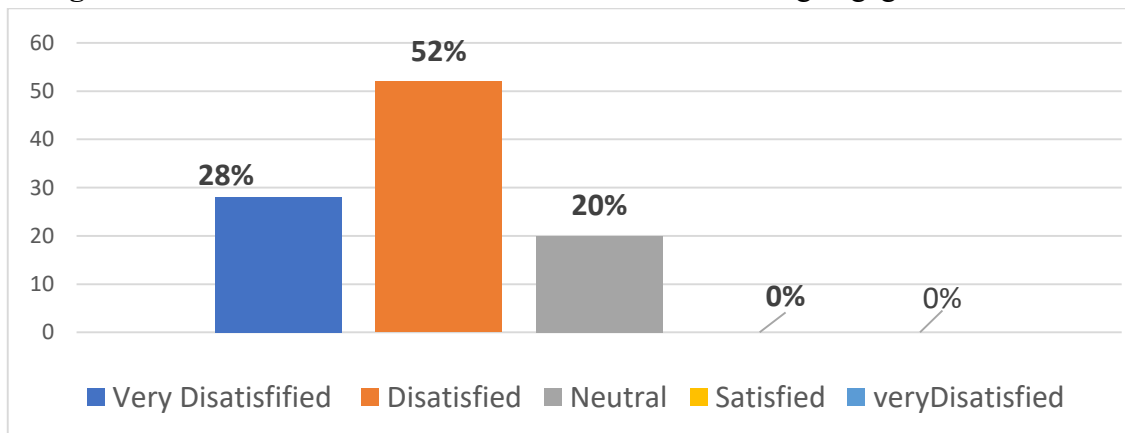
Challenges faced by end users in participating in engagement activities

Figure 3: Challenges faced by end users in participating in engagement activities



Lusaka's Mtendere and Kamanga Townships

Figure 4: Satisfaction with the communication made during engagement activities



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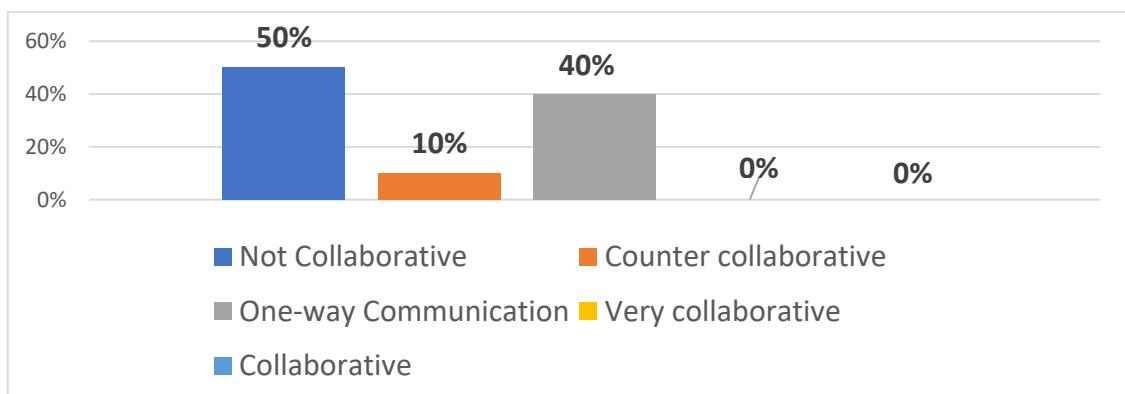


Figure 6: Perceived extent of the engagement process in meeting end users' expectations

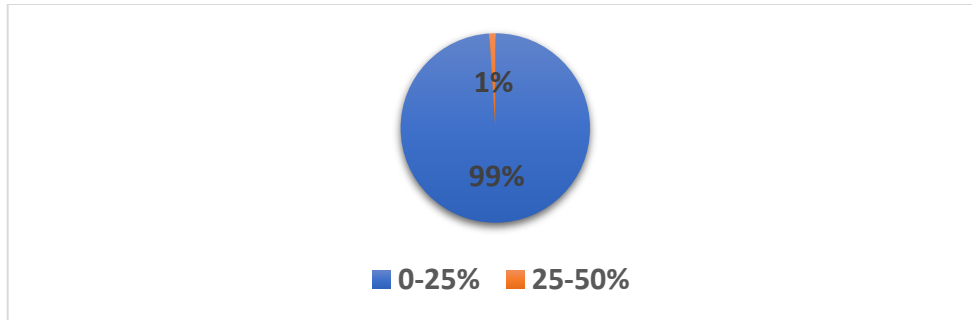


Figure 7: Rating of the timeliness of the communication from the project team

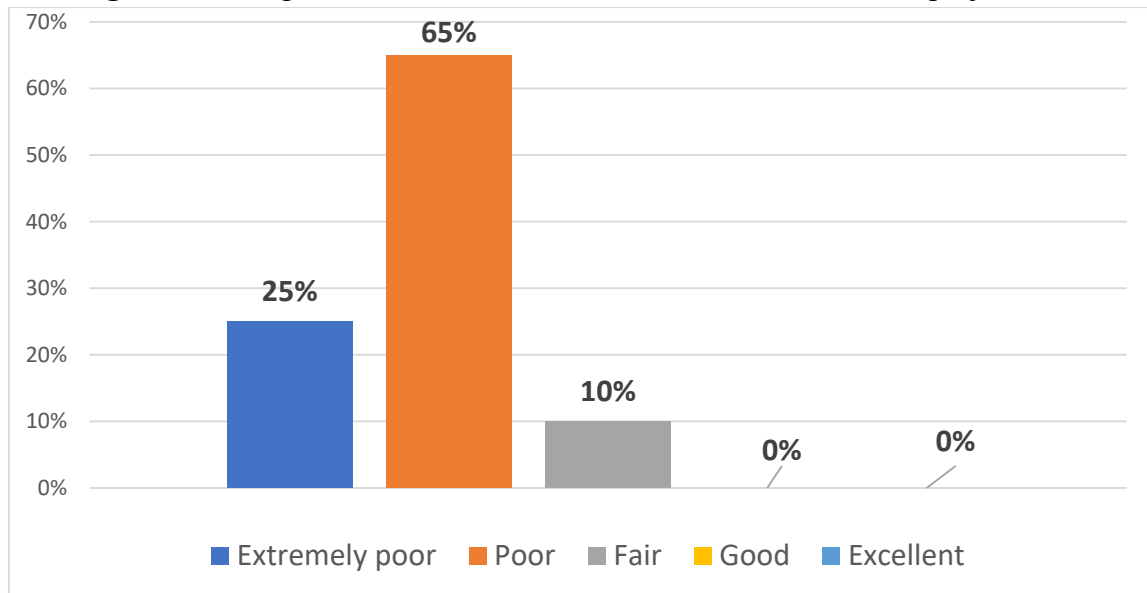


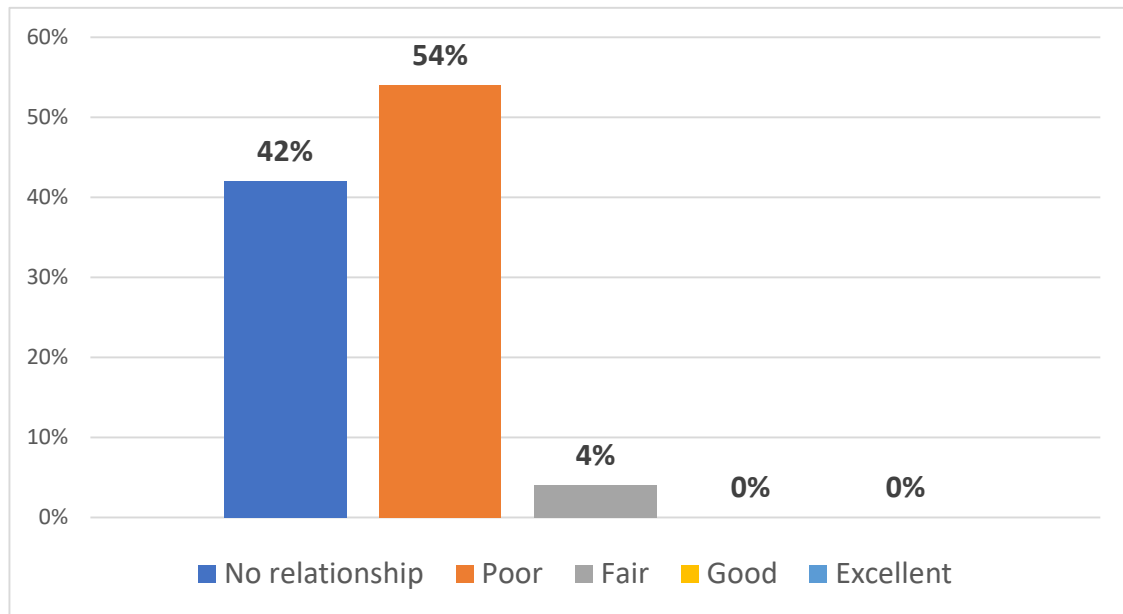
Figure 8: End users' relationship with the project team

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provided during
the engagement activities.

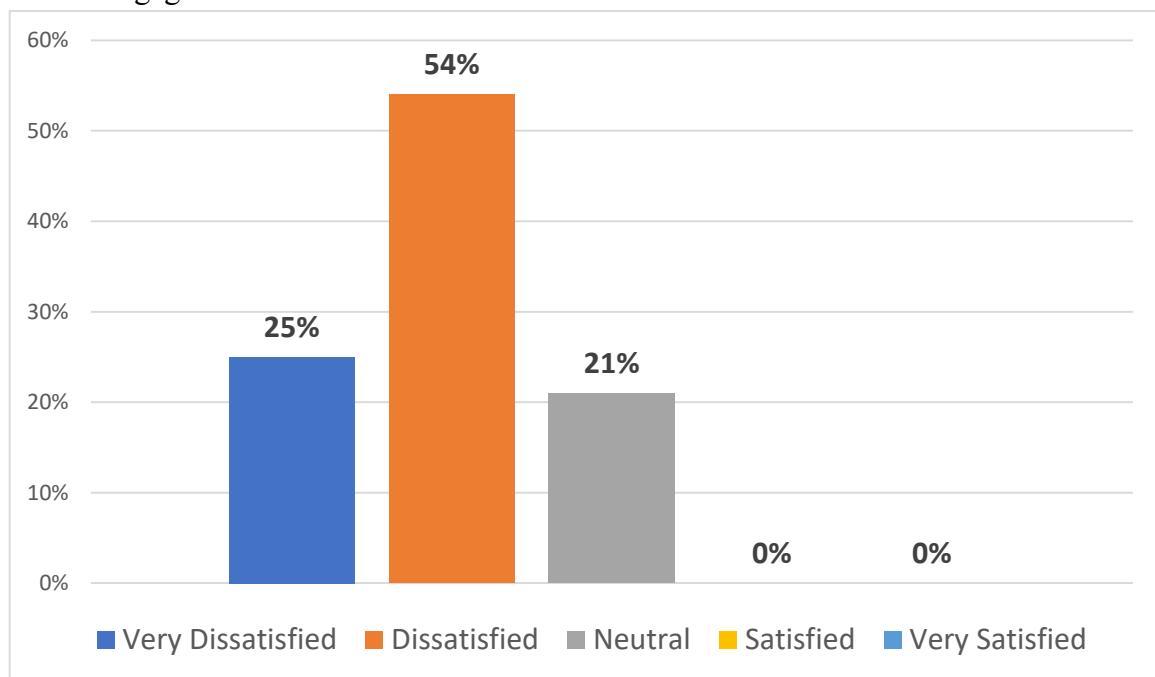
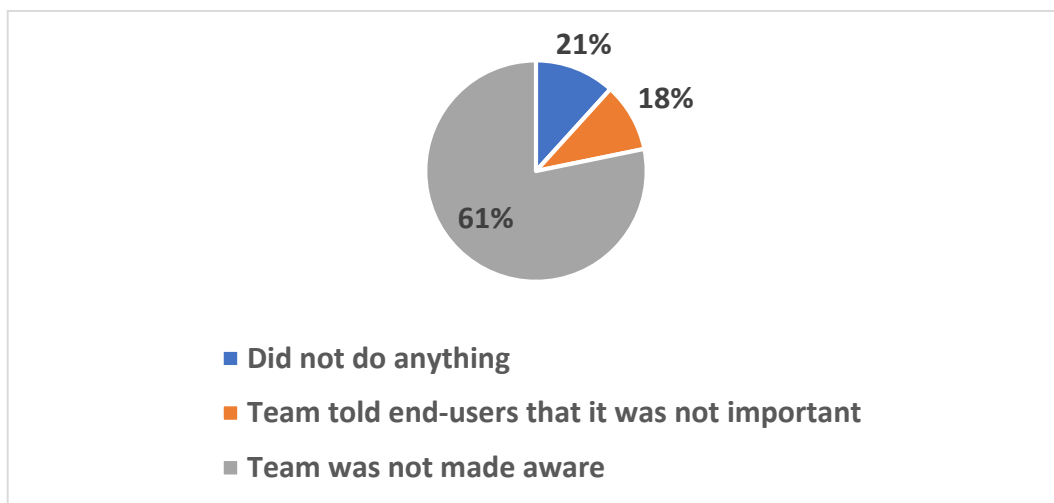
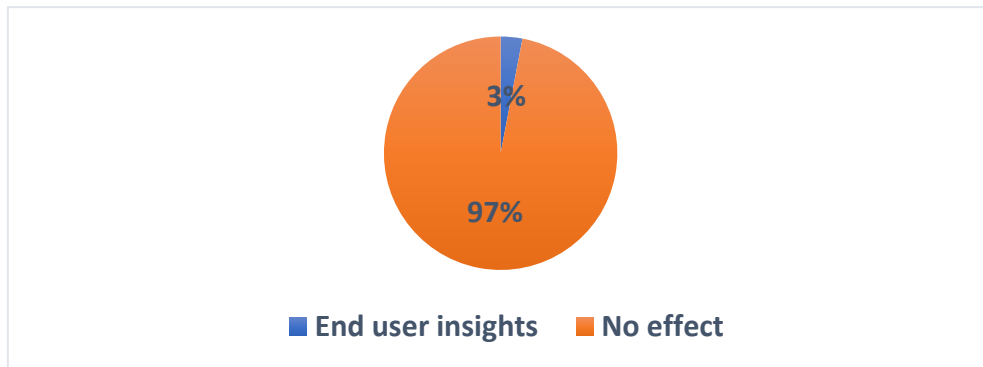
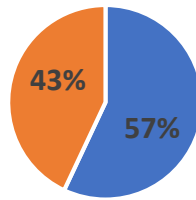


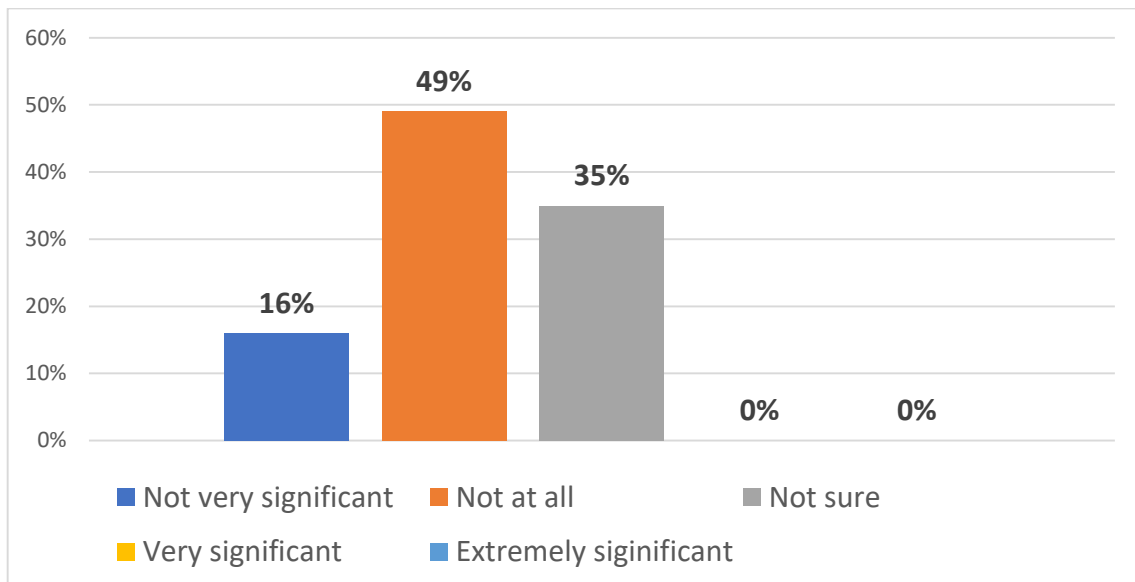
Figure 10: Perceived contribution of end users to project outcomes



Specific examples where project end user input influenced project decisions or implementation



- There are no examples where end user input influenced project outcomes
- End user input did not lead to any changes



Consider the impact of end user input on project outcomes.

(4), 216–224.

(85), 112–130.

(2), 6–19.

(6), 23–33.

(1), 1–12.

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(0), 6417958.

(4), 3–21.

(3), 425–438.

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(3), 512–525.

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(6), 369–482.