



**COMMUNITY PARTICIPATION IN HOUSING DEVELOPMENT AT
PHILIPPI COMMUNITY IN THE CAPE METROPOLE**

BY

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DECLARATION

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ABSTRACT

Chapter 2 of the Constitution of the Republic of South Africa (Republic of South Africa, 1996) entrenches the right of access to basic and decent housing. The position of the poor is further highlighted by the fact that the government is committed to giving preference to people who are homeless or living under conditions of extreme poverty. Although the government is taking the lead in providing housing to a large section of the community, great emphasis is put on the need for communities to participate in the process of public housing delivery. Community participation has become an essential part of South African government protocols (Fubesi, 2019). This research project deals with the matter of community participation in the housing delivery process within the Philippi community, a township in the Cape Metropole. The literature covered the legislative framework for community participation in housing delivery; analysis of community participation techniques; discussion of community involvement issues; guidelines for increasing community participation; limitations of community participation; and the encouragement of community participation. The study follows a quantitative approach to research in the form of a questionnaire survey conducted amongst a sample of households in the area. The participants in the research project were informed that their participation in the research project was voluntary, and that their identities would be protected at all times. Based on the findings, specific recommendations are made with a view to assist the municipality to improve the level of community participation in the Philippi Ward 80 community.

KEY WORDS

Constitutional rights, community involvement, housing, municipality, township.

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DEDICATION

Almighty God, You are the Cause, the Path and the End of my success!

- I would like to thank my God almighty, Lord Jesus Christ, who gave me strength, wisdom and made everything possible for me during my studies; to whom I owe and dedicate my whole entire life, through whom all things are possible, to Him be the Glory, the Honour and the Adoration.

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ABBREVIATIONS

ACPPDT	African Charter for Popular Partnerships for Development and Exchange
CBP	Community-based planning
IDP	Integrated Development Plan
IEC	Independent Electoral Commission
MEC	Member of the Executive Committee
NCI	National Charrette Institute
NFPP	National Framework for Public Participation
RSA	Republic of South Africa

CHAPTER ONE: INTRODUCTION AND OVERVIEW

1.1 INTRODUCTION TO THE STUDY

The Constitution of the Republic of South Africa Chapter 7 (1996), articulates that community participation and accepting a state of accountability to local communities is the duty of the municipalities. Chapter 2(26)(2) of the Constitution affirms that everyone has the right to have access to adequate housing and the state must take reasonable legislative and other measures, within its available resources to achieve the progressive realisation of this right. Participation in communities is seen as the route where the community directly participates in the planning, decision-making and the overall development of local level decisions (Mafukidze & Hoosen 2009: 11)

The community of Philippi is unhappy regarding their participation in housing development. This study attempts to analyse the Philippi community's current techniques of community participation. In addition, the study aspires to critique challenges in community participation and guidelines for enhancing community participation so that the researcher can identify any gaps that might exist between the municipality and the community specifically with respect to housing development and community participation. The problem is stated as the concern that the community has about the extent to which government allows for community participation in projects that affect the community. A quantitative approach to research is proposed in the form of a questionnaire survey distributed to a sample of the community. It is envisaged that limited influence of master's research studies should be appreciated. The dissertation will add to the literature on this topic, which may affect policy in the future.

1.2 BACKGROUND TO THE STUDY

Philippi township is one of the largest semi-urban areas found in the Western Cape. It is classified under Cape Town's Cape Flats region. It is situated close to two well-known townships, namely Gugulethu and Nyanga. Philippi township lies to the south of Gugulethu and west of Nyanga. Part of Philippi is a horticultural area, which is sparsely populated and contains many farms. The rest are residential areas that include one informal settlement.

Colin (2004: 115) states that the majority of the people in Philippi came from the former Ciskei and Transkei homelands to look for jobs in the city. During November 1974, the apartheid government gave authorization to black people from the Transkei and Ciskei homelands who were not in possession of houses to construct shacks in Philippi East (Colin, 2004: 117). A further large proportion of the population consists of coloured (or mixed race) people who used to work on farms in the area, according to Adlard (2009:4). During 1970s, Philippi became an area for ethnic groups from rural areas who were looking for job opportunities in Cape Town (Adlard, 2009:5). Two residential areas in Philippi, namely Siyahlala and Siyanyanzela in Ward 80 comprise mainly shacks erected by people from rural areas. In these places, however, the local government has not provided basic facilities like toilet resources, electricity and rubbish collection, making the living conditions intolerable. Since 1994, when democracy was introduced in South Africa, there have been efforts by the government to provide housing to the community of Philippi. A substantial number of people have been provided with houses through government housing projects in the area. These housing projects were developed entirely by the government without any consultation with the community. Based on the above, the problem is stated below.

1.3 THE RESEARCH PROBLEM STATEMENT

The community of Philippi is unhappy with the process by which housing delivery is undertaken by government. The community feels strongly that government does not provide them with an opportunity to participate in the planning of housing projects. The community is of the opinion that their members would be more satisfied with housing if they were consulted about the design of the houses to be provided.

1.4 RESEARCH OBJECTIVES

The study project attempts to:

- Explain the legislative framework for community participation in housing delivery.
- Analyse the techniques of community participation.
- Critique challenges in community participation and guidelines for enhancing community participation.
- Make recommendations for enhancing community participation based on an empirical study that was conducted amongst the community of Philippi township.

1.5 RESEARCH QUESTIONS

- Which legislation relates to community participation in housing delivery?
- What are the techniques for community participation?
- What are the challenges in community participation and guidelines for enhancing community participation?
- What recommendations can be made for enhancing community participation?

1.6 RESEARCH DESIGN AND METHODOLOGY

The aim of this study is to conduct a quantitative empirical study on the role of community participation on the provision of housing within a selected community. Quantitative research is the process of collecting and analysing numerical data. It can be used to find patterns and averages, make predictions, test causal relationships, and generalize results to wider populations (Bhandari, 2020:1). The research population comprises households within the designated community. The sample to be used in the research project consisted of 20 residents from the designated area chosen by means of simple random sampling. Bhandari (2020:2) states that a simple random sample is a randomly selected subset of a population. In this sampling method, each member of the population has an exactly equal chance of being selected. The collection of data was done by means of a questionnaire survey. Questionnaires were submitted to the participants under cover of a letter signed by the researcher. The researcher conducted the survey personally since she was familiar with the area. Participants thus had an opportunity to ask for clarity on some aspects of the questionnaire about which they might not have been clear. Participants were informed that their engagement in the study was voluntary, that they could withdraw from the study at any given moment, and that their identities would remain confidential. Participants were also informed that the findings of the

study would be made known to them on completion of the research project. Data was interpreted by means of the Statistical Package for the Social Sciences (SPSS) with help of a qualified statistician.

1.7 PRELIMINARY LITERATURE REVIEW

The theoretical prescripts for the study are briefly explained below.

The term ‘community participation’ is widely used but is still unclear. To understand the definition clearly, it is important to comprehend these two words independently. ‘Community’ refers to a group of people who share the same interests, common set of circumstances and neighbourhood. On the other hand, ‘participation’ refers to a procedure by which people are able to become active and engaged by identifying and discussing the problems affecting them, making decisions in regard to issues that affect their daily living, constructing and applying policies, and designing, improving and distributing basic services. Community participation involves many concepts, which include citizenship, engagement, community action, empowerment, community organising, involvement and consultation (Taillant and Picolotti 2003:112).

According to Williams (2006:196) and Burde (2004: 96), community participation refers to sharing and taking part in activities, where people are the main players and work together. They highlighted the fact that people learn much better through participation. In communities where the level of participation is high, there is more productivity, and sharing of ideas and experiences. It grants communities a chance to be involved in decision-making regarding their development activities.

Based on the above descriptions, a generic description of community participation is an on-going procedure of discussion between various members on a particular issue.

1.7.1. The legislative framework for community participation in housing delivery

Section 152(1) (e) of the Constitution of the Republic of South Africa (Republic of South Africa, 1996) encourages local government to engage with communities and community associations in municipalities. It is additionally explained in section 164 of the Constitution that “any matter concerning local government not dealt with in the constitution may be prescribed by national legislation within the framework of national legislation”. This clearly shows the importance in the Constitution of community participation.

The Local Government Municipal Structures Act, No. 117 of 1998 (Republic of South Africa, 1998) highlights the necessity of municipalities to be involved with the communities in making decisions on matters which affect them. Municipalities must create space for participation in the communities such as ward committee structures and council meetings, as the Act is focused on this need. The legislation further requires the executive mayors, together with ward committees, to motivate on the level of community associations for community participation in local government issues. The purpose of ward committees is to improve participative democracy in municipalities (Republic of South Africa, 1998).

The Municipal Systems Act, No. 32 of 2000 (Republic of South Africa, 2000) is an additional act of legislation that encourages community participation, and which obligates the local government to develop a culture in which municipalities supplement formal representative government with the approach of participative governance. Chapter 4 of the legislation spells out how participative governance complements the formal system of representative municipal governance rather than competing or interfering with the municipal council's right to govern. The legislation firmly supports participation of the local community in making resolutions regarding the impact and quality of the basic services provided by the local government. Section 42 of the legislation specifies that "[A] Municipality must involve the local community in the development, implementation and review of the local government performance management system, and allow the community to participate in the setting of appropriate key performance indicators and performance targets of the municipality through appropriate mechanisms, processes and procedures" (Republic of South Africa, 2000).

1.7.2. Techniques of community participation

According to Silverman (2003:11), the techniques of community participation are as follows:

1. Open government techniques: Municipalities must inform community members regarding upcoming meetings of local government. Some Local government have a website that produces detailed information about the municipalities and contain a feature on their website that allows the public to communicate with the local government via e-mail. Local governments are required to have annual meetings in their communities.
2. Public participation techniques: Municipalities must ask for feedback and advice from their stakeholders on plans or policies affecting the communities. Local government

must provide platforms for public engagement in important planning exercises in communities. Local government must appoint members of communities to task forces or advisory boards. The use of community participation techniques requires that local government should involve the public in a sustained manner and more broadly, especially in the area of important planning, where they depend more upon the use of advisory boards as a mechanism for engaging the public in municipal policy procedures.

3. Neighbourhood empowerment techniques: Municipalities must implement formal neighbourhood planning programmes in communities, and they can appoint community coordinators to enlarge neighbourhood-based associations. The tendency of local government to be more involved in the implementation of formal neighbourhood planning programmes is another example of their involvement with the public in a more sustained and broad-based manner. This is in marked contrast to local government that is likely to inspire the formation of homeowners' organizations, a master plan for neighbourhood planning that portrays as being shaped by fragmentation and privatization in municipalities.
4. Voluntarism and public participation techniques: Local government must adopt a programme for communities and they must have a neighbourhood watch programme. Further, local government could develop a gardening programme in communities. The use of public engagement techniques strengthens the local governments to have more public participation and voluntarism techniques.

1.7.3. Challenges in community participation

Challenges do exist in achieving community participation – but these can have advantageous or useful consequences. However, some challenges do hold back progressive community involvement. The challenges must be analysed and possible solutions must be put in place. Overcoming such challenges will enable local governments to lead communities with good community participation rates. (Nyalunga 2006:7)

Some challenges faced comprise:

- Representation: It is recognized that it is not feasible for municipalities to have active interaction with every community member. Care must be taken to make certain that representation takes into account all the particulars of the community.
- Time constraints: Community involvement in activities is considered time-consuming. Differences of opinion amongst members can cause delays
- Budgetary constraints: Limited access to finance can sabotage the accomplishment of community engagement goals. This is with regard to capacitating the community engagement workers as well as accessing finance to hold gatherings and circulate the needed material.
- Capacitation: This is a serious challenge for the proper implementation of community participation targets. This has to do with untrained representatives or insufficient personnel in decision-making structures.

1.7.4. Guidelines for enhancing community participation

Community participation can be viewed from a variety of perspectives and there are certain guidelines for enhancing community participation. According to Irvin & Stansbury (2004:58), this comprises:

- Passive participation: Participants engage by being informed regarding what will occur or what has previously taken place through unilateral announcements by the administration.
- Participation by information giving: The public can participate by responding to questionnaires or other methods by researchers sent out by local government.
- Participatory consultation: The community participates by being consulted, local government pays attention to their perspectives, and modifications can be made. However, currently participants are still not involved in the decision-making.
- Participation for material incentives: Participation is incentivised by providing goods and services, for example labour, in exchange for materials, money and other resources.
- Functional participation: People get involved by creating groups to meet pre-set objectives in relation to projects, after resolutions have previously been determined.
- Interactive participation: The public engages in formations that strengthen local institutions by development of action plans and joint analysis.

- Self-mobilisation: The public gets involve in initiating responsible self-governing by engaging outside organizations to amend municipal structures. For instance, they can improve relations and associate with outside organizations for materials and practical guidance.

1.8 DELIMITATION OF THE STUDY

This research project was confined to the Philippi community, focusing on the two areas of Siyahlala and Siyanyanzela in Ward 80. The study was limited to these two areas and the people residing in them.

1.9 ETHICAL CONSIDERATIONS

According to Kevin and Ervin (2018:56), research needs to have a purpose, the materials of the research must be displayed without prejudice, and those who are participating in the study must be treated considerately by the researcher. The participants in the study project were told that their participation in the study was voluntary and that they could withdraw from it if they felt uncomfortable with continuing. They were assured that their identities would be protected, and that they would be informed of the outcome of the research project on completion. Respect was given to the culture of the community, and the integrity of the participants was never negated. The researcher obtained written permission from the municipality to conduct the research.

1.10 SIGNIFICANCE OF THE STUDY

This research might produce information that the City of Cape Town could use in ensuring that every effort is made to allow the community the opportunity to participate in decisions that affect them.

1.11 OUTLINE OF THE STUDY

This study consists of five chapters, as outlined below.

Chapter 1

Chapter 1 presents the introduction to the research problem, research questions and research objectives, as well as the preferred approach to research to be followed. It also explains the delimitation of the project, the ethical considerations and the significance of the research project.

Chapter 2

The chapter covers the literature review relating to the legislative framework for community participation, techniques of community participation, challenges for community participation, and guidelines for enhancing community participation.

Chapter 3

This chapter explains the research approach that will be followed, namely the quantitative approach in the form of a questionnaire survey distributed to a sample of the target population.

Chapter 4

Chapter 4 presents the analysis and findings of the research project.

Chapter 5

This chapter covers the summary, recommendations and conclusion of the research project.

1.12 SUMMARY

All the citizens concerned should be involved in decision-making along with appropriate community members who take decisions in their interests. In 1994, the government contrived resolutions in favour of communities; government legislation laid out the measure of community participation, and how community participation must be applied. The present government still needs a powerful strategy to engage communities to cooperate in programmes and projects like housing improvement and construction in the Philippi community.

This chapter provides the background to the study and the reasons that necessitated this study. The chapter starts by introducing the topic and briefly outlining all the important elements of the study. The next chapter explains the literature relating to the research objectives

CHAPTER TWO: LITERATURE REVIEW

2.1 INTRODUCTION

According to the University of Wisconsin Writing Center (2014), the literature review is a “critical analysis of a segment of a published body of knowledge through summary, classification, and comparison of prior research studies, reviews of literature, and theoretical articles”. A literature review allows readers to understand how the latest findings compare to earlier research in a given field. From this, it can be seen how the reported studies reveal deficiencies or already identified problems (Denscomb, 2008: 210). As a result, with a better awareness of the backdrop to examining the subject of community participation in housing development in the Philippi community, this chapter explores guidelines, books, journals, Acts and all other relevant sources of information. The literature review highlights key concepts commonly used in this field and discusses the theoretical framework of community participation.

The research problem of this study, as discussed in Chapter 1, is that the Philippi community is unhappy with the process by which the government is providing housing. The community strongly believes that the government does not afford them an opportunity to participate in the planning of housing projects. This chapter will provide discussion of the legal framework for community participation; a theoretical framework for community participation; analysis of community participation techniques; discussion of community involvement issues; guidelines for increasing community participation; limitations of community participation; and the encouragement of community participation. This is followed by a chapter summary.

2.2 COMMUNITY PARTICIPATION IN HOUSING DELIVERY LEGISLATIVE FRAMEWORK

In South Africa, the right to community participation is effectively safeguarded and guaranteed. The importance of community participation is underlined throughout the legislation. Participation in the community is a basic human right that aims to bridge the social divide between voters and elected officials. The goal of community participation is to promote good governance and the value of human rights. South Africans are persuaded to participate as individuals or interest groups to improve housing service delivery. (Fubesi, 2019)

A community is defined as a ward in terms of community participation. The ward committee plays a central role in connecting elected institutions, and these contacts are enhanced by other forums within the community. The legislative framework for community participation is comprised of the Constitution of the Republic of South Africa 1996, Municipal Structures Act No.117 of 1998, Integrated Development Plan, White Paper 1998, Promotion of Access to Information Act of 2000 and Municipal Systems Act No. 32 of 2000, which are described below.

2.2.1 The Republic of South Africa's Constitution, 1996

Local governments are required by section 151 (1) of the Constitution of the Republic of South Africa (Republic of South Africa, 1996) to foster community and community group engagement in local governance. The municipality must "promote the engagement of communities and community organizations in local government activities", according to Section 152 (1) (e) of the Constitution. The abovementioned section is expanded upon in the Constitution's section 164: "... No Constitution can be published unless it is published for public comment" (Republic of South Africa, 1996). It clearly demonstrates the importance that the Constitution's places on the community, as well as the manner in which the Constitution was drafted. It underlines the necessity for public engagement and participation in all subjects involved through interaction with diverse stakeholders in South Africa. The national government must establish clear policies and actions within its available resources to create a developing knowledge of social partnership and provide right to decent houses, according to Chapter 2 (26) (2) of the Constitution. The right to housing is incorporated in Section 26 of the Constitution, which states that everybody has the right to appropriate housing and that the state must adopt reasonable legislative and other measures to promote progressive realization of this right within the limits of available resources.

In section 26 of the Constitution, the state is required to adopt reasonable legal and other steps, within the limits of its resources, to gradually achieve the right to sufficient housing. The state has passed different legislative texts to make this requirement effective, which provides:

- I. The national organizations and the Members of the Executive Committee (MEC) representing municipalities must design and facilitate a national approach for sustainable housing development.
- II. Each provincial government should do everything in its ability, after conferring with provincial organizations representing municipalities, to promote and facilitate the supply of suitable housing in its province within the framework of the national housing strategy
- III. Each municipality should take all reasonable steps, within the context of national and provincial housing laws and policies, to ensure that eligible people of its territory have access to suitable housing as part of the planning process for the municipality's integrated development.

2.2.2 Municipal Structures Act No. 117 of 1998

The Municipal Structures Act, No. 117 of 1998, emphasizes the necessity of municipalities engaging communities in decision-making, particularly in areas that affect them. Municipalities must develop areas for involvement, such as council boards and ward committees, according to the Act. The Act also requires executive mayors and executive committees to report on community and community organization participation in municipal affairs. A ward committee's purpose is to improve local government's participatory democracy.

By encouraging effective governance, the South African Constitution (Republic of South Africa, 1996), the White Paper on Local Authorities (Republic of South Africa, 1998a), and the Local Government: Municipal Structures Act (Republic of South Africa, 1998b) serve as the foundation for a well-structured local government. The Municipal Structures Act (Republic of South Africa, 1998b) is the country's primary legislative framework for local governance. The Act lays out the rules for establishing municipal boundaries, municipalities, and governance. Municipalities must try to realize the government's objectives in conformity with the Constitution, according to Section 19 of the second chapter (Republic of South Africa, 1996). Municipalities must create strategic and flexible community participation strategies to guarantee that individuals and community organizations are consulted when municipal

operations are managed. Annual reviews of community needs are required, and towns must include residents in the process of revising municipal priorities.

Chapter four of the Municipal Structures Act (Republic of South Africa, 1998b) requires municipalities to form ward committees through an acceptable electoral mechanism, which will be overseen by the Independent Electoral Commission independently. The primary goal of the ward committees is to increase citizen participation in local government matters and to promote good governance. The Act provides that the ward councillor is automatically the head of the committee after the official organization of a ward committee is elected. In his absence, he may assign his powers to one of the members. The municipal council shall also create and propose procedures for the election of members of ward committees, according to the Act.

The Municipal Structures Act (South Africa, 1998b) not only establishes the terms of office for members of ward committees, but gives a clear picture of their duties and responsibilities. Support resources, such as labour costs, computers, equipment and furniture, should be supplied to municipal councils and ward committees. This is done to guarantee that the committee is strong and resilient enough to carry out its function properly and efficiently. The Act outlines the procedures for filling ward committee vacancies as well as the ward committee's organization. Ward committee members must be reimbursed for travel, light meals, and other costs associated ward committee tasks that are incurred during committee meetings. The amount paid is left to the municipality's discretion under the Act.

The value of community consultation and active community engagement are firmly established in this Act, and it serves as the foundation for the legislators who guide the study.

2.2.3 Municipal Systems Act No. 32 of 2000

The Municipal Systems Act No. 32 of 2000, which mandates the community to build a culture of local governance that balances formal representative democracy with a participatory governance system, is another legislative act that fosters community engagement. The Municipal Systems Act Chapter four establishes how the aforementioned participatory governance objectives complement the formal representative local government system, rather than competing with, or interfering with, the local council's right to govern. Participation includes:

- Performance management systems, performance results, and implementation and review of budgets.

- Consultation on service strategies.
- The municipality should also develop the capacity of the community, staff and city councils to support participation.

Chapter 4 of the Municipal Systems Act actively encourages local community engagement in decisions about the quality and impact of the municipality's services. The following is taken from Section 42 of the Act: "... through suitable mechanisms, processes and procedures, the municipality should involve the local municipality in the design, implementation and review of the municipality's performance management system and, in particular, enable the municipality to participate."

Establishment of a participatory culture in the community

- Section (16) (1) of the Municipal Systems Act No 32 of 2000, specifies that the municipality must build a municipal governance culture that includes a formal representative government and a participatory governance system. As a result, the municipality should encourage and establish conditions for local residents to participate in the development, implementation, and revision of an Integrated Development Plan (IDP) to achieve this goal. The municipality should do all possible to help the community, municipal officials, and councillors develop their ability. Municipalities must use their resources and finances in an efficient and effective manner to attain this goal.

Community participation mechanisms, processes and procedures

- Section 17 (2) mandates that the community's focus be on effective community engagement. As a result, towns must build proper methods and procedures, and procedures to ensure that citizens are involved in community activities.
- Section 17 (3) compels towns to implement systems and procedures that take into account the unique needs of people with disabilities, women, and other disadvantaged people who are illiterate.
- Section 17 (14) states that local governments need to form one or more advisory boards. These advisory boards advise the council on all issues. Gender representatives should be taken into account when appointing members of such committees.

Community participation for communication of information

- Section 18 (1) (a) requires the municipality to offer information to its citizens on community engagement and development in general, as well as the techniques, procedures and processes available to encourage and enable participation in particular.
- Section 18 (2) (a) (b) specifies that when presenting information in section (1), community language preferences and usage must be considered, as well as the unique needs of persons who do not understand other languages, or lack the ability to read and write.

Notice to the community of municipal councils for meeting

- Section 19 mandates that the municipal manager notify the people in a manner chosen by the council, of the date, time, and location of each meeting of the council, as well as any special or urgent sessions of the council, unless time limitations prevent this.

Open community meetings

- Meetings of the board and its committees must be accessible to the public, including the media, according to Section 20 (1), and neither the board nor its committees may exclude the public or the media.
- Section 20 (2) states that when considering or voting on a resolution to enter into a service agreement, the municipal council or committee shall include the public, including the media.

2.2.4 Integrated Development Plan (IDP)

Local government: The Municipal Systems Act (Republic of South Africa, 2000b) mandates local governments to plan local community development in order to attain strategic goals. This is in accordance with Section 152 of the Constitution (Republic of South Africa, 1996). This guarantees that the community's responsibilities under Section 153 of the Constitution are clear. It also explains how local governments should collaborate with other levels of government to ensure that all citizens' fundamental rights are gradually protected. The IDP, which is a participatory planning process in which the community is directly involved, can be used to carry out these development activities. As a result, the plan that guides the community's planning, budgeting, management, and decision-making has a direct impact on the citizens who are impacted (Madzivhandila & Asha, 2012).

The Integrated Development Plan (IDP), also known as the "Bible" of local government, is a five-year document that directs municipal actions and resolutions. The municipal council and the community, however, must review it in accordance with Chapter 5 of the Municipal Systems Act (Republic of South Africa, 2000b). Furthermore, Section 34 mandates that municipalities must hold a public consultation hearing during the annual review of the IDP and that public consultations and priorities be considered when the IDP is approved.

The IDP can also be characterized as an inclusive approach that incorporates several ways to maximize the optimal use of limited resources, ensuring community sustainability and empowerment. Economic, regional, social, organizational, environmental, and financial strategies are all part of a comprehensive development plan when they are combined. The above definition emphasizes the IDP's crucial developmental role.

The process to be followed by municipalities when examining a draft IDP for adoption is outlined in Section 29 of the Municipal Systems Act (Republic of South Africa, 2000b). The procedure should adhere to the timetable set forth in a predetermined programme. In accordance with the provisions of chapter four of the Act, each stage of the process must be highlighted in the programme, and the applicable deadline must be clearly expressed through specific instruments, methods, and procedures. It has to be founded on community perceptions of their own developmental requirements and priorities (Department of Local and Provincial Government, 2007: 61). This recommendation must be extended to other community stakeholders, including traditional authorities, who must be consulted during the IDP draughting process. All requirements linked to the identified projects must be detailed in the IDP, and the project and related requirements are legally obligatory on the municipality under provincial and national law. A source of planning, such as the Consultative IDP, is a useful instrument for local governments to address the challenges of poverty, unemployment, and inequality (Gounder & Reddy, 2011).

The IDP's objective is twofold, according to the third edition of the Westonaria Local Municipality's Integrated Development Plan 2010/11. On the one hand, it must create clear goals for the development of the local region, and on the other, it must assure better service delivery by presenting instructions for the implementation of the agreed plan. Furthermore, important performance indicators and standards should be defined against which the performance of internally displaced persons and the programmes identified in them can be assessed. Customer satisfaction with the services delivered is one of these indicators. As a

result, the community continues to be the municipality's customers. Community members may assess if intended actions have been successfully executed since they have been involved in determining and prioritizing the needs to be implemented.

The IDP is similar to a business plan, and as such, it clearly specifies the projects approved for implementation in any fiscal year. As a result, it is a critical tool for the municipality to meet its duties through planning and budget allocation. The IDP must therefore be written in a transparent and inclusive manner, and its content must reflect the goals of all stakeholders in each office. Using the IDP Forum is one approach to ensure inclusion and transparency. This forum should include members from all of a community's numerous interest groups, serving as a platform for stakeholders to promote and push for their inclusion in IDPs (Westonaria Local Municipality, 2011).

2.2.5 Local Government White Paper, 1998

The central guideline for controlling local government is the Local Government White Paper (Republic of South Africa, 1998a). The text is a core guideline and development that provides a foundation for good governance and serves as an operational basis for local government. The Local Government Transition Act of the Republic of South Africa (Act 209 of 1993) and the Transitional Amendment Act of 1995 (Act 61 of 1995) ensured a peaceful transition from racism to democracy. Nevertheless, the publication of the Constitution of the Republic of South Africa (1996) allowed for a complete examination of the country's local government structure.

The policy foundation for community involvement is extensive. Local governments must ensure community participation at five levels, according to the 1998 White Paper on Local Government. Specifically:

- Voters: Ensure that elected political leaders are held to the highest level of democratic accountability for the policies they are permitted to push. Ascertain that political leaders are held accountable and that they are working within their mandate.
- Citizens: Before, during, and after policy formulation, express your opinions through various stakeholder organizations to ensure that policies represent community preferences as closely as feasible. Allow residents (interest groups or individuals) to contribute to local politics on a regular basis.
- Consumer or end-users: Demand good value for money, low-cost service, and pleasant and prompt service, so that service users have a say in how services are delivered.

- Groups of partners who work together to mobilize resources for development through for-profit businesses, community-based organizations and non-governmental organizations: Permit structured civil community to collaborate with local governments and enter into contracts to mobilize additional resources. (Local Government White Paper, 1998).
- Citizens as consumers and users of municipal services: The connection between residents and municipalities is founded on citizens' consumption of municipal services. Because they are customers who use municipal services, governments must carefully consider the demands of all local individuals (such as homeowners, businesses, and investors) and ensure that they are appropriately met. It is obvious that managing clients and offering high-quality services are critical to fostering a positive atmosphere for the local community.

2.2.6 The Promotion of Access to Information Act of 2000

The aforementioned Promotion of Access to Information Act of 2000, is meant to accomplish the constitutional mandate that grants communities and citizens the right to access state-held information or state-owned information that is held by another person and is in the public interest. Municipalities are required to disclose specific financial information on their websites and in local newspapers distributed throughout the province under the Municipal System Act (Republic of South Africa, 2000b) and the Municipal Financial Management Act (Republic of South Africa, 2003). The execution of the municipal budget, the annual budget, and all other notices required by applicable Acts are included in this material.

2.3 BATHO PELE PRINCIPLES

The Batho Pele Principles, released in 1998, emphasize the importance of community participation. These are the eight key principles, four of them strongly supporting community engagement – consultation, expanded rights of entry, openness and transparency and information – to the circumstances that allow local government to engage in community participation. The use of these ideas in local governance enables citizens to monitor and assess municipal behaviour. These principles were created in order to provide a tolerable policy and legislative framework for public service delivery (Department of Public Service and Administration Republic of South Africa 1995). Batho Pele's principles are as follows:

- **Consultation with users of the service**

National and provincial departments should be consulted on a regular basis, not just about existing services, but also regarding the supply of new basic services. Citizens will have the opportunity to influence decisions about public services through this consultation by giving reasonable evidence that will be used to decide service priorities. Consultation can aid in the development of an additional collaborative and participative connection between public service suppliers and their customers. Consulting is a significant instrument for enriching and shaping government policies like Integrated Development Plans (IDPs) and their enactment in local government. (Department of Public Service and Administration Republic of South Africa 1995)

- **Establishing service level agreements**

Local and regional sectors must establish criteria for the volume and quality of services they deliver, including the provision of new services to people who have been denied access in the past. The local sector can collaborate with the state sector to develop norms that serve as basic national standards for specific services, such as health and housing. Individual users must be able to relate to and understand service standards. This means that the components of the service that are most essential to the user must be covered and articulated in relevant and easy-to-understand language, as indicated by the consultation process. Criteria should also be precise and calculable so that users may assess whether they are receiving what they were promised. (Department of Public Service and Administration Republic of South Africa 1995)

- **Improving access accessibility**

While some South Africans have access to First World public services, the majority of the population lives in Third World circumstances. As part of the government's GEAR strategy, which involves anti-inflation, austerity, measures which encouraged government to cut expenses and so indirectly rewarded reduced government services. It superseded the Reconstruction and Development (RDP) policy which was much more progressive. One of Batho Pele's key goals is to create a framework for decision-making around the provision of public services to those South Africans who are denied access. These Batho Pele principles also aim to remove inequities in the delivery of current services, according to the Department of Public Service and Administration Republic of South Africa (1995). All national and regional sectors must set goals to gradually improve access to services that have previously

been unavailable. Citizens' right of entry to information and services allows them while also providing good value for money and high-quality services. It saves citizens money on unneeded spending.

- **Maintaining proper etiquette**

Civil servants are unable to say “please” or “thank you” with a nice smile since the definition of politeness is so broad, but it is certainly required. The Code of Conduct for Public Servants issued by the Public Service Commission, makes it clear that courtesy and regard for the public is one of the fundamental duties of public servants, by specifying that public servants treat members of the public "as customers who are entitled to receive the highest standards of service. Several civil servants do this voluntarily, having gone into public service because they had a genuine desire to help others. All civil officials must adhere to the Batho Pele principles, which demand the highest standards of conduct. (Department of Public Service and Administration Republic of South Africa 1995)

- **Providing better information and more**

Customers have a powerful instrument at their disposal to exercise their entitlement to improved service information: national and local government departments must give thorough, exact, and up-to-date information on the services they offer and who is eligible to receive them. This should be completed ahead of time to guarantee that everyone who requires information, especially those who have previously been denied access to public services, receives it. The discussion process should also be utilized to establish what information current and potential clients require, as well as the best means, place, and time to deliver it. (Department of Public Service and Administration Republic of South Africa 1995)

- **Increased transparency and openness**

The hallmarks of a democratic government are openness and transparency, which are critical to the makeover of public service. They are crucial in establishing trust amongst the public sector and the general public when it comes to providing public services. One of the most significant aspects of this is that the public should be aware of in what manner national and provincial sectors are run, in what way they operate, what assets are utilized, and who are responsible. (Department of Public Service and Administration Republic of South Africa 1995)

- **Redress/ Prevention of error and failure**

When things go wrong, the ability and willingness to act is the required equivalent of the standard-setting process. It is also a foundational constitutional premise. The principle highlights the importance of swiftly and accurately identifying when services fall short of expectations and having mechanisms in place to assess the problem. In respect to the whole service delivery programme, this should be done at the individual transaction level, both public and organizational. Municipal officials are encouraged to view criticisms as an opportunity to expand service and fix issues so that threats to residents' safety can be addressed swiftly. (Department of Public Service and Administration Republic of South Africa, 1995)

- **Best value for money**

Enlightening service delivery in line with the government's GEAR plan, which aims to cut government spending, offer more affordable municipal services, and expand access to public services for all South Africans. The Batho Pele project must be executed within the context of departmental supply sharing. As a result, the speed with which national and regional agencies realize efficiency savings that may be redirected to enhanced services has a substantial impact on the speed with which services can be improved. Numerous of the developments that the public wants to see need little or no more funding and can even save money. For example, failing to provide a straightforward, adequate explanation for a public request can result in erroneously completed application forms that take time to fix. (Department of Public Service and Administration Republic of South Africa 1995)

The ideas of Batho Pele should guide the establishment of a service-oriented development culture within local government, one that relies on the lively engagement of all citizens. Consumers, end-users, enterprises, and other non-governmental organizations can help municipalities achieve this by providing regular feedback on the effectiveness of their service delivery (Republic of South Africa, 1998a: 35).

2.4 CRITICAL THEORY FOR COMMUNITY PARTICIPATION

Community participation, according to Buccus et al. (2007: 3), is required to improve service delivery and development. Through the conversations that occur in negotiation processes, participation is required to deepen the democratic process and improve the effectiveness of government. Voting rights give regular citizens with important opportunities to speak up when

addressing decisions that have a direct influence on their everyday lives, but community participation goes beyond that.

Participation is defined as "participating" or "to take part in" by the Oxford English Dictionary (2006). As a result, the concept highlights individuals' right to engage or not participate in the selection process. "The idea of public engagement is a bit like eating carrots", writes Arnstein (1969: 216), "no one is against it in principle because it is beneficial for you". According to supply and demand, the process of community engagement should be a two-way process. In the case of local government, the City Council must first involve the community in the planning of available resources for community programmes and projects, such as housing, energy, and roads. According to Theron (2009: 15), the African Charter for Popular Partnerships for Development and Exchange (ACPPDT) of 1990 states that people have the power to define policies and programmes for joint structures and joint designs that serve the common benefits of all citizens through community engagement. Furthermore, it is citizens' straight participation that contributes equally to the effective development process and, ultimately, to a programme's advantages.

Community participation in South Africa is inextricably related to local government and the authority to plan and administer development operations (Moseti, 2010; Ababio, 2004; Asha and Madzivhandila, 2012). The practice of creating parties to participate in all activities in a local region is known as community involvement. Citizens become effective participants and benefactors of shared decisions as a result of this (Kuye & Nsingo, 2005: 744). Moseti (2010: 15) adds that participation guarantees that all contributors gain a common awareness of local community issues. Participating in this way aids in the bridge-building process between these key players. Participation of ordinary people in their region's development projects is a frequent feature of modern democracy (Asha and Madzivhandila, 2012: 22). However, in South Africa, the issue is worsened by weak civil society structures and the reality that many ordinary citizens are not fully engaged in numerous activities. As a result, it is recommended that more resources be directed to this government sector in order to enable more significant participation of residents (Asha and Madzivhandila 2012: 23).

Participation, according to Westergaard (1996: 14), is "a collective effort by groups and movements of individuals who have been excluded from control to enhance and enforce control over resources and institutions". As a result, it is obvious that community participation may be used to engage and involve groups of people in local development processes. Participation, as

defined by the World Bank's Collaborative Development Learning Group (1995: 3), is "the process by which stakeholders collaboratively influence and control development projects, as well as the decisions and resources that influence them".

The preceding definitions of community participation stress the same explanation while also demonstrating how local government institutions should involve communities in development processes such as housing and other municipal issues. Communities should form civil society organizations to ensure representation in local government planning procedures. This will almost certainly result in a continuous discussion among local government officials and the public on all matters. These groups can guarantee that towns follow the law's requirements, ensuring transparency and responsibility (Madzivhandila & Maloka, 2014: 34).

Transitions are incomplete in South African local government reform from 1994 to 2021, although South African local government legislation imposes various mandates on the need for community participation in many aspects of local governance, such as service standards, strategic planning, budgeting, and staff management performance (Powell, 2003: 13). Ward committees, service delivery improvement platforms, and traditional authorities are examples of community participation systems. Despite the establishment of these entities, protests over the supply of housing services are on the rise year after year. As a result, the question may be whether the aforementioned structures have the capacity and ability to fulfil their functions, particularly in relation to capital projects and community development programmes, despite the demand to increase community participation in municipal planning, implementation, and monitoring.

One of the elements contributing to poor housing performance at the community level is a lack of accountability. The nature of the state's rating, especially in tenders with private enterprises, causes government officials to lack accountability to their directors and societies. Theft of government finances and property is also a prevalent occurrence. Tenders are used to deliver the majority of services to municipalities (Nathan 2013: 6). However, it is well known that the authorities frequently use this process to waste public monies in collaboration with private corporations. The high rate of corruption amongst government officials serves as proof of this (Office of the Public Protector, 2013).

Despite the many obstacles that municipalities face, Nzimakwe and Reddy (2008: 670) make it obvious that inadequate service delivery is a serious issue. Unemployment rates are rising,

and as a result, poor residents are becoming more reliant on government-run programmes in all three areas. When these organizations fail to meet the community's expectations or fail to keep commitments, citizens frequently feel they have no choice but to express their dissatisfaction and outrage through huge demonstrations.

2.4.1 The understanding of community and participation

According to Aref (2010: 1), there is no universally shared idea of community, but it is an insignificant area for most people, who consider it to be less important than indigenous rights. Similarly, Shaeffer (2020: 14) claims that identifying a community more explicitly is a dangerous task that should be viewed as an adjustable, transformational aspect in participatory processes by the community. However, according to Wates (2000: 18), a community is a group of individuals who have common interests and live in a physically defined area. In *Action planning for cities: A guide to community practice*, Goethert and Nabeel (1997: 37) point out that the word "community" has both "social and spatial dimensions", and that members in a community often collaborate to pursue a shared goal, even if they have distinct differences. We stand, say Goethert and Nabeel, because the idea of society is a force operating from the past ideology of union. As is widely perceived, a group of people always has the advantage of having their voices heard, compared to an individual, especially in matters of society.

According to Aref (2010: 2), the community can be defined as "the mythical state of social totality in which each member has their place and in which life is regulated by cooperation rather than competition and conflict". It is obvious that a community in general includes two separate aspects, namely physical bounds and shared social interests. On the other hand, one community may occasionally present a certain aspect that dominates others, such as a community of housewives or a community of painters in general. They come together in this scenario for ideological grounds.

Furthermore, Goethert and Nabeel (1997: 38) argue that communities are not always well-ordered and cohesive, and that "feeling of community" and "social identity" can be lacking. They clarify that it is not required to have a well-organized community at the outset of a community-based project, but that a sense of community can be developed as the project continues, which can also be one of the aims of a community engaged in improvement. Aref (2010: 2) provides an appropriate illustration of people living in an occupied settlement's sense of community. According to Aref, the shack dwellers who reside within the settlement's limits have similar interests and work together to safeguard and justify their dwellings. Their survival

in the face of the established order is predicated on mutual cooperation, thus their feeling of community is bolstered by their shared goals.

According to Heberlein (2007: 76), a community "has individuals and one or more general relations of social cooperation within a geographic area". However, several issues remain unaddressed by this definition, including the extent to which stakeholders should be aware of common links and how those relationships can alter over time. It is also worth noting that, in this time of global internet communication, groups are less geographically confined than they were previously. In reality, communities are a lot more changeable and complex than the Heberlein definition suggests. Talbot and Verrinder (2005:68) speak of the "fluid and overlapping membership of communities", but the intricacy and close interlacing of communities is perhaps best captured by Norman (2000:40), who submits that "communities are best viewed as if they were Chinese nesting boxes, in which less encompassing communities are nestled within more encompassing ones". However, Burns et al. (1994:118) inform that "community is not a singular concept but in reality represents a mere umbrella under which shelter a multitude of varying, competing and often conflicting interests".

According to Wates (2000:23) in the *Community planning handbook*, participation can also be defined as "the act of participating in an activity". According to Habraken (2005:1), participation has two descriptions with opposing connotations. When citizens share decision-making responsibility with experts, according to Habraken, participation can also involve the allocation of certain key tasks in the improvement process among citizens. Another form, according to Habraken, is when there is no handover of duties between residents and professionals, and choices are made solely on the basis of citizen opinion.

As a result of the aforementioned definition, it may be deduced that participation can be interpreted in a variety of ways depending on the perspective from which it is viewed. Shaeffer (2020: 15), on the other hand, explains the various degrees or levels of participation as follows: By attending a scheduled meeting, you indicate that you passively accept the decisions of others. According to Uemura (1999: 99), involvement in specific concerns is achieved through consultation. Nonetheless, Shaeffer points out that the first four levels employ the term participation, implying largely passive collaboration, whereas the last three use active roles (Uemura, 1999: 100).

Additionally, according to Aref (2010: 3), participation is primarily concerned with human improvement and strengthens residents' sense of control over matters affecting their life in terms of housing, as well as helping them understand planning and execution before participating in regional or even national activities. Participating in housing construction is beneficial in principle for the reason that it removes citizens' exclusivity and provides them not only more influence over their housing development but also more freedom of mobility. Citizens are trained in numerous building vocations and have control over their life in self-help housing improvement (Aref, 2010: 3). There appears to be no relationship, development, or initiative without community participation. As a result, a lack of community involvement in housing implementation decisions might contribute to a disappointing outcome for a community development initiative (Miranda, 2007: 37). In a normal development project, there are many levels of involvement. Manipulation, information, collaboration, consultation, and empowerment (Arnstein, 1969) and communication (Pretty & Scoones, 1995) are all examples of involvement (Choguill, 1996).

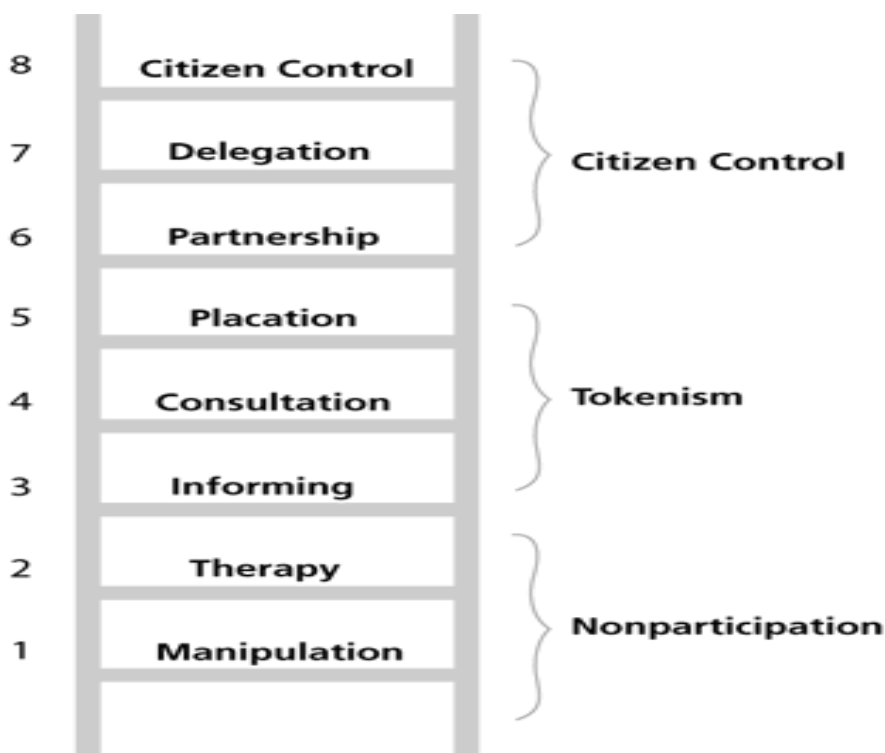
2.5 COMMUNITY PARTICIPATION

Bekker (1996: 75) argues that poor citizens should be made into active producers from inactive consumers. Freedom, depends on the participation of citizens. Because citizen are actively involved in the government process, this participation helps them economically and socially. The purpose of social discussion is to guarantee that good governance and human rights are strengthened by recognizing that citizens have the right to directly participate in governance matters that concern them. This was established in the King III Report (Committee on Corporate Governance, 2009). Community participation methods should also ideologically bring together citizens and voted entities to address the community's public and economic issues.

Community participation is defined by the Department of Provincial and Local Government (Republic of South Africa, 2007b:15b) as an "open, responsible procedure" that allows people and groups to exchange opinions in specific societies. Further, it has the potential to influence the policymaking process. Community participation, according to Nzimakwe (2008:44), is a procedure that involves "civic management policy-making activities." Determining the level of service priorities, including approval of budget physical construction projects, as well as community needs. Programs are government-oriented and promote a sense of solidarity in society."

When examining community participation, Arnstein (1969: 246) suggests that not only active versus passive participation should be examined, but also participation versus non-participation. He claims that participation can be mapped along a continuum ranging from manipulation to citizen control.

According to Arnstein (1969: 208), the community participation framework project can be thought of as a community participation ladder, with each level being chosen one at a time:



Arnstein's Ladder (1969)
Degrees of Citizen Participation

Figure 0.1: The Arnstein's Ladder (1969)

Arnstein's ladder is a method of determining who has the authority to make major choices.

1. **Manipulation** is non-participative. It aims to treat or educate participants. The mission of the community is to ensure that the proposed project is successful and has the support of the community. The local council manipulates the community by seeming to "consult" in order to justify the procedure without consultation. The council, for example, claims to have consulted, and the community agrees that individuals have been notified that something is going on.

2. **Therapy** is also not participatory. Its purpose is to heal and educate participants. The proposed scheme is best, and participatory work is to get community support through community relationships. Municipalities cannot make resolutions that have a negative impact on the community's daily lives deprived of their input, and they (the community) should be informed about what will happen in their area. Municipalities cannot make decisions that adversely affect the daily lives of the community without their advice and should notify them of what will transpire in their area.
3. **Educating** is a critical first step toward legitimate participation. However, one-way information transmission is frequently the focus. There are no channels for comments. The municipality is responsible for informing the community, and this information is delivered through meetings, municipal stakeholders meetings, war room meetings, and reports found in municipal resource centres.
4. **Consultation** consists, again ward committee gatherings, and community surveys. Communities should suggest projects and programmes that could be implemented with the limited resources available to the municipality. The community must be informed about funds available or allocated by the municipality and should be consulted or updated regularly on implementation of their ideas through development plan implementation process. The Batho Pele principles emphasise that community consultation should be the first step in the development plan of the community in order to ensure that the municipality plans for development according to the will of the people or community.
5. **Placation:** The term "placation" is derived from the Latin word "*placare*", which means "to assuage or console". The council should make an effort to pacify the community by reacting to citizen suggestions. One approach to accomplish this is to place a suggestion box in the lobby of municipal offices and community centres, where residents can write and submit comments on how the municipality can improve its operations. The municipality should make sure that community recommendations are handled legally and that it does not stray from its basic tasks. Co-opting hand-picked worthies onto committees, for example, permits citizens to advice or plan indefinitely, but reserves the right to determine the legality or feasibility of the advice to power holders.
6. **Collaboration:** City governments collaborate with communities during the development planning process to achieve effective governance. Municipal councils provide approval to programmes and projects that have been agreed upon during public

hearings. In reality, power is redistributed through negotiations between residents and those in positions of power. Joint committees, for example, are used to share planning and decision-making responsibilities.

7. **Delegation:** The Municipal Structure Act (Republic of South Africa, 1998b) and the Municipal Systems Act (Republic of South Africa, 2000b) authorize a metropolitan council to carry out local government tasks in the case of local bodies. A municipal council may delegate some of its powers to ward committees and other public organizations, particularly in topics involving community engagement, due to the quantity of work. This will guarantee that the organization and those who service it are in agreement. Battleground meetings, ward-based planning, and other ward-based initiatives are all examples of representative authority. Citizens have a majority of seats on committees with decision-making capacity. The community now has the ability to reassure them of the programme's responsibilities.
8. **Citizen Control** handles all programme planning, policymaking, and management tasks so that neighbours do not act as intermediaries between a programme and the source of funding. The community makes decisions to ensure that the city council fulfils its responsibilities through specific units. For example, if there is no housing development in the area, the community can form a committee responsible for housing planning and development, giving local residents access to basic services. In the meantime, the community can reach out to the city council to adopt a resolution confirming that there are housing developments and plans for their area.

2.5.1 COMMUNITY PARTICIPATION IN TOWNSHIPS

Together the government and the community are willing to assume responsibility and take action when they participate in community. It also implies that the significance of each group's contribution will be recognized and utilized. Participation will not be meaningful if it is based on simple logic or propaganda. In rural locations, using community leaders as partners in policymaking promotes effective community participation. (Fubesi, 2019)

In such cases, community participation can be expected to be uneven. There are indications that a number of common issues described in the international literature are emerging in South African townships due to increased social participation. The most significant of these are the negative effects of structural limitations to the scope of community participation, inefficiency

and the difficulty of identifying community leaders. Participation in community programmes in villages requires effort and investment from participants.

The first issue to ask when using the term "community participation" in the context of development is what kind of participation it refers to. Beneficiaries are now involved in the provision of resources as part of community participation in the building and enactment stages of a project. In these circumstances, township participation is synonymous with cooperation on predetermined events. This, however, is merely the first stage of the improvement process. In the township, community participation should be considered in policymaking, execution, and maintenance, as well as utility and evaluation of achievements and disappointments. (Lane, 1995: 88)

The second facet of community participation in the township, according to Lane (1995: 90), is who must take part. All stakeholders are expected to participate at all stages of the development process in a truly participatory approach. This method implies that some groups left out of prior improvements must now be included or brought in sooner. After determining the level of community engagement and who will participate, it is vital to explore how community participation will be achieved in practice.

Ladbury and Eyben (2005: 25) further state that the lack of community involvement in township projects can therefore be the result of professionals assuming the role of knowledgeable specialists who do not take community residents' views into account because community residents do not 'know enough' to make decisions. Local residents, on the other hand, may delegate the right to participate to an expert. As a result, they safeguard themselves against the passage of time, unrest, and, in certain situations, conflict.

Differences between these and further issues may often lead to diverse agendas and needs, according to Awotana et al. (1995: 56), and are immersive as long as community involvement tactics are specifically geared to bring them to the fore. Conversely, community participation exercise not designed in this way can have the unintended effect of consolidating the power and status of particular interest groups within a community, having opposite effects to those intended. Self-proclaimed leaders may find it challenging to estimate varied levels of support. It is usual for practitioners to think that the entire community is participating and that this development serves all demands, according to Pretty & Scoones (1995: 115). External unity, on the other hand, can obscure interior prejudice. It is critical to comprehend these internal

distinctions. Dissimilar livelihood plans require different local knowledge systems, which are frequently neglected by individuals who believe the community is homogeneous.

2.5.2 COMMUNITY PARTICIPATION IN CITIES

In cities, community participation refers to the participation of local societies in developing decisions that benefit the community. In other words, the participation of a limited population or people of a community in the policymaking process about matters that influence their well-being. (Reboot, 1996:40)

Community participation on urban development is thought to be necessary for fair and representative policymaking in the development process, since it is required to generate more favourable outcomes. In addition, it assists in the development of land use plans to meet specific concerns (Mahjabeen 2009: 55). It aids planning authorities to gain critical knowledge and experience on community concerns that is best offered by local residents. Other advantages include fostering a sense of ownership of community tasks and democratizing local decision-making (Healey 2017: 45).

In recent years, community participation in cities has turn out to be one of the most widely debated ideas in urban design and development (Jamal and Julia, 2009: 301). The phrase, on the other hand, is as ancient as democracy. It dates back to the days of the Greek city-states, when every citizen had a say in how decisions were made. UN-Habitat (2009) produced a study on the design of sustainable cities that emphasized the necessity of participatory community planning for urban development. Community participation planning, according to the research, is one of the most significant innovations in urban planning in recent decades.

Participatory community planning, according to McKenzie (2014: 57), is a planning technique that influences individuals and the improvement of their communities. Beneficiary communities contribute uniquely in each case, implying that their participation is a precursor to subsequent action to effect specific improvements (UN-Habitat, 2009). It is a procedure, not a product, in which the organizer gets to know people and their situations well enough to make recommendations. The right of people to engage in decisions that impact them is expressed and committed to through participatory community planning (Republic of Uganda, 1995). Simply said, it is a change from planning "for" people to planning "with" people (UN-Habitat, 2010).

According to Kayom and Cripps (2014: 98), increased community participation in the urban preparation process in South African cities is attributable to a city council's adoption of a clear

community participation strategy. Integrated development plans, communication strategies, community awareness programmes, and stakeholder involvement strategies are among these strategies. By implementing the measures stated, South African cities have gained greater community participation in urban planning than at any other time in the country's history. Because it is crucial to physical planning, community-based planning plays a critical part in the city's planning process. In addition to the scientific decision-making process in urban development, participatory community planning in cities is acknowledged as an important element of physical planning. As a result, participatory community development of ideas in cities should be used to all levels of planning, including city communities.

2.6 EFFECT OF COMMUNITY PARTICIPATION IN HOUSING DEVELOPMENT

Building an autonomous community requires lively community participation. Nevertheless, according to Fleming (2010: 20), community participation does not always lead to empowerment, and an environment in which people's aspirations and skills may be cultivated is essential before empowerment can occur. One of the most important aspects of an autonomous community is community engagement. Community engagement, according to Norman (2000: 41), is the heart that keeps the community's lifeblood – its members – engaged. This is such an important notion that several countries have made citizens' energetic participation in all phases of strategy planning and implementation a requirement for continuous involvement in their empowerment initiatives. Community involvement is critical to the community's development and long-term viability. Some regard community engagement as a mechanism for stakeholders to impact development by helping to design projects, influence public policies and decisions, and hold government institutions accountable for the goods and services they offer (World Bank, 1996: 48). Others define community involvement as direct participation of the impacted people in various stages of the project cycle, including assessment, planning, implementation, monitoring, and evaluation. It is also known as the operational concept, which sees affected populations as social actors with their own perspectives, skills, energy, and ideas at the heart of humanitarian and development policies (ALNAP, 2003: 50).

In the planning and development of housing stock, the community can play a number of roles. The goal of community participation is to bring together various stakeholders to solve problems and make choices (Talbot and Varrinder, 2005: 67). Obtaining community support for housing planning and construction is considered critical (Aref, 2010). It is significant in increasing the

quality of life, according to Putman (2000: 61). Participation of the community in the housing process can help to preserve and nurture local beliefs, customs, expertise, and skills, as well as instil pride in the town's history (De Lacy et al., 2002: 12). This processes allows individuals to take part in the development of dwellings. This is a crucial development idea for projects and development in the twenty-first century. Involvement of the greater community is a vehicle for achieving development and solving the housing problem, a major challenge for most countries in the world, especially developing countries, as well as the Ward 80 community in Philippi.

2.6.1 Housing barriers to community participation

It is just as vital to recognize the benefits of community participation as it is to recognize some of the drawbacks of participative development approaches. Considering the barriers can enable the public and others in leadership positions to have a greater impact on the policymaking process for housing development. By removing impediments to housing construction, the policymaking procedure is facilitated, and citizens are able to participate more fully in the housing improvement process.

Once involvement is used as the final step in the development procedure, it becomes a labour-intensive process, and because time is directly proportional to money in development projects, it will be hard to explain this method (Moatasim, 2005: 55), as the procedure will raise the overall project cost. In addition, Moatasim (2005: 55) states that governments are afraid of unchecked citizen empowerment, and mistrust in their capability to achieve educated resolutions will hinder governments from modifying their authoritarian decision-making strategies. The simple method to solve this challenge is to take a broader view of involvement and weigh the benefits in spite of its drawbacks. While it takes longer for a completely participatory development initiative to fulfil its objectives, the ultimate outcome of community empowerment is important. Other barriers that can be faced include: stakeholders forgoing genuine participation, due to political and social pressures to show that the development process is advancing; lack of support by the community for the development project because of limited participation of the community, particularly the affected community, in planning and design; failing to understand the complexity of community participation and believing that the community is a united, organised body; disregarding how the community is already structured when introducing participatory activities and underestimation of the time and cost of genuine participatory processes amongst others.

The lack of reaction of the community to an issue, on the other hand, is a major impediment to community participation. Participation in the community is time-consuming and energy-intensive process for community members. However, many communities are unaware of the impact their actions have on the improvement procedure (Davy, 2006: 27). People are less likely to participate, or feel worthy if they do not hear about the impact of their labour. This is due to the fact that "people are not stupid". They are aware that they do not always receive what they want. However, they want to know what impact their engagement has had, and if they don't get that information, they believe their participation has had no impact.

Once decisions are made and implementation begins, stakeholders and others involved move on to other work. Most times, no-one is left with the responsibility for providing feedback to the communities. Also, an unfair distribution of work amongst members of the community can be a great barrier to effective community participation. Likewise, some members in the community may feel that they are asked to take on extra work tasks that provide them little financial/social or other incentives; a highly individualistic, movement oriented society (Snel, 2011:31). Individuals may not feel a sense of community and thereby question the purpose of their involvement in a development project; the feeling that the government should provide the facilities for them, will thus make the community feel that the development project is simply another way of exploiting people.

2.6.2 The purpose of community participation in development

Community involvement is viewed as contributing to a project's design, influencing public decisions, and influencing development by holding government institutions responsible for the goods and services they deliver (World Bank, 1996: 58). Meanwhile Aref, 2010, consider community development as a direct involvement of the impacted people that may be assessed, created, executed, monitored, and evaluated in a variety of ways throughout the project development cycle. Others see participation as a philosophy of operation that places the affected population at the centre of developmental activities, providing them with their own insight, efficiency, power, and social ideals (ALNAP, 2003:53).

Community participation permits stakeholders to collaborate on a variety of development activities, such as analysis, pinpointing the strengths and weaknesses of current strategies, services, support systems, and setting goals, thus determining and clarifying what the community requires (World Bank, 1996: 59). It also enables developing strategies such as actionable decisions about direction, priorities, and institutional or improvement of project

guidelines, stipulations, drafts, financial plan, and expertise required for the transition from the present-day to the future, including oversight of social assessment and other methods of project spending, as well as outcomes (World Bank, 1996: 60). Community participation is also known to strengthen individuals, empower local communities, promote democratic processes, and strengthen the voices of disregarded and underprivileged communities and organizations (World Bank, *ibid.*). An additional set of responsibilities relates to a programme's effectiveness and usage. It fosters a sense of ownership, increases the quality of a programme, mobilizes resources, and encourages community participation in its implementation.

2.7 THE TECHNIQUES OF COMMUNITY PARTICIPATION

This section contains details on seven different types of community participation. Each method of community participation, as well as its distinct functions and effects, are briefly described here. In addition, where applicable, each method's flaws or problems are identified. It must be emphasised that the claims and errors prepared with each technique are based on former study, and evaluation should be interpreted as a tool in explanation of the method.

- **Public hearings**

According to Rosener (2008: 15), public hearings are likely the most prevalent type of formal community involvement, and they are often used in city planning because legislative choices may effect several parties. These meetings are frequently held voluntarily or as mandated by law by an agency in order to offer thorough information at some time during the preparation process. Despite the fact that the public hearing is free and open to the public, it only allows for a limited amount of time for individual input and very limited debate among the attendees (Cayford and Beierle, 2002: 8). Though the public hearing is the most prevalent method of community involvement, it is not without flaws. These flaws often comprise a shortage of community debate and the fact that participants with the strongest and most forceful viewpoints are more often heard. These opinions, however, may not be shared by the entire public (Sanoff 2009: 14). If presence is representative, viewpoints might not represent everybody; presenters at public hearings cannot share the represented views due to time limits, since many people discover public hearings to be too long and onerous, which often hinders debate (Thomas 1995: 44). Lastly, detractors claim that public hearings rarely impact government resolutions; Chekoway (quoted in Thomas 1995: 44) claims that "the data suggests that some of the perspectives voiced at the trial may be viewed or disregarded by agency personnel". Although this dispute can be made for some approaches to involvement, a lack of response jeopardizes

plans: a government agency is obliged to respond to the opinions raised. It appears that community gatherings can be employed as services, and to demonstrate community involvement. It is worth noting that community work differs from public workshops in that the latter is generally task-oriented, as discussed below.

- **Community workshops**

Through an evaluation of current studies, Rosener (2008: 17) claims that the phrase "community workshop" can have varied descriptions depending on the location and context. A community workshop is defined as a productive operational meeting in which a practical problem or notion is explored and an effort is made to grasp its function and value in the planning process for the sake of simplicity and clarity. In addition, community workshops emphasize group interaction and learning of concepts, and may employ a range of involvement strategies (Sanof 2009:16). However, this group process may also give rise to conflict; group members may often feel that individual voices are not being heard and the process may require subtle facilitation by planners. Workshops can also generate new ideas and alternatives, resolve conflict, promote interaction of groups and support or minimize potential opposition to the proposed projects.

- **Charrette**

The modern day charrette is understood differently than the original, 19th Century French term. Anecdotally, the charrette was a cart used to collect final architecture drawings in the Ecole des Beaux Arts as students frantically finished their work (Lennertz and Lutzenhiser 2006:30). The modern understanding of a charrette refers to both a product and a process that continues to involve rapid paced work and high amounts of energy (Sanoff 2009:20). Modern approaches to charrettes may also describe these efforts as "dynamic planning" due to their highly flexible and collaborative nature (Lennertz and Lutzenhiser 2006:31). The modern charrette, as outlined by the National Charrette Institute (NCI), alleges to have specific qualities, operational characteristics, and benefits that set it apart from traditional community meetings and public processes. By the NCI's definition, modern-day charrettes by their nature are: inclusive, collaborative, address holistic change, process-focused, and bring into being a collective intelligence (Lennertz and Lutzenhiser 2006:32). Operationally, charrettes involve various interdisciplinary practitioners from the design and planning fields and three specific phases of

dynamic planning: preparation and information gathering, the charrette itself, and plan implementation.

Furthermore, charrette organizations can promote the social, economic, and physical well-being of people, places, and natural surroundings. Moreover, because the charrette is conducted over several days with multiple feedback loops or opportunities for the project team to address participants' concerns, all information is available to all participating partners, and the decision-making procedure is clear and understood (Lutzenhiser and Lennertz 2006: 32). A crucial part of the process is shared learning. The importance of shared learning is that it allows for fresh perspectives to emerge, reducing the need for costly reconstruction. Multiple feedback loops have been developed throughout the charrette process, allowing for continual and instantaneous community interaction and feedback from the charrette team. Nevertheless, because of its immersive character, charrette can only be employed by groups who have a thorough understanding of the problem at hand, which may need more time and money. The charrette varies from the public workshop in that it allows the project organization to respond to citizen concerns instantly, whereas the community workshop focuses on understanding the specific and frequently technical problem (Lutzenhiser and Lennertz 2006: 33).

- **Group discussions**

Group discussions have long been used in research and involve small groups of people who discuss a certain issue. They are concentrated since they incorporate group tasks, such as answering a series of questions, which is comparable to a group meeting (Barbour and Kitzinger 2009: 50). This method is founded in the concept that a group has more information than a single person (Rosener 2008: 20). Group discussion collect data by inviting participants to talk to each other or function as audiences for each other in small groups (seven to ten individuals). Members might be chosen depending on a variety of factors. A series of questions is posed to the group members, with each member having the opportunity to respond in front of the others, resulting in a debate. The content analysis process is generally recorded by a facilitator. Group discussions are said to be helpful in understanding out how ideas and opinions are conveyed and developed. Group discussion can use a variety of labels and tools for their procedures, including brainstorming, nominal groups, and Delphi groups, to name a few, since each has its own set of selection strategies and outcomes (Barbour and Kitzinger 2009: 51). In the interests of clarity, a group discussion is a simple group interview consisting of typical replies to questions. Group discussion enable members to create ideas based on their

own vocabularies, resulting in more open cooperation and cross-group contact. Group discussion that are successful require experienced facilitators who are familiar with the group's members and avoid making judgements or posing as experts, which stifles debate. (Rosener 2008: 21, Barber and Kitzinger 2009: 52).

- **Community advisory boards / Citizen panels**

A community advisory board, also known as a citizen panel, is a subset of a community's total membership who serve as representatives or agents for the whole society. These committees, whether they are appointed, elected, or volunteer, work on behalf of the parties and make decisions on their behalf. These members can in general perform in the best interests of the affected parties by approving or rejecting project proposals and plans (Laurian 2005: 65). In addition, the citizens' committee or community advisory board serves as a link between government agencies. The panel will work with the government, inform the broader public, and offer input to the government. The selection procedure should be left unhindered to guarantee a fair and efficient process and to generate stratified samples that represent the whole community (Martin and Kathlene 2010: 11). Depending on the magnitude of the project, citizen panels vary in terms of integrity and duration of involvement, ranging from one-time sessions to continuous contacts.

Community advisory boards or citizen bodies, according to Laurian (2007: 66), foster greater citizen engagement, mutual discourse, and, when compared to other community participation approaches, lead to well-educated people. However, a small group of individuals may or may not adequately reflect the entire community. There may eventually be a breakdown in communication between the group and the rest of the community. In a study by Laurian (2005: 67), members of the community advisory boards were well educated, according to Laurian's evaluation, but the community at large was less informed about the decision-making process, and the feedback loop to the community at large failed. Community advisory boards or citizen bodies are comparable to group discussion in certain ways, but they gather different types of data. Resident bodies respond to the "what" inquiry regarding opinions, whereas group discussions address the "how" issue.

- **Ballots / Referendums**

Ballots and referendums guarantee that the voices of all members of a community are equitably represented and heard. Elections held in formal arrangements, such as referendums and other

voting practices to make basic decisions in community gatherings, may take diverse forms. Because is open to everyone, not only those who attend meetings or other involvement activities, extensive ballot involvement is permitted (Sanoff 2009: 30). Though, it may be observed in every federal election, voter turnout has decreased as people have grown increasingly dissatisfied with the official government. In the planning field, voting happens frequently during various forms of community engagement, such as community gatherings or workshops, and can occur when information has been provided. Referendums can be used in planning to detect trends and attitudes, as well as to evaluate and influence government policies and plans. Although voting as well as referendums are valuable tools for community involvement, main issues are low turnout and citizen contact, as well as a lack of information. (Booher and Innes, 2004: 34)

- **Using crowdsourcing**

Online and web-based approaches, often known as crowdsourcing, are the most recent type of community involvement. Computers have long been used in preparation, and other computer applications have aided planners in understanding and displaying data in recent years. Nevertheless, in the planning process, new kinds of internet engagement have evolved (Al-Kodmany 2008: 77). Jeffrey Howe created the term "crowdsourcing", which is described as a "collective communications system" that challenges a big group on the hopes of finding new answers by sharing new facts.

The concept is founded on the notion that the web-based tools and internet enable individuals to think productively about issues and also submit ideas for peer assessment (Seltzer and Mahmoudi 2012: 92). Crowdsourcing differs from ballots and group discussion in that it includes a set of replies and peer evaluation. Furthermore, using crowdsourcing is a rather secretive activity that takes place behind a personal computer monitor rather than in the presence of other community members. Crowdsourcing technologies come in a variety of forms and levels of sophistication, ranging from simple informational webpages to fully interactive social media sites. It is been commended for its immediate interaction, ongoing nature, and ability to reach a wider audience than traditional community involvement approaches (Brabham 2009: 109).

Moreover, in communities and organizations, ideas are created from the top and bottom, allowing individuals to talk freely while they are shielded behind computer monitors (Brabham

2009: 110; Mahmoudi and Seltzer 2012: 93). Because individuals may engage and gather thoughts and submit them for evaluation as needed, the online nature of crowdsourcing promotes broader involvement. Using crowdsourcing addresses a number of issues that earlier involvement techniques could not, but it is not without dangers. Using crowdsourcing, for example, necessitates a well-informed populace that demands more education and commitment be conversant with the problem in order to suggest solutions (Mahmoudi and Seltzer 2012: 94). A community might be unable to participate due to a lack of internet access, bandwidth, practical assistance, despite the fact that it can reach a larger audience. It is possible that the outcome is not entirely reflective of the parties involved. In addition, greater help from the planning agency may be required, as crowdsourcing requires ongoing involvement, and persuading individuals to participate more than once has proven difficult due to waning enthusiasm. In order to keep the dialogue continuing, the planning agency must also reply. Technical help, anonymous blogging, and online planning tools allow individuals to engage as they see fit. Members are no longer required to attend community gatherings and can choose to remain anonymous online if they so want. In this situation, anonymity may encourage the member to make more candid remarks than would or else be feasible, and which might be deemed unsettling or contentious if made in a public environment (Mahmoudi and Seltzer 2012: 95).

There are other techniques of community participation which include the local government (Silverman, 2003:11), which are as follows:

- Open government techniques: Municipalities are required to notify residents of impending local government meetings. Local governments must develop websites that publish extensive statistics around their towns and include articles that allow the community to connect with them via e-mail. Municipalities are obligated to hold an annual meeting of their national government.
- Public participation techniques: Municipalities must ask for feedback and advice from their stakeholders on plans or policies affecting the communities. Local government must provide a platform for public engagement in important planning exercises in communities, and appoint members of the community to task forces or advisory boards. Local governments employ community participation strategies to engage the public in a more sustained and comprehensive manner, especially in the area of significant

planning, and they rely increasingly on advisory boards as a vehicle for involving the community in municipal strategy procedures.

- Neighbourhood empowerment techniques: Municipalities must implement formal neighbourhood-planning programmes in communities and they can appoint community coordinators to enlarge neighbourhood-based associations. Another example of local government interaction with the public in a more continuous and broad-based approach is their inclination to be more active in the enactment of official neighbourhood development initiatives. This is in stark contrast with local governments which McKenzie (1994:150) depicts as moulded by fragmentation and privatization in municipalities, and is likely to stimulate the development of homeowner's groups, a master plan for neighbourhood planning.
- Voluntarism and public participation techniques: Local government must adopt a highway programme for communities and they must have neighbourhood watch programmes. In communities, local government is additionally likely to establish a cultivation programme. The adoption of public involvement strategies bolsters the overall trend of local governments relying increasingly on public participation as well as voluntarism. Indeed, the only approach characterized by this type of community involvement is when local government outdoes community nurturing initiatives.

2.8 CHALLENGES IN COMMUNITY PARTICIPATION

Human participation is typically spontaneous, according to Rahman (1993: 13). In this context, community development refers to a range of actions, including resource mobility (both material and human), aimed at removing any structural barriers that hinder people from living in decent conditions. Lack of basic requirements such as clothes, food, health care, shelter, education, power and incapacity to affect one's situation, social isolation, inadequate management, low community position, and shortage of knowledge are all factors that impoverished communities face (Kiyaga-Nsubuga, 2004: 8). The various obstacles that community involvement in village improvement processes faces are described by Kakumba and Nsingo (2008: 115). The next subsections go through these topics in further depth.

2.8.1 Insufficient financial resources

Members of communities must have access to resources in order to participate actively in community development. Unfortunate economic situations in local societies do not simply

limit development communities' capacity to take part in development plans, but likewise have an impact on the whole community improvement process (Kakumba and Nsingo, 2008: 116). The community's capacity to successfully influence and produce policy in respect to other players in the policy creation process is harmed by a lack of resources. Corporations and professional groups, for example, frequently have access to financial and human resources. As a result, communities can be impacted by change because they do not have the same opportunities to take part in and affect the process.

2.8.2 A lack of general knowledge

Townships, according to Thurlow and Dukeshire (2002: 3), believe they are unaware of government initiatives and services. Communities also say that obtaining and interpreting information regarding policies, government programmes, and services is challenging. Attendance is needed to get and understand clear, succinct, and timely information regarding government programmes and services.

2.8.3 Lack of community representation in the decision-making process

Living in a democratic society, according to Thurlow and Dukeshire (2002: 4), entails electing agents to speak on our behalf at the national level. Urban regions have a higher representation in parliaments and local government than rural municipalities, owing to their bigger population. One reason that may drive these elected groups to focus more on cities and diminish the impact of rural community participants on policymaking is the greater number of metropolitan representatives. Involvement of certain communities and groups of community participants in the creation of rural policies is also required.

2.8.4 Structure of the socioeconomic system

The poor socioeconomic position of the rural population prohibits them from engaging in significant ways (Kakumba and Nsingo, 2008: 118). Keep in mind that rural people have inadequate infrastructure and connectivity, low levels of education, high illiteracy rates, all of which might limit their civic potential. Most community groups, such as non-governmental organizations and civil society, are superficial due to their inadequate internal structure and lack of wide representation.

2.8.5 Patronage in politics

A general shortage of political commitment by the central government to successful devolution of power has expressed itself in continual impact on and involvement in the functioning of local government entities (Kakumba and Nesangu, 2008: 115). They can range from a decentralized, *laissez-faire*, and free enterprise system to a totally centralized, tightly planned, and controlled structure. The degree of stability may differ. In this context, a broad range of scenarios may be in place, ranging from national or local government's complete support for the poor to disengagement and animosity. People's potential and projected productivity needs to be incorporated into society and service delivery systems. People's needs and expectations should be moulded by community parties and organizations, and the organization's policymaking process must be united.

While community participation is desirable, there are several obstacles that might hinder community participation programmes from being implemented properly. These issues must be acknowledged, as well as measures must be put in place to solve them. Municipalities lead communities that are active in and responsible for their development in order to solve these issues (Nyalunga 2006: 7).

These challenges comprise the following:

- **Representation:** It is axiomatic that a government will never be able to interact with every citizen. As a result, special attention must be paid to ensuring that representation considers all facets of a community. It would not be acceptable, for example, to have equal gender representatives on a ward committee. This indicates that there is no differences in gender, age, social stagnation, political stagnation, and handicap are all affect representation.
- **Time limitation:** Participating in the community can be time-consuming. Annoyance can arise as a result of the interactions that must occur before a decision can be made, and it can be exacerbated if the decision-making panel contains conflicting viewpoints. When a quorum of representatives with competing duties is required to make a decision, time can also be a problem. To decrease the disadvantages of participation in decision-making, a municipality must take steps such as holding meetings at the start of the year.
- **Budgetary restrictions:** The accessibility of funding may have a significant impact on achieving community involvement goals. This is due to the growth of members'

abilities for community participation. A lack of ability is also "induced by a lack of motivation to represent or encourage committee members, such as ward committee members, to represent their communities", according to Nyalunga (2006: 7). As a result, the metropolitan office should oversee the establishment of an adequately financed community involvement office with an annual budget.

- **Empowerment:** These decision-making constraints are inadequate staff or untrained representatives. According to the National Policy Framework 2007, Community Involvement for Training, for example, members of ward committees in various fields are required who will be able to address and identify issues and can present potential solutions to identified problems.

2.9 GUIDELINES FOR ENHANCING COMMUNITY PARTICIPATION

The literature offers guidelines that can be used to promote participation within communities, which are as follows.

2.9.1 Planning in the context of the community

Another government attempt to encourage community involvement is the Community Based Planning (CBP) guidelines according to Fokane (2008:60). The government recognises that people who have a strong knowledge of their needs also do better in addressing those necessities through CBP. The local government goal is to make community groups more autonomous in delivering services that the community can utilize without being reliant or dependent on the government. Ward committees, for example, are in charge of guaranteeing that the community's goals and budgets are appropriately examined and used. Within these frameworks, project observation and assessment takes place (Fokane 2008:60).

It is well acknowledged that participation requirements differ from one community to the next. The National Framework for Public Participation Policy (NPFPP) 2007, was developed in this context. The purpose of this structure is to assist towns adhere to legal requirements of community involvement standards. Three major objectives are outlined in the strategy framework. Municipalities must follow certain methods in order to fulfil their responsibility to the community participation. In addition, the policy recognizes that towns may confront unique situations, and so provides municipalities with the ability to consider these conditions and propose new approaches to advance the legislation. These novel ideas, however, must be consistent with other policies, including the Constitution.

2.9.2 Participation strategies in the community

Many different perspectives and approaches are needed to ensure community involvement in improvement. Because strategies vary greatly in complexity, inventiveness, and influence, Irvin and Stansbury (2004:58) suggest that there is no precise approach that can be utilized to construct a universal mix of strategies. Each method is said to have its own set of benefits and drawbacks. Other elements, such as the skill of the community involvement practitioner and the suitability of the instrument employed, influence their efficacy. The different community involvement techniques may be divided into many categories depending on their respective interests.

Participation is viewed from different perspectives and there are different strategies for community participation (Irvin & Stansbury, 2004: 58).

They include:

2.9.2.1. Active Participation: A one-way flow of facts from organizers to the community is common in passive methods. The public engages when they are informed by the administration of upcoming events or events that have already occurred via a one-way proclamation. Officials use a top-down, unilateral approach to participation. Guests or authorities are the recipients of the information.

2.9.2.2. Assisting in the dissemination of information: Because local government officials may need to examine a community-prepared or local product, this level is not community involvement. For example, by answering questions of mining researchers, people participate using questionnaires or similar methods. Because the results of the research are not disclosed and are not evaluated for accuracy, the public has no ability to influence the course of inquiry.

2.9.2.3. Consultative participation: Outside specialists, consultants, experts, and planners can describe concerns, and individuals can listen to them and correct them based on their reactions, but making decisions is not one of them.

2.9.2.4. Participation in important rewards: The public might engage by exchanging resources, such as labour, for cash, food, or other key enticements, but they do not continue their actions once the incentives expire. As a result, total expenses are reduced, and participants get resources in exchange. For instance, in rural areas when agriculturalists supply farmland but are not part in the experimental or education

process, this trend might be seen. People have little desire to continue their actions once the incentive has expired.

2.9.2.5. Functional participation: After major choices that can entail the establishment or elevation of social groups have been made, people join groups to achieve particular project objectives. Participating in this way is important because choices are made, rather than in the early phases of the task cycle or planning. External producers and narrators are used by government although they can also be self-sufficient.

2.9.2.6. Participation that is interactive: Collaborative examination, action planning, and the development or strengthening of local organizations are all activities that people take part in. Involvement is seen as a matter of principle as a way of achieving a project's objectives.

2.9.2.7. Self-mobilisation: Individuals engage by taking action to alter the system on their own, without the help of other authorities. Bottom-up approaches allow people to reach out to other entities for resources and technical guidance while maintaining control over how they use their resources.

2.10 COMMUNITY PARTICIPATION RESTRICTIONS

Participation in the community takes place in socio-political environment (Kumar, 2002:29). It must be noted that including community involvement in the community improvement process is a difficult task, since participation is impacted in the overall conditions as well as the specific social environment that the activity takes place (Nekwaya, 2005:16). Community participation, according to Nampila (2005:42), does not guarantee victory. This is due to the fact that community involvement lacks defined aims and goals, unless it is addressed in a timely and non-negotiable way. Community participation, according to Kumar (2000:28), can cause delays and sluggish progress in the early phases of fieldwork, delaying the achievement of physical and financial goals. It is important to note, though, that community involvement obstacles are directly connected to any element of community engagement (Oakley and Marsden, 2016: 29).

Community participation, according to Kok and Gelderbloem (1994:45), may lead to long-term disputes as well as postponement of the commencement of a project, although also raising the need for project workers and bosses. In the contact between politicians and officials, conflicting positions and interests, factionalism, antagonism, intimidation, and power conflicts are also evident (Kakumba and Nsango, 2008:118). Illiteracy is a hindrance to social

engagement. In reality, illiterate individuals might be left behind throughout the community involvement process due to specialist and technical communications. Stakeholders can utilize community involvement as the stage to push their agenda, according to Nakweya (2007:16).

According to Lary et al. (2002:17), while there have been attempts to categorize a good decision based on levels of pleasure and desire to engage, the literature does not clarify what the criteria for excellent decisions are. Participants may misunderstand due to the diversity of languages in a community. This can be an issue since the findings can be interpreted incorrectly. Local officials may be impatient because real and robust community engagement can delay project design and implementation. This may cause people to overlook the underlying community participation procedures. In certain nations, community engagement is not required by law. As a result, many nations lack enabling laws and institutional structures to guarantee that stakeholders are effectively and efficiently included in the decision-making process. Governments may have difficulty delegating authority and power, and while legal criteria for stakeholder empowerment in the decision-making process exist, they are not consistently implemented. As the rights and duties of many stakeholders cannot be clarified, this causes uncertainty and disappointment in the process.

2.11 IMPROVING COMMUNITY INTERACTION

In several nations, the constitution serves as the foundation for both urban municipal administration and citizen empowerment. Various legislative measures encourage and promote community engagement. Ward committees, local organizations, self-help groups, and other forms of public engagement offer a framework. Because of their intimate links to local communities, local government institutions are extremely participative. It promotes local development initiative ownership, which helps to ensure that projects are implemented successfully. To be meaningful, community involvement necessitates local governments' institutional capacity to satisfy the goals of local populations. The most essential criterion for organizational capability is financial strength. As a result, citizen and community engagement is necessary to enhance the financial soundness of the local government by generating local government revenue and allocating locally obtained resources efficiently for various local development projects. The goal of community involvement is to get individuals involved in municipal tasks like prioritizing and budgeting. They allow citizens to participate in local decision-making processes.

The following suggests that participation in communities in problem solving, planning and policymaking in communities should be encouraged (Matthews and Kettering, 2009; 115).

- Why community participation is critical for a functioning representative democracy – one approach to re-establishing community confidence and restoring credibility and legitimacy at all levels of government is to include individuals in decisions that impact them locally.
- While community involvement has long been a share of the planning custom, new methods must be developed for people to actively participate in decision-making, and one way to do so is to empower individuals to do so, and assist them in comprehending the issues. They have the ability to influence decisions. Citizens, in other words, realize that rather than waiting to see whatever plans and services they will receive for their tax dollars, they have a stake in becoming full players in the process, and they do so.
- Participation activities in the community that are well-designed foster open interchange of information and ideas. Organizers must explore alternate ways, particularly for minorities, low-income individuals, the elderly, and those with impairments. Participants collaborate to create a shared vision of the future and share responsibility for issues and solutions.
- With regards to problems, participants understand what opportunities are accessible and what resources or other restrictions must be considered, thus collaborative problem-solving generally has fewer facets and fewer impediments.
- Citizen participation means that resolutions (including some extremely innovative or unusual ones) are customized to local needs.
- Public participation in land use and other choices is frequently provided for under state planning legislation.

2.12 SUMMARY

The importance of community participation in societies is evident from the preceding literature study. Following the first democratic vote in 1994, all people of South Africa were given the opportunity to take part in government affairs and have an ability to speak. The South African Constitution (1996) established a starting point and acts as the foundation for all governmental activities, regulations, and policies aimed at promoting community involvement in all three spheres of government. The judiciary is responsible for ensuring that the state protects the

people's rights as established in the second chapter of the Constitution. These aforementioned laws, rules, and policies place a premium on community participation in municipal debates.

In order for the City of Cape Town to ensure the effectiveness of housing development initiatives in the communities, there must be community participation. An understanding of the concepts of community involvement, as well as its values and ideologies, is a requirement, as it is constituted by the guidelines. Community participants should be permitted to develop their potential and established capabilities to organize and manage resources in order to achieve a long-term, equitably distributed improvement in their quality of life that is consistent with their goals. The City of Cape Town must transition from community involvement as a commitment to community empowerment, which is viewed as strong community participation.

The theoretical and legal foundation for community participation in local government has been reviewed in this chapter, which also emphasized important legislation and policies. The research methodology of this study is described in the next chapter.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 INTRODUCTION

The previous chapter provided a review of the literature on community participation in housing delivery legislation, the legislative framework for community participation, community participation techniques, challenges to community participation, guidelines for enhancing community participation, and community participation restrictions and improvements in South Africa, and where community values fall within the competence of local government.

This chapter discusses the specifics of the analytical methods used in this study. It first describes and evaluates the research paradigm used in this study. The chapter gives a description of the research methodology that was used to analyse the study's realistic research. It describes and analyses the research design. Further, it describes the techniques used in the administration of the instruments, such as sampling processes, data collection, and data interpretation. Lastly, this chapter addresses validity and reliability, as well as limitations and ethical concerns, which will be observed and used to ensure that the study meets its research standards and objectives. Each of the sections mentioned above is clarified and discussed in greater depth in order to provide a better understanding of the research methodology and the scope of the study to be performed.

3.2 RESEARCH PARADIGM

The majority of social science researchers around the world are interested in learning how people perceive the world and how their study can benefit those who are influenced by it. The aim of scientific research is to "discover laws and postulate theories that can explain natural or social phenomena, in other words, to construct scientific knowledge". (Bhattacharjee 2012: 3). People develop particular forms of thinking, values, and expectations about the future as a result of their past experiences in various ways. It is known, however, that since past experiences are ambiguous and affected by a variety of factors, not all would have the same perception of truth or hold similar beliefs. However, there may be a point of view that is held by a large number of people and thus comes close to being recognized as indicative of shared truth. That view is called a paradigm. In the social sciences, Wagner, Kawulich, and Garner (2012:88) distinguish five recognized paradigms: positivism, post-positivism, constructivism, developmental, and post-colonial paradigms. These paradigms are briefly discussed below.

Positivism: This paradigm emphasizes that empirical methods are the only way to determine facts. That is, what is said to be true must be verified by measurable measurements, probably in a laboratory environment. As a consequence, it dismisses the idea that there can be many realities and that the researcher can affect the outcome. The quantitative method is used by those who adopt this paradigm, and data can be collected through questionnaires, observations, measurements, and experiments (Wagner, Kawulich, and Garner, 2012:88).

Post-positivism: Unlike positivist philosophers, post-positivism recognizes that no matter how closely experimental methods are followed, there is always the possibility that the conclusions will not be unquestionably certain. The paradigm, however, also maintains that truth can only be understood by empirical methods that can be checked (Wagner, Kawulich, and Garner, 2012:88).

Constructivist/interpretative: This paradigm supports the concept of multiple realities by implying that intelligence is socially constructed and therefore subjective. It implies that only those who have lived in a particular context can comprehend it. Constructivists believe that no point of view is right and that reality is context-dependent. Interviews, notes, photographs, diaries, and records can all be used to gather data by following this paradigm (Wagner, Kawulich, and Garner, 2012:88).

Transformative/emancipatory: This framework holds the belief that truth is not constant and is traditionally bound. It claims that the only way to comprehend reality is to comprehend a society's history, politics, economics, and power dynamics. It is concerned with encompassing all societal variables that can affect how truth is perceived. Both quantitative and qualitative methodologies can be used to collect data (Wagner, Kawulich, and Garner, 2012:88).

Post-colonial: This paradigm considers the significance of relationships and how they affect reality. It is almost the same as the transformative paradigm in that it recognizes the value of comprehending historical contexts and how they influence contemporary realities. In order to reveal truth, it emphasizes the importance of mutual respect and equality between the researcher and the participants. Reading about aboriginal knowledge, listening to stories, and comprehending language systems are all ways to collect data (Wagner, Kawulich, and Garner, 2012:88).

This research follows a positivism paradigm based on the above, as well as the research question and the researcher's conceptualization of the subject. The quantitative approach is based on the positivist analysis paradigm. The positivist paradigm's realist/objectivist ontology

and empiricist epistemology necessitate an empirical or detached research approach, with a focus on measuring variables and testing theories that are connected to general causal explanations (Sarantakos, 2005:3). This is because the study's primary goal is to understand community participation in housing development among community members, community leaders, ward committees, and stakeholders at large.

Experimental designs are used in positivist research to assess results. The data collection strategies are based on collecting hard data in the form of numbers in order to present facts in a quantitative format (Neuman, 2003:5; Sarantakos, 2005:3). In terms of methodology, truth in positivist inquiry is attained through the verification and replication of observable results (Guba and Lincoln, 2005:163), variable manipulations of research materials, and statistical analysis. The researcher is interested in truth and reality because positivist investigation is accomplished through the verification and replication of observable results, which the researcher believes play a significant role in the implementation of policies, especially housing development and community participation policies.

3.3 RESEARCH METHODOLOGY

Choosing the most suitable research process, according to Grinnell (2003:49), is yet another crucial step in ensuring that the study produces the desired results. The approach to be used would most likely be suggested by the research question or the study's intent. The quantitative research approach will be briefly discussed below.

3.3.1 Quantitative Method

Quantitative approaches are typically appropriate for studies that adopt positivist or post-positivist paradigms, as discussed above. Experiments or quasi-experiments, questionnaires, observations, or formal interviews are used to collect data. The majority of data is in the form of numbers of quantifiable items that can be analysed using statistical software. This method of data collection does not allow for conceptual exploration or a deeper understanding of social phenomena.

Quantitative method, according to Monette (2010:188), is focused on the calculation of quantity or number. A process is defined or represented in terms of one or more quantities in this case. Monette (2010:189) states that quantitative methods are commonly used to evaluate theories or hypotheses. It is all about understanding the cause and effect relationship between variables. In this way, quantitative methods can help improve theory while confirming it to a lesser degree. The advantage of quantitative methods is that they enable findings to be easily

checked and generalized to a wider population. Quantitative researchers have the scientific tools to eliminate bias from evidence, which allows for this generalization. This is due to the fact that the researcher has little control over the data due to his or her own views and social history. Prior to study, there are also ways to assess reliability and validity. Quantitative testing is often done in standardized environments, such as laboratories, where testing and retesting can be done to increase reliability and validity.

3.4 RESEARCH DESIGN

According to Ngwane (2017:37), the logic or master plan of a research project can be thought of as the blueprint for how the analysis will be carried out. It demonstrates how the major components of the research study, such as samples or classes, tests, therapies or services, and so on, work together to answer the research questions. A research design is similar to architectural outline. The research design can be thought of as the implementation of logic in a series of procedures that maximizes data validity for a given research problem. The research design, according to Mouton (1996:175), it helps to "plot, organize, and conduct" the research in order to maximize the "reliability of the results". It walks the researcher through everything from the conceptual assumptions to the research design and data collection. "Colloquially, a research design is an action plan for getting from here to there, where 'here' may be described as the initial set of questions to be answered and 'there' is some set of (conclusions) answers" (Yin 2003:19).

An empirical quantitative method was performed using primary data collection since the study draws from a positivist paradigm that aims to gain more measurable human behaviour, underpins the natural-scientific method, and understands and explores matters. The following design was used.

3.5 RESEARCH POPULATION AND SAMPLE

Polit and Hungler (1999: 232) describe a population as the sum of all subjects that meet a set of criteria, which includes the whole community of people who are of interest to the researcher and to whom the research findings can be applied. A sample, according to LoBiondo-Wood and Haber (1998:250), is a section or subset of the research population chosen to participate in a study and thus represents the research population.

3.5.1 Population

The population, according to Polit and Hungler (1999:271), is the entire community from which the researcher wants to draw conclusions. Geographic place, age, income, gender, and a variety of other characteristics may all be used to identify a population. According to Ngwane (2017:38), population can be extremely wide or extremely narrow. Perhaps the researcher wants to draw conclusions regarding a country's entire adult population; perhaps the study is limited to clients of a particular business, patients with a specific health problem, or students in a single school. It is important to carefully identify the target population in light of the project's goals and practicalities. It may be difficult to obtain a representative sample if the population is very large, demographically diverse, and geographically scattered. The research population of this study comprises households within the designated community, Philippi Ward 80 residents. The characteristics that people in the population must have in order to be included in the study are defined by eligibility criteria (Polit & Hungler 1999:278). The participants in this research had to be residents of Philippi Ward 80 community, where the data was collected, and they had to be willing to participate in the study.

3.5.2 Sample

The sample, according to De Vos (2018:191), is the particular group of people from whom data is to be collected. There is a sampling frame, which is a list of people from whom the sample will be taken. It should, in a perfect world, include the entire target population (and nobody who is not part of that population). The sample size determines the number of people in the sample based on the size of the population and how accurately the researcher wants the results to reflect the whole population. A sample size calculator will help calculate how large the sample should be. In general, the greater the sample size, the more precise and confident inferences about the entire population can be made. The research sample consisted of 20 residents from Philippi community Ward 80 who were selected using simple random sampling. The researcher visited the office of the ward councillor in Philippi community Ward 80 to be assisted in selecting the 20 residents for the sample of the research and the researcher was assisted by the ward councillor and the secretary to go into the streets of Philippi Ward 80, that's how the researcher proceed and achieved the research sample consisted of 20 residents from Philippi community Ward 80.

3.5.2.1 Probability sampling methods

The term "probability sampling" refers to the fact that every member of a population has an equal chance of being chosen (De Vos 2018:192). A probability sampling technique is required to produce results that are representative of the entire population. Since questionnaires were distributed to the residents and ward committees of Philippi community Ward 80, the researcher used simple random sampling. Any member of the population has an equal chance of being chosen in a simple random sample. The population as a whole should be included in the sampling frame. To conduct this type of sampling, random number generators or other methods are used that are completely dependent on chance to perform this form of sampling. As a result, a sampling frame was created from which a random sample was drawn to ensure that all residents of Philippi community Ward 80 and ward committees had a fair chance of being included in the sample. As a result, probability sampling was used by the researcher.

3.6 DATA COLLECTION

Data is described by Polit and Hungler (1999:267) as "information gathered during the course of an investigation or research". Questionnaires were used to collect data related to the objectives and research questions of this study. The main purpose of the study is to determine the understanding of community participation in housing development among the community members, community leaders, ward committees and stakeholders at large. Residents of Philippi community Ward 80 were approached by the researcher to take part in the study. A letter with information about the study, a consent form, and a questionnaire was given to all residents and ward committees in Philippi community Ward 80 who were willing to participate. The questionnaires distributed to the residents and ward committee members were 20 and they were all completed and handed over to the researcher for data analysis after residents and ward committee members of Philippi community Ward 80 completed them.

3.6.1 Data collection instrument

Data collection instruments refer to the devices that are used to collect data such as questionnaires, tests, structured interview schedules and checklists (Seaman 1991:42).

3.6.1.1 Questionnaires

A questionnaire, according to Polit and Hungler (1997:466), is "a means of collecting information from respondents regarding behaviours, knowledge, values, and feelings". Questionnaires were used to collect data in this study. The aim of the questionnaire was to get

information directly from the participants. The questionnaire was designed to cover the research questions as well as the study's basic objectives. Participants received questionnaires in the form of a letter signed by the researcher. Participants were given statements to answer to in the questionnaire and were given the following options: strongly agree, agree, neutral, disagree, or strongly disagree. The questionnaire is attached as Annexure A.

3.6.2 Data Presentation

Thematically categorizing details as driven by the research questions is used to present data from questionnaires in this study. As mentioned in chapter one, the researcher also presents data that is deemed valuable and will aid in answering the research question and solving the research problem. When presenting data, direct quotations are used. The researcher conducted the survey personally since she is familiar with the area. Participants were given the opportunity to clarify any elements of the questionnaire for which they were unclear. To satisfy everyone at Philippi Community Ward 80, the researcher had to present the questionnaires in isiXhosa, but for the purposes of this study, the questionnaires were translated into English.

The researcher used letters of the alphabet to denote participants to ensure confidentiality in compliance with the agreement with participants. The Philippi community Ward 80 members are represented by letters A-P, and the Ward committees of Philippi community are represented by letters Q-T.

3.6.3 Data Analysis and Interpretation

Data analysis, according to Gibbs (2017:5), is an important phase in research that involves making sense of the collected data. It aids in the resolution of a research issue or the response to a research question. The validity of the study is determined by the researcher's approach to data analysis. In this phase, it is critical for the researcher to put himself or herself, as well as any pre-existing beliefs or assumptions, aside and objectively analyse the data.

As mentioned above, the data for this study was only available in one format. This information comes from questionnaire surveys, which are a quantitative tool. The data from the questionnaires was analysed with the aid of a qualified statistician using the Statistical Package for the Social Sciences (SPSS). The information obtained from the distributed questionnaires was copied and stored in a secure location accessible only to the researcher. This is crucial for verification purposes as well as to protect the confidentiality that participants were promised.

3.7 RELIABILITY AND VALIDITY OF THE RESEARCH

Validity and reliability are two separate but related phenomena that are essential in a research study. One way to ensure that findings are trustworthy and that researcher bias is minimized is to ensure that reliability and validity are achieved in a research sample. Checking reliability and validity is primarily used in quantitative research, according to popular belief. Because of their preoccupation with measurements, Stenbacka (2001: 252) claims that validity and reliability are quantitative terms.

3.7.1 Reliability

The degree of precision or accuracy with which an instrument calculates the attribute it is intended to measure is referred to as reliability (Polit & Hungler 1997:296). If a study and its findings are accurate, it suggests that if the study were repeated using the same process, the same results would be obtained. To assess the clarity of the questions and specificity of the answers, a pre-test was performed with residents of Philippi community Ward 80, who were excluded from the actual research but had similar characteristics to the study sample. The most significant finding was that some participants seemed to be unfamiliar with the words used in the English language to describe community interest in housing creation by community members, community leaders, and ward committees. To improve the instrument's reliability, the relevant isiXhosa terms were applied to the isiXhosa questionnaire to aid respondents' understanding of these terms.

The reliability of this study was assured by distributing questionnaires to members of the Philippi community Ward 80 and ward committees, which are directly responsible for community participation in the municipality. It was also ensured by circulating questionnaires in identical circumstances and asking questions in a consistent manner from one individual to the next. To ensure that answers were reliable, questions aimed at eliciting the same view were often asked.

3.8 LIMITATIONS OF THE STUDY

Since the research is based on a population and sample design, the findings are expected to be limited to the community in question and not generalizable to the wider community of municipalities. The research relies on information gathered from the Philippi community of Ward 80, and it is understandable that the information only relates to the circumstances of this community. Since the researcher arranged everything from meetings with the ward councillor

to be assisted in distributing the questionnaires to ward committees and community members, the researcher was not limited by the unavailability of participants from ward committees and community members of Philippi community Ward 80.

3.9 ETHICAL CONSIDERATIONS OF THE STUDY

According to Uys and Basson (1991:75), social sciences emphasizes the importance of researchers conducting their research in a morally and ethically appropriate manner. Since human subjects are often used in social science, this is the case. This study ensured that participants gave their consent for the questionnaires to be distributed among Philippi community members and ward committee members in Ward 80. This was accomplished both orally and in writing. The researcher gave each participant an overview of the study's context, meaning, and objectives before starting the study. Wherever possible, the researcher explained in isiXhosa to ensure that everybody understood.

3.9.1 Research Ethics Principles

During data collection, the ideals of beneficence and reverence for human dignity were observed.

3.9.1.1 The beneficence principle

This principle entails protection against damage and abuse (Polit & Hungler 1999:133). Completing questionnaires caused no physical damage. Should any participant have wished to discuss any aspect of the study, the researcher's phone numbers were given. Furthermore, the participants were told that filling out the questionnaires was entirely voluntary and that not doing so would have no negative implications. Participants were able to avoid participating at any time.

3.9.1.2 The fundamental principle of respect for human dignity

The right to self-determination and full transparency are included in this principle (Polit & Hungler 1999:134). Participants' rights to self-determination were respected because they could choose whether or not to participate in the study without being coerced; they could refuse to answer any questions that made them uncomfortable; they could reveal or not disclose personal information; and they could ask for clarification on any aspect that was unclear. The participant's right to full disclosure was upheld because the researcher explained the purpose of the study as well as the participant's rights to participate or decline.

A consent document was signed freely by each participant. Prior to completing the questionnaires, the signed consent document was folded and put in a package. Each questionnaire was collected and put in its own file. There was no way to relate a signed consent document to a particular questionnaire. The participants were told that confidentiality would be preserved throughout the data presentation and in the study. Except for basic biographical information, no names, roles, or descriptions of participants were provided. Since no names were included in the research study, confidentiality was preserved. For identification purposes, the participants were assigned letters from the alphabet. The questionnaire surveys from the ward committees and members of the Philippi community in Ward 80, only were used for this study and were held in a secure location to which only the researcher has access. The researcher kept and locked the questionnaire surveys to be not accessible to anyone except the researcher. Any participant who wanted a copy of the research report might reach out to the researcher who would provide it.

3.10 SUMMARY

This chapter describes how the study was carried out. In a research study, the research methodology section acts as a compass to guide the reader through the research process. It also aids the researcher in comprehending critical variables that must be addressed in order for the study to be validated and recognized as a legitimate piece of work.

The research methodology is generally influenced by the research question, goals, and meaning. The researcher addressed the paradigmatic stance of the analysis in this chapter, which is the frame of understanding and the manner in which the researcher conceptualizes the study and the procedures that it must pursue, based on what is already known in theory. After that, a brief explanation of the chosen research method was given. The research design section acted as a compass for readers, guiding them through each phase of the research and highlighting the reasons for the design choice. A discussion of how the study presented and analysed data derived from questionnaire surveys, taking into account the need to ensure the validity and reliability of the data, was also important.

The principles of validity and reliability are also discussed in this chapter, as well as how they relate to the study's acceptability. It should be noted that in quantitative methods, there are measures that must be taken to prevent researcher bias and ensure that the study is based on actual evidence given by the participants. The study's limitations are also discussed in the chapter, as well as how they affect the final results. Finally, the chapter addresses ethical

concerns and the importance of ensuring that these considerations are followed, especially in social research that involves human subjects. The data analysis is covered in the next chapter, Chapter 4.

CHAPTER FOUR: DATA ANALYSIS AND INTERPRETATION OF THE RESULTS

4.1 INTRODUCTION

The previous chapter explained the research method used in the research project.

This component of the study contains information gathered from questionnaires issued to Philippi community Ward 80 residents and ward committee members. The researcher distributed twenty questionnaire surveys to members of the Philippi community in Ward 80 and ward committees, and presented the results in the framework of the hypothetical technique for community participation in housing. This helped with data analysis because the themes had information that helped answer the study questions. Confidentiality in terms of revealing names and positions of participants was preserved, as stated in chapter three. This was a request made directly by the participants. The data was labelled alphabetically, with A-P denoting Philippi community participants and Q-T denoting community ward committees.

This chapter includes a quick overview of the topic as well as the participants. This assists in clarifying the situation on the ground and providing the reader with insight and a better grasp of the facts. This section contains only material that is relevant to this investigation. The researcher presents the results from these questionnaires using tables, graphs, and remarks to demonstrate common responses rather than taking an innovative approach. Direct quotations were used to display the data, as this helped to ensure the study's reliability. To make the material more accessible, the researcher used the following outcomes of the questions that were utilized throughout the administration of the questionnaire, as well as tables and graphs.

4.2 PHILIPPI WARD 80 COMMUNITY MEMBERS AND WARD COMMITTEE BIOGRAPHICAL INFORMATION

Table 4.2: Philippi Ward 80 community members and ward committee’s biographical information

Characteristics	Ward community members		Members of the community		Total
	Female	Male	Female	Male	
Age					
18-39	-	-	5	2	7
40-49	2	1	1	4	8
50-59	0	1	2	0	3
≥ 60	-	-	0	2	2
Total	2	2	8	8	20
Employment profile					
Employed	1	1	5	4	11
Unemployed	1	1	3	4	9
Total	2	2	8	8	20
Marital status					
Never married	2	0	5	6	13
Married	0	2	2	1	5
Widowed			1	1	2
Total	2	2	8	8	20
Educational levels					
Grd1 - 3			0	1	1
Grd4 - 6	0	1	1	1	3
Grd7 - 12	2	1	7	6	16
Total	2	2	8	8	20
Length of period living in the area					
1-5 years			3	1	4
6-10 years			2	2	4
11-19 years	1	2	1	3	7
20-30years	1	0	2	2	5
Total	2	2	8	8	20

The demographics of the respondents are shown in the table above.

4.2.1 Gender of community members and ward committee members of Philippi Ward 80 respondents distribution

Table 4.2 shows that among the community members and ward committee members in Philippi Ward 80 who took part in the survey, 50% were females and 50% were males. This information demonstrates that equal numbers of men and women were selected in the sample. Because they were single mothers or widows, the majority of those women are heads of households. The low number of married women also contributed to the majority of female home owners. Males, too, were household heads due to being single men, widows, and the low number of married men.

4.2.2 Respondents' distribution based on their age

The researcher split the participants into four age groups to gather information from them, as shown in the table above. The community members who took part in the study ranged in age from 18 to 39, with 35% of them. Another set of community members comprised 25% of those aged 40 to 49. 10% of community members were between the ages of 50 and 59. Members of the community 60 and up made up 10% of the total. The ward community members ranged in age from 40 to 59 years old, with 15% being between the ages of 40 and 49. This sample of participants' ages was not equally distributed, which indicates that the information gathered was not influenced by their age. Regardless of this, all of the participants, regardless of age group, had a positive attitude towards community participation.

4.2.3 Employment profile

According to the table above, employment rates for adolescents and citizens who should be economically engaged were high, averaging 55%. Older people had a lower unemployment rate, on average of 45%. This essentially means that because the youth and other citizens' employment rates were high, they did not have time to participate in community development because the majority of them were employed, and the unemployed citizens and older people were not well informed about the community because they were elderly people with no higher education.

4.2.4 Marital status

The marriage status of the participants in the Philippi Ward 80 community is shown in the table above. According to the table above, the total number of unmarried sample was 65% and the

total number of the married sample was 25%. According to their replies, widows made up 10% of the entire sample.

4.2.5 Educational qualification

The table above shows that 5% of the community members in the sample were uneducated. Another 10% of respondents from the neighbourhood said they only had primary school education. In addition, 65% of the community participants said they only had secondary education, with some not even having completed grade twelve. Ward committee members are likewise uneducated: 5% only had primary school education, and 15% only had high school education and did not even pass grade twelve. According to these individuals, poverty and a lack of finances made it impossible for them to obtain higher education. The researcher is aware that people's overall level of life is influenced by their education. According to Theron (2005), illiteracy is a barrier to community engagement. This is because, throughout the community involvement process, illiterate individuals may be marginalized by educated people and technological communication.

4.2.6 Length of time residing in the area

The table above shows the duration of time spent in Philippi community Ward 80. Twenty percent (20%) of those who took part had resided there for one to five years. Another set of people, twenty percent (20%), had resided in the region for roughly six to ten years. Thirty-five percent of the population (35%) had resided there between the period of eleven and nineteen years. In addition, twenty-five percent (25%) of the inhabitants had lived there for twenty to thirty years, with the majority of them having founded the region.

4.3 COMMUNITY MEMBERS AND WARD COMMITTEES OF PHILIPPI WARD 80 RESPONSES

Philippi community Ward 80 responses from the questionnaire.

4.3.1 Statement 1: We have the ability to participate in community participation in the township

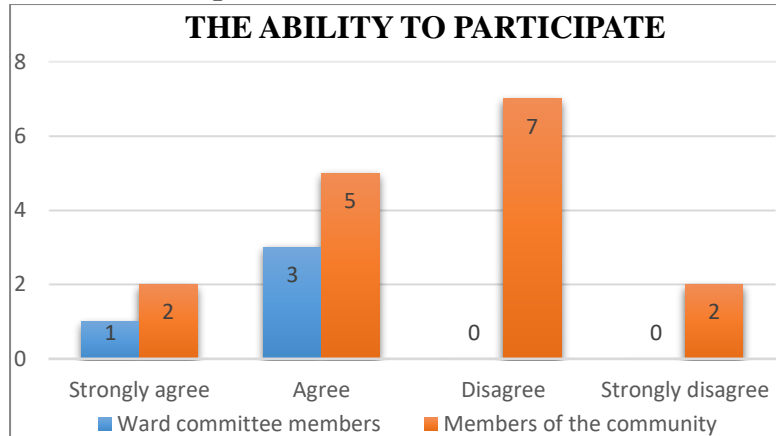


Figure 4.3.1: The ability to participate

As seen in the graph above, sixty percent (60%) of respondents disagreed that they had the ability to join in community in their township, and those were community members. Due to a lack of information that should have prepared them for their obligations, the community voiced the belief that they were unable to engage in development processes. They emphasized the necessity for seminars and training aimed at informing people about the importance of participating in development projects in the region. It is the responsibility of the City of Cape Town and Philippi Ward 80 community leaders to capacitate and empower communities so that they can participate in initiatives and make informed decisions. The respondents stated that they had never been given any authority over the development and project processes. Forty percent (40%) of respondents agreed that as members of the community, they had the capacity to engage in community affairs, which were handled by the community's ward committees. The researcher recognized that the municipality would not be able to train all members of the community but at least they should do something to train some community members. Ward committees, according to the community, are important persons who should be trained in community development procedures and processes, as well as their participation requirements.

4.3.2 Statement 2: We, as the community, need to participate in housing development projects

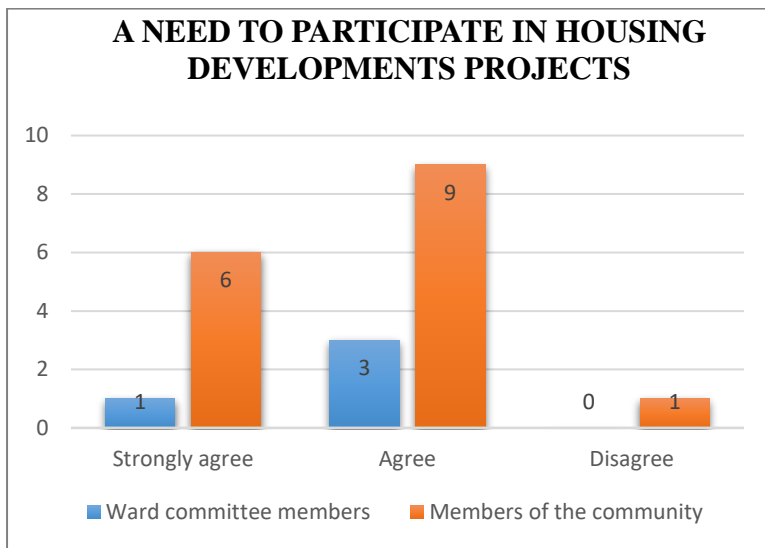


Figure 4.3.2: A need to participate in housing developments projects

The majority of community members and ward committee members (80%) who responded highly agreed that they should participate in any stage of housing development projects. They claimed that there were no housing developments in their Ward 80 since no houses had been erected there. The other twenty percent (20%) of the respondent community members stated that they did not see a need for them to engage in housing development since they had ward committees and councillors, who must be the ones to take charge of housing development initiatives from the beginning. Community participation, according to Theron (2005), is a method of teaching people by empowering them and improving their skills and talents so that they might negotiate with community development authorities to determine their own requirements. Community participation, according to Sproule (1996), is the process of enabling individuals to activate their own talents, be social agents rather than passive subjects, manage resources, make decisions, and influence the activities that affect their lives.

4.3.3 Statement 3: We are participating in the planning of the housing development project

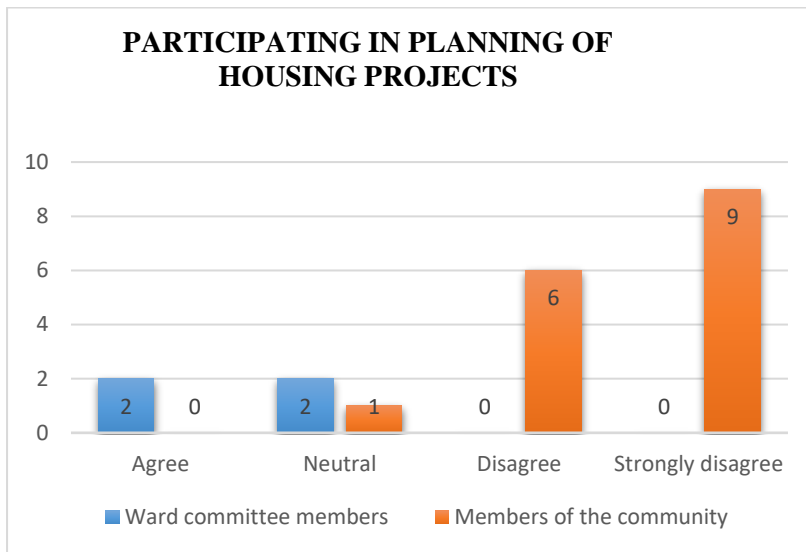


Figure 4.3.3: Participating in the planning of housing projects

The following graph shows that eighty percent (80%) of community members claimed that they were never included in the design of the housing project because no dwellings were ever built in Ward 80. They claimed that in other wards in Philippi township where houses had been built, government and politicians made decisions about the design of the buildings, or that the government designed the houses without considering the physical limitations of the beneficiaries. With regard to being required to participate in the development of housing projects in Ward 80 Philippi, 20% of the members of the ward committee agreed to the statement or were impartial.

4.3.4 Statement 4: We are participating in the implementation of the housing development project

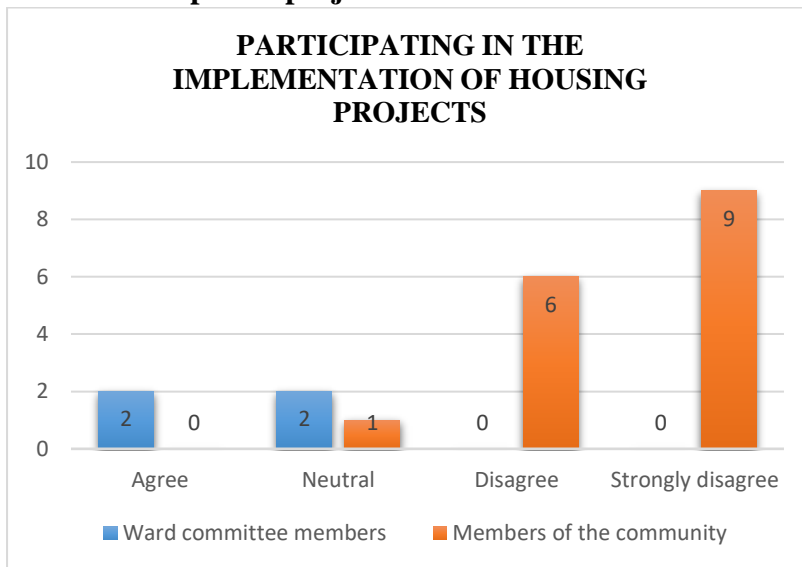


Figure 4.3.4: Participating in the implementation of housing projects

According to the graph above, 80% of the total sample members of the community disagreed that they engaged in the execution of housing projects since the government had never built houses in their region. The researcher does not understand why the ward committees were neutral or agreed that they participated in the development of housing projects yet there is no implementation of the housing projects. Reid (2000), on the other hand, argues that democratic principles imply that community activities are not the exclusive domain of the knowledgeable few, possibly the same elite leadership that has traditionally managed community affairs, but rather the responsibility of everyone in the community.

4.3.5 Statement 5: I can access the information on housing development projects easily

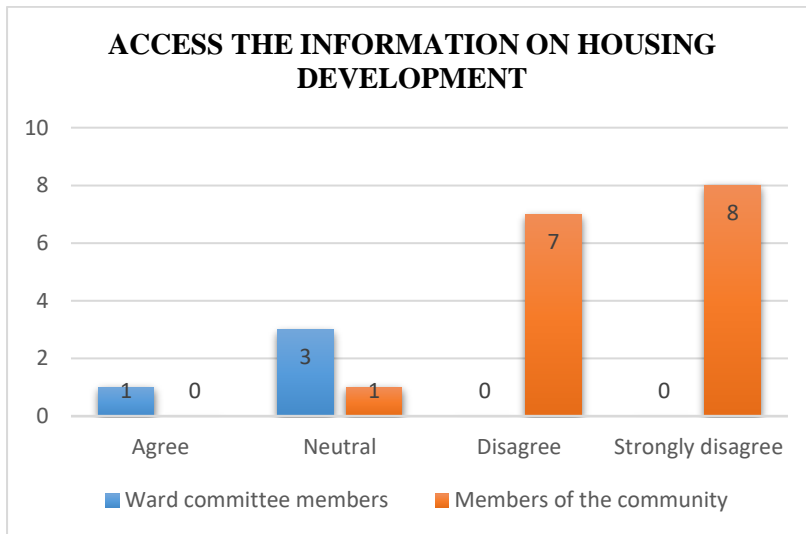


Figure 4.3.5: Accessing information on housing development

Eighty percent (80%) of community members disagreed that they had not received any information about when the government would begin building houses in their area, and that they believe they were discriminated against because when they asked relevant people about when houses would be built in their area, Ward 80, they could not get a response. They believed that those participating in the housing project in local government had hidden motives, and that information was withheld in order to encourage residents to demonstrate their dissatisfaction through a series of protests. Five percent (5%) of ward committee members agreed that they were accessing information on housing development. Yet fifteen percent (15%) were unsure if they could receive housing construction information. The researcher learned that even the ward committee members were unsure, and they appeared to know nothing about housing developments in Ward 80.

4.3.6 Statement 6: Some of us have benefited from the housing project

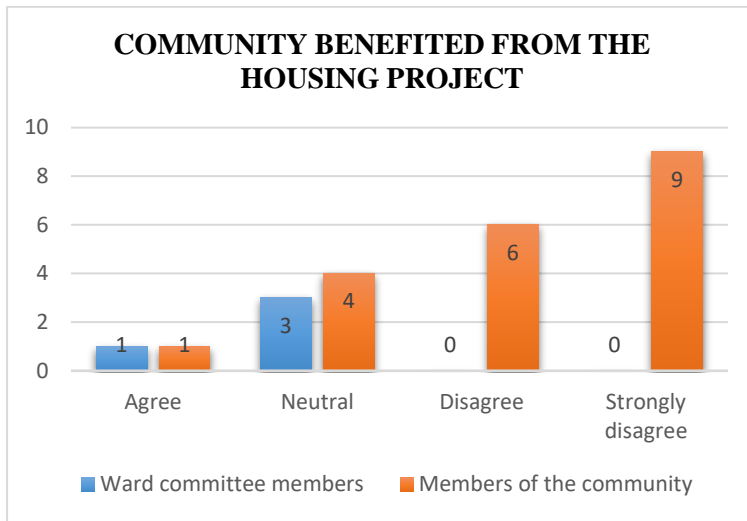


Figure 4.3.6: Community benefitted from the housing project

Seventy percent (70%) of respondent among the community members disagreed that they had profited from the housing projects in Ward 80, Philippi. In addition, fifteen percent (15%) of the community members remained indifferent, refusing to declare whether they had profited from the housing project in Ward 80, although the researcher could plainly observe that the community members seem to not have benefited from the housing projects because houses have never been erected in their region. Five percent (5%) of the ward committee members agreed that they had benefitted from the housing projects and another ten percent (10%) of ward committee members were neutral about having benefitted from housing projects.

4.3.7 Statement 7: We, as the community, have a responsibility to assist the municipality in local matters

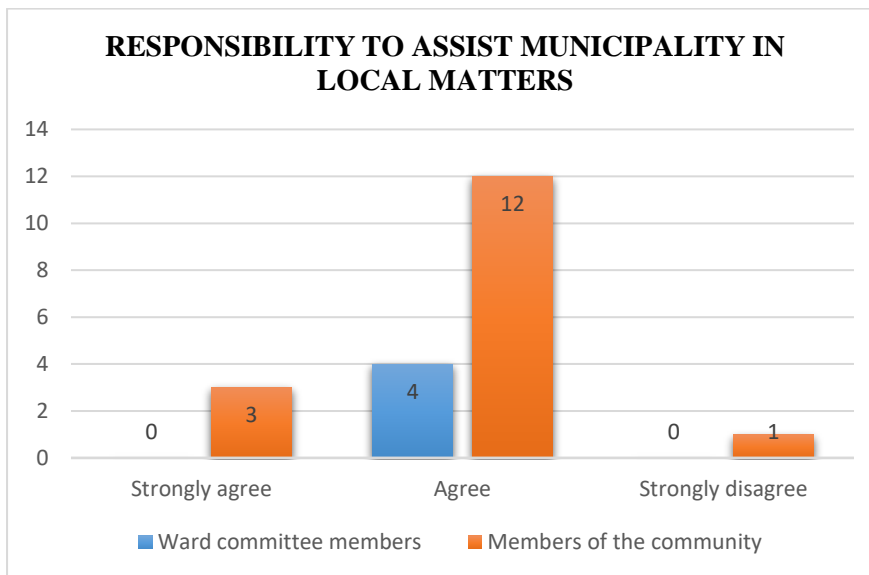


Figure 4.3.7: Responsibility to assist municipality in local matters

Even if the people of the community were not educated, they were aware of their rights as citizens in their community. Seventy percent (70%) of the members of the community agreed that they had the obligation to assist municipalities with local problems. Five percent (5%) of community members strongly disagreed that they had a responsibility to assist the municipality in local matters, indicating to the researcher that community leaders or ward committees were not informing community members about the importance of assisting the municipality in local matters for the community's growth. Twenty-five percent (25%) of ward committee members felt that they had a responsibility to assist the municipality with local issues. This clearly demonstrates that community participation involves all community members and ward committee members actively participating in municipal development procedures. According to community members, community participation is about extending democracy by allowing individuals to choose their own development path and take full responsibility for community initiatives. If this is the case, individuals are able to experience ownership and a feeling of affinity for the system, rather than simply considering local government as a vehicle for service delivery, according to Mathekga and Buccus (2000). The system should not only provide material services, but also political services through enlisting community participation. Participatory democracy is about being an active participant in the process rather than being on the receiving end of democracy.

4.3.8 Statement 8: I know about ward committee functions

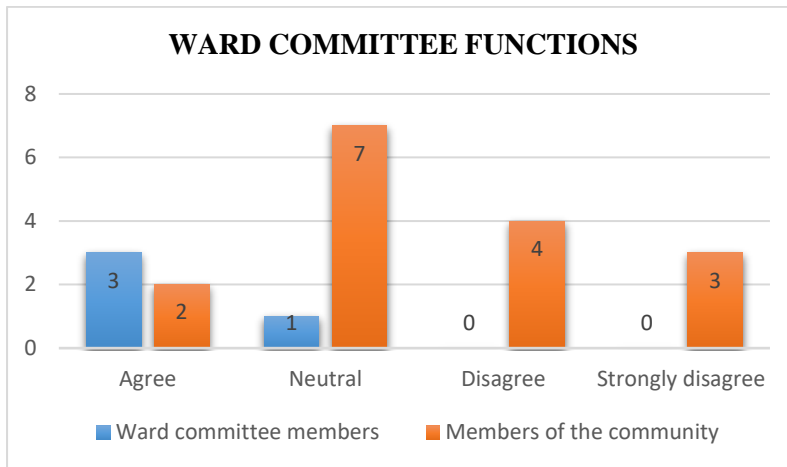


Figure 4.3.8: Ward committee functions

Forty percent (40%) of the community members who responded were neutral, indicating that they did not want to state they knew about ward committee activities, but it was apparent that they did not want to say that they know about ward committee functions. Five percent (5%) of the community members who responded agreed that they were aware of the ward committee's activities. Another forty percent (40%) of community members strongly disagreed that they were unaware of ward committee functions. Since the majority of community members strongly disagreed, disagreed, and were neutral about being aware of ward committee functions, it is clear that members of the community were unaware of ward committee functions. Fifteen percent (15%) of ward committee members agreed that they were aware of their ward committee's duties, while the rest were undecided.

4.3.9 Statement 9: I regularly attend ward committee meetings



Figure 4.3.9: Ward committee meeting attendance

The majority of Philippi Ward 80 residents who responded had mixed emotions about attending ward committee meetings. Fifty percent (50%) of the members of the community agreed that they attended ward committee community meetings. Yet other members of the community disagreed with forty percent (40%) of the respondents, and they were indifferent about attending meetings. Among ward committee members, five percent (5%) agreed that they attended ward committee meetings. Another five percent (5%) of ward committee members disagreed and were ambivalent, stating that they did not wish to state whether they attended meetings or not.

4.3.10 Statement 10: We have challenges in community participation

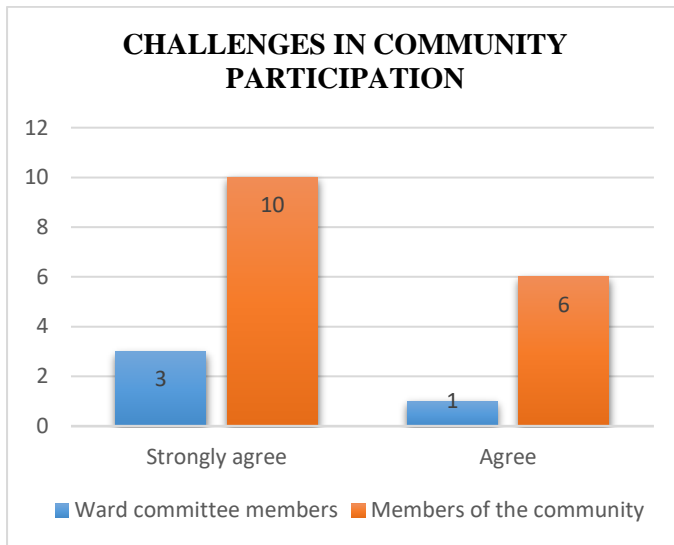


Figure 4.3.10: Challenges in community participation

According to the graph above, eighty percent (80%) of community members agreed that they faced several problems of participation in their community, with the primary challenge being a lack of knowledge about community issues. Communities in townships perceived a lack of access to information, according to Dukeshire and Thurlow (2002), and Batho Pele principles were not being followed by council officials to provide community access to information on government initiatives and development. Twenty percent (20%) of the participants' ward committee members likewise strongly agreed and acknowledged that community participation was difficult for them.

4.3.11 Statement 11: Community leaders encourage community participation

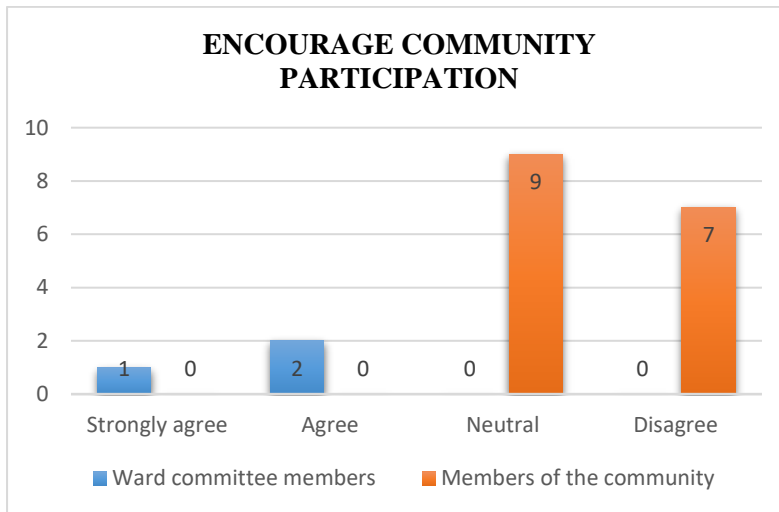


Figure 4.3.11: Encourage community participation

The graph above shows that ninety percent (90%) of community members disagree and are neutral, which means they do not want to say whether community leaders encourage community participation in their community, but the majority of them disagree that community leaders do not encourage community participation. This obviously demonstrates that community leaders do not encourage community members to participate. Nampila (2005) agrees that community participation is the core of democracy in South Africa; as a result, circumstances should be developed that allow for collaborative discourse on topics that are important to the community. Community participation must be more than a policy announcement; rather than simply having a policy, there must be a true commitment to foster participation in all elements and at all stages of development. According to Nampila (2005), the most essential action municipal authorities can take to increase community involvement is to invite local residents to participate in the activities that are being planned and conducted. Ward committee members highly agreed and agreed with ten percent (10%) of respondents that they promote community engagement. That is not accurate, according to the researcher, because the majority of community members claim that community leaders do not support community engagement.

4.3.12 Statement 12: Community leaders encourage participation in housing development

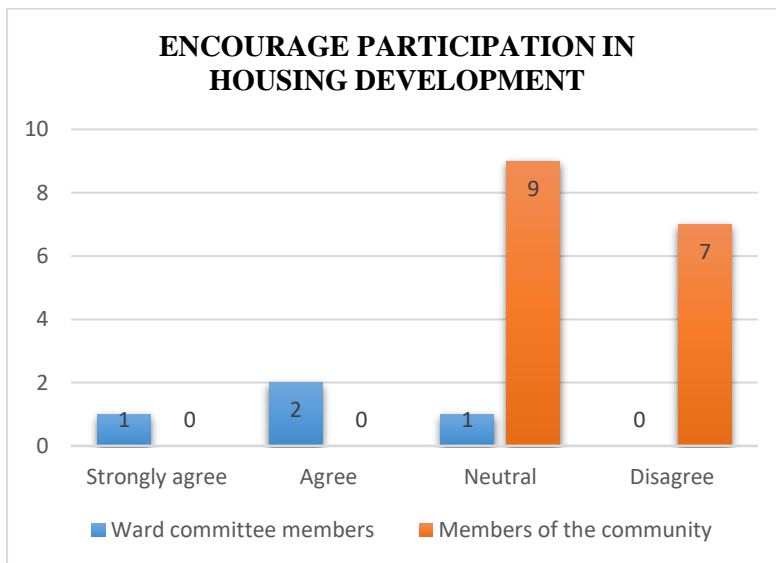


Figure 4.3.12: Encourage participation in housing development

According to the graph above, eighty percent (80%) of community members disagree and others are neutral that community leaders do encourage participation in housing development, while others who are neutral do not want to say if community leaders do encourage participation in housing development. According to the researcher, community leaders do not promote involvement in housing construction because if they did, at least some of the residents of Ward 80 would have homes, but they are all still living in shacks. According to Theron (2005), community leaders must ensure that housing projects are available in their communities, and they must prioritize their own initiatives over those of council officials. According to Mathekga & Buccus (2000), engaging the community in projects may improve local ownership of projects and raise a sense of responsibility for project maintenance. Both of these factors are critical for the long-term viability and continuation of development programmes. Then, as time goes on, capacity building might become recognized as a vital aspect of community engagement. Community involvement might help people become more conscious of their own knowledge and abilities enhance their capacity to negotiate with authorities about development processes, and become more approachable to community disputes. Among the participants, fifteen percent (15%) of ward committee members strongly agreed and agreed that they promote involvement in housing development, while the other five percent (5%) of ward committee members were indifferent, meaning they did not wish to declare they if favour participation in housing development or not. This research clearly

demonstrates that community leaders are not performing their duty as community leaders since the majority of community members claim they do not promote involvement in housing development; if they did, Ward 80 would be at the beginning stages of housing construction.

4.3.13 Please explain how you understand the idea of “community”

Most respondents which are the members of the community understood the concepts of community, describing how they view community – as a collection of people living in the same location and as a place where people live together and do activities together. While other respondents, ward committee member’s stated how they define community as the individuals who live in the region or groups of people who have a shared interest or have a sense of identity. The researcher observes that residents of Philippi township, both community members and ward committee members, have a clear understanding of what community means to them. A community, according to Wates (2000: 18), is a collection of people who have shared interests and reside in a geographically defined region.

4.3.14 Please explain how you understand the idea of “participation”

The majority of community members indicated how they define participation as individuals working together to accomplish something or as involvement in a certain activity, and it is the act of taking part. Other respondents, ward committee members, also indicated how they perceive the concept of participation: participation is taking action in anything like involvement in an activity, which may be done at work or at home. Because, according to Wates (2000:23), in the Community Planning Handbook, participation can also be defined as "the act of participating in an activity", the researcher discovered that Philippi township residents, both community members and ward committee members, understood the concept of participation. Participation, according to Habraken (2005:1), may be described in two ways, each having opposing implications. Participation can also include the distribution of essential jobs in the improvement process among people when citizens share decision-making authority with professionals.

4.3.15 Please explain how you understand the idea of “community participation”

Most respondents which are the members of the community responded, describing how they see community participation as the active participation of all community members in efforts to solve their own problems. Participants said that community participation is about spreading democracy and giving people the opportunity to choose their own development path and take

full control of community initiatives. Other respondents, ward committee members viewed community involvement as a collection of individuals working together in a society. According to the Department of Provincial and Local Government (Republic of South Africa, 2007b:15b), community participation is defined as an "open, responsible procedure" that allows people and groups to exercise their rights. It also has the ability to have an impact on policymaking. The researcher found that Philippi township residents, both community members and ward committee members, had an idea of what they understood to be community participation. According to Nzimakwe (2008:44), community participation is a method that incorporates "civic management policy-making activities"; determining the quality of service; priorities, such as budget approval and physical building project approval; and community needs programmes are aimed at the government and develop a feeling of community in society.

4.3.16 What, in your opinion, is the purpose of community participation in development?

The majority of community members answered that, in their opinion, the purpose of community participation is for community members to support each other, and stand as a community to solve community problems in order for it to progress as a whole. Other respondents, ward committee members also indicated what they believe is the purpose of community engagement in development: first and foremost, it empowers the community in the decision-making process that directly impacts their life. The residents were also pleased with community participation and growth in general. As a result, it is critical to develop an empowered and accountable community. Another purpose of community participation in development is to improve projects by incorporating local expertise, promoting local resources, and ensuring project sustainability. The researcher determined that residents of Philippi township, both community members and ward committee members, had an understanding of what community participation in development meant to them.

4.4 VIEWS ON COMMUNITY PARTICIPATION FROM THE PHILIPPI COMMUNITY WARD 80

When the government begins initiatives that have an impact on the community, the community is of the opinion that the process should include them. The public should be allowed to influence the decision-making process. Community newsletters and posters can be used to communicate information. Participation in the community should result in community empowerment.

4.5 FINDINGS

Based on the replies of the respondents who took part in the empirical research, the following major findings have been drawn.

4.5.1 Citizens

Citizens will engage freely if it is obvious that their participation will benefit the entire community.

4.5.2 Ward committees

Some of the community's ward committee members lack the expertise essential to successfully assist their community in the construction of dwellings.

4.5.3 Making decisions

Residents of Philippi township Ward 80 are not given the chance to participate in choices such as when the government will construct houses for them, and when the government does build houses, they must participate in the houses to be built, as well as who qualifies to get the house.

4.5.4 Delivery of services

Councillors and officials are seen as not being helpful enough when it comes to housing service delivery.

4.6 DISCUSSION OF THE FINDINGS

4.6.1 Citizens

Information exchange, dialogue, and empowerment initiatives can all help to increase community participation (Theron, 2005:126). The goal of community participation should be to favourably affect the course of events (Oak and Marsden 1984:24). Empowering individuals to participate in their own growth is one of these strategies.

4.6.2 Ward committees

Council officials and ward committee members should be familiar with the provisions of the Local government Municipal System Act No. 117 of 1998, the Batho Pele principles, and the fundamental concepts of community participation.

The Municipal Systems Act No. 32 of 2000 (Republic of South Africa, 2000b), which mandates the community to build a culture of local governance that balances formal representative

democracy with a participatory governance system, is another legislative act that fosters community engagement. Chapter 4 of the Act establishes how the aforementioned participatory governance objectives complement the formal representative local government system, rather than competing with or interfering with the local council's right to govern. Participation includes:

- Performance management systems, performance results, and implementation and review of budgets.
- Consultation on service strategies.
- The municipality should also develop the capacity of the community, staff and city councils to support participation.

The Batho Pele principles, released in 1998, emphasize the importance of community participation. These are the eight key principles, all of them strongly supporting community engagement – consultation, expanded right of entry, openness and transparency, information, courtesy, value for money, redress and service standards – they allow local government to engage in community participation. The use of these ideas in local governance enables citizens to monitor and assess municipal behaviour. These principles were created in order to provide a tolerable policy and legislative framework for public service delivery (Republic of South Africa, 2003). The Batho Pele principles guarantee that the ideals of consultation, defining service standards, improving access, assuring politeness, giving information, openness and transparency, redress, and value for money are observed in the service delivery process.

Council officials and ward committee members should be informed about the fundamental concepts of community participation. As according to Lane (1995: 88), community participation in the township is a very broad term. The first issue to ask when using the term "community participation" in the context of development is what kind of participation it refers to. Beneficiaries are now involved in the provision of resources as part of community participation in the building and enactment stages of a project. In these circumstances, township participation is synonymous with cooperation on pre-determined events. This, however, is merely the first stage of the improvement process. In the township, community participation should be considered in policymaking, execution, and maintenance, as well as utility and evaluation of achievements and disappointments.

The second facet of community participation in the township, according to Lane (1995: 90), is who must take part. All stakeholders are expected to participate at all stages of the development process in a truly participatory approach. This method implies that some groups left out of prior improvements and must now be included or brought up sooner. After determining the level of community engagement and who will participate, it is vital to explore how community participation will be achieved in practice.

4.6.3 Making decisions

The lack of opportunities for people to participate in decision-making relates to the fact that community participation should be promoted. According to Buckley (1993:36), community participation is a necessary component of human development. People should feel empowered to affect the project's outcomes, according to Nampila (2005:44). Ladbury and Eyben (1995: 25) further state that the lack of community involvement in township projects does not take into account the views of community residents as community residents; they state that it may bring about sufficient unity to make a decision. Local residents, on the other hand, may delegate the right to participate to an expert. As a result, they safeguard themselves against the passage of time, unrest and, in certain situations, conflict.

Differences between these and further issues may often lead to diverse agendas and wants, according to Awotana et al. (1995: 56), and are immersive as long as community involvement tactics are specifically geared to convey them to the fore. Community participation tactics that are not meant this way of specifically geared to convey them to the fore, on the other hand, might unintentionally integrate the power and status of special interest groups in the community. Self-proclaimed leaders may find it challenging to estimate varied levels of support. It is usual for practitioners to think that the entire community is participating and that this development serves all demands, according to Pretty & Scoones (1995: 115). External unity, on the other hand, can obscure interior prejudice. It is critical to comprehend these inside distinctions. Dissimilar livelihood plans require different local knowledge systems, which are frequently neglected by individuals who believe the community is homogeneous.

4.6.4 Delivery of services

Both councillors and ward committee members should rigorously observe the standards included in the Constitution of the Republic of South Africa, Municipality Systems Act No 32 of 2000 and the Batho Pele principles.

Local governments are required by section 151 (1) of the Constitution of the Republic of South Africa (Republic of South Africa, 1996) to foster community and community group engagement in local governance. The municipality must "promote the engagement of communities and community organizations in local government activities", according to Section 152 (1) (e) of the Constitution. The national government must establish clear policies and actions within its available resources to create a developing knowledge of social partnership and provide decent houses, according to Chapter 2 (26) (2) of the Constitution. The right to housing is incorporated in Section 26 of the Constitution, which states that everybody has the right to appropriate housing and that the state must adopt reasonable legislative and other measures to promote progressive realization of this right within the limits of available resources.

In section 26 of the Republic of South Africa's Constitution, the state is required to adopt reasonable legal and other steps, within the limits of its resources, to gradually achieve the right to sufficient housing. The state has passed different legislative texts to make this requirement effective, including the Housing Act 107 of 1997 (enacted on April 1, 1998), which provides that:

- I. The national organizations and the Members of the Executive Committee (MEC) representing municipalities must design and facilitate a national approach for sustainable housing development.
- II. Each provincial government should do everything in its ability, after conferring with provincial organizations representing municipalities, to promote and facilitate the supply of suitable housing in its province within the framework of the national housing strategy
- III. Each municipality should take all reasonable steps, within the context of national and provincial housing laws and policies, to ensure that eligible people of its territory have access to suitable housing as part of the planning process for the municipality's integrated development.

Chapter 4 of the Municipal Systems Act actively encourages local community engagement in decisions about the quality and impact of the municipality's services. The following is taken from Section 42 of the Act, which states: "... through suitable mechanisms, processes and procedures, the municipality should involve the local municipality in the design,

implementation and review of the municipality's performance management system and, in particular, enable the municipality to participate in local matters.”

Establishment of a participatory culture in the community

- Section (16) (1) of the Constitution Republic of South Africa, specifies that the municipality must build a municipal governance culture that includes a formal representative government and a participatory governance system. As a result, the municipality should encourage and establish conditions for local residents to participate in the development, implementation, and revision of an Integrated Development Plan (IDP) to achieve this aim. The municipality should do everything possible to help the community, municipal officials, and councillors develop their ability. Municipalities must use their resources and finances in an efficient and effective manner to attain this goal.

Community participation mechanisms, processes and procedures

- Section 17 (2) mandates that the community's focus be on effective community engagement. As a result, towns must build proper methods and procedures to ensure that citizens are involved in the community's activities.
- Section 17 (14) states that local governments need to form one or more advisory boards. These advisory boards advise the council on all issues, not the councillors. Gender representatives should be taken into account when appointing members of such committees.

Community participation for communication of information

- Section 18 (1) (a) requires the municipality to offer information to its community on community engagement and development in general, as well as the techniques, procedures and processes available to encourage and enable participation in particular.
- Section 18 (2) (a) (b) specifies that when presenting information in section (1), community language preferences and usage must be considered, as well as the unique needs of persons who do not understand others languages or have the ability to read and write.

Notice to the community of municipal councils for meeting

- Section 19 mandates that the municipal manager notify the people, in the manner chosen by the council, of the date, time, and location of each meeting of the council, as well as any special or urgent sessions of the council, unless time limitations prevent this.

Meetings of the community are open to all.

- Meetings of the board and its committees must be accessible to the public, including the media, according to Section 20 (1), and neither the board nor its committees may exclude the public or the media.

The Batho Pele principles in order to deliver services to the community and prevent corruption in the supply of housing. The ideas of Batho Pele should guide the establishment of a service-oriented development culture within local government, one that relies on the lively engagement of all citizens. Consumers, end users, enterprises, and other non-governmental organizations can help municipalities achieve this by providing regular feedback on the effectiveness of their service delivery (Republic of South Africa, 1998a: 35).

4.7 COMPARISON OF THE RESEARCH RESULTS WITH PREVIOUS RESEARCH

The results of this study were compared to a study by Fubesi (2019), “The effectiveness of community participation in housing development in a township within a metropolitan municipality in the Western Cape”. In terms of demographics, Fubesi's (2019) gender research revealed that female dominance is higher than male dominance. This study's sample of participants' ages was not equal, which indicates that the information gathered was not influenced by age. Regardless of this, all of the participants, regardless of age group, had a positive attitude to community participation. In terms of educational attainment, these participants say that poverty and a lack of finances made it difficult for them to obtain further education. The residents of this community had lived in the region longer than those in the current study, with the majority of them having founded it. Regarding community participation in Fubesi's (2019) findings, the community believes that when the government begins initiatives that have an impact on the community, the process should include the community. The public should be allowed to influence the decision-making process. Community newsletters, indaba, and imbizos can all be used to communicate information. Participation in the community should result in community empowerment.

In terms of demographics and gender data, the current study indicated that fifty percent (50%) of the participants were females, with the remaining fifty percent (50%) being men. This information demonstrates that women and men in Philippi community Ward 80 are on an equal footing. The current study's findings are different from those of Fubesi (2019) as the gender of women and men are equal in this study. The sample from each age group that participated in the study was not equal with regard to age, implying that the information gathered was not influenced by age. Regardless of this, all of the participants, regardless of age group, had a positive attitude to community participation. The current study's findings were the same as those of Fubesi (2019) in terms of age. In terms of educational level, current research findings did not differ with those of Fubesi (2019), who claimed that poverty and a lack of finances made it impossible for the respondents to obtain higher education. The researcher also showed that the inhabitants of Philippi had been in the community for a long time, with most of them having established the area themselves, and are still living in shacks. With regard to community participation in the research findings, the community believes that when the government begins initiatives that affect the community, the process should include the community. The public should be allowed to influence the decision-making process. Community newsletters and posters can be used to communicate information. Participation in the community should result in community empowerment.

4.8 SUMMARY

An analysis of replies obtained throughout the data collecting procedure pertaining to community participation in housing development in Philippi was presented in this chapter. A summary of the research chapters, as well as some recommendations and conclusions made, are provided in the next chapter.

CHAPTER FIVE: SUMMARY, RECOMMENDATION AND CONCLUSION

5.1 INTRODUCTION

The previous chapter discussed the empirical study and the major findings of the study.

The goal of the study was to look into community participation in housing development in a township inside a Western Cape metropolitan municipality. In light of what has been stated in the previous chapters, it is evident that government cannot avoid or remove community participation as a concept or practice from any development process and there is need for housing development in Ward 80 Philippi township. This chapter starts with a condensed version of the previous chapters. It will respond to the major research questions by providing responses. The chapter will come to a close with some recommendations based on the findings of the research. Limitations will be identified, and suggestions for future research will be made.

5.2 SUMMARY OF CHAPTERS

A brief discussion is given of the preceding chapters of this study.

Chapter One

The first chapter gave a summary of the study's important aspects. It gave the reader a broad overview of the research direction as well as an explanation of the study's logic and importance. The research introduction, background, and, most importantly, the study research problem, aims, questions, and significance were explained.

Chapter Two

The study was placed within an existing body of information relating to the topic under inquiry in the second chapter. The literature in this case firmly placed the study in the South African context, with a focus on community participation and legislative framework. The chapter laid the groundwork for strong legislative support for community participation in local governance and development housing projects.

Chapter Three

The quantitative research approach was discussed in this chapter. After justifying the chosen design, population, and sample, the data collection tool was described. Ethical problems surrounding the study's use of human subjects were also discussed.

Chapter Four

In chapter four, participants' responses to each question posed during the questionnaire surveys were presented and analysed, and conclusions about the significance of the results were reached. The chapter included extensive quantitative analysis data for each questionnaire.

Chapter Five

The reader is reminded of the study's most emotional parts in the final chapter. These contain an overview of the study's framework as well as the study's overall conclusions. The concluding chapter also includes recommendations for future research.

5.3 RESEARCH QUESTIONS RESPONDED TO

Answers to the key questions are attempted in this portion of the research.

5.3.1 What are the challenges in community participation and guidelines for enhancing community participation?

In South Africa, service delivery is a major concern, particularly for disadvantaged areas, but not exclusively. While discussing service delivery, it is highlighted lack of power, lack of housing or badly built dwellings or shacks, with difficulties such as leaking during the rainy season, and a lack of public infrastructure. The lack of responsibility of municipal authorities, particularly councillors, to their constituents was entwined with poor service performance. Some towns had never seen some of their council members, and when they complained, the council members were deafeningly silent.

The shifting of politicians and their officials, according to the community members, has an impact on service delivery and growth. They argue that when a new government takes power, the prior administration's goals become obsolete. Another major point was mentioned by a ward councillor (26 June 2021): political leaders and bureaucrats generally start finalizing their plans near the conclusion of their 5-year tenure, after which they must hand over power to someone else. This cycle keeps repeating itself, and as a result, nothing gets done: people plan but never see their plans put into action. Many inhabitants of Philippi, particularly those in Ward 80, are aware that local authorities elected to positions of authority are failing to provide the services that the public expects. Above all, they do not communicate properly with their constituents, who are frequently kept in the dark about what authorities are doing to when it comes to services. This has resulted in persons who are not official representatives or local authorities but who have the resources (emotional, relational, or material) being approached or

even volunteering to help others. This demonstrates that local officials are unavailable when individuals want assistance. This clearly shows that Philippi community Ward 80 will always suffer when it comes to service delivery because of their officials and councillors; it shows that members of the Philippi community Ward 80 will not be involved in the housing delivery process.

5.3.2 What recommendations can be made for enhancing community participation?

The IDP and community participation are viewed as locally based planning tools that might help towns and communities react to poverty, unemployment, and inequality (Govender & Reddy, 2011). This method of development planning is founded on the idea of inclusive and representational dialogue and participation in local government by all people, communities, and stakeholders (Heydenrych, 2008). Participatory planning procedures aiming at producing a strategic development plan to guide and advise all planning, budgeting, administration, and decision-making in a municipality are referred to as IDPs (Madzivhandila & Asha, 2012). This method of planning enlists the participation of the whole municipality, as well as stakeholders and residents, in determining the best options for achieving long-term development goals. The IDP is seen as bringing as many stakeholders together as possible to establish, define, and promote their shared interests (Tshabalala & Lombard, 2009). It helps communities and local stakeholders in a municipal area to identify their objectives, requirements, and associated priorities. This might be accomplished by organized engagement and the creation of circumstances for community participation throughout the planning, implementation, monitoring, evaluation, and review cycle (Mubangizi, 2007).

The IDP is meant to be each municipality's business plan, focused on what and how it would benefit the populations within its control. Communities should be informed, consulted, and given the opportunity to participate in the planning process affecting their needs and future. As a result, municipalities should be in charge of coordinating the IDP and ensuring appropriate participation from all stakeholders in the region. This method has the potential to empower the community and increase their ability to meaningfully influence the IDP process. Community participation in the IDP process is linked to democracy and governance in South Africa, according to the government. Participation of the community in IDP processes is seen as one approach to facilitate contact between local administration and residents. The White Paper on Local Government (1998) states unequivocally that the IDP's community participation process should serve as a negotiating platform between the government and the community, requiring

communities to participate actively in decision-making. The argument for integrating planning is founded on the recognition that communities face several problems, and that integrated development planning will assist municipalities in addressing these challenges (Govender and Reddy, 2011).

As a result, the IDP allows diverse stakeholders and municipalities to work together to better understand the dynamics that exist in particular development regions, allowing them to better fulfil the needs of communities and enhance their quality of life by establishing clear visions and goals (Ingle, 2008). As a result, IDP representative forums and ward committees are two viable mechanisms for community participation in the IDP procedures mandated by law. The IDP Representative Forum's mission is to guarantee that the IDP process is well-represented. This forum is important in ensuring that the interests of diverse stakeholders and communities are reflected in the IDP process (Nzimakwe & Reddy, 2008). The forum also serves as a venue for discussions, negotiations, and decision-making among diverse stakeholders and local governments. This forum facilitates communication between local government and numerous stakeholders. Its purpose is to keep track of the IDP's planning and implementation progress.

Ward committees are anticipated to play a significant role in ensuring citizen participation in the IDP process (Ababio, 2007). By organising IDP participation processes at the ward level through community-based planning, the job may be fulfilled. This type of planning necessitates the formation of functional ward committees that prepare plans for their respective wards and relate ward priorities to the municipality's integrated development planning. The role of councillors, officials, and ward committees is to ensure that a municipality's plans represent the requirements of its residents (Heydenrych, 2008). As a result, without community participation, local government development would be worthless, and any municipality's IDP will be devoid of reality. However, there are a number of obstacles to overcome when it comes to implementing community participation programmes with IDPs, which could boost the participation of the Philippi community in the housing delivery process.

5.4 RECOMMENDATIONS

Based on the major findings of the study, the following recommendations are made to address the research problem:

5.4.1 Recommendation 1

The feedback from the participants in this study revealed a number of issues with community participation methods. Basic and ongoing community participation education or seminars should be provided for both municipal authorities responsible for community involvement and the general public. This will enable community members to get a greater understanding of their government, as well as their role and responsibilities in its operation. This will also make municipal authorities more sensitive to community feedback and help them see how the connection may benefit both parties.

5.4.2 Recommendation 2

National, provincial, and local governments should all play an important role in holding community structures responsible to the people they serve.

- Participation should be open to the public and led by the grassroots. When they notice non-performance, community members should act as whistle-blowers.
- As part of its constitutional responsibility, the City of Cape Town should arrange training for councillors and ward committees.
- All community planning development should engage the Philippi ward councillor and ward committee. They should also increase community information-sharing and communicate with residents and municipal authorities about development needs and goals.
- When engaging with the Philippi Ward 80 community, government personnel should use local languages, such as isiXhosa, rather than technical jargon. This will help people understand their duties in the community and encourage them to get involved in community concerns.
- The requirements of the community must be considered, and the City of Cape Town must start the planning of houses for Philippi community Ward 80.

5.4.3 Recommendation 3

It is proposed that the impact of literacy on the degree of active community participation be explored in future study. It indicates that the greater the community's literacy level, the more willing community members are to participate in activities that impact them. As previously discussed, community participation is a complicated topic that needs study of a variety of aspects in order to completely comprehend it.

However, by doing further research inside the Cape Metropole, this study may be broadened and more clarification on some of the identified concerns acquired. To gain a better understanding of the nature of community participation in housing development, the following research might be conducted:

- Replicate the study, but make sure that more people are included in the participant pool. This might include ensuring that both male and female participants from each ward are questioned or interviewed, as well as ensuring that political party affiliation is not a factor.
- Conduct a thorough document review, including attendance logs, meeting minutes, and reports, to confirm that appropriate community participation in the different IDP procedures has been achieved.
- Rerun the research in a different rural municipality in a different province and compare the findings to see if there is any consistency.

5.5 CONCLUSION

Housing in South Africa is unquestionably in crisis, with a rising backlog in supply, particularly in cities and metropolitan centres. Because of the opportunities to earn a living and access social and economic facilities that metropolitan regions provide, people live in shacks, backyard rooms, and poor inner city homes. Housing is a fundamental human right whose fulfilment serves as a foundation for the enjoyment of all other rights.

The community of Ward 80 in Philippi has been characterized as having a lack of knowledge of community participation. Because they have never constructed houses before, it has an impact on their ability to engage in development programmes. Community participation, on the other hand, has been identified as a critical component in the success and long-term viability of development initiatives in South Africa. As noted in chapter two, community participation has more advantages than downsides. As a result, community participation may be valued and made a natural activity in order to carry out development efforts. The results of the empirical survey clearly demonstrated that the community's ideas, feelings, and opinions should be heard and incorporated by development institutions in order to ensure community participation.

In the instance of the community in Ward 80, Philippi, it might be argued that certain members of the community are attempting to avoid confrontation by not speaking out at meetings. This should not be the case, since when it comes to community participation, disagreement should

not be avoided. Discussions may take place, and stakeholders could develop a shared vision as a result of the process, but other people's perspectives could also be valued. However, it is possible to infer that the effectiveness of community meetings should be judged not by the number of people who attend, but by their capacity to turn needs and wishes into concrete solutions.

Because the residents of the community still live in shacks, the findings revealed a lack of community participation in the housing development process. Only municipality officials make decisions about community development, and community members are excluded from the process. It may be argued that the present decision-making process does not provide a chance for the community to participate in the growth process. According to the literature and an empirical survey, the first step in achieving authentic community participation is for township communities to become more aware of their own situation, carefully understand reality around them, have mutual understanding among community members, and be aware of their problems, the causes of these problems, and what steps they can take to address these problems.

To solve the problems of community participation in housing development, a comprehensive approach to development should be taken at the local, national, and international levels. At the same time, the community's recognition and promotion should be continually improved. Recognising and mobilising the potential of all stakeholders, as well as the people themselves, may go a long way toward ensuring successful community participation.

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APPENDIX A: RESEARCH QUESTIONNAIRE



Dear Participant

I am a student registered for the Master's Degree in Public Administration in the Department of Public Administration and Governance at the Cape Peninsula University of Technology, Cape Town. I am required to conduct an empirical study for the degree and I have selected the topic of community participation in housing development at Philippi community in the Cape Metropole.

The attached questionnaire represents a survey amongst the residents of Philippi community in Ward 80 that aims to measure the perceptions of Philippi residents regarding community participation in housing development. It is expected that the survey will produce information that could be used by the City to improve service delivery of housing with community participation. Your cooperation, which is crucial to the success of the survey, will be appreciated.

Please note that your participation in this study is voluntary and you are assured that all information shall be treated confidentially. Your contributions to this questionnaire will remain private and confidential, and anonymity is guaranteed. Instructions are provided on each page of the questionnaire. Ideally the questionnaire should take about twenty minutes to complete, and I wish to emphasise that the success of this exercise depends on your willingness to be part of this survey.

Thank you in advance for your cooperation.

Kind Regards

Zizopho Fikile
Researcher
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CONSENT

I have read and I understand the provided information and have had the opportunity to ask questions. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving a reason and without cost. I understand that I will be given a copy of this consent form. I voluntarily agree to take part in this study.

Participant's signature _____ Date _____

ANNEXURE A

QUESTIONNAIRE

Instructions

Indicate with the mark "X" what is applicable to you

BIOGRAPHICAL INFORMATION OF COMMUNITY MEMBERS OF PHILIPPI WARD 80

A1: Age

18 – 39	
40 – 49	
50 – 59	
60 and older	

A2: Gender

Male	
Female	

A3: Employment profile

Employed	
Unemployed	

A4: Marital status

Never married	
Married	
Divorced	
Widowed	

A5: Educational levels

Grade 1- Grade 3	
Grade 4 - Grade 6	
Grade 7 - Grade 12	
Tertiary Level	

A6: Length of period living in the area

1 – 5 years	
6 – 10 years	
11- 19 years	
20 – 30 years	

ANNEXURE B

QUESTIONNAIRE SURVEY OF COMMUNITY MEMBERS OF PHILIPPI WARD 80

		<i>Strongly Agree - 1</i>	<i>Agree - 2</i>	<i>Neutral – 3</i>	<i>Disagree - 4</i>	<i>Strongly Disagree - 5</i>
	<i>Instructions: Please indicate with a cross (X) in the accompanying column on the right the response that resembles your opinion on the statement to the left.</i>					
1	We have the ability to participate in community participation in township.					
2	We, as the community, need to participate in housing development projects.					
3	We are participating in the planning of the housing development project.					
4	We are participating in the implementation of the housing development project.					
5	I can access the information on housing development projects easily.					
6	Some of us have benefited from the housing project.					
7	We, as the community, have a responsibility to assist the municipality in local matters.					
8	I know about ward committee functions.					
9	I regularly attend ward committee meetings.					
10	We have challenges in community participation.					
11	Community leaders encourage community participation.					
12	Community leaders encourage participation in housing development.					

13. Please explain how you understand the idea of “community”.

14. Please explain how you understand the idea of “participation”.

15. Please explain how you understand the idea of “community participation”.

16. What, in your opinion, is the purpose of community participation in development?

APPENDIX B: LETTERS OF PERMISSION



**FACULTY OF BUSINESS AND MANAGEMENT SCIENCES
DEPARTMENT OF
PUBLIC ADMINISTRATION AND GOVERNANCE**

THE WARD 80 COUNCILLOR OF SIYAPHLALA AND SIYANYANZELA

Dear Sir/Madam

PERMISSION TO CONDUCT A RESEARCH: Z FIKILE

I hereby wish to request a permission to conduct research within the community of Philippi with community members and ward committee members of Ward 80. The topic of my research study is as follows: "Community participation in housing development at Philippi community in the Cape Metropole". The research is part of the requirements for the Master's Degree in Public Administration for which I am registered at the Cape Peninsula University of Technology.

The research findings will be made available to you at your request. Furthermore, all data collected from community members will be kept confidential as possible and no identification of a community member will be given when the report is completed. I will also distribute questionnaires to community members. The researcher will be delighted if this request will be approved and accepted.

Your cooperation is highly appreciated.

Kind Regards

Z Fikile
Researcher



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Councillor Nkululeko Mgolombane
Ward 80

NO 4 Sharon Road
Brown's Farm
Philippi 7750
2020/07/24

Cell: 063 3732 221

Tel: 021 444 9362

E-mail: Nkululeko.Mgolombane@capetown.gov.za

OFFICE OF THE WARD COUNCILLOR

TO WHOM IT MAY CONCERN

This serves to confirm that Miss Zizipho Fikile has a permission to conduct research interviews and distribute questionnaire surveys with ward committees and community of Philippi at Siyahlala and Siyanyanzela regarding her dissertation topic on community participation in housing development at Philippi community.

Signature 
Cllr Nkululeko Mgolombane

Official Stamp



Nkululeko
Mgolombane

Councillor, City of Cape Town
Commissioner of Oaths
for the Republic of South Africa

CIVIC CENTRE IZIKO LOLUNGU BURGERSENTRUM
12 HERTZOG BOULEVARD CAPE TOWN 8001 P O BOX 298 CAPE TOWN 8000
www.capetown.gov.za

Making progress possible. Together.

APPENDIX C: ETHICAL CLEARANCE CERTIFICATE



P.O. Box 1906 • Bellville 7535 South Africa • Tel: +27 21 4603291 • Email: fbmsethics@cput.ac.za
Symphony Road Bellville 7535

Office of the Chairperson Research Ethics Committee	FACULTY: BUSINESS AND MANAGEMENT SCIENCES
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The Faculty's Research Ethics Committee (FREC) on 20 October 2020, ethics Approval was granted to Zizipho Fikile (216292220) for a research activity M Tech Public Administration at Cape Peninsula University of Technology.

Title of dissertation/thesis/project:	Community participation in housing development at Philippi community Lead Supervisor (s): Dr S Cronje
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Comments:

Decision: APPROVED

	7 December 2020
Signed: Chairperson: Research Ethics Committee	Date

Clearance Certificate No | 2020FOBREC836

APPENDIX D: PROOFREADER'S CERTIFICATE

Ken Barris, PhD

Editing and research writing services

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18 August 2021

To whom it may concern

This is to certify that I have proofread the following thesis by Ms Zizipho Fikile:

Community participation in housing development in the Philippi
community in the Cape Metropole

Best regards



KEN BARRIS