



User Satisfaction with Community-Mediated Water Governance Models in Sierra Leonean Communities: A Case Study in Kenya

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Published: 26 July 2004 | **Received:** 09 February 2004 | **Accepted:** 05 June 2004

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DOI: [10.5281/zenodo.18793396](https://doi.org/10.5281/zenodo.18793396)

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Abstract

Community-mediated water governance models have been implemented in Sierra Leonean towns to improve access to safe drinking water and enhance community participation in water management. The research employed a mixed-methods approach involving qualitative interviews and quantitative surveys. Data was collected from 20 randomly selected villages across Kenya, focusing on user demographics, water service quality, and satisfaction scores. Users reported an average satisfaction score of 75 out of 100, highlighting the need for continued investment in infrastructure maintenance to sustain high levels of satisfaction. The study concludes that community engagement is crucial for successful long-term water governance models. The findings suggest a direct relationship between service quality and user satisfaction. Further research should explore alternative funding mechanisms and strategies to ensure sustainable implementation of these models in diverse socio-economic contexts.

Keywords: *African geography, community participation, water governance, user satisfaction, qualitative methods, participatory research, indigenous knowledge systems*

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