

REPUBLIC OF ZIMBABWE

Public Administration Country Profile

Division for Public Administration and Development Management (DPADM)
Department of Economic and Social Affairs (DESA)
United Nations

Contributions:

African Training and Research Centre in Administration for Development (CAFRAD)

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ZIMBABWE

[Click here](#) for detailed map



Source: [The World Factbook - Zimbabwe](#)

Government type

Republic

Independence

18 April 1980 (from UK)

Constitution

21 December 1979 ([click here](#))

Legal system

Mixture of Roman-Dutch and English common law

Administrative divisions

8 provinces and 2 cities with provincial status (Bulawayo & Harare)

Source: [The World Factbook - Zimbabwe](#)

In elections in February 1980, Robert Mugabe's ZANU-Patriotic Front (ZANU-PF) party won 57 of the 80 'common roll' seats and Joshua Nkomo's Patriotic Front (effectively ZAPU) party won 20 seats. The Rhodesia Front won all 20 seats reserved for the white minority. Robert Mugabe became Prime Minister, leading a coalition government.

The Matabeleland Insurgency (1983-87) following Nkomo's dismissal from government office in 1982 was brought to an end with the unity agreement between ZANU-PF and ZAPU in 1987.

Constitutional changes in 1987 ended reserved seats for whites and created an executive Presidency, replacing the ceremonial post of President and incorporating the post of Prime Minister. Mugabe became Zimbabwe's first executive President at the end of 1987.

The Movement for Democratic Change (MDC) was formed in September 1999 under the leadership of Morgan Tsvangirai,

The country's gross domestic product (GDP) dropped 14 percent to an estimated US\$3.6 billion in 2003, a decline of 12.1 percent. Unemployment surpassed 70 percent. By December 2003, inflation reached 598.7 percent,

Source: [Immigration and Nationality Directorate \(UK\) - Zimbabwe Country Report \(4/2004\)](#)

1. General Information

1.1 People	Zimbabwe	Botswana	Zambia	1
Population				a
Total estimated population (,000), 2003	12,892	1,785	10,812	
Female estimated population (,000), 2003	6,487	909	5,438	
Male estimated population (,000), 2003	6,405	876	5,374	
Sex ratio (males per 100 females), 2003	99	96	99	
Average annual rate of change of pop. (%), 2000-2005	0.49	0.85	1.16	
Youth and Elderly Population				b
Total population under age 15 (%), 2003	43	40	47	
Female population aged 60+ (%), 2003	6	5	5	
Male population aged 60+ (%), 2003	5	4	4	
Human Settlements				c
Urban population (%), 2001	36	49	40	
Rural population (%), 2001	64	51	60	
Urban average annual rate of change in pop. (%), '00-'05	3.66	1.39	2.66	
Rural average annual rate of change in pop/ (%), '00-'05	0.58	-0.31	1.7	
Education				d
Total school life expectancy, 2000/2001	9.4	12.4	6.9	1
Female school life expectancy, 2000/2001	9.2	12.4	6.6	1
Male school life expectancy, 2000/2001	9.7	12.3	7.3	1
Female estimated adult (15+) illiteracy rate (%), 2000	15.4 ⁱ	20.2 ⁱⁱ	28.5 ⁱⁱⁱ	2
Male estimated adult (15+) illiteracy rate (%), 2000	7.2 ⁱ	25.5 ⁱⁱ	14.8 ⁱⁱⁱ	2
Employment				e
Unemployment rate (15+) (%), 2000	..	15.8 ^{iv}	..	1
Female adult (+15) economic activity rate (%), 1999	65	48 ^v	..	2
Male adult (+15) economic activity rate (%), 1999	79	70 ^v	..	2

Notes: ⁱ 1992; ⁱⁱ 1991; ⁱⁱⁱ 1990; ^{iv} Ages 12 years and over, Year beginning in August of year indicated; ^v 1998

1.2 Economy	Zimbabwe	Botswana	Zambia	2
GDP				a
GDP total (millions US\$), 2002	8,304	5,188	3,683	
GDP per capita (US\$), 2002	640	3,030	352	
PPP GDP total (millions int. US\$), 2002	29,768 ⁱ	14,112	8,431	
PPP GDP per capita(int. US\$), 2002	2,296 ⁱ	8,243	806	
Sectors				b
Value added in agriculture (% of GDP), 2004	18.5 ⁱⁱ	2.4	20.9	
Value added in industry (% of GDP), 2004	25.0 ⁱⁱ	44.1	35.2	
Value added in services (% of GDP), 2004	56.5 ⁱⁱ	53.5	43.9	
Miscellaneous				c
GDP implicit price deflator (annual % growth), 2003	350.2	4.3	19.4	
Private consumption (% of GDP), 2003	74.1	26.5	69.2	
Government consumption (% of GDP), 2003	21.1	35.5	12.7	

Notes: ⁱ Figures for 2001 or 2000; ⁱⁱ 2000

¹ United Nations Statistics Division:

^a Statistics Division and Population Division of the UN Secretariat; ^b Statistics Division and Population Division of the UN Secretariat; ^c Population Division of the UN Secretariat; ^{d1} UNESCO; ^{d2} UNESCO; ^{e1} ILO; ^{e2} ILO/OECD

² World Bank - Data and Statistics:

^a Quick Reference Tables; ^b Data Profile Tables; ^c Country at a Glance

1.3 Public Spending	Zimbabwe	Botswana	Zambia	
Public expenditures				3
Education (% of GNP), 1985-1987	7.7	7.3	3.1	a
Education (% of GNP), 1995-1997	7.1 ⁱ	8.6	2.2	a
Health (% of GDP), 1990	3.2	1.7	2.6	
Health (% of GDP), 1998	3 ⁱⁱ	2.5	3.6	
Military (% of GDP), 1990	4.5	4.1	3.7	b
Military (% of GDP), 2000	4.8	3.7	0.6	b
Total debt service (% of GDP), 1990	5.4	2.8	6.2	
Total debt service (% of GDP), 2000	6.4	1.3	6.4	

Notes: ⁱ Data refer to a year or period other than that specified; ⁱⁱ 1999

1.4 Public Sector Employment and Wages						
<i>Data from the latest year available</i>		Zimbabwe 1991-1995	Zimbabwe 1996-2000	Sub-Saharan Africa average ⁴ 1996-2000	Non-Franco- phone Africa average ⁴ 1996-2000	Middle income group average ⁴ 1996-2000
Employment						
Civilian Central Government ⁵	(,000)	..	6.0			
	(% pop.)	..	0.05	0.30	0.38	0.46
Sub-national Government ⁵	(,000)	..	25.0			
	(% pop.)	..	0.22	0.30	0.38	0.46
Education employees	(,000)	..	101.6			
	(% pop.)	..	0.89	0.62	0.78	0.91
Health employees	(,000)	..	24.6			
	(% pop.)	..	0.21	0.29	0.20	0.62
Police	(,000)	..	21.8			
	(% pop.)	..	0.18	0.07	..	0.30
Armed forces	(,000)	45.0	39.0			
	(% pop.)	0.41	0.33	0.26	0.31	0.33
SOE Employees	(,000)			
	(% pop.)	13.1
Total Public Employment	(,000)			
	(% pop.)
Wages						
Total Central gov't wage bill	(% of GDP)	11.4	13.2	6.1	6.9	5.4
Total Central gov't wage bill	(% of exp)	30.6	35.6	28.9	26.4	24.7
Average gov't wage	(,000 LCU)	40.0	..			
Real ave. gov't wage ('97 price)	(,000 LCU)	57.7	..			
Average gov't wage to per capita GDP ratio		7.1	..	4.8	2.8	4.4

Source: [World Bank - Public Sector Employment and Wages](#)

³ UNDP - [Human Development Report 2002](#)

^a Data refer to total public expenditure on education, including current and capital expenditures.

^b As a result of a number of limitations in the data, comparisons of military expenditure data over time and across countries should be made with caution. For detailed notes on the data see SIPRI (2001).

⁴ Averages for regions and sub regions are only generated if data is available for at least 35% of the countries in that region or sub region.

⁵ Excluding education, health and police – if available (view [Country Sources](#) for further explanations).

2. Legal Structure

The Independence Constitution signed at the Lancaster House Conference in 1979, together with 16 amendments, is the fundamental law which determines Zimbabwe's governmental structure. A new constitution proposal was rejected by the electorate in the February 2000 referendum. The Constitution provides for three arms of government, namely the Legislature, Executive, and the Judiciary.

Source: [Zimbabwe Mission to the United Nations - Government \(edited\)](#)

2.1 Legislative Branch

Unicameral House of Assembly (150 seats - 120 elected by popular vote for five-year terms, 12 nominated by the president, 10 occupied by traditional chiefs chosen by their peers, and 8 occupied by provincial governors appointed by the president).⁶

women in parliament: 15 out of 150 seats: (10%).⁷

The legislative authority of Zimbabwe is vested in the Legislature which consists of the President and Parliament.

The Parliament consists of one hundred and fifty members (150) qualified in accordance with Schedule 3 for election or appointment to Parliament

- One hundred and twenty (120) are elected by voters registered on the common roll for one hundred and twenty common roll constituencies; and
- Twelve (12) are appointed by the President; and
- Ten (10) are chiefs elected in accordance with the Electoral Law; and
- Eight (8) are Provincial Governors, appointed by the President as members of Parliament ex officio.

Fact box:

elections: Last held 24-25 June 2000 (next to be held 2005)

election results: Percent of vote by party - ZANU-PF 48.6%, MDC 47.0%, other 4.4%; seats by party - ZANU-PF 62, MDC 57, ZANU-Ndonga 1

The President may at any time dissolve Parliament. Parliament, unless sooner dissolved, shall continue for five years.

Parliament may, by resolution supported by the votes of not less than two-thirds of all its members, pass a vote of no confidence in the Government.

The power of Parliament to make laws is exercised by Bills passed by Parliament and assented to by the President.

Source: [Constitution of the Republic of Zimbabwe](#)

2.2 Executive Branch

cabinet: Cabinet appointed by the president; responsible to the House of Assembly

elections: Presidential candidates nominated with a nomination paper signed by at least 10 registered voters (at least one from each province) and elected by popular vote; election; co-vice presidents appointed by the president

The executive authority of Zimbabwe is vested in the President. The President is Head of State and Head of Government. The President is elected for a six-year term

⁶ Source of fact boxes if nothing else stated: [The World Factbook - Zimbabwe](#)

⁷ [Inter-Parliamentary Union - Women in National Parliaments](#)

by all the registered voters, and may be re-elected for any number of further terms.⁸ The President must be a citizen of Zimbabwe by birth or by descent, 40 years of age, and a resident in Zimbabwe.

The President appoints no more than two Vice-Presidents. The President appoints ministers, and may appoint deputy ministers of any ministry or department.

The Cabinet consists of the President, the Vice-President(s) and Ministers. The Attorney General is also member of the Cabinet, but without the right to vote [Sec. 76(3b)].

Source: [Constitution of the Republic of Zimbabwe](#)

Fact box:

chief of state & head of government: Executive President Robert Gabriel MUGABE (since 31 December 1987); Vice President Joseph MSIKA (since 23 December 1999); *elections:* Last held 9-11 March 2002 (next to be held March 2008) *election results:* MUGABE 56.2%, Morgan TSVANGIRAI 41.9%

2.3 Judiciary Branch

Supreme Court; High Court.

Judicial authority is vested in the Supreme Court, the High Court, and subsidiary courts established by an act of Parliament viz. Magistrates' Courts, Local Courts headed by traditional chiefs and headmen, and Small Claims Courts.

The President appoints the Chief Justice, who is head of the Judiciary, and Supreme and High Court judges after consultation with the Judicial Service Commission. Judges are removed from office on reaching retirement age, for infirmity of mind or body, or bad behaviour. The constitutional retirement age is 65, but a judge in good health may retire at 70.

Source: [Zimbabwe Mission to the United Nations - Government](#)

See : [Constitution of the Republic of Zimbabwe](#)

2.4 Local Government

Zimbabwe is divided into eight provinces, each administered by a provincial governor appointed by the president. The provincial governor is assisted by the provincial administrator and representatives of several service ministries.

Source: [U.S. Department of State \(Background Notes\) - Zimbabwe](#)

⁸ [Zimbabwe Mission to the United Nations - Government](#)

3. The State and Civil Society

3.1 Ombudsperson

Section 107 and 108 of the [Constitution](#) provides for an Office of the Ombudsman. The Office is established under an Act of Parliament in 1982. The Ombudsman is appointed by the President acting on the advice of the Judicial Service Commission. He or she is required to hold legal qualifications.

Source: [UNHCHR - Core document forming part of the reports of the States Parties: Zimbabwe \(27/06/95\)](#)

The Ombudsman's Office is mandated to investigate cases of administrative malpractice and alleged contravention of the Declaration of Rights by members of the defence forces, police, government departments and the prison service on civil society. It has the power to make recommendations to various arms of government. The office operates with one law officer.

Source: [Zimbabwe Standard - "Ombudsman fades into obscurity" \(19 May 2003\) \(edited\)](#)

According to the Ombudsman in June 2002, the office had not received any reports of human rights violations.⁹ The Ombudsman is largely funded through the Ministry of Justice.¹⁰

3.2 NGOs

President Mugabe announced at the opening of the fourth session of parliament in July 2003 that the government would introduce new legislation governing the operations of NGOs.

Source: [Amnesty International USA - News Release \(22 August 2003\)](#)

Existing legislation, such as the 2002 Public Order and Security ([POSA](#)), the Access to Information and Protection of Privacy Act ([AIPPA](#))¹¹, and the Private Voluntary Organizations Act ([PVO](#)) of 1996, has been used to regulate NGOs.

Source: [Freedom House \(Countries at the Crossroads\) - Zimbabwe \(edited\)](#)

ZIMRIGHTS and the National Constitutional Assembly (NCA) are two very vocal NGOs. ZIMRIGHTS is a human rights organization, and the NCA is a coalition of civic organizations promoting political reforms.

Source: [IIAS/UNDESA - Country Profile: Zimbabwe](#)

The NGO Network Alliance Projects (NNAP) aims to improve the accessibility of human rights and civic information in Zimbabwe. The Kubatana Trust of Zimbabwe, incorporating NNAP, aims to strengthen the use of email and internet strategies in Zimbabwean NGOs and civil society organizations.

Source: [Kubatana - The Project](#)

3.3 Civil Society

Industry, commerce, farming are represented by the Confederation of Zimbabwe Industries (CZI), the Zimbabwe National Chamber of Commerce (ZNCC) and the Commercial Farmers' Union (CFU) respectively

Source: [IIAS/UNDESA - Country Profile: Zimbabwe](#)

[Click here](#) for Human Rights Watch report on Civil and Political Rights in Zimbabwe.

⁹ [African Commission - Executive Summary of the Report of the Fact-finding Mission to Zimbabwe \(6/2002\)](#)

¹⁰ [Transparency International \(Source Book\) - Chapter 10: The Ombudsman](#)

¹¹ Amended in 2004 ([click here](#))

4. Public Service

4.1 Legal basis

Section 73 provides for the creation of the Public Service for the administration of the country. The Public Service Commission (PSC) is created in terms of section 74 and the functions of the PSC are stipulated in section 75.

Accordingly, the Public Service Act (Chapter 16:04) provides for the general administration of the Public Service in Zimbabwe through the Public Service Commission in terms of Section 8.

Source: [CAFRAD](#) - Questionnaire on National Public Administrations in Africa: Zimbabwe (not available online) (edited)

Public Service Act 1995 (No. 21 of 1995).

Printed separately, pp. 247-265; Revised edition 1996 (Chapter 16:04)

Provides regulations governing the functions and duties of the Public Service Commission, which was established by sections 73-75 of the Constitution. Appointments to and dismissals from the Public Service are to be effected by the Commission. The Commission is also responsible for establishing conditions of employment. Also provides regulations concerning pension rights, disciplinary proceedings, and the right of public servants to join trade associations.

Public Service Regulations, 2000 (S.I. 1 of 2000).

Government Gazette, Statutory Instruments, 2000-01-03, No. 1, pp. 1-72

Regulates appointment, performance appraisal and career mobility (Part II); resignation, termination of employment and retirement (Part III); grading and salaries (Part IV); allowances (Part V); indemnification of drivers (Part VI); leave (Part VII); disciplinary procedure (Part VIII); grievance procedure (Part IX); and related matters.

Source: [International Labour Organization \(NATLEX\)](#) - [Zimbabwe: Public and Civil Servants](#)

The Constitution of Zimbabwe makes a provision for the creation of the Public Service Commission (PSC). The PSC has five to seven commissioners who are appointed by the president after notifying the legislature. The PSC undertakes the personnel function of the administration. It hires, promotes, and fires staff in accordance with laid down procedures.

Source: [The Center for Public Integrity \(Zimbabwe\)](#) - [Zimbabwe: Integrity Assessment](#)

The Public Service in Zimbabwe is generally a three-tier structure: Central (head office); provincial and district. However the centre (head office), where heads of Ministries are based, maintains full control over the other two tiers in terms of budgetary control and monitoring, appointment, transfer, deployment and promotion of staff. Provincial and districts heads are however, now empowered to exercise full disciplinary powers over junior staff such as clerks and general hands.

Source: [CAFRAD](#) - Questionnaire on National Public Administrations in Africa: Zimbabwe (not available online) (edited)

4.2 Recruitment

The General principles set by the Public Service commission on recruitment, advancements, promotion and grading of members of the Public Service are provided

for in Part II section 3 and 13 of the Public Service Regulations, 2000. The Public Service commission also formulates policies in the form of procedures which outline the career path for its members and ways of entering the civil service which are as follows:

- Internal sources – where eligible applicants may be obtained within the Public Service through advertising the vacant posts in the service, in the Ministry or Department concerned.
- External sources – applicants are sourced through private press, private employment agencies, educational institutions such as universities and colleges.
- The Public Service commission – prospective candidates register with the Public Service commission. Ministries and Government Departments declare vacant posts to the commission and the Commission will refer candidates on the register for interviews and selection.

It should be noted that the Public Service commission has devolved its recruitment authority to other line Ministries such as Education, sport and Culture where Teachers are recruited from Colleges and Universities and Health and Child Welfare where nurses and doctors are recruited after completing their training programmes.

Source: [CAFRAD](#) - Questionnaire on National Public Administrations in Africa: Zimbabwe (not available online)

According to the Public Service Commission, anyone working for or wanting to join the civil service will be tested on their level of loyalty to the ruling Zanu-PF party. Perspective entrants who fail the test will not be employed. According to Ray Ndhlovu, Secretary of the Public Service Commission, there are too many people working in the civil service who are not committed to the ruling party and government.

Source: [BBC \(Africa\)](#) - "Party test for Zimbabwe civil servants" (22 November 2002) (edited)

4.3 Promotion

Promotional examinations are yet to be introduced by the Public Service commission, but promotional interviews are the ones in place for promotion.

Source: [CAFRAD](#) - Questionnaire on National Public Administrations in Africa: Zimbabwe (not available online)

4.4 Remuneration

Source: [Institution](#) - [Title](#)

4.5 Training

The Zimbabwe Institute of Public Administration and Management (ZIPAM) was established in 1984 as a premier institution responsible for designing and implementing training, consultancy and research for the civil service, local authorities and parastatal. In 1984, ZIPAM came into being mainly concerned with capacity problems of new civil service entrants who had been recruited into the civil service after 1989 when Zimbabwe became independent. In 1991 the Parliament of Zimbabwe enacted the ZIPAM Act which defined explicitly the role of ZIPAM in administration and management development. ZIPAM became a parastatal in 1993.

Each division or unit has developed its own separate training programme although these programmes are integrated in the Management Development Programme

(MDP) in which all divisions pull their competences to train the civil service for an MDP Certificate.

In collaboration with the National University of Science and Technology (NUST) and the Public Service Commission (PSC), ZIPAM offers a Post Graduate Diploma In Public Management (PGDPM). This is a joint ZIPAM-NUST certificate for middle managers, which the government of Zimbabwe has adopted for purposes of promotion in the civil service.

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The 2003 National Budget restored the grant to the ZIPAM due to the adverse economic conditions in Zimbabwe.

Source: [Zimbabwe Institute of Public Administration and Management \(ZIPAM\)](#)

4.6 Retirement

Section 18 of Public Service Regulations, 2000 stipulates that members of the Public Service retire at 60 and members who were appointed on pensionable terms before 1992 are to retire at 65. Early retirement can be achieved after attaining the age of 55 upon giving three months notice to the Public Service Commission.

Source: [CAFRAD](#) - Questionnaire on National Public Administrations in Africa: Zimbabwe (not available online)

4.7 Gender

Source: [Institution](#) - [Title](#)

5. Ethics and Civil Service

5.1 Corruption

2003 CPI Score relates to perceptions of the degree of corruption as seen by business people and country analysts and ranges between 10 (highly clean) and 0 (highly corrupt).

Corruption Perceptions Index							
		2003 CPI Score	Surveys Used	Standard Deviation	High-Low Range	Number Inst.	90 percent confidence range
Rank	Country						
1	Highly clean	9.7	8	0.3	9.2 - 10.0	4	9.5 - 9.9
106	Zimbabwe	2.3	7	0.3	2.0 - 2.7	5	2.1 - 2.4
133	Highly corrupt	1.3	8	0.7	0.3 - 2.2	6	0.9 - 1.7

Source: [Transparency International](#) - [Corruption Perceptions Index 2003](#)

Surveys Used: Refers to the number of surveys that were used to assess a country's performance. 17 surveys were used and at least 3 surveys were required for a country to be included in the CPI.

Standard Deviation: Indicates differences in the values of the sources. Values below 0.5 indicate agreement, values between 0.5 and c. 0.9 indicate some agreement, while values equal or larger than 1 indicate disagreement.

High-Low Range: Provides the highest and lowest values of the sources.

Number Institutions: Refers to the number of independent institutions that assessed a country's performance. Since some institutions provided more than one survey.

90 percent confidence range: Provides a range of possible values of the CPI score. With 5 percent probability the score is above this range and with another 5 percent it is below.

[Click here](#) for a Corruption Notebook and [click here](#) for an Integrity Assessment by The Center for Public Integrity.

The Criminal Procedure and Evidence Amendment Act [H.B. 7, 2004] amends the Criminal Procedure and Evidence Act to facilitate the investigation and prosecution of crimes by the State that are prejudicing the vital economic interests of Zimbabwe, e.g. corruption. The Bill will also re-enact (with modifications) the Presidential Powers (Temporary Measures) (Amendment of Criminal Procedure and Evidence Act) Regulations (SI 37/04) and the Presidential Powers (Temporary Measures) (Amendment of Criminal Procedure and Evidence Act) (No. 2) Regulations (SI 41A/04).¹²

Source: [Kubatana.net](#) - [Criminal Procedure and Evidence Amendment Bill \[H.B. 7, 2004\]](#)

The Anti-Corruption Commission Bill, 2004 [H.B. 3, 2004] will provide for the establishment of the Anti-Corruption Commission in Zimbabwe in compliance with section 108A of the Constitution.

The purpose of establishing the Commission is to provide for an independent, powerful and high profile body to spearhead the battle against corruption and provide mechanisms to investigate corruption at all levels and in all sectors.

Currently, corruption is the responsibility of the Zimbabwe Republic Police acting in conformity with the Prevention of Corruption Act [Chapter 9:16] and the Serious Offences (Confiscation of Profits) Act [Chapter 9:17].

¹² President Robert Mugabe decreed the provisions of the bill in February ([click here](#))

These mechanisms have proved inadequate to curb the scourge of corruption in the public and private sectors, hence the need for a body with clearly stated objectives and more effective procedures for the eradication of corruption.

Source: Kubatana.net - [Anti-Corruption Commission Bill, 2004](#) - [H.B. 3, 2004]

5.2 Ethics

Zimbabwe's anti-corruption act targets activities such as bribery, fraud, and extortion. It also embraces unethical conduct, such as disregard for legal principles and procedures or action, that is contrary to or inconsistent with a public officer's duty as such, or the omission by a public officer to perform anything which falls within his or her scope of work, if the conduct or omission is done for the purpose of showing favor or disfavor to any person.

Source: [The Center for Public Integrity \(Zimbabwe\)](#) - [Zimbabwe: Corruption Notebook](#)

6. e-Government

e-Government Readiness Index:

The index refers to the generic capacity or aptitude of the public sector to use ICT for encapsulating in public services and deploying to the public, high quality information (explicit knowledge) and effective communication tools that support human development.

The index is comprised of three sub-indices: Web Measure Index, Telecommunications Infrastructure Index and Human Capital Index.

Web Measure Index:

A scale based on progressively sophisticated web services present. Coverage and sophistication of state-provided e-service and e-product availability correspond to a numerical classification.

Telecommunications Infrastructure Index:

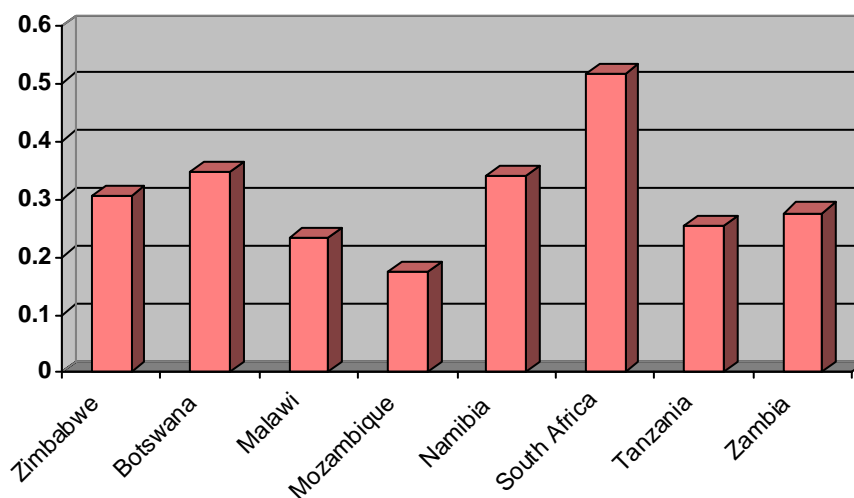
A composite, weighted average index of six primary indices, based on basic infrastructural indicators that define a country's ICT infrastructure capacity.

Primary indicators are: PC's, Internet users, online population and Mobile phones. Secondary indicators are TVs and telephone lines.

Human Capital Index:

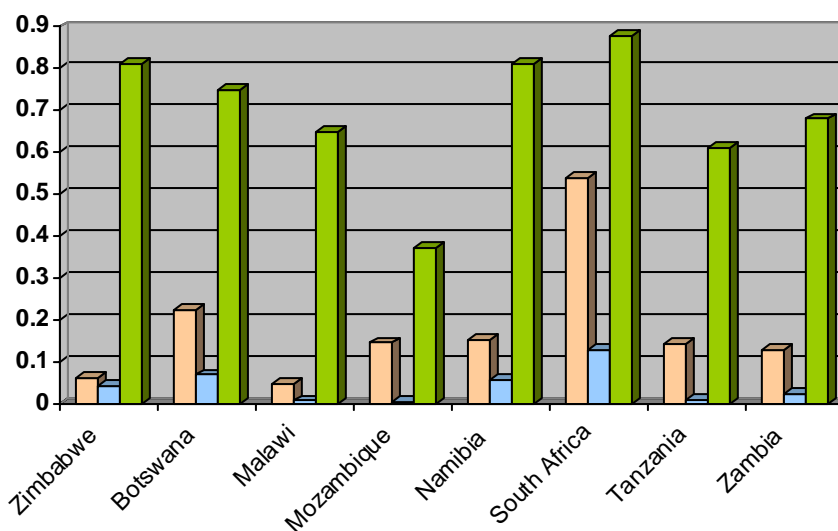
A composite of the adult literacy rate and the combined primary, secondary and tertiary gross enrolment ratio, with two thirds of the weight given to adult literacy and one third to the gross enrolment ratio.

e-Government Readiness Index



Source: HUnited Nations – World Public Sector Report 2003H

Web Measure Index Telecom. Infrastructure Index Human Capital Index



Source: HUnited Nations – World Public Sector Report 2003H

e-Participation Index:

Refers to the willingness, on the part of the government, to use ICT to provide high quality information (explicit knowledge) and effective communication tools for the specific purpose of empowering people for able participation in consultations and decision-making both in their capacity as consumers of public services and as citizens.

e-information:

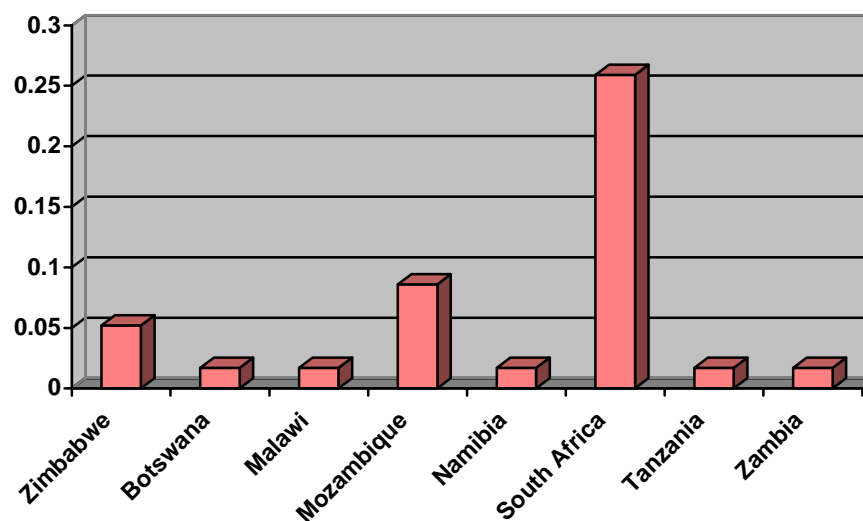
The government websites offer information on policies and programs, budgets, laws and regulations, and other briefs of key public interest. Tools for disseminating of information exist for timely access and use of public information, including web forums, e-mail lists, newsgroups and chat rooms.

e-decision making:

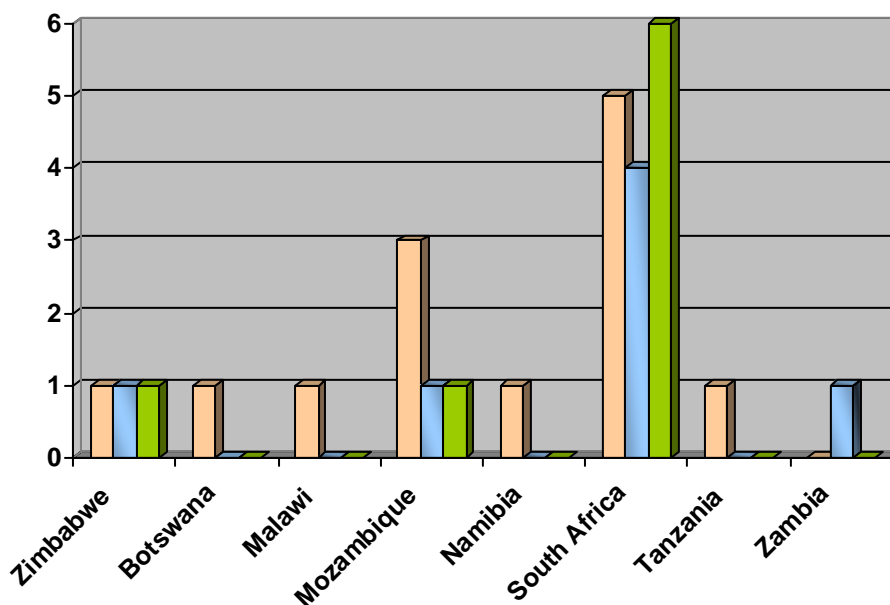
The government indicates that it will take citizens input into account in decision making and provides actual feedback on the outcome of specific issues.

e-consultation:

The government website explains e-consultation mechanisms and tools. It offers a choice of public policy topics online for discussion with real time and archived access to audios and videos of public meetings. The government encourages citizens to participate in discussions.

e-Participation Index

Source: HUnited Nations – World Public Sector Report 2003H d

e-information e-decision making e-consultation

Source: HUnited Nations – World Public Sector Report 2003H d

7. Links

7.1 National sites

Authority	Topic
Parliament	http://www.parlzim.gov.zw/
Zimbabwe Government Online	http://www.zim.gov.zw/
Ministries	http://www.zim.gov.zw/ministries/ministries%20.htm

7.2 Miscellaneous sites

Institution	Topic
African Development Bank (ADB)	http://www.afdb.org/
African Institute for Economic Development and Planning (IDEP)	http://www.unidep.org/
African Training and Research Centre in Administration for Development (CAFRAD)	http://www.cafrad.org/
African Union (AU)	http://www.africa-union.org/
International Labour Organization (ILO) - NATLEX	http://www.ilo.org/dyn/natlex/natlex_browse.home
New Partnership for Africa's Development (NEPAD)	http://www.nepad.org/
United Nations Economic Commission for Africa (ECA)	http://www.uneca.org/
United Nations Development Programme (UNDP)	http://www.undp.org.zm/
UNPAN	http://www.unpan.org/virtual_library-byregion.asp
USAID	http://www.usaid.gov/locations/zimbabwe/
World Bank (WB)	http://www.worldbank.org/zw