



**SERVICE DELIVERY PROTESTS IN MUNICIPALITIES WITH SPECIFIC  
REFERENCE TO THE GRABOUW DISTRICT IN THE WESTERN CAPE**

**by**

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**at the Cape Peninsula University of Technology**

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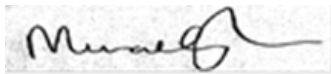
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## DECLARATION

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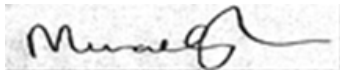
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## **ABSTRACT**

Service delivery protesting is currently an enormous problem in South Africa. Communities are dissatisfied with government services and instigate protests due to the lack of service delivery. This study investigates service delivery protests in municipalities, with specific reference to the Grabouw District in the Western Cape. In Grabouw, protests have taken place due to a lack of basic services, poor infrastructure, a lack of housing, nepotism and corruption. The government faces numerous challenges due to these protests.

The aim of this research project is to analyse the causes of service delivery protests in the Theewaterskloof (TWK) Municipality in the Grabouw region. The major problem is that communities are dissatisfied with the quality of services delivered to them by the municipality. Most municipalities, especially TWK Municipality, struggle to provide services due to not having enough equipment or tools. The study aims to conceptualise service delivery within a specific region in the Western Cape as well as investigate the reasons behind these protests. Furthermore, strategies and mechanisms are identified in this study to help municipalities to improve the delivery of services.

In this study, a quantitative methodology is used to collect data and analyse the findings. An empirical study is done by securing major findings from the data analysis derived from the research questionnaire. Thus, a questionnaire was designed and distributed amongst the employees of the TWK Municipality in the Grabouw District. The findings of the questionnaire are displayed in chart and tabular form. This project makes recommendations against the problems highlighted in the empirical study so that TWK Municipality can use or implement the recommendations to stop service delivery protests. The main finding is that the reasons why communities were protesting in the Grabouw region was because of the dissatisfaction about the provision of services and therefore, the main recommendation is that, the provision of housing needs a structured approach in order to resolve the problem. The specific municipality needs to engage with Department of Human Settlements (DoHS) to clearly review the needs of the municipality. Regular engagement sessions need to be arranged and progress needs to be monitored.

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## **DEDICATION**

This dissertation is dedicated to my parents, Murray and Malany Walbrugh, and my brothers, Jean-Ray and Byron Walbrugh.

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## ABBREVIATIONS AND ACRONYMS

TWK	-	Theewaterskloof Municipality
MFMA	-	Municipal Finance Management Act
PPP	-	Public Private Partnership
SA	-	South Africa
WC	-	Western Cape
LG	-	Local Government
COGTA	-	Cooperative Governance and Traditional Affairs
CPUT	-	Cape Peninsula University of Technology
ANC	-	African National Congress

## GLOSSARY

**Service delivery** – providing a service to people in a community

**Protests** – any action taken to object to something

**District municipality** – a municipality which executes some of the functions of Local Government for a district

**Community** – a particular area or place with its inhabitants

**Local Government** – Government at the local (community) level that has control over a specific geographical region and cannot pass or enforce laws that will affect a wider area

**Constitution** – a set of principles to protect the rights of citizens and define the basic law of the nation.

# CHAPTER 1

## INTRODUCTION AND BACKGROUND

### 1.1. Introduction

In recent years, protests have influenced local politics in the Grabouw District in the Western Cape, South Africa. Many of the protests escalated rapidly into violence, with street fights between police and communities. There have been several explanations put forward for what the actual reasons are for evoking protests. The most important reason is the lack of service delivery that frustrates communities, causing a spate of protests. The core disagreements in the selected district, between municipalities and citizens are the lack of access to clean, running water, unaffordable rates for electricity and Theewaterskloof Municipality's poor efforts to remove sewage regularly. Poor service delivery is currently one of the major challenges facing Local Government (LG) in South Africa today.

This research attempts to shed light on the community protests due to poor delivery of services. The main purpose of the study was to find out what the major causes for poor service delivery are. The researcher made use of a quantitative methodology and a questionnaire survey was distributed amongst the research population. It was perceived that the study can generate information that the management of the selected municipality can use to address current problems with service delivery.

### 1.2. Background

Service delivery protests form part of a series of protests that take place in certain urban areas of South Africa that relate to poor service delivery. In South Africa, various protest action has escalated in all areas of South Africa, especially in Grabouw. The community is starting to uproot themselves from the town due to lack of service delivery. The most important reasons causing communities' frustrated reactions are the undelivered municipal services of lack of running water, removal of rubbish, high unemployment and poor infrastructure.

### 1.3. Problem statement

Currently, in the Western Cape, there are numerous instances of unrest due to service delivery protests, particularly in the Grabouw District. The community is dissatisfied with the quality of service delivery received from the municipality. In the past few months, major protests have escalated in the Overberg region – of which the Grabouw District is a part –

due to dissatisfaction with service delivery. Some of the protest action results in violence causing damage to both public and private property.

#### **1.4. Research questions**

- What are the major reasons and challenges behind the protests in the Theewaterskloof Municipality?
- What strategies and mechanisms can be used to improve service delivery?

#### **1.5. Research objectives**

This study attempts to:

- define service delivery;
- explain the legislative framework governing service delivery in South Africa;
- describe the challenges of delivery of services;
- determine common reasons behind protests; and
- identify strategies and mechanisms that can be used to improve service delivery.

#### **1.6. Preliminary literature review**

The service delivery protests in LG, seen across South Africa, are cause for concern and, therefore, elicit the need to uncover the relationship between provision of services and protests. South Africa, these days, faces backlogs in service delivery. Today, 2 billion people lack access to safe drinking water and 3.6 billion people lack properly managed sanitation services (United Nations, 2015).

##### **1.6.1. Defining service delivery**

'Service delivery' means the delivery of resources and services to the citizens of a country. There are various resources that citizens depend on, for example water, electricity and housing. These resources are critically important and necessary to citizens (Campbell, 2014). The delivery and effective management of these resources by the government are not reliable and greatly inconvenience communities.

##### **1.6.2. Explaining the legislative framework governing the distribution of services in South Africa**

###### **1.6.2.1. The Constitution of the Republic of South Africa, 1996**

When elections took place in April 1994, South Africa became a self-governing nation. The year 1994 significantly signifies when South Africa became one nation after the apartheid era ended.

In 1996, The Constitution of the Republic of South Africa, 1996 was established to protect the rights of all the citizens of South Africa. The Constitution was created as a legal framework for the new democratic state. Municipalities have an obligation to make sure that all residents are provided with basic services and that their requests are met. Section 152 of the Constitution, clearly states what the local objectives of municipalities are with regard to the provision of services to communities:

- Local communities need to be provided for by a democratic and accountable government.
- LG needs to guarantee that services are delivered in a sustainable manner.
- Economic development needs to be promoted.
- A safe and healthy environment must be ensured.

A municipality must, at all times, strive to achieve these objectives.

#### **1.6.2.2. Municipal Systems Act 32 of 2000**

This specific legislation is part of a cluster of legislation intended to authorize municipalities to enact their duties as well as to ensure municipalities fulfil their duties. This Municipal Systems Act 32 of 2000 will ensure a series of legislations by administering municipal organisational, planning, participatory and service delivery systems (South Africa, 2000).

The Municipal Systems Act requires municipalities to undertake oriented planning to ensure that the objectives that are set out in Section 152 of the Constitution are achieved. Furthermore, the act seeks to outline strategies and ethics that are critically required to help LG to contribute gradually to the economic growth of local societies and to ensure that necessary services are affordable to all.

Chapter 8 of Section 73 of the Municipal Systems Act states that:

- Local Government must give effect to provision of the Constitution.
- Local Government must provide basic needs to communities.
- Local Government must ensure that the public have basic municipal services.
- Local Government must promote the development of the local community.

For effective and efficient services to communities, municipalities are mandated to adhere to the above stipulations.

### **1.6.2.3. Municipal Structures Act 117 of 1998**

The Municipal Structures Act 117 of 1998 provides for the establishment of municipalities and seeks to clarify the types of municipalities according to three different categories. The three categories of municipalities, Category A, B and C, are clearly stated in Section 8–10 in this act. The TWK Local Municipality is a Category B municipality situated in the Overberg District in the Western Cape Province.

### **1.6.2.4. Municipal Finance Management Act (MFMA) 56 of 2003**

The Municipal Finance Management Act 56 of 2003 was established to ensure that the fiscal and financial affairs of the municipality are secure. In terms of Section 23 of this act, when an annual budget is put forward, the municipal council must:

- “consider the local community and the national or provincial treasury which made submissions to the budget”;
- “allow the mayor a chance, after the budget submission is reflected, to react to the submission of the budget and to look over the budget if necessary”,
- “allow the National Treasury to provide guiding principles on the manner in which municipal councils should process their annual budgets, including guidelines on the formation of a committee of the council to consider the budget and to hold public hearings”; and
- “adhere to the fact that no guidelines in terms of Subsection (3) are binding on a municipal council unless adopted by the council”.

### **1.6.3. The challenges of the distribution of services**

Currently in South Africa, most municipalities face difficulties with the distribution of services. According to Aminuzzaman (2010), there are various challenges facing service delivery. The challenges faced by LG include lack of rules and regulations, ineffective monitoring, political interference, a poor relationship between administration and elected representatives and significant lack of communication between the government and its citizens. Alongside these challenges, another two huge challenges have emerged namely, fraud and corruption. Such challenges make the services of local municipalities dysfunctional and ineffective.

### **1.6.4. Common reasons behind protests**

There have been many protests regarding delivery of services in all provinces. Four of the main reasons why citizens are protesting include:

#### **1.6.4.1. Unemployment**

There are high levels of service delivery protests because citizens who are unemployed are frustrated. Many citizens receive jobs from the government but many of these jobs are not long-term positions (Mail & Guardian, 2016). Protestors are protesting because they are dissatisfied with the inability of the government to provide jobs as promised as well as their inability to offer more secure positions.

#### **1.6.4.2. Fraud and corruption**

South Africa is currently saturated with fraud and corruption. Fraud and corruption are particularly prevalent in the public sector. Most of the citizens argue that public officials and politicians use public funds, earmarked for service delivery, for their own personal use (Krsteski, 2017).

#### **1.6.4.3. Shortage of houses**

In South Africa today, there is a severe shortage of houses. According to the Constitution of South Africa, housing is one of the basic rights citizens have. Section 26 of the Constitution clearly indicates that everyone has the right to an adequate house (Mail & Guardian, 2017). Protesters are furthermore dissatisfied because of the time frames they are given to get houses but then the houses are not delivered on time as promised (Mail & Guardian, 2017). The backlog of housing is a huge problem that leads to protests.

#### **1.6.4.4. Community dissatisfaction with basic services (water and sanitation)**

According to Section 27 of the Constitution, everyone has the right to access clean water and receive effective sanitation services. These basic services are essential services that should be provided to poor households by the government (South Africa, 2020). According to the South African Government (2020), communities feel that they are not provided with the necessary basic services as stipulated in the Constitution and, as a result of dissatisfaction, the citizens are protesting. The issues of unemployment, the shortage of houses, fraud, corruption, lack of water and sanitation provision are only addressed by political parties before elections when citizens are needed to vote for them. Nepotism in municipalities is another reason why communities are protesting (Burger, 2009). Finally, citizens are also dissatisfied because some government employees receive promotions to senior or executive positions in municipalities and are not competent to perform the job or do not have the necessary qualifications.



### **1.6.5. What strategies can be used to improve delivery of services?**

The delivery of services remains one of the challenges in LG. In order for any government institution to function effectively and democratically, constructive service delivery implementation and monitoring need to occur. Without effective service delivery, the government would not meet their mandates and targets. Various strategies are needed to ensure that public servants are willing to deliver quality services. Motivation of government employees is critical to enhancing service quality. The right people need to be hired in order to deliver quality services to communities.

Three strategies or mechanisms that can be used to improve service delivery include:

#### **1.6.5.1. Data analytics**

Analytics specialists urge public sectors to adopt advanced data analytics systems to improve service delivery (Moodley, 2017). By implementing data analytics in an institution, it would help them to, for example, identify fraud and corruption when there are duplicated invoices (Burger, 2017). Municipalities can also use advanced analytics to predict service delivery protests.

#### **1.6.5.2. E-delivery system**

An e-delivery system can help to improve service delivery in an efficient and effective manner. This type of system can be used between communities and a government to communicate online about their concerns. The implementation of an e-delivery strategy will help to deliver services to larger groups of people in communities (Internet Solution, 2018).

#### **1.6.5.3. Public-private partnership**

According to Persad (2018), the public-private partnership (PPP) in LG is an arrangement between the public and private sectors to deliver the necessary public services that the public sector could not implement. The private sector has more financial assets as well as people who have experience and skills that can contribute more efficiently to the delivery of basic services to communities. This partnership would encourage affordability, improved efficiency and also better delivery costs.

## **1.7. Research Paradigm, Methods and Methodologies**

### **1.7.1. Paradigm**

The three most common paradigms are the positivist, constructivist and pragmatist paradigms (Patel, 2015). The researcher has situated the research in the positivist paradigm because it embodies a single reality that can be measured and made known through quantitative methods (Patel, 2015). The researcher made use of a questionnaire and statistically analysed the findings.

### **1.7.2. Research methodology**

Research methodology is how a researcher systematically designs a study to ensure valid and reliable results that address the research objectives in the study (Jansen & Warren, 2020). The study made use of the quantitative methodology because it is the best option to elicit data that will address the objectives of the study. Quantitative research methodology was adopted and a questionnaire was administered. The questionnaire consisted of multiple choice questions and used the Likert scale to measure the responses of the respondents. Quantitative methodology can be defined as a numerical analysis of data that is presented through a questionnaire.

#### **1.7.2.1. Population**

TWK Municipality is divided into 8 towns, namely Botriver, Caledon, Genadendal, Grabouw, Greyton, Riviersonderend, Tessaarsdal and Villiersdorp. The population comprised all the employees and employers in the Grabouw District of the Theewaterskloof Municipality.

#### **1.7.2.2. Sampling method, techniques and sample size**

In this research study, the researcher did not use a sample but rather a research population. TWK Municipality in the Grabouw region is relatively small, so all the employees were used as a population for this study. All the questionnaires that were returned were used in the study.

#### **1.7.2.3. Data collection instruments**

Data collection instruments are used to collect data from groups of people that are participating in a study (Yaya, 2014). The instrument that was used was a questionnaire as the primary data collection method. This questionnaire was useful in gathering the data and the information was analysed later. The questionnaire contained Likert scale questions. These questions conformed to a general quantitative trend.

#### **1.7.2.4. Data coding and analysis**

The questionnaires were personally distributed by the researcher to every employee in TWK Municipality in the Grabouw District. The gathered data from the questionnaire was set out in chart and tabular format. The charts were used to identify the independent variables and the tables reflected the dependent variables that were based on the questions on the questionnaire. The data was statistically analysed through the use of excel spreadsheets and then set out in chart and tabular format.

#### **1.8. Delineation of study**

TWK Municipality is a district municipality that is situated in the Overberg, Western Cape and its head office is in Caledon. TWK is divided into 8 towns with a satellite municipality situated in every town. These towns are Grabouw, Botriver, Caledon, Genadendal, Greyton, Riversonderend, Tesselaarsdal and Villiersdorp. For the purpose of this study, the population was restricted to all the employees and employers in TWK in the Grabouw region. Since several protests were prevalent in Grabouw, the researcher opted to focus on that region.

#### **1.9. Ethical considerations**

Ethical clearance was received from the ethical committee at Cape Peninsula University of Technology (CPUT) to proceed with the research. The municipality approved the research and permission was granted to conduct the research. Informed consent forms for respondents highlighted voluntary participation, protection of identities and withdrawal from the study at any time. It was also conveyed that they would be informed of the findings of the study.

#### **1.10. Significance of the study**

This research intended to investigate the reasons for residents' protests in the Grabouw region. The main objective was to explain the major reasons and challenges behind the protests and also to provide strategies and mechanisms that can be used to improve service delivery in TWK Municipality.

#### **1.11. Limitations of the research**

The TWK District is divided into 8 towns. The main municipality is in Caledon and the rest of the towns have satellite offices. The researcher did not use all the employees from all the sub-municipalities, only the employees from the Grabouw District were used for the study.

The intended target population was all 102 employees at Grabouw Municipality, but a total of 52 questionnaires were received from respondents.

## **1.12. Outline of the dissertation**

### **Chapter 1**

This chapter identifies the research problem.

### **Chapter 2**

Chapter 2 provides an in-depth discussion of the literature associated with the topic.

### **Chapter 3**

The research methodology is presented in this chapter.

### **Chapter 4**

This chapter explains the research findings that were analysed.

### **Chapter 5**

In this chapter the conclusions and recommendations are presented.

## **1.13. Summary**

In various places in the Western Cape, South Africa, limitless protests have been undertaken by communities (Raophala, 2013:1). For the past few months, people were initiating protests due to the lack of service delivery in various towns. Many of the municipalities do not keep their promises of providing basic services to citizens. For example, housing is currently one of the major issues the municipalities are facing. This chapter introduced the problem statement, the research methodology, the ethical considerations and data analysis of the study. The next chapter will present a literature review of the relevant research.

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1. Introduction**

The previous chapter highlighted the research problem as the frustration communities have with the quality of service delivery at TWK Municipality in South Africa. South Africa's municipalities are struggling with the various protests linked to the rendering of government services. These municipalities face major backlogs in service delivery and communities are dissatisfied with it. In this chapter, various concepts are discussed in detail, namely the definition of service delivery, the legislative framework pertaining to service delivery, the challenges of service delivery, the reasons behind the protests in the Grabouw District and the strategies that can be used to improve service delivery. This chapter provides a review of the literature related to the research objectives of the study.

#### **2.2. Defining service delivery**

The term 'service delivery' is commonly used amongst politicians and community members when they are dissatisfied with the delivery of service in an area. According to Campbell (2014), service delivery refers to the basic services that are distributed to citizens. These services include the provision of water, sanitation and housing. The local governments in each province in South Africa are responsible for the infrastructure needed to cater for the basic needs of communities.

Service delivery is not always about the resources that are distributed to citizens, but about the type of services that are rendered to the public. According to the Constitution of South Africa, it is the responsibility of municipalities to ensure basic needs are provided to citizens. The term 'service' in the phrase 'service delivery', defines the 'how' and 'what' of service delivery and it also looks at the needs of the citizens and the organisation providing the services itself (Goldstein, Johnston, Duffy & Rao, 2002). Service delivery can be viewed as a core function of government. Local Government officials appoint elected representatives to ensure the necessary basic services are provided to citizens (Crous, 2002:7).

According to Riekert (2001:89), citizens may demand explanations from their municipalities if they feel that their services are not aligned with their standards. According to Carlson, Davis and Leach (2005), service delivery is a relationship that exists between policy makers and service providers.

Public service is a relationship between a government and its public, where a government legally needs to provide basic resources and services to the citizens of a country (Yayale, 2005).

### **2.3. The legislative framework governing service delivery in South Africa**

Legislation is a critical part of governance at any level of government. South African municipalities are protected by various legislation relating to service delivery and legislation also protects the rights of employers, employees, officials and citizens.

#### **2.3.1. The Constitution of the Republic of South Africa, 1996**

The Constitution of South Africa came into effect after South Africa became a democratic land in 1994. The Constitution was created as a legal framework for the new democratic state of South Africa. According to the Constitution, citizens have the right to basic services provided by the municipalities. According to Section 155, Subsection 1, there are three categories of municipalities, namely:

- a metropolitan municipality – Category A;
- a district municipality – Category B; and
- a local municipality – Category C.

The total number of municipalities in the three categories in South Africa is 278. Category A consists of 8 metropolitan municipalities, Category B consists of 44 district municipalities and Category C has 226 local municipalities (South Africa, 2020). Section 152, Subsection 1 of the Constitution states the clear objectives of Local Government:

- Democratic and accountable government must be provided by municipalities to communities.
- Communities must be provided with services in a sustainable manner.
- Social and economic development need to be promoted by municipalities.
- A safe and healthy environment must be ensured.
- Communities and community organisations must be involved in the matters of municipalities.

If municipalities have the financial stability and the necessary administration, they need to adhere to the objectives that were set out in Subsection 1. It is the priority of LG to provide basic services to communities. Section 153 of the Constitution clearly indicates that municipalities have to manage their administration, budgets and planning processes successfully in order to give primacy to the basic needs of citizens.

### **2.3.2. The Municipal Systems Act 32 of 2000**

The Municipal Systems Act 32 of 2000 is there to ensure that municipalities fulfil their duties and have adequate funding to fulfil the needs of citizens. The Municipal Systems Act assigns rules and regulations to LG. This legislation is aligned with the Constitution and municipalities must adhere to the objectives set out by the Constitution. The Municipal Systems Act outlines the organisation of a municipality, the planning of the service delivery system and defends municipalities in any legal matters.

Section 6 of The Municipal Systems Act clearly indicates what municipalities need to follow in terms of how municipal administration needs to provide services to citizens. According to Section 6, the municipal administration needs to adhere to Section 195 (1) of the Constitution, namely to:

- respond to the needs of a community;
- ensure value of public service and accountability amongst employees;
- take action to prevent corruption;
- establish a clear relationship between a municipality and its community;
- give precise information to communities about the level of municipal services; and
- inform the community about the costs and management of a municipality.

The general duties of LG are stated in Chapter 8, Section 73 of the Municipal Systems Act. The general duties are as follows:

- It is the duty of the municipality to give primacy to the basic municipal needs of communities.
- LG must promote the development of the local community.
- LG needs to ensure that people in the communities have access to basic municipal services.

Subsection 2 of Section 73 stipulates that the services of a municipality must be equitable and accessible to the members of a community. When providing municipal services to communities, LG needs to provide these in an economical, effective and efficient manner to citizens. The municipality also needs to use available resources in an appropriate manner and conduct the principles of quality over time.

The municipal services must also be financially and environmentally sustainable with a vision to the upgrading, extension and improvement of these services (South Africa, 2000).

### **2.3.3. Municipal Structures Act 117 of 1998**

The Municipal Structures Act 117 of 1998 is about the establishment of municipalities and the types of municipalities in the three different categories in South Africa. It also establishes the criteria of the category of a municipality in a specific area, defines the types of municipality in each category and provides a division of powers and functions between categories of municipalities. Furthermore, it protects and regulates the internal systems, structures and office bearers of municipalities and provides for an appropriate electoral system.

Sections 8–10 of this act clearly presents the establishment of three categories of municipalities in South Africa, namely Category A, B and C. Theewaterskloof Local Municipality is a Category B municipality situated in the Overberg District in the Western Cape Province.

Section 2 stipulates that the municipal council must:

- appoint a municipal manager and an acting manager, if necessary; and
- ensure the municipal manager has the necessary skills and experience to perform the duties as set out in the post.

Furthermore, Section 83 indicates the functions and powers of a municipality. Subsection 1 stipulates that a municipality has the functions and powers assigned to it in terms of Section 156 and 229 of the Constitution. The functions that are mentioned in the Constitution above must be divided between the district and local municipality within the area.

### **2.3.4. Municipal Finance Management Act (MFMA) 56 of 2003**

The Municipal Finance Management Act 56 of 2003 was established to secure sound and sustainable management of the fiscal and financial affairs of municipalities and other institutions in LG and to establish norms and standards for LG. In terms of Section 23 of this act, when the annual budget is put forward, the municipal council must:

- consider the input of the local community and the national and provincial treasury or any other organ of state which made submission on the budget;
- give the mayor an opportunity to respond to the submission of the budget and revise the budget if necessary;
- consider the National Treasury's guidelines on the manner in which municipal councils should process their annual budgets, including guidelines in the formation of a committee of the council to consider the budget and to hold public hearings; and



- acknowledge that no guidelines in terms of Subsection 3 are binding on a municipal council unless adopted by the council.

## **2.4. The challenges of the distribution of service**

There are still widespread challenges faced by South African municipalities today. Since before South Africa became a democratic land in 1994, the government already experienced major challenges in the distribution of services. The Institute for Democracy in South Africa (IDASA) (2010:8) argues that the failure of delivering the basic services to the community, is not only hard on the community itself but it will also have an enormous impact on social and economic development. One of the reasons why municipalities have challenges linked to delivery of services is that they do not have the necessary funding from the government or other external stakeholders (Dzengwa, 2007:272).

Most municipalities in South Africa receive funding from the national government for various resources. Without the finances and resources from the national and provincial governments, municipalities would not be able to function on their own (Tsatsire, Taylor & Raga, 2010:273). The money that LG receives is to ensure communities receive their basic needs like water and sanitation. The three spheres of government need to operate together to ensure services are delivered to the communities of South Africa.

According to Aminuzzaman (2010), there are various challenges facing service delivery. These challenges include a lack of rules and regulations, ineffective monitoring, political interference, a poor relationship between administration and elected representatives and a lack of communication between the government and its citizens. The municipalities are currently being blamed for poor administration which leads to ineffective service delivery in South Africa (Mamokhene, 2019:374). Two further challenges that LG faces are fraud and corruption. This basically means that the state's money and resources, entrusted to public officials, cannot be accounted for, implying that public officials have used these for their personal gain (Smit & Cronje, 2002:192). The next section highlights the specific challenges regarding the distribution of services in Grabouw.

### **2.4.1. Ineffective monitoring**

The reason for ineffective monitoring is that municipalities do not have a proper monitoring system. The distribution of services is not effectively monitored by the councillors and officials of the municipality.

The 2009 Assessment Report of Local Government argues that most municipalities are in distress (Department of Cooperative Governance and Traditional Affairs, COGTA, 2009:5).

The municipalities fail to deliver basic services like water and sanitation to communities. The municipalities are facing major challenges because they have a weak and ineffective monitoring system (Consolidated General Report: Local Government Audit Outcomes, 2010:96). The ineffective monitoring of the officials makes it difficult for the municipality to deliver their services to the citizens of South Africa. Ineffective monitoring by government officials is leading to protests by community members. The ineffective monitoring in municipalities of the distribution of service has a huge impact on the audits of the municipalities. If the municipality does not have clean audits, it would have a negative impact on LG.

#### **2.4.2. Political interference**

According to Zarenda (2013), political interference in municipalities negatively affects the effectiveness and efficiency of the services. When services are not rendered by municipalities, it is usually caused by the interference of political officials. One of the major problems or challenges in the functioning of the municipalities is political interference. This means that a municipal official uses their political influence in the decision-making of a specific department in a municipality. This political interference has an impact on the effectiveness of municipalities (Chabane, 2009). In order for municipalities to function properly, the interference in the procurement process needs to stop. The most political interference is found in the appointment of staff and tenders (de Visser, 2009).

#### **2.4.3. Poor communication**

The Development Action Group (2012) states that the reason there is service delivery concerns is because of poor communication and a lack of transparency between LG and its citizens. Not having communication between the two parties means that the municipality would not know what basic services the community needs and citizens will not benefit from the government's intended services. According to Eisenhour (2015), a core part of human experience is communication. Despite the advancements in a technology-driven world, a lack of communication still remains a problem at work. Poor communication prevents many employees and employers from reaching their full potential. Eisenhour (2015) highlights a few reasons why lack of communication is a huge problem:

- It creates doubt and uncertainty.
- Because of doubt and uncertainty, rumours can ensue which can lead to employees not feeling confident and doubting their ability.
- It can cause low production, missed deadlines and certain tasks not being completed.

#### **2.4.4. Lack of resources**

Sarshar and Moores (2006) undertook a study on how to improve service delivery and identified that a lack of resources is a huge challenge in service delivery. The study showed that most operational staff did not know about the measures set out by the national government concerning service delivery. Public servants were also unclear about their responsibilities. The reason for this is that there was not enough training for employees nor a system to involve staff. Without knowledge, services cannot be distributed properly and could pose a huge challenge to municipalities because staff can be seen as being incompetent. Mabitsela (2012) confirms that one of the critical concerns of South Africa has been service delivery. Municipalities are struggling to meet their targets because of the lack of resources. Although service delivery plans were set out, for example, water and sanitation outcomes, municipalities did not commit to them due to a shortage of staff (Mabitsela, 2012).

#### **2.4.5. Nepotism**

According to Gjinovci (2016), the appointment of family members and friends contributes to the number of filled positions in both the public and private sectors. Nepotism is rife in developing countries. If there is a vacancy, employees get friends and family to fill the positions (Ahmed, 2014). There are many young people seeking employment and they often complain about this type of behaviour (Ahmed, 2014). According to Essay UK (2018), nepotism is a big problem. Employees who witness nepotism, react by showing their unhappiness through unproductivity which negatively impacts the aims and outcomes of an organisation.

### **2.5. Common reasons behind protests**

South African municipalities experience numerous protests across the country as most citizens are dissatisfied with the delivery of services in their specific town. According to Burger (2009), the main reason why communities are protesting is because basic services are not delivered effectively to communities. The communities struggle with lack of water and electricity and not having proper toilets in informal settlements.

During elections, most politicians promise citizens that their concerns will be addressed. The citizens are dissatisfied when their concerns are not heard and this leads to protests. A number of other reasons for protests include allegations of corruption and nepotism in municipalities (Burger, 2009). Protesters are dissatisfied because some employees are in senior positions in the workplace but are not qualified to perform the duties associated with the positions. These protests started in 2008 and rapidly increased in 2013 when protesters began to damage infrastructure (Hambule, 2018).

The Research Unit of the University of Johannesburg states that there are 5 top grievances linked to service delivery that are leading to protests. These grievances are inadequate provision of housing, water, sanitation and electricity and poor political representation. The President of South Africa, Jacob Zuma, in 2015, stated that about 80% of municipalities in South Africa are not delivering the basic services to the communities. One of the main factors regarding protesting is the unemployment of young people (Mail & Guardian, 2014). Young people in South Africa are struggling to find work. Communities' dissatisfaction with all the reasons for poor service delivery has led to protests in recent years (Akinboade, 2014:2).

### **2.5.1. Unemployment**

According to Investopedia (2020), unemployment is when people are searching for work but are unable to find it. Unemployment is a major concern in South Africa today. According to Payne (2020), about 6.7 million people are unemployed. SA Statistics 2020 states that the number of unemployed persons decreased by 8 000 to 6.7 million people over the past few years. There are two reasons why there is a high rate of unemployment in South Africa, namely lack of experience and lack of career guidance in school (Payne, 2020). Statistics SA (2020) shows that about 8.2 million of 20.4 million young people aged between 15 and 34 are unemployed or uneducated (Githahu, 2020). Increasing the rate of unemployment is when students leave school or university prematurely. Many of the students do not have the necessary skills, personal development and training for the workplace and, in South Africa, this is detrimental to the economy (Graham, 2015). Young people need to be given opportunities to complete their education and gain experience to secure jobs.

High levels of service delivery protests lead to high levels of anger and frustration amongst citizens who are unemployed. Furthermore, sometimes citizens receive jobs from the government but these positions are not long-term positions and, therefore, citizens react through protests (Mail & Guardian, 2016).

### **2.5.2. Fraud and corruption**

Fraud and corruption are presently rife in South Africa. Fraud and corruption play major negative roles in the public sector. Fraud can be defined as the use of misleading and incorrect information in the attempt to unlawfully remove a person, entity or property (Longely, 2020). According to Chen (2020), corruption is defined as dishonest behaviour and is also a form of poor governance. The types of corruption that take place in public services include conflict of interest, bribery, favouritism, nepotism and embezzlement (Economic Development Department, 2020).

South Africa has very bad publicity regarding corruption. Most of the citizens argue that the public officials and politicians took public funds, meant for service delivery, for their own personal use (Krsteski, 2017). In some cases, many public officials receive money as some sort of bribe so that they can get certain services or resources.

### **2.5.3. Lack of housing**

Another grievance experienced by citizens in South Africa today is the severe shortage of houses. Since 1994, the government committed to providing a number of housing subsidies to the people of South Africa. The African National Congress had a target of building 1 million houses in 5 years, but it was not enough since the list continued to rapidly increase (Gilbert, 2014).

The government had set a target of 300 000 houses per year but are failing to deliver because they consistently fall short of the target (Mail & Guardian, 2017). The Constitution states that housing is one of the basic rights of citizens and, specifically, Section 26 of the Constitution indicates that everybody has the right to an adequate house (Mail & Guardian, 2017). The backlog in the provision of adequate housing is a huge problem that leads to protests.

Protesters are dissatisfied because of the time frames they are given to get houses but then the houses are not procured on time as promised (Mail & Guardian, 2017). Over the past years there are houses that have been successfully built in South Africa, but it is still a struggle to keep up with the increase in demand of houses in urban areas. According to the previous minister of Human Settlements, Sexwale (2012), the national government will only be able to clear the backlog by 10% per year.

Housing is one of the greatest challenges and it is harder to reach targets because of the slow economy (Masilela, 2016). With protesters striking over other service delivery issues such as unemployment, water, sanitation and schooling, it becomes difficult for the government to fund the 1.5 million new houses.

### **2.5.4. Community dissatisfaction with basic services (water and sanitation)**

Basic services can be defined as a municipal service that is essential to pledge an adequate and equitable quality of life (Water and Sanitation Research Brief, 2018). These basic services include access to water and sanitation.

Section 27 of the Constitution of South Africa clearly states that everyone has the right to water and sanitation. According to the South African Government (2020), these basic services are essential services provided to poor households by the government.

Over 40% of the world's population does not have basic services and more than one billion people are still drinking unsafe water (UNICEF, 2004). It is the Local Government's responsibility to ensure that citizens receive their basic needs. It is also the right of the citizens to report to the municipality if they are having problems with their services. The municipalities are struggling to provide proper provision of water and sanitation, since they do not have the proper infrastructure in place in informal settlements.

## **2.6. What strategies can be used to improve service delivery?**

The delivery of services remains one of the challenges in LG. Most of the municipalities are struggling to improve service delivery and protests continue to escalate in towns. The communities are demanding basic services from municipalities. The ability to deliver good service is a challenge, not only in municipalities but other public institutions as well. In order for any government institution to continue, effective service delivery needs to be put in place. Without effective service delivery the South African government will not meet their targets they set out. Four strategies or mechanisms to improve service delivery will now be discussed.

### **2.6.1. Data optimisation**

Smith (2017) comments that data optimisation can be used as a strategy to help improve the delivery of services. According to Smith (2017), four methods that are identified to improve service delivery through data optimisation are:

- the need to understand one's client base;
- identification of who can afford or cannot afford basic services in order to plan properly for free basic service delivery;
- improving available information;
- ensuring accurate and reliable data in order to deliver effective and efficient services;
- improving revenue collection and debt management; and
- ensuring better internal capacity.

To improve service delivery in municipalities, people development needs to occur. Municipalities need to ensure that employees are motivated and equipped to do their jobs properly.

### **2.6.2. Data analytics**

An analytics specialist, Moodley (2017), urges the public sector to adopt an advanced data analytics system to improve service delivery. Data analytics will help public sectors improve resource management as well as identify fraud and corruption when, for example, duplicate invoices are made (Burger, 2017). Data analytics will help to identify problems regarding service delivery, procurement and revenue collection. Municipalities can use advanced analytics to predict service delivery protests. By implementing new technologies and innovations, municipalities can better manage escalating debt and modernise governance (Department of Science and Innovation, 2014).

### **2.6.3. E-delivery system**

Another strategy that can contribute to the improvement of service delivery is the implementation of an e-delivery system. E-delivery can be defined as a system where government services are provided via the internet. An e-delivery strategy can be used to improve service delivery effectively. The implementation of an e-delivery strategy will help to deliver services to larger groups of people in communities (Internet Solution, 2018). This type of system can be used between communities and the government to communicate online about their problems. When there is effective communication between the two parties, communities will start trusting the government (Internet Solutions, 2018).

### **2.6.4. Public-private partnerships**

Public-private partnership (PPP) is a mechanism that can be used to enhance better delivery of services. According to Persad (2018), PPP in LG is an arrangement between the public and private sectors to deliver necessary public services that the public sector could not implement. The implementation of this partnership will be a huge investment in public infrastructure and services. The private sector has more financial resources as well as people who have experience and skills that can contribute to the effective delivery of basic services to communities. This partnership would usher in affordability, improved efficiency and also better delivery costs. The government implemented many programmes that helped to cover the delivery of services, but the backlog of housing is still high. PPP can help minimize the backlog, so that people can receive their essential basic services (Lombaard, 2012).

## **2.7. Summary**

Chapter two presented literature from various sources and authors pertaining to the research topic. Service delivery protesting is one of the huge challenges currently in South Africa. Communities are dissatisfied with the lack of basic services in their communities.

Protests were escalating due to LG not responding to communities' demands. Much of the literature indicates that the reasons behind the protests are lack of housing, unemployment, fraud, corruption, and the lack of water and sanitation. Further challenges, experienced by municipalities, are ineffective monitoring, political interference, poor communication, lack of resources and nepotism. The literature confirms that municipalities face difficulties when distributing services. Some municipalities also do not have the funds to distribute services.

Recommendations for TWK Municipality to improve service delivery include creating public-private partnerships and investing in data analytics and an e-delivery system. The next chapter explains the research methodology used in the study.



## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.1. Introduction**

The previous chapter explained, in detail, the literature pertaining to service delivery in South African municipalities. This chapter explains the research methodology adopted to achieve the purpose and objectives of the research study. The research approach, research population, data collection method, data analysis, ethical statement, delineation of the research and limitations of the study are discussed. The chapter concludes by providing a summary of the above.

#### **3.2. Research approach**

According to Chetty (2016), a research approach is a process that considers extensive theory, detailed methods of data collection, data analysis and data interpretation. There are three different approaches that can be used to conduct research, namely the qualitative method, the quantitative method and the mixed method approach which is a combination of both qualitative and quantitative methods (Williams, 2007:65). When using the quantitative method, a researcher responds to research questions that require statistical data. A qualitative approach is typically used for research questions requiring textual data. A mixed method approach is used when researchers require both statistical and textual data (Williams, 2007: 65). Based on the research problem that needed to be addressed, the research made use of the quantitative approach and used the survey method to collect data.

##### **3.2.1. Qualitative approach**

According to Bhandani (2020), a qualitative approach entails gathering data and analysing non-empirical data to understand concepts, opinions and experiences. This type of approach can be used to gather understandings in relation to a problem and it is also used to create new ideas for research.

A qualitative approach is used to acquire data through open-ended questions and conversational communication. Researchers use this type of approach when doing interviews or case studies that require the personal perspectives of respondents on a particular issue. Qualitative research is time-consuming and uses varied resources, which is why a moderate number of people in this type of research methodology are considered for participation (Rhodes, 2014).

The qualitative approach is used to understand opinions, attitudes, beliefs and motivations. This approach answers questions that cannot be quantified with numbers (James, 2019). The qualitative approach is designed to give an in-depth understanding of a social phenomenon in its natural environment. This process does not focus on the numerical data but rather focuses on the reasoning behind the actions of individuals through open-ended and explanatory questions (James, 2019).

### **3.2.2. Quantitative approach**

According to Aliaga and Gunderson (2002), a quantitative method is an investigation into a social problem and explains existence by assembling numerical data that are examined using numerically based methods (UK Essay, 2018). A quantitative approach uses a large number of individuals for research. This approach demands statistical, mathematical or numerical analysis of data collected through polls, questionnaires and surveys (Babbie, 2010).

When doing quantitative research, the researcher's goal is to determine the relationship between an independent variable and a dependent variable within a population. Quantitative researchers can either use a descriptive or experimental design. The researcher needs to choose between these two designs. Descriptive study establishes associations between variables and experimental study establishes causality. These designs will dictate how a researcher gathers, analyses and interprets results (Black, 1999).

### **3.2.3. Mixed method approach**

This approach is a combination of the qualitative and quantitative approaches. When using this approach, the researcher incorporates methods of collecting or analysing data from the qualitative or quantitative approaches in a single research study (Creswell, 2003; Johnson & Onwuegbuzie, 2004; Tashakori & Teddie, 2003). The mixed method approach does not only collect or analyse numerical data as in quantitative studies but also collects and analyses narrative data as in a qualitative study to address the research question in the research study. This approach allows the researcher to design a single research study that answers questions about both the complexity and nature of the phenomenon from the participant's point of view.

In view of the objectives of the research, the best way to address the problem of protests against service delivery is through the use of quantitative methodology. The quantitative method was used in the form of a questionnaire. The findings from this quantitative method can be predictive, explanatory and confirming (Williams, 2007:66).

The reason for choosing this approach is, because it is easier to analyse, it is less expensive, easy to design and the respondent can easily fill in the questionnaire.

According to Formplus (2020), the reason for choosing quantitative research is because it is more scientific, the researcher has more control over the data, it is less biased, it is more focused and deals with larger samples. Furthermore, quantitative research is repeatable, simple analytical methods can be applied, it is more structured and data collection is quick and very useful for decision-making.

### **3.3. Data collection method**

When applying quantitative methodology, the following guidelines were considered.

#### **3.3.1. Questionnaire survey**

The researcher decided that the best way to collect data was through a questionnaire survey. The questionnaire designed ensured respondents could clearly and easily understand the questions. The researcher felt that using a questionnaire would mitigate respondents' discomfort about answering some of the more difficult questions as when doing an interview. By answering a questionnaire, respondents' anonymity and privacy are protected (Kumar, 2011:138).

(Kumar, 2011:141–142) further discusses the disadvantages of the use of a questionnaire:

- Limited applications  
This means that the applications are limited to the population that can read and write.
- Very low response rate  
This means the respondent fails to return or fill in the questionnaire. If there is a lack of opportunities to clarify issues, or the respondents do not understand some of the questions, there is no opportunity for them to ask for clarity and this may lead to a low response rate.
- Respondents consulting with others  
The respondents may consult with others (or other respondents) before filling in the questionnaire.

The researcher took into account these disadvantages when constructing the questionnaire. The reason then, for using the questionnaire, was influenced by the strong advantages it offers in terms of being less expensive, saving time and being more scientific.

Furthermore, it offers anonymity to the respondents in that respondents do not share their identities on the form (Kumar, 2011:141–142). It was determined that this method would easily determine the causes of service delivery protests in municipalities.

### **3.3.2. Questionnaire design**

Research indicates a consensus that certain points need to be attended to when constructing a questionnaire (Welman, 2005:174–180; Kumar, 2005:132–140; Neuman, 2000:252). These important points are discussed briefly below:

- Point 1: Choose open-ended and closed-ended questions.  
With open-ended questions, the respondent can elaborate without guidance and closed-ended questions allow for choosing from a range of answers.
- Point 2: The literacy levels of respondents need to be taken into account.  
Here, jargon, slang and abbreviations need to be avoided.
- Point 3: Individuals must not be offended.  
Certain terms that can offend respondents must be avoided.
- Point 4: The questionnaire must be focused and brief.  
The questions must be clear and concise.
- Point 5: Maintain neutrality.  
Questions must not be leading, that is, questions must not be asked in a manner that will influence respondents to respond in a specific manner.
- Point 6: Justified sequence to be used.  
The easier questions must occur first, followed by more difficult or complex questions.
- Point 7: The questions must be appreciable to all respondents.  
These are questions that all respondents can relate to, for example, questions about children.
- Point 8: The layout of the questionnaire must be addressed.  
The layout of a questionnaire is also of critical importance. The respondent filling in the questionnaire should be able to follow instructions clearly. Brewerton and Millward (2001:106) emphasize the following aspects that need special attention:
  - A separate letter or an introductory piece at the top of the questionnaire  
A brief explanation about one's research can influence respondents' motivation. This can take the form of a separate letter or an introductory section on the questionnaire. In a letter, anonymity must be ensured to protect respondents' identities.
  - An introductory piece can be placed at the beginning of the questionnaire to introduce the purpose of the questionnaire or research.

- Length of questionnaire  
The researcher must be mindful of questions that are too long or too short as both can lead to a low response rate.
- Order of questions  
It is advisable to start with general questions and then move on to the more specific, complex questions.

These guidelines were applied when designing the questionnaire. At the beginning, a brief explanation was given about the research and it also stated that respondents' participation would be voluntary and that anonymity was guaranteed. The questionnaire was divided into 2 sections. The first section contained the biographical data of the respondents and the second section posed the questions linked to the literature and to the objectives of the study.

Typically, to measure responses from respondents, a scale is employed. In this study, a Likert scale was used. The Likert scale is one of the most used scales by researchers when using the quantitative method. The Likert scale in the second section was presented as follows:

1 = Strongly agree

2 = Agree

3 = Neutral

4 = Disagree

5 = Strongly disagree

The researcher posed 19 statements to which respondents were requested to reply via a Likert scale.

### **3.4. Research population**

According to Avwokeni (2006:92), a population can be defined as a group of respondents who are interested in or who qualify for a research study. Population can also be defined as a number of people in one geographical area, for example, the population of a town, institution or country (Akinade & Owolabi, 2009:72).

TWK Municipality is a district municipality that is situated in the Overberg, Western Cape and its head office is in Caledon. TWK is divided into 8 towns, where a satellite municipality is situated in every town. These towns are Grabouw, Botriver, Caledon, Genadendal, Greyton, Riversonderend, Tesselaarsdal and Villiersdorp. For the purpose of this study, the population was restricted to all the employees and employers of TWK Municipality in the Grabouw region. Several protests were prevalent in Grabouw and that is why the researcher selected that region.

### **3.5. Sampling**

According to Trochim (2020), sampling can be defined as a process where a population from an institution or organisation is identified and then a sample is derived from that population, so that a researcher can fairly generalize the results back to the population. A sample is a group of respondents or participants that will participate in a research study (McCombes, 2019). It is not always possible to collect data from all the participants and, therefore, researchers choose a sample to collect the data. Hence, in research, the sample and population are two different constructs. A population consists of an entire group of people that the researcher intends to use for the study. A sample refers to the participants, taken from a population that the researcher will use to collect data from (Bhandani, 2020). In this study, the researcher used all the employees at TWK Municipality in the Grabouw District. Thus, the researcher did not extract a sample in this study but rather targeted the entire research population. TWK Municipality, in the Grabouw region, is relatively small and, for this reason, all the employees and employers were considered for the study.

### **3.6. Summary**

This chapter outlined the research methodology of the study. The research methodology is a critical part in completing a study. The researcher employed a quantitative method and made use of a questionnaire survey to collect data from the respondents and analyse the results. A questionnaire survey was selected because it is easier to analyse the responses and clear, focused responses regarding the causes of service delivery protests in the Grabouw District could be attained from the respondents. The following chapter will present the data gathered as well as an analysis of the findings.

## CHAPTER 4

### DATA COLLECTION AND INTERPRETATION

#### 4.1. Introduction

The previous chapter outlined the research methodology pertaining to the research. This chapter discusses the data collection and the analysis of the findings from the respondents.

#### 4.2. Data collection

In this study, the researcher made use of a survey method to collect the data. The questionnaire was sent to a total of 102 employees and employers of the TWK Municipality via email with a cover letter stating that participation is voluntary, anonymity is guaranteed and that all information is confidential. Fifty-two questionnaires were returned to the researcher which represents a response rate of 51%.

#### 4.3. Data analysis

The data from the questionnaire were presented in tabular and chart form. The independent variables were displayed and analysed as pie charts and the dependant variables were displayed and analysed as tables. The data was analysed manually.

##### 4.3.1. Independent variables

##### 4.3.1.1. Age group

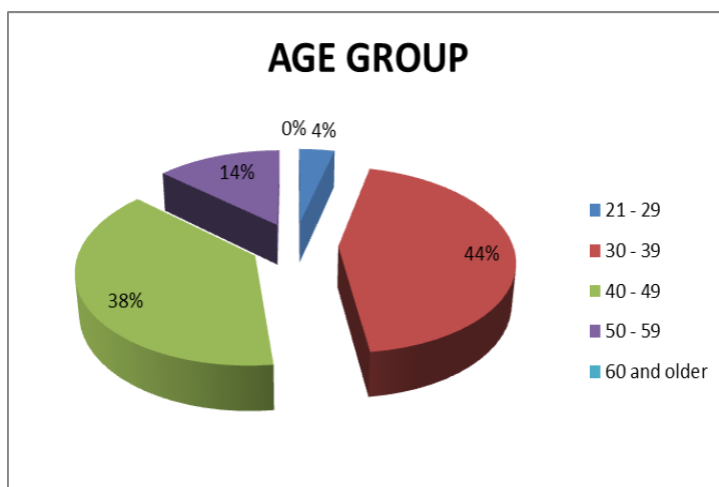


Figure 4.1: Age group

Forty-four per cent of the respondents are between 30–39 years, 38% fall into the age group 40–49 years, 14% of the respondents fall into the 50–59 age group and 4% of the respondents fall into the 60 and older category.

#### 4.3.1.2. Gender

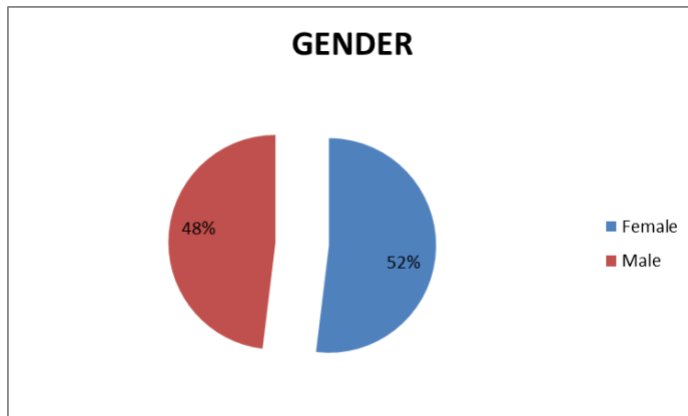


Figure 4.2: Gender

Fifty-two per cent of the respondents are female and 48% of the respondents are male.

#### 4.3.1.3. Highest educational qualifications

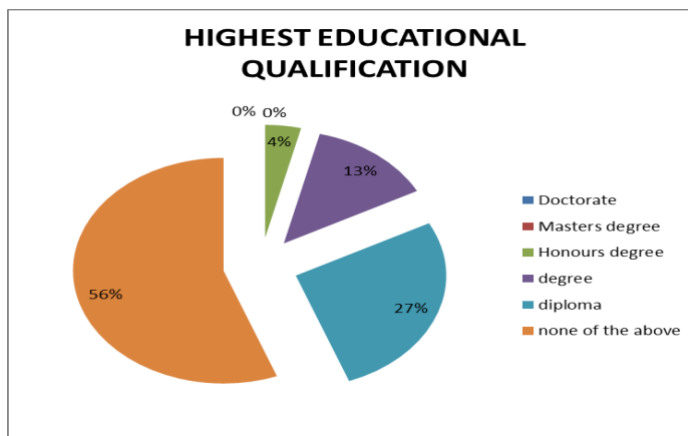
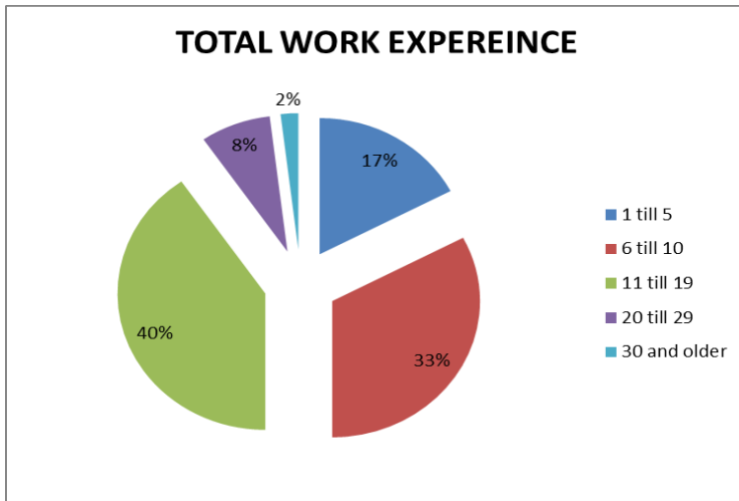


Figure 4.3: Highest educational qualification

Fifty-six per cent of the respondents do not have the necessary qualifications highlighted in Figure 3. Twenty-seven per cent of the respondents have a diploma, 13% of the respondents have an undergraduate degree, 4% of the respondents have an Honours degree and 0% of the respondents have a master's degree.



#### 4.3.1.4. Total work experience



**Figure 4.4: Total work experience**

Forty per cent of the respondents have 11–19 years of work experience, 33% of the respondents have 6–11 years' experience, 17% have 1–5 years' experience, 8% have 20–29 years' experience and 2% have 30 or more years of work experience.

#### 4.3.2. Dependant variables

##### 4.3.2.1. Statement 1

**Table 4.1: Service delivery means providing basic services to communities.**

	Total Count	Response	Percentages (%)
<b>Strongly agree</b>	52	48	92
<b>Agree</b>	52	4	8
<b>Neutral</b>	52	0	0
<b>Disagree</b>	52	0	0
<b>Strongly disagree</b>	52	0	0

One hundred per cent of the respondents agree that service delivery means providing basic services to communities.

#### 4.3.2.2. Statement 2

**Table 4.2: Nepotism is one of the challenges the municipality faces when distributing services.**

	<b>Total count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	7	13
<b>Agree</b>	52	4	8
<b>Neutral</b>	52	15	29
<b>Disagree</b>	52	14	27
<b>Strongly disagree</b>	52	12	23

Twenty-one per cent of the respondents agree that nepotism is one of the challenges the municipality faces when distributing services. Twenty-nine per cent of respondents indicated Neutral and the other 50% of the respondents disagree with the statement.

#### 4.3.2.3. Statement 3

**Table 4.3: The municipality is aware of what is stated in the Municipal Finance Management Act.**

	<b>Total Count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	46	88
<b>Agree</b>	52	4	8
<b>Neutral</b>	52	1	2
<b>Disagree</b>	52	1	2
<b>Strongly disagree</b>	52	0	0

Ninety-six per cent of the respondents agree that the municipality is aware of what is stated in the Municipal Finance Management Act (MFMA). Only 2% of the respondents disagreed with the statement.

#### 4.3.2.4. Statement 4

**Table 4.4: Housing is the primary cause of protests.**

	<b>Total Count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	28	54
<b>Agree</b>	52	8	15
<b>Neutral</b>	52	8	15
<b>Disagree</b>	52	4	8
<b>Strongly disagree</b>	52	4	8

Sixty-nine per cent of the respondents agree that a lack of housing is the primary cause of protests. Sixteen per cent of the respondents disagreed and 15% decided on Neutral.

#### 4.3.2.5. Statement 5

**Table 4.5: I am familiar with the legislative processes pertaining to protesting.**

	<b>Total Count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	6	12
<b>Agree</b>	52	14	27
<b>Neutral</b>	52	20	38
<b>Disagree</b>	52	10	19
<b>Strongly disagree</b>	52	2	4

Thirty-nine per cent of the respondents are familiar with the legislative processes pertaining to protesting. Thirty-eight per cent indicated Neutral and the other 23% disagreed, indicating that they did not know the legislative processes pertaining to protests.

#### 4.3.2.6. Statement 6

**Table 4.6: Sanitation is one of the causes of protests.**

	<b>Total Count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	12	23
<b>Agree</b>	52	14	27
<b>Neutral</b>	52	17	33
<b>Disagree</b>	52	7	13
<b>Strongly disagree</b>	52	2	4

Fifty per cent of the respondents agreed that sanitation is one of the causes of protests, 33% indicated Neutral and the other 17% disagreed with the statement.

#### 4.3.2.7. Statement 7

**Table 4.7: I understand the challenges pertaining to service delivery.**

	<b>Total count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	34	65
<b>Agree</b>	52	17	33
<b>Neutral</b>	52	1	2
<b>Disagree</b>	52	0	0
<b>Strongly disagree</b>	52	0	0

Ninety-eight per cent of the respondents indicated that they understand the challenges pertaining to service delivery.

#### 4.3.2.8. Statement 8

**Table 4.8: The municipality communicates effectively with the protesting residents.**

	Total Count	Response	Percentage (%)
<b>Strongly agree</b>	52	31	60
<b>Agree</b>	52	12	23
<b>Neutral</b>	52	7	13
<b>Disagree</b>	52	1	2
<b>Strongly disagree</b>	52	1	2

Eighty-three per cent of the respondents agreed that the municipality communicates effectively with the protesting residents. Thirteen per cent said Neutral and 4% disagreed that the municipality communicates effectively with the residents.

#### 4.3.2.9. Statement 9

**Table 4.9: Ineffective monitoring is one of the challenges the municipality faces when distributing services.**

	Total Count	Response	Percentage (%)
<b>Strongly agree</b>	52	6	12
<b>Agree</b>	52	9	17
<b>Neutral</b>	52	9	17
<b>Disagree</b>	52	14	27
<b>Strongly disagree</b>	52	14	27

Twenty-nine per cent of the respondents agree that ineffective monitoring is one of the challenges the municipality faces when distributing services. Seventeen per cent said Neutral and 44% disagreed that ineffective monitoring is one of the challenges that the municipality faces.

#### 4.3.2.10. Statement 10

**Table 4.10: Unemployment is the reason behind protests.**

	Total count	Response	Percentage (%)
<b>Strongly agree</b>	52	1	2
<b>Agree</b>	52	12	23
<b>Neutral</b>	52	20	38
<b>Disagree</b>	52	16	31
<b>Strongly disagree</b>	52	3	6

Twenty-five per cent of the respondents agreed that unemployment is one of the reasons contributing to protests. Thirty-eight per cent said Neutral and the other 37% disagreed with the statement.

#### 4.3.2.11. Statement 11

**Table 4.11: Lack of resources is one of the challenges that the municipality faces when distributing services.**

	<b>Total Count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	18	35
<b>Agree</b>	52	23	44
<b>Neutral</b>	52	8	15
<b>Disagree</b>	52	2	4
<b>Strongly disagree</b>	52	1	2

Seventy-nine per cent of the respondents agreed that a lack of resources is one of the challenges that the municipality faces when distributing services. Fifteen per cent indicated Neutral and the other 6% disagreed.

#### 4.3.2.12. Statement 12

**Table 4.12: Necessary rules and regulations are in place to solve service delivery problems.**

	<b>Total count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	<b>52</b>	<b>25</b>	<b>48</b>
<b>Agree</b>	52	15	29
<b>Neutral</b>	52	8	15
<b>Disagree</b>	52	3	6
<b>Strongly disagree</b>	52	1	2

Seventy-seven per cent of the respondents said that there are rules and regulations in place to solve service delivery problems. Fifteen per cent said Neutral and the other 8 disagreed with the statement.

#### 4.3.2.13. Statement 13

**Table 4.13: Fraud and corruption are the reasons for protests.**

	<b>Total count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	6	12
<b>Agree</b>	52	0	0
<b>Neutral</b>	52	13	25
<b>Disagree</b>	52	12	23
<b>Strongly disagree</b>	52	21	40

Twelve per cent of the respondents agreed that fraud is the reason for protests. Twenty-five per cent indicated Neutral and 63% of the respondents disagreed with the statement.

#### 4.3.2.14. Statement 14

**Table 4.14: The Municipal Systems Act is there to ensure that the municipality fulfils its needs to citizens.**

	<b>Total Count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	33	63
<b>Agree</b>	52	16	31
<b>Neutral</b>	52	2	4
<b>Disagree</b>	52	0	0
<b>Strongly disagree</b>	52	1	2

Ninety-four per cent of the respondents know that the Municipal Systems Act is there to ensure that the municipality fulfils its needs to citizens.

#### 4.3.2.15. Statement 15

**Table 4.15: Political interference is one of the challenges the municipality faces when distributing services.**

	<b>Total count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	32	62
<b>Agree</b>	52	20	38
<b>Neutral</b>	52	0	0
<b>Disagree</b>	52	0	0
<b>Strongly disagree</b>	52	0	0

One hundred per cent of the respondents agree that political interference is one of the challenges the municipality faces when distributing services.

#### 4.3.2.16. Statement 16

**Table 4.16: Corruption is the reason for service delivery protests.**

	<b>Total count</b>	<b>Response</b>	<b>Percentage (%)</b>
<b>Strongly agree</b>	52	2	4
<b>Agree</b>	52	1	2
<b>Neutral</b>	52	6	12
<b>Disagree</b>	52	35	67
<b>Strongly disagree</b>	52	8	15

Only 6% of the respondents agree that corruption is the reason for service delivery protests whereas 82% of respondents disagreed with the statement and 2% selected Neutral.

#### 4.3.2.17. Statement 17

**Table 4.17: Strategies and mechanisms are in place to improve service delivery.**

	Total count	Response	Percentage (%)
<b>Strongly agree</b>	52	13	25
<b>Agree</b>	52	35	67
<b>Neutral</b>	52	2	4
<b>Disagree</b>	52	1	2
<b>Strongly disagree</b>	52	1	2

Ninety-two per cent of the respondents agree that there are strategies and mechanisms in place to improve service delivery. Four per cent selected Neutral and the other 4% disagreed with the statement.

#### 4.3.2.18. Statement 18

**Table 4.18: The Constitution of South Africa protects the rights of citizens to receive basic services.**

	Total count	Response	Percentage (%)
<b>Strongly agree</b>	52	35	67
<b>Agree</b>	52	16	31
<b>Neutral</b>	52	1	2
<b>Disagree</b>	52	0	0
<b>Strongly disagree</b>	52	0	0

Ninety-eight per cent of the respondents agreed that the Constitution of South Africa preserves the rights of citizens to receive basic services.

#### 4.3.2.19. Statement 19

**Table 4.19: Lack of communication is a major challenge between the municipality and citizens.**

	Total count	Response	Percentage (%)
<b>Strongly agree</b>	52	6	12
<b>Agree</b>	52	7	13
<b>Neutral</b>	52	5	10
<b>Disagree</b>	52	12	23
<b>Strongly disagree</b>	52	22	42

Twenty-five per cent of the respondents agreed that a lack of communication is a major challenge between the municipality and citizens. Ten per cent selected Neutral and 65% of the respondents disagreed with the statement.

### 4.3.3. Summary of responses

Table 4.20: Summary of responses

Statement	Count					Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
1. Service delivery means providing basic service delivery	48	4	0	0	0	52
2. Nepotism is one the challenges the municipality faces when distributing services	7	4	15	14	12	52
3. The municipality is aware of what is stated in the MFMA Act	46	4	1	1	0	52
4. Housing is a primary cause of protests	28	8	8	4	4	52
5. I am familiar with legislative processes pertaining to protesting	6	14	20	10	2	52
6. Sanitation is one of the causes of protests	12	14	17	7	2	52
7. I understand the challenges pertaining to service delivery	34	17	1	0	0	52
8. The municipality communicates effectively with the protesting residents	31	12	7	1	1	52
9. Ineffective monitoring is one of the challenges the municipality faces when distributing services	6	9	9	14	14	52
10. Unemployment is the reason behind protests	1	12	20	16	3	52
11. Lack of resources is one of the challenges that the municipality faces when distributing services	18	23	8	2	1	52
12. Necessary rules and regulations are in place to solve service delivery problems	25	15	8	3	1	52
13. Fraud is the reason for protests	6	0	13	12	21	52
14. The Municipal Systems Act is there to ensure that the municipality fulfils its needs to citizens	33	16	2	0	1	52
15. Political interference is one of the challenges the municipality faces when distributing services	32	20	0	0	0	52
16. Corruption is the reason for service delivery protests	2	1	6	35	8	52
17. Strategies and mechanisms are in place to improve service delivery	13	35	2	1	1	52
18. The Constitution of South Africa protects the rights of citizens to receive basic services.	35	16	1	0	0	52
19. Lack of communication is a major challenge between the municipality and citizens	6	7	5	12	22	52
<b>Total</b>	<b>389</b>	<b>231</b>	<b>143</b>	<b>132</b>	<b>93</b>	



#### **4.4. Empirical findings**

The empirical study generated information that enabled the researcher to elicit findings related to the problem of service delivery protests in the Grabouw region of the TWK municipality. Only the major findings related to the research, that were analysed from the above data, are featured in this section. The following findings were some of the major trends arising from the data analysis.

##### **4.4.1. Housing is the primary cause of protests.**

There is a severe shortage of houses in South Africa. Fifty-four per cent of the respondents supported the statement by Osman (2017) that the problem of housing persists, leading to protests all around the world. These protests are a contentious issue in South Africa (Osman, 2017).

##### **4.4.2. Sanitation is one of the causes of protests.**

According to Burger (2009), the main reasons why citizens protest is because of the lack of provision of basic services, such as water and proper sanitation. Fifty per cent of respondents supported the statement cited by Burger (2009). Proper sanitation is a huge problem in informal communities. Citizens are dissatisfied because they do not receive proper sanitation as indicated in the Constitution of South Africa.

##### **4.4.3. Unemployment is the reason behind protests.**

Unemployment is one of the major issues currently in South Africa. Sixty-three per cent of respondents supported the statement made by the Mail & Guardian (2016) that citizens are protesting over unemployment due to citizens receiving jobs from the government that are not long-term positions. Furthermore, citizens are dissatisfied because the government also promised more jobs but did not deliver on their promise.

##### **4.4.4. Lack of resources is one of the challenges that the municipality faces when distributing services.**

Seventy-nine per cent of the respondents support this statement. This is supported in the literature by Sarshar and Moores (2016), that a lack of resources is a huge challenge in service delivery.

#### **4.4.5. Political interference is one of the challenges the municipality faces when distributing services.**

Sixty-two per cent of the respondents supported the statement that political interference is a challenge which aligns with Zarenda's (2013) notion that political interference in municipalities negatively affects the effectiveness and efficiency of services. This means that municipal officials use their political influence in the decision-making processes of a specific department in a municipality which has a negative impact on service delivery.

#### **4.5. Findings in relation to the literature review**

Most municipalities in South Africa bear the burden of service delivery protests. Citizens are dissatisfied with the lack of provision of basic services. The researcher conducted a study to determine the causes of the protests in municipalities. Data collected from respondents and key literature sources clearly indicated some of the challenges and reasons behind service delivery protests in the Grabouw District.

The responses on the questionnaire clearly indicated what the problems behind the protests are. Some of the main reasons behind these protests include lack of housing, sanitation, unemployment, lack of resources and political interference. In the literature review, these problems were mentioned and critically discussed. These reasons remain ongoing problems faced by municipalities across South Africa.

There were other challenges and problems indicated in the literature review, but the responses from the respondents did not align with these, that is, the other challenges such as fraud, nepotism and lack of communications are not major problems in Grabouw.

The main reason why citizens are protesting is because of the lack of housing. According to Masilela (2016), housing is one of the challenges the government faces because of the slow economy. The literature review shows that, in South Africa today, there are severe shortages of houses in South Africa. The government sets targets and never achieve those targets. In Grabouw, it is clearly indicated by the responses that a lack of housing is a major problem currently. There is a huge backlog of the provision of houses that leads to protests.

Most respondents were aware of the legislative processes pertaining to protests. In the literature review, the researcher highlighted that the MFMA, the Constitution of South Africa, The Municipal Structures Act and the Municipal Systems Act are there to ensure the rights of everyone involved.

The MFMA protects the fiscal and financial affairs of the municipality, the Municipal Systems Act ensures that municipalities fulfil their duties and ensure that they get the necessary funding to help citizens, the Municipal Structures Act protects and regulates the internal systems, structures and office bearers of a municipality and the Constitution protects the rights of citizens to receive their basic services.

Sanitation was one of the common reasons behind these protests according to the literature review of the researcher. The residents were dissatisfied with access to water and proper sanitation. UNICEF (2004) states that more than 40% of households do not have proper sanitation and basic services. Most respondents indicated that sanitation was one of the problems Grabouw is currently facing. Most of these citizens do not have clean water and proper sanitation in their houses.

Communication is a critical aspect that needs to be addressed between the municipality and residents. The municipality needs to communicate effectively with its citizens. The literature indicated that the reasons behind these protests were poor communication and lack of transparency. In the case of Grabouw, the respondents indicated that the municipality communicates effectively with its protesting residents and that there is only a small minority who indicated that there is a lack of communication.

The literature indicated that municipalities do not have a proper monitoring system in place. The delivery of services was not effectively monitored by councillors or officials of the municipality. The Consolidated General Report: Local Government Audit outcomes (2010:96) states that municipalities face challenges when distributing services and the reason for that is because of the weak and ineffective monitoring systems.

The literature review also foregrounded unemployment as a common reason behind the protests. Unemployment is currently one of the biggest challenges in society today. Unemployment in other towns is a growing concern but, according to the responses, this is not the case in the Grabouw District.

Lack of resources is another challenge the municipality faces. The respondents agreed that this is the case in the Grabouw area. Most municipalities do not have the necessary tools, equipment or infrastructure to deliver basic services on time. The municipalities were struggling to meet their targets due to lack of resources. Most responses indicated, however, that there are rules and regulations in place to solve service delivery problems. Without the regulations in place, everything would be chaotic.

Political interference is another challenge. According to Minister Mkhize (2009), most municipalities do not function normally because of the political interference in municipalities. Research clearly indicates that services not rendered means that this is usually caused by political interference. The political officials use their political influence in the decision-making processes of the municipality. Most respondents indicated that political interference is one of the major challenges in their region.

The researcher could clearly see that most of the reasons for protests discussed in the literature review were also elicited in the data from respondents. Necessary mechanisms and strategies need to be implemented to solve the problems. The researcher suggested strategies and mechanisms in the literature review to help the municipality to solve the problems.

#### **4.6. Summary**

This chapter dealt with the data collection and the analysis of the findings. The questionnaires received were analysed and presented in chart and tabular form. The most significant findings pertaining to the research were reported in the empirical study section. The next chapter presents the conclusion and recommendations of the study.

## **CHAPTER 5**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

#### **5.1. Introduction**

The previous chapter dealt with the data collection and analysis of findings. This chapter will give a short summary on all chapters of the research project as well as a conclusion and recommendations for the future.

#### **5.2. Brief summary of the chapters**

Chapter 1 identifies the research problem. The problem in this research is that communities are dissatisfied with the quality of services rendered by the municipality. It also explains the significance of the research.

Chapter 2 explains the various research objectives of service delivery, the legislative framework, the challenges of the distribution of services, common reasons behind protests and strategies and mechanisms that could be used to improve service delivery.

Chapter 3 explains the research methodology that the researcher used to collect and analyse the data. A quantitative method was used where a questionnaire was compiled and distributed.

Chapter 4 explains the data collection process and analysis of the findings. Findings were analysed manually and analysed in tabular and chart form. An empirical study was done which features the major trends of the findings.

#### **5.3. Recommendations**

Based on the findings of the empirical study, the following recommendations are made

##### **5.3.1. Recommendation 1**

The provision of housing needs a structured approach in order to resolve the problem. The specific municipality needs to engage with Department of Human Settlements (DOHS) to clearly review the needs of the municipality. Regular engagement sessions need to be arranged and progress needs to be monitored.

### **5.3.2. Recommendation 2**

To resolve the issue of sanitation, the municipality needs to upgrade their water and sewerage system. Citizens in informal settlements who do not have ownership of land will have a better quality of life if they have a piece of land equipped with water and sewerage connections. Residents in the informal settlements can be employed to keep the service area clean and do regular maintenance. This will assist with the reduction of unemployment, that is, more citizens will then receive an income. This will automatically resolve the issue of sanitation needs associated with the informal settlements.

### **5.3.3. Recommendation 3**

Municipalities need to offer more skills development and training programmes for unemployed youth. This will result in giving the youth more experience to apply for jobs and the level of unemployment will decrease.

### **5.3.4. Recommendation 4**

Lack of resources is a huge problem in South Africa, especially in Grabouw, according to the respondents. Since municipalities do not have the necessary tools, equipment or infrastructure to complete the projects for communities they must apply for financial support from private companies to address the service delivery needs. A partnership between municipalities and private companies will foster huge development and improvement in service delivery.

### **5.3.5. Recommendation 5**

The mandate of Local Government needs to be made clear to all parties involved to remove any grey areas that can lead to political interference. Political interference needs to be acknowledged and addressed as it has an adverse effect on service delivery.

## **5.4. Conclusion**

The main problem leading to protests is the dissatisfaction experienced by communities with basic services delivered. This research project highlighted the causes of these protests and performed an analysis to find out what the main reasons provided by the employees in Grabouw are. The findings prove that a lack of housing, no sanitation, lack of resources, unemployment and political interference are currently the major problems according to the respondents. The empirical study conducted highlighted these problems as the main concerns experienced by citizens in Grabouw. The researcher used the quantitative method as the best approach to analyse the data.

A questionnaire was compiled as it was easy to evaluate, easy to analyse the findings and is also considered a more scientific approach. If the municipality and protestors communicate effectively, as indicated in the analysis of findings, these problems will be sorted out effectively in due time. The literature review indicated, from various sources, that service delivery protests are currently a major trend and problem in South Africa today. This study concludes with a few recommendations which the municipality can use to evaluate the problems they are currently facing.

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## APPENDIX A

### QUESTIONNAIRE



### QUESTIONNAIRE

Instructions

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

#### Biographical data

##### A 1: Age

21-29	
30-39	
40-49	
50-59	
60 and older	

##### A 2: Gender

Male	
Female	

##### A 3: Highest educational qualification

Doctorate	
Master's degree	
Honours degree	
Degree	
Diploma	
None of the Above	

**A 4: Total work experience within local government**

1-5 years	
6-10 years	
11-19 years	
20-29 years	
30 years and more	

**Instructions: Please indicate with a cross (X) in the accompanying column on the right the response that reflects your opinion in the statement to the left.**

1 = Strongly Agree

2 = Agree

3 = Neutral

4 = Disagree

5 = Strongly Disagree

	<b>Statement</b>	<b>Strongly Agree (1)</b>	<b>Agree (2)</b>	<b>Neutral (3)</b>	<b>Disagree (4)</b>	<b>Strongly Disagree (5)</b>
1	Service delivery means providing basic services to communities.					
2.	Nepotism is one of the challenges the municipality faces when distributing services.					
3.	The Municipality is aware of what is stated in the Municipal Finance Management Act.					
4.	Housing is the primary cause of protests.					
5.	I am familiar with the legislative processes pertaining to protesting.					
6.	Sanitation is one of the causes of protests.					
7.	I understand the challenges pertaining to service delivery.					

8.	The municipality communicates effectively with the protesting residents.					
9.	Ineffective monitoring is one of the challenges the municipality faces when distributing services.					
10.	Unemployment is the reason behind protests.					
11.	Lack of resources is one of the challenges that the municipality faces when distributing services.					
12.	Necessary rules and regulations are in place to solve service delivery problems.					
13.	Fraud is the reason for protests.					
14.	The Municipal Systems Act is there to ensure that the municipality fulfils its needs to citizens.					
15.	Political Interference is one of the challenges the municipality faces when distributing services.					
16.	Corruption is the reason for service delivery protests.					
17.	Strategies and mechanisms are in place to improve service delivery.					
18.	The Constitution of South Africa protects the rights of citizens to receive basic services.					
19.	Lack of communication is a major challenge between the municipality and citizens.					



APPENDIX B

PERMISSION LETTER FROM INSTITUTION



Theewaterskloof Municipality Head Office
6 Plein Street
P.O.Box 24
Caledon
7230
Telephone: +27 (28) 2143300
Fax: +27 (28) 2143365
Website: www.twk.org.za

27 September 2019

TO WHOM IT MAY CONCERN

We herewith grant approval for Ms. M V Walbrugh, student number 215044169, to conduct research at Theewaterskloof Municipality in the field as indicated.

Our only request is that the results / report be made available to the municipality.

Yours faithfully

[Handwritten signature of GF Matthyse]

GF MATTHYSE
MUNICIPAL MANAGER

Note: Info to be used for academic research purposes only.

[Handwritten signature] (2) Sharing of info with other parties; as it relates to client contributions; must be by mutual consent.

07.09.2019 (3) NO interference with working hours. I.e. Confidential. Clause

Villiersdorp Tel: (028) 840 1130 | Greyton Tel: (028) 254 9620 | Riviersonderend Tel: (028) 261 1360

Caledon, Botriver, Tessaarsdal Tel: (028) 214 3365 | Genadendal Tel: (028) 251 8130 | Grabouw Tel: (021) 859 2507

## APPENDIX C

### LETTER TO RESPONDENTS REQUESTING PERMISSION



Dear participant

This attached questionnaire represents a survey amongst the staff within Theewaterskloof Municipality that aims to identify the causes of service delivery protests within municipalities.

It is expected that the survey will produce information that could be used by the Municipality. Your cooperation, which is crucial to the success of the survey, will be appreciated.

The survey is part of a research project towards the completion of a master's study, which will be submitted to the Cape Peninsula University of Technology.

Your agreement to complete the questionnaire is voluntary and you are assured that all information shall be confidentially. Anonymity is guaranteed.

The questionnaire should take about 10 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 for your cooperation

Yours faithfully

Melichia Vallene Walbrugh

Researcher

0768974382

215044169@mycput.ac.za

**APPENDIX D**  
**EDITING CERTIFICATE**

**Megan Alexander**

English Language Editing  
Constantia  
Cape Town  
7806  
083 6011 596  
meganalexander@mweb.co.za

---

21 October 2021

Dear Sir/Madam

**LANGUAGE EDITING**

This letter serves as confirmation that I have undertaken language editing of the Master's dissertation titled *Service Delivery Protests in Municipalities with specific reference to the Grabouw District in the Western Cape* authored by the researcher, Melichia Vallene Walbrugh. The focus was on improving the document in areas related to language and minimally addresses issues concerning the overall structure, content and referencing. Language areas include:

- UK English
- Grammar
- Punctuation
- Spelling
- Sentence construction
- Style
- Standardisation of terms
- Clarity
- Fluency
- Word choice
- General readability
- Logic
- Coherence
- Ambiguity
- Repetition

I have indicated all deviations from conventional English language usage and made alternate suggestions to better convey the researcher's intended message.

Thank you.

Yours sincerely

  
Megan Alexander

---

**APPENDIX E**  
**PLAGIARISM REPORT**

Walbrughfinal1

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ORIGINALITY REPORT

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<b>16%</b>	<b>12%</b>	<b>2%</b>	<b>10%</b>
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

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PRIMARY SOURCES

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<b>1</b>	<b>Submitted to University of Wolverhampton</b> Student Paper	<b>2%</b>
<b>2</b>	<b>researchspace.ukzn.ac.za</b> Internet Source	<b>1%</b>
<b>3</b>	<b>uir.unisa.ac.za</b> Internet Source	<b>1%</b>
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<b>7</b>	<b>Submitted to Cape Peninsula University of Technology</b> Student Paper	<b>1%</b>
<b>8</b>	<b>repository.up.ac.za</b> Internet Source	<b>1%</b>
<b>9</b>	<b>Submitted to University of Fort Hare</b> Student Paper	<b>&lt;1%</b>

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## APPENDIX F

### ETHICS CERTIFICATE



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

Office of the Chairperson Research Ethics Committee	<b>FACULTY: BUSINESS AND MANAGEMENT SCIENCES</b>
--	--

The Faculty's Research Ethics Committee (FREC) on **4 May 2021**, ethics **APPROVAL** was granted to **Melichia V Walbrugh (215044169)** for a research activity for **Master of Public Administration** at Cape Peninsula University of Technology.

Title of dissertation / thesis / project:	<b>SERVICE DELIVERY PROTESTS IN MUNICIPALITIES WITH SPECIFIC REFERENCE TO THE GRABOUW DISTRICT IN THE WESTERN CAPE</b>  Lead Supervisor (s): Dr S Cronje
---	--

**Decision: APPROVED**

	12 May 2021
Signed: Chairperson: Research Ethics Committee	Date

The proposed research may now commence with the provisions that:

1. The researcher(s) will ensure that the research project adheres to the values and principles expressed in the CPUT Policy on Research Ethics.
2. Any adverse circumstance arising in the undertaking of the research project that is relevant to the ethicality of the study requires that the researcher stops the study and immediately informs the chairperson of the relevant Faculty Ethics Committee.
3. The researcher(s) will conduct the study according to the methods and procedures set out in the approved application.
4. Any changes that can affect the study-related risks for the research participants, particularly in terms of assurances made with regards to the protection of participants' privacy and the confidentiality of the data, should be reported to the Committee in writing accompanied by a progress report.
5. The researcher will ensure that the research project adheres to any applicable national legislation, professional codes of conduct, institutional guidelines, and scientific standards relevant to the specific field of study. Adherence to the following South African legislation is important, notably compliance with the Bill of Rights as provided for in the Constitution of the Republic of South Africa, 1996 (the Constitution) and where applicable: Protection of Personal Information Act, no 4 of 2013; Children's act no 38 of 2005 and the National Health Act, no 61 of 2003 and/or other legislations that is relevant.
6. Only de-identified research data may be used for secondary research purposes in future on condition that the research objectives are similar to those of the original research. Secondary use of identifiable human research data requires additional ethics clearance.
7. No field work activities may continue after two (2) years for Masters and Doctorate research project from the date of issue of the Ethics Certificate. Submission of a completed research ethics progress report (REC 6) will constitute an application for renewal of Ethics Research Committee approval.

**Clearance Certificate No | 2021\_FBMSREC 029**