

Critical factors inhibiting the functioning of service delivery projects in a selected residential area in the City of Cape Town

by

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DECLARATION

I, Sisipo Cwenga Mngeni, declare that the contents of this dissertation represent my own unaided work, and that the dissertation has not previously been submitted for academic examination towards any qualification. Furthermore, it represents my own opinions and not necessarily those of the Cape Peninsula University of Technology.

S.C. Mngeni

12/07/2022

Signed

Date

ABSTRACT

In the South African environment, the provision of services is guided by the basic ideals and principles of the South African Constitution. However, South African townships continue to face significant service delivery and governance challenges, despite the government's commitment to improving the provision of basic services to its citizens during this period, as part of the provision of local government services. This study was executed to look into the state of service delivery in the underprivileged neighbourhoods of the City of Cape Town (CoCT), in an effort to find ways to stop ongoing violent protests which are said to be linked to lack of service delivery. The township of Khayelitsha was chosen for the study since it is the city's most extensive area and is where most of the service delivery protests have taken place. As a result, a questionnaire was created. The information gathered from the sources consulted forms the basis for the conclusions of this report. The results show that the majority of Khayelitsha inhabitants, particularly those from its formal neighbourhoods, are unhappy with the quality of service provided. The ineffective implementation of programmes has been caused by a variety of issues, including inadequate intergovernmental relations, poor management, corruption and political infighting.

On the other hand, most of the respondents, who came from informal rather than formal settlement areas, stated that they were dissatisfied with the levels of service delivery. The report indicates that most of Khayelitsha's underprivileged residents are dissatisfied with services, owing to the inability of CoCT to implement policies effectively and efficiently. First, a brief introduction, background information and the key research guidelines are provided in the study. Second, the study outlines the significant findings of the study, as well as the laws and policies that impact service delivery provisions.

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DEDICATION

I dedicate this study to my family,
my mother , husband and children as a way of saying it can be done.
Unako and Amise Sityoshwana, for being both my strength and purpose.

For Unako and Amise

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CHAPTER 2

INTRODUCTION

2.1 Introduction

The current democratic government in South Africa took over a vast backlog in service delivery when assuming power in 1994, as the apartheid government had been unable to provide essential services to disadvantaged communities. Despite delegating authority to state and local governments, the country continues to suffer from high poverty levels, unemployment, and income inequality occasioned by inadequate public services provision. In South Africa, local governments are essential within the parameters of a complex and rapidly changing governance environment in which resource shortages and inadequate administrative capacity and political leadership failure affect the community's needs for fast, cost-effective, and quality services. Such governments are obliged to provide various services to the residents living within their borders (Govender, 2016:21).

According to Masuku and Jili (2019:14-35), public service delivery significantly reduces poverty through implementing poverty mitigation programmes. Therefore, critical municipal shareholders should adopt an integrated approach toward public service conveyance as part of the South African administration's cooperative system. However, some communities have been left underdeveloped, owing to many municipal project delivery failures.

According to Mbecke (2014:100-106), the importance of local government as a hub for public service delivery cannot be overstated. However, politicians' meddling in the management of towns and the failure to deliver services to communities across the board are two of the most limiting factors in service delivery.

2.2 Background Literature

The state and civil society are under pressure from the fast growth of South African cities to provide adequate and inexpensive housing and services for the urban poor, particularly new migrants. Owing to multiple factors, including insecure employment and joblessness, poverty, the lack of alternative housing options, social and economic isolation, and the need to be able to access urban resources and opportunities, poor people in cities have felt the need for them to claim their right to participate in cities through forming informal communities in them (Williams *et al.*, 2019:1-176).

Mpehle (2012:213-227) states that the current South African government inherited a backlog of massive service offerings that have harmed millions of poor South Africans since apartheid, despite the substantial transformational effort undertaken to rectify the

problem. In n South Africa (SA), it is estimated that 16 million people do not have access to adequate sanitation, while 3.5 million do not have access to safe drinking water. The South African economy is linked to government efforts to address poverty, but there are a number of problems in this regard, as the formal and informal economies operate independently from each other. The informal economy is marked by various constraints, including producing and marketing goods. The formal economy is based on first world standards and practices, which is severely lacking in the informal economy. Many poor individuals are unemployable due to the lack of relevant skills.

The primary concern of the government is service provision. In response to the current increasing need for such provision, the government created service units, like the municipalities comprising the form of local government closest to the people. The new South African government was developed in 1996 by the Constitution of South Africa. (Republic of South Africa, 2006) Under Article 40(1) of the Constitution, the Government of South Africa is divided into national, state, and local government agencies, which are separate, interdependent, and interrelated. Based on a structure of three different constitutional categories, South Africa currently has 283 municipalities (Shaidi 2013:1-15)

Facilities (Blustein *et al.*, 2016:407).In South Africa, informal reconciliation is a lasting feature of poverty and inherited injustice. According to census data, 16.5 % of households nationwide live primarily in informal settlements in urban areas. Unstable scaffolding in the countryside provides such households with financial opportunities, access to social and economic networks, and basic survival

Khayelitsha has been listed as one of the worst slums in the world, although the ruling African National Congress (ANC) claims that, since the party took office in 1994, living conditions there have greatly improved. However, the lack of cheap housing in the Western Cape has forced many low-income families to move to South Africa's worst, and ever increasingly informal settlement. Despite the social desire to change the environment and make life easier for impoverished residents, local governments increasingly face pressure to meet their basic service delivery responsibility with the limited financial and technical resources available.

2.3 Service Delivery Challenges

Since the end of the apartheid system in 1994, South Africa has faced the challenge of needing to provide adequate local government services to its citizens. As a result, the South African government has made local government changes to improve the direct supply of services to the community to deal with the complications encountered in

providing such services. As a result, local governments have gone through several transitional stages since the first democratic local elections (Masiya *et al.*, 2019:20-40).

South Africa remains unaffected by the demographic phenomena generally present in increasingly urbanised developing countries. The growth of the "black" South African community, especially since the abolition of apartheid and the collapse of the apartheid system, can be closely linked to the rapid acceleration of urbanisation in the previous era. In the last two decades, the number of urban-based black people settlement is thought to have tripled, with much of the urbanisation taking place in informal communities that have developed around the existing metropolitan areas (Lemon, 2021:16).

The proliferation of slums and informal settlements in South African cities is one of the most visible physical indicators of social exclusion. Those involved face an inadequate water supply, poor environmental health, a breakdown in, or shortage of, waste treatment facilities, overcrowded and dilapidated housing, insecurity, precarious conditions of ownership and severe health risks. Those living in the most unfavourable environments and conditions, such as slum dwellers, have been denied access to the city's economic, social, political, and cultural spheres, all of which should be capable of creating opportunities for them. As a result, the slum dwellers, already living in poverty, have become even poorer as the various forms of poverty they experience increase (Mseleku, 2021:22).

According to John (2020:1-88), the spontaneous residents of informal settlement of Cape Town, South Africa, obtain water through a maze of infrastructure elements linked through social connections, political solidarity, and an intersecting mandate. Without a proper formal supply, the informal settlement dwellers build and maintain much of the water infrastructure they use daily to fill the existing access gaps. Water mains have been extended, divided up and broken, with sanitary facilities having been built, making water and sanitation accessible in defiance of the existing formal regulations while connecting the residents to the more extensive existing networks (Bardhan *et al.*, 2015:1-11).

Taing *et al.* (2013:1-39) state that, in 2001, the South African government introduced its free fundamental services (FBS) policy, which focuses on providing the necessary infrastructure for satisfying the basic infrastructure requirements for the underprivileged in both the urban and the rural regions of the country. As a result, the municipality, as the local government entity, has had to provide all South Africans with a certain amount of clean water, electricity, sanitation, and garbage collection.

2.3.1 Water and sanitation

Wamsler and Brink (2014:64-91) point out the difficulties facing local government in installing a traditional (gravity) sewage system in informal communities, given the various social and technical barriers existing under the FBS programme. Generally, residents in informal settlements wish to expand their access to services in those areas where they currently reside, as their settlements tend to be close to existing formal neighbourhoods, transportation, and other facilities. However, most of their homes are built in such a way that they do not allow for subsequent drainage compliant with usual technical standards (Taing, 2015:10). The rehabilitation and installation of traditional sewers under such conditions, especially keeping in mind the existing adverse soil conditions (from flood-prone settlements to landfill abandonment), is challenging.

Masindi and Dunker (2016:1-39) found that, in South Africa, population growth and drought have doubled the demand for freshwater supplies suitable for human consumption. As a result, the wastewater treatment infrastructure and sanitation systems have become overloaded. Because traditional devices tend to be designed for select populations, most treatment facilities cannot cope with the extraordinary demand now in most cities. Nevertheless, much has been done to address water and hygiene issues, despite more than 20 million people still lacking adequate hygiene practices and around 15 million people lacking access to safe drinking water throughout the post-apartheid era.

According to DeNicola *et al.* (2015:342-353), water-related health problems tend to occur due to water stress and exacerbated by climate change. The existing supply shortages demand extensive water reuse and the enhanced management of wastewater treatment plants to ensure the maintenance of river health and the ongoing supply of clean drinking water. In addition, microbial infections will be likely to occur more frequently in future, owing to climate change. The issue is of particular concern. The existing water treatment plants tend to discharge improperly treated wastewater into South African rivers (Edokpayi *et al.*, 2017:661). In addition, groundwater and surface water pollution from acid mine runoff requires special treatment. These reasons indicate the need for enhanced water and health management, including improved water quality monitoring and the provision of universal water services, to protect public welfare.

The informal reconciliation hygiene initiative aims to support approximately 13.5 per cent of Cape Town households. City of Cape Town (CoCT) officials have said that they prefer to provide sewer-borne sanitation because the soil conditions in the informal settlements of Cape Town do not suit the gravity system. With the high groundwater level that is present in sandy soil, it is necessary to dig a trench that is several meters deep between the dwellings that are in place to be able to build a traditional sewer on the premises

concerned. In addition, residents generally want access to water but often refuse to move to areas where they might have such access, owing to the construction work that has already been completed and their fear of greater exclusion than they encounter in their current living space (Taing, 2017:1-139).

2.3.2 Housing

In South Africa, local governments are essential in the complex and ever-changing environment, where resource shortages and inadequate administrative and political leadership affect community needs for fast, affordable, and quality services. However, according to Govender (2016:21), providing effective and equitable public services is challenging for all countries, especially neo-democracies with very uneven and unequal populations.

Despite the efforts of the South African government since 1994 to provide affordable housing to approximately 2.3 million households through a project-based housing assistance programme, access to decent housing remains a significant issue in the country. Currently, 44 442 000 homeless households in South Africa, of which about 1.2 million are in informal settlements, where they pose a high risk to maintaining health and safety standards. Therefore, providing equal service to all citizens, including those living in informal settlements, is essential because it helps the communities concerned reduce the possibility of project failures (Tissington *et al.*, 2013:13).

Ziblim (2013:316-334) states that, in 2004, the South African government implemented ground-breaking housing reforms, including a programme to improve the living conditions in the informal settlements. Accordingly, the Upgrading of Informal Settlement Programme upgrade was created to “abolish” all informal reconciliations by 2014. In terms of the long view, the promotion of informal reconciliation since the 1970s has been very successful. However, implementing the associated projects often results in social network interruptions or additional charges, with the households requiring a certain level of protection. Moreover, if the formal market cannot offer cheap housing options, owing to the abovementioned supply and demand shortcomings, households have no choice but to look for alternatives in the informal market (Beier, 2019:12).

The top-down deployment method is one of the most common errors to occur. According to Mukuka *et al.* (2015:1690), overruns are common in construction projects around the world, and the South African construction industry has to cope with the challenge of not being able to complete its projects on time. According to (Odoyi & Riekkinen, 2022:2258), the Public Housing Program is targeted at providing affordable housing for both low- and middle-income earners in different countries.

2.3.3 Flooding and infrastructure

A city's development, operation and prosperity depend on its infrastructure, which creates the conditions in which a city can prosper. Such conditions include: (1) the city's long-term existence and economic growth; (2) competitiveness among local businesses; (3) sufficient infrastructure, including enhanced water resources; (4) dependable and suitable switchgear; (5) an efficient transportation network; (6) current information and communication technologies; (7) investment potential; (8) labour productivity; and (9) the general appeal of the city (Arimah, 2017:266).

A cross-border agenda that enables nations and cities to benefit from globalisation centres on the need for a good infrastructure, which is crucial to ensuring that enterprises are productive and competitive internationally (Olaseni & Alade, 2012:63).

Many poor live in congested tin shanties without running water or ablution facilities. Officials are working on renovating the existing settlements and constructing site-and-service programmes to alleviate this problem. However, even the semi-controlled regions tend to become overcrowded, with the minimal amenities offered eventually falling short of their target, making any stormwater runoff originating in the catchments vulnerable to pollution. Many studies have been conducted in First World urban catchment areas, but the results may not necessarily apply to Third World urban catchment areas in Africa, especially given the African culture and way of life (Lapworth *et al.*, 2017:1093-1116).

As a result of unplanned and unmanaged urbanisation, cities in the developing nations, notably those in Africa, are faced with growing inequality, the expansion of slums and the devastating effects of climate change. Moreover, most metropolitan areas in the developing world lack essential infrastructure and facilities, such as safe drinking water, efficient cleanliness and drainage, and access to health care (Kulabako *et al.*, 2010:231-257). Indeed, cities in underdeveloped countries with a "development deficit" are more vulnerable to disasters than those lacking such a deficit (Budusa *et al.*, 2014:169-190).

The informal residents of Cape Town, South Africa, tend to obtain water through a maze of infrastructure elements linked by social connections, political solidarity, and intersecting demands. Without a proper formal supply, those who live in the informal settlements tend to build and maintain much of the water infrastructure they use daily to fill the existing access gaps. Water mains have been extended, divided up and broken. Sanitary facilities have been built, making the available natural resources accessible in contravention of the formal regulations in place while connecting the residents to the more extensive networks that would otherwise be unavailable to them. Ethnographic studies distinguish between formal and informal, legal, and illegal, and public and private,

based on a decade of the living conditions of the residents of the informal settlements of the Khayelitsha district of Cape Town (Storey, 2021:79-96).



FIGURE 1.1: ROADS IN KOSOVO

Source: Anonymous flooding observer, June 2011.

The Joint Monitoring Programme (JMP) of the United Nations Children's Fund (UNICEF) and the World Health Organization are the leading global data source on water access and cleanliness. According to Orner and Mihelcic (2018:16-32), "improved" sanitation includes the provision of dumping or flushing toilets, ventilated and improved pits, and compost toilets. Open defecation, or open defecation without facilities, is another extreme example of a track hygiene scale. Unsterilised toilets (such as non-duct toilets that drain waste directly into the environment) and multiple-household-shared toilets may be sandwiched between improved toilets and no toilets (public or private) in the informal settlement areas. So far, all communal toilets have been unsatisfactory, owing to dysfunctional and worsening conditions (Burt *et al.*, 2016:13).

2.4 Background

Apartheid left a sizable infrastructure backlog for most of the populace. Under such a system, millions were denied the right to access essential services of roads, water, sanitation, and trash, owing to underinvestment in the municipal infrastructure in black-dominated regions (Turok, 2012: 10-66). (Municipal Systems Act [No. 32 of 2000] (H) MUNICIPAL SERVICES) Each municipality must ensure that all members of the local community are provided with basic municipal services. Basic municipal services are services which are necessary to ensure an acceptable and reasonable quality of life. The non-provision of these services results in a risk to public health, or the safety of the environment.

Services must be provided in a manner that is equitable and accessible, as well as financially and environmentally sustainable. Municipalities should monitor and review the provision of municipal services, with the goal of ongoing improvement in levels and quality of service. According to Brown *et al.* (2017:155-175), municipalities' key stakeholders should adopt an integrated approach to public service delivery as part of the South African government's cooperative system. An integrated approach to public service delivery demands that local municipalities and relevant stakeholders integrate processes and services to ensure effective and efficient service delivery.

Municipalities face extremely demanding situations in terms of enforcing provider ship alternatives as an excellent way to represent the present systems within the sphere of neighbouring authorities. As a vital obligation for the institutions of the presidency and the authorities, the public should supply offerings called for by society to uphold and enhance its well-being. In post-apartheid South Africa, gaining the suitable robust public offerings should be enabled for all populaces, especially for formerly destitute people. Adopting such a stance emphasises that the value of serving as the "provider to the humans" should serve as a parameter for change in the approach of neighbouring authorities (Makanyeza *et al.*, 2013:1-12).

2.5 Research questions

The research questions asked in the current study were the following:

- What are the critical factors inhibiting the provision of service delivery projects in a selected residential area in the CoCT?
- How can the acknowledged critical success factors be assessed in order of importance?

2.6 Aim of the study

The fact that municipalities are at the heart of service distribution is vital to the current study. The topic of service delivery has already received much attention in local government and academic literature. The present study aimed to identify and assess the key variables obstructing the provision of service delivery projects in a specific residential area of Cape Town.

2.7 Research Methodology Philosophy

The methodology used in the current study was quantitative data analysis. A questionnaire was distributed via email, with the hard copy of such also being given to willing participants. The required data gathered from the completed questionnaires were transcribed and analysed. The questionnaire followed three steps of deductive

investigation: (1) becoming aware of the existing situation, (2) collecting data to test the hypothesis, and (3) scrutinising outcomes.

The existing situation is characterised by the following:

- It is necessary to change the processes of local government essential service delivery.
- The existing municipalities are unable to provide essential service delivery.
- The proposed solution must focus on the current situation.
- The current public sector service delivery projects are failing to owe to municipal maladministration.
- The lack of service delivery and project success significantly affect the increase in the size of informal settlements.

Collecting data to test the research hypothesis entailed the following:

- The necessary data was collected through questionnaires
- Scrutinising of outcomes: All the results obtained were analysed and tested against the hypothesis.

The research was restricted to Khayelitsha. It can be challenging to obtain the participants' cooperation in social science research. The researcher, in contrast, did not expect any challenges to internal validity, such as subject loss, extraneous events or maturation, because of the study's length. The outcomes of the current study might not be entirely applicable to other localities or places with various other limits and issues. The study did not examine municipal officials' performance measurements and management styles.

2.8 Problem Statement

Poverty, income inequality, food insecurity and unemployment are all issues with which local governments grapple. Municipalities are required by law to apply a progressive approach to implementing laws and programmes. According to Hlongwane (2015:39), "municipalities are to exercise authorities and functions to exploit the impact of social development, satisfying the needs of the poor, and certifying the growth of the local economy".

Delivering capable and fair civic services is challenging for all countries, but it is particularly difficult in recently democratic societies with diverse and uneven populations. The concept of worldwide nationality, which applies the perception of individual equality to the demands, personalities, and sense of intervention of citizens, is influencing the

implementation of relatively more inclusive administrative systems (Andrews & Van de Walle, 2013:762-783).

Doherty *et al.* (2012:1-16) state that, although extensive literature on the factors that should help system development succeed, there is growing concern that the regulations involved do not have the expected impact required. The South African government has built more RDP homes in the world over the last two decades; compared with other developing national governments, its effort still cannot solve the challenge of ensuring the equitable provision of services, as established in politics. Many Reconstruction and Development Programme (RDP) residents believe that high-level state-funded housing pushed the government to its limits, especially in terms of the CBD and the northern suburbs, and beyond the realm of opportunity for them (Williams-Bruinders, 2021:10).

Afolarin (2013:332) Manotes the existence of studies into building performance in measuring construction defects encountered while engaging in design, project communication and management. While some study the nature and extent of the quality-related problems in construction projects, some study the focus on the effects of surveillance. The need for researchers to contribute to comprehending the factors that affect service delivery satisfaction, as well as its form or the level of discontent with it, in South Africa is, therefore, increasing. The current study used a quantitative framework employing data from the 2016 South African Social Attitude Survey to address the above inquiries about South African citizens' degrees of (dis)satisfaction with the provision of essential services.

To lift apartheid restrictions, the South African government has implemented reforms to improve the performance and delivery of local government services. The state's acceptance of the challenge created by its recognition that the provision and access of good local government services are no longer the privileges of the chosen minority underpins its efforts to fulfil the need to improve performance. All individuals, especially those previously exploited, marginalised, and living in poverty, have legitimate and constitutional expectations (Resnick, 2014:17).

2.9 Research Objective

The study on which this dissertation is based sought to do the following:

- To analyse and evaluate the critical factors inhibiting the functioning of service delivery projects in a selected inhabited area in the CoCT.

2.10 Research Questions

What are the critical factors inhibiting service delivery projects in a selected domestic area in the CoCT.?

2.11 Research Methodology

The researcher adopted a quantitative approach, namely an expressive study design, in this study. This design was fitting because the study consisted of questionnaires to gather information on the respondents' opinions on critical success factors in the Cape Town public sector project.

The residents of Khayelitsha, Cape Town, who were the study's target audience, were asked to complete the set questionnaire. Questionnaires were provided to residents ahead of time, allowing them enough time to complete them.

The study's sample size was calculated using the Krejcie and Morgan sample size method for selecting a sample from a population (Hashim, 2010:119-130). The sample size was 100 because the population for the study was 100, according to the sample size table (Krejcie & Morgan, 1970: 607-610).

2.12 Population

Khayelitsha, an isiXhosa name meaning "new home", is Cape Town's main township situated on the Cape Flats in Cape Town, South Africa, 30 km south of the city centre, alongside the N2. Greater Khayelitsha is now composed of a mixture of formal and informal human settlements, divided into four major "villages". It is considered the largest and fastest growing township in South Africa, comprising ten districts, supervised by the Cape Metropolitan Municipal Sub-Council 9. According to Bodino (2022:93-159), Khayelitsha is not only the largest community in South Africa but is also known for being the fastest growing. Founded in 1985, under apartheid-era legislation, the community concerned contains black residents who were forcibly moved to the area. Khayelitsha is currently known for its entrepreneurial spirit and its social development projects.

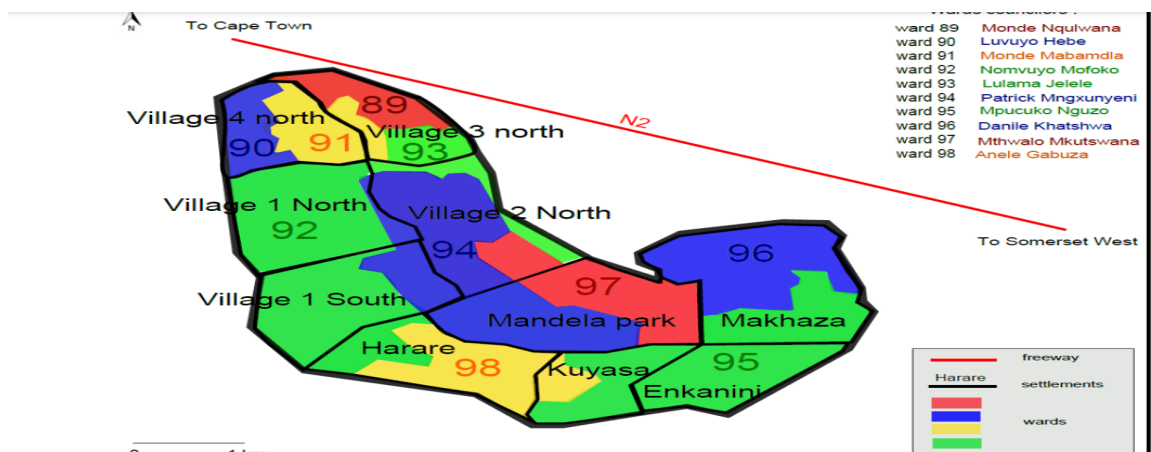


FIGURE 1.2: MAP HIGHLIGHTING KHAYELITSHA WARDS (SUB-COUNCIL 9) AND "VILLAGES".

Source: DAG, 2014.

According to Smite *et al.*, (2016: 196-203), Khayelitsha's population in 2011 consisted of 391 749 households, with an average household size of 3.30 members and in a [circular](#) of the Western Cape Department of Health, the official population estimate for Khayelitsha by 2022 is 451 616. Khayelitsha, a Census suburb, contained 118 809 homes and 391 749 residents in 2011. A single person who lives alone and a group of individuals who cohabit and share food and other basics of life are considered to comprise a household (Randall *et al.*, 2011:217-229).

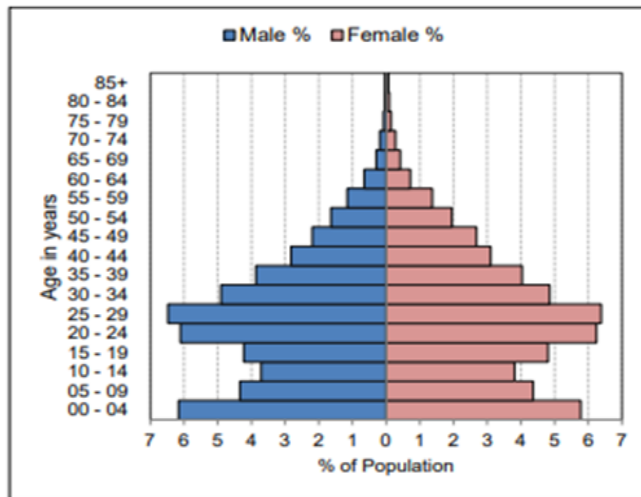
The following conditions were found to apply in 2011:

- The monthly income of 74 per cent of the households was R3 200 or less.
- Formal residences were home to 45 per cent of the households.
- Piped water, inside or outside the home, was available in 62 per cent of the households.
- A flushing lavatory connected to the public sewer system was available in 72% of the households.
- At least once a week, 81 per cent of the households had their garbage collected.
- Electricity was used by 81 per cent of the households to illuminate their homes.
- The population was predominantly black African, according to the 2011 Census Suburb Khayelitsha (99 per cent). About 36 per cent of those over 20 years old had obtained Grade 12 or higher.
- Of the working-age population (aged 15 to 64 years old), 62 per cent were labourers.

The below graph shows the demographics of Khayelitsha as per census 2011

Demographic Profile – 2011 Census

Khayelitsha Population	Male		Female		Total	
	Num	%	Num	%	Num	%
Black African	188 336	48.1%	198 022	50.5%	386 358	98.6%
Coloured	1 024	0.3%	1 291	0.3%	2 315	0.6%
Asian	164	0.0%	107	0.0%	271	0.1%
White	168	0.0%	159	0.0%	327	0.1%
Other	1 869	0.5%	608	0.2%	2 477	0.6%
Total	191 561	48.9%	200 187	51.1%	391 748	100.0%



Khayelitsha Age	Black African		Coloured		Asian		White		Other		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%
0 to 4 years	46 246	12.0%	277	12.0%	26	9.6%	25	7.6%	199	8.0%	46 773	11.9%
5 to 14 years	62 985	16.3%	384	16.6%	40	14.7%	47	14.4%	104	4.2%	63 560	16.2%
15 to 24 years	82 552	21.4%	418	18.1%	61	22.4%	58	17.7%	712	28.8%	83 801	21.4%
25 to 64 years	188 245	48.7%	1 173	50.7%	142	52.2%	182	55.7%	1 450	58.6%	191 192	48.8%
65 years and older	6 330	1.6%	63	2.7%	3	1.1%	15	4.6%	11	0.4%	6 422	1.6%
Total	386 358	100.0%	2 315	100.0%	272	100.0%	327	100.0%	2 476	100.0%	391 748	100.0%

Khayelitsha Adult Education (for all aged 20+)	Black African		Coloured		Asian		White		Other		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%
No schooling	6 066	2.5%	45	3.2%	21	12.3%	18	8.5%	327	16.1%	6 477	2.6%
Some primary	23 613	9.8%	219	15.4%	12	7.0%	9	4.2%	156	7.7%	24 009	9.8%
Completed primary	10 662	4.4%	126	8.8%	9	5.3%	6	2.8%	75	3.7%	10 878	4.4%
Some secondary	114 675	47.4%	651	45.7%	63	36.8%	84	39.4%	768	37.8%	116 241	47.3%
Grade 12	74 442	30.8%	327	22.9%	57	33.3%	51	23.9%	585	28.8%	75 462	30.7%
Higher	11 886	4.9%	51	3.6%	9	5.3%	45	21.1%	81	4.0%	12 072	4.9%
Other	411	0.2%	6	0.4%	0	0.0%	0	0.0%	39	1.9%	456	0.2%
Total	241 755	100.0%	1 425	100.0%	171	100.0%	213	100.0%	2 031	100.0%	245 595	100.0%

[Go to top of document](#)

FIGURE 1.3: DEMOGRAPHIC PROFILE OF KHAYELITSHA, 2011

Source: https://www.statssa.gov.za/?page_id=4286&id=328.

2.13 Sample Frame

A sample of 100 questionnaires was disseminated among the residents and analysed upon retrieval.

2.14 Sampling Method

Non-probability sampling was employed. Convenience sampling was chosen based on the student's preference for easy access to the findings and the relatively low cost.

Sampling size

Deciding on the sample size for a quantitative research study can be difficult. Certain aspects require consideration, and the subject studied can be problematic. Moreover, every experiment's levels of assurance and anticipation tend to vary. Therefore, it is usually necessary to establish three different components, or variables, of a study, with each being assigned a specific numerical value, to understand the parameters of a given study, with the parameters present consisting of the effect magnitude, power, and significance level Data Collection Instruments

The questionnaires consisted of well-crafted questions aimed at minimising vagueness and facilitating the responses to all the questions provided at the start of the study to help ensure obtaining content validity. To elicit information from the respondents, they were asked to rate the 16 dynamics raised as critical accomplishment factors for civic sector projects in the CoCT, using the Likert 5-point scale of 1 = Not critical, 2 = Least critical, 3 = Neutral, 4 = Critical, and 5 = Most critical.

Community members from five different wards in Khayelitsha were selected to review the contents of the study instrument, the 5 different wards were chosen due to easy access for the student and safety measures. The questionnaire was given to some Khayelitsha residents, whose feedback was used to shape the tool's face validity, significance, and lucidity before it was given to the respondents who participated in the central study. The questionnaire included requests for information about the respondents' age, gender, level (hierarchy) within the municipalities, and, in terms of their relationship to the community, the name of the native municipality where they lived.

TABLE 1.1: PROPOSED RESPONDENT AND SAMPLE SIZE

Respondents and sample size		
Local wards: communities		
Biographic variable	Number	Percentage (per cent)
Kuyasa	20	20
Makhaza	20	20
Enkanini	20	20
Mandela Park	20	20
Harare	20	20
Subtotal	100	100

2.15 Ethical Considerations

The present study's sources, concepts, and methods are correctly cited. The researcher was aware of the ethical requirements set by the Cape Peninsula Institute of Technology Research Committee. The following ethical research practices were abided by:

- The survey was conducted responsibly, with the researcher responsible for the survey's design, methodology and implementation.
- The researcher sought to attain ideals of trustworthiness, clarity, thoroughness, accountability, and public scrutiny.
- The rights of colleagues to conduct similar research using different paradigms and approaches were respected.
- The researcher adhered to the established research protocol, accepting responsibility for any liability incurred.
- The research results will be disseminated for mutual evaluation.
- All sources and support must be credited.
- The use of research sites or results for personal gain was understood to be prohibited. A memorandum of understanding was submitted.

2.16 Chapter Classification

Chapter One consists of the research proposal.

Chapter Two focuses on the selected township within the Cape Metropolis.

Chapter Three covers the issues of service delivery, challenges, and strikes.

Chapter Four deals with the research methodology, design, problem statement and the research itself. The objectives, the research questions, the data collection instrument, and methods, as well as the data analysis methods are discussed in the chapter.

Chapter Five focuses on the data analysis and interpretation, in addition to the reporting on the study.

Chapter Six contains the summary of the findings, as well as the conclusion and recommendations of the study.

2.17 Chapter Summary

Chapter One contains the research proposal.

Chapter Two focuses on the selected township, Khayelitsha, within the Cape Metropolis. Khayelitsha is considered the largest township in South Africa and the fastest growing, with an estimated population of over 390 000 people.

In Chapter Three, the focus is on service delivery and challenge, as well as on the strikes and service delivery protests that might increase in future.

Chapter Four covers the research methodology, design, problem statement, and research. The objectives, research questions, data collection instrument and methods are all dealt with in this chapter. An explanation indicates the researcher's interest in the study, what the researcher hoped to achieve and the research methodology.

Chapter Five, containing the data analysis, interpretation, and reporting, focuses on analysing and interpreting the data with relevant observations.

The summary of the findings, the conclusion and the recommendations comprise Chapter Six.

CHAPTER 3

SELECTED TOWNSHIP IN THE CAPE METROPOLIS (KHAYELITSHA)

3.1 Introduction

Cape Town, the oldest city in South Africa, is a natural wonderland, which is reflected in the form of spectacular mountain ranges, vast stretches of white sand along the Atlantic and Pacific Oceans, and an unrivalled array of fynbos (native vegetation). The underlying "Pain Register" is located behind, under and beneath Cape Town (Munien *et al.*, 2019:1134-1147).

A long history of human suffering is linked to the city's colonial and apartheid past, particularly in terms of the making of the "apartheid city", which resulted in the systematic making of the Cape Flats, including Mitchell's Plain, within a clearly racially defined city with, alongside the above, the making of new "formal" black African "townships", including Gugulethu and Nyanga, in the mid-1950s to the mid-1970s. The traces of this massive apartheid spatial and social engineering project and process, carried out by the local government and subcontracted private home developers, are apparent in the presence of spatial symbols situated around the city and on the Cape Flats (Cole, 2013:6).

Khayelitsha is a township within the Cape Town metropole, situated some 30 to 35 km from the central business district (CBD), and containing both formal and informal sections. The original plan for Khayelitsha's development was for the area to be divided into four towns, each with four settlements and a population of about 1 500 people. The region was supposed to be 1070 hectares, with a population of roughly 24 000 people (Scheba *et al.*, 2021:107-126).

3.2 Khayelitsha Demarcation

According to Ngxiza (2012:181-195), in Khayelitsha, the major African township in the CoCT, persistent interconnected issues require adopting an all-encompassing, integrated approach. The issues concerned include, but are not limited to, poverty, unemployment, inadequate infrastructure, and a lack of economic base. Many solutions exist to such challenges, with it being critical to establish coordination and integration to maximise resource mobilisation and ensure that the efforts concerned bear fruit. However, despite the rising trends of large-scale substructure expenditure and the establishment of community-led corporations aimed at unlocking the economy's potential, the progress has been restricted to retail growth, with no productive engineering development or expansion (Saban, 2016:1-8).

Seekings (2013:25) states that Khayelitsha has expanded into a collection of neighbourhoods, with a population of around 400 000 people, roughly half of whom live

in formal houses and the other half in shacks, most of which are in makeshift camps rather than in backyards. Most of Khayelitsha's adult residents, born in the Eastern Cape, have strong ties to the countryside. In contrast, most of the youth in the city were born within an urban setting. Over the years, the rate of immigration appears to have slowed down. As a result, formal and informal housing in South Africa has tended to increase faster than the population, resulting in smaller households than before. Women tend to head a significant majority of households.

Much of Khayelitsha is within the state's jurisdiction. Although public services, like water, power, and sanitation, have steadily improved, a sizable portion of the population continues to rely on communal, often inadequate, facilities. Children of school-going age tend to attend school, with a large percentage of the population receiving government assistance (especially child support grants). In Khayelitsha, poverty is widespread: half of the population is in the city's deprived income quintile, with the majority of the rest falling into the city's second poorest income quintile. The extent of poverty is fuelled by a low labour force participation rate and an exceptionally high unemployment rate. Over half of Khayelitsha's youth have not completed secondary school and are finding it challenging to secure steady employment in a labour market characterised by a few low-wage jobs (Akinboade *et al.*, 2014:1-23).

Khayelitsha, in contrast to other informal settlements in Cape Town, is not a homogeneous community. In informal settlements and the northern and southern parts of Khayelitsha, unemployment and poverty are more prevalent than in the central part. Economically, Khayelitsha is divided: those who have completed secondary school have a better chance of finding skilled or semi-skilled white-collar work, while those with tertiary education have more options for professional or semi-professional work. In addition, crime is a significant barrier to self-employment (Brunn & Wilson, 2013: 284-294).

3.3 Life in Khayelitsha

Khayelitsha consists of approximately 22 areas, including Makhaza, Kuyasa, Harare, Makhaya, Town Two, Ilitha Park, Site B (which includes the modern K to Z parts), and Site C. Khayelitsha comprises the established formal regions and new informal settlements. The A to J portions is sometimes known as "Khayelitsha proper" (with each section containing roughly 500 traditional two-roomed brick dwellings), Bongweni, Ikwezi Park, Khulani Park, Khanya Park, Tembani, Washington Square, Graceland, Ekuphumleni and Zolani Park was erected by the apartheid regime. The neighbourhoods in question contain bank bonded housing occupied by middle- and upper-class residents (Owusu *et al.*, 2015: 249-269).

More modern areas surround the older areas in Khayelitsha. Site B (is separated into K to Z portions, in continuance of the original A to J parts, and the TR, QQ, RR and BM informal settlements), Green Point, Litha Park, Mandela Park, Makaza, Makaya, and Harare. Except for Litha Park, the regions concerned have a high concentration of informal communities, RDP households, and backyard inhabitants. The QQ, TR and RR sections and Enkanini are some of the most well-known informal settlements in Khayelitsha, with the areas concerned having earned a reputation because of high-profile clashes with the government, involving such protest actions as road blockades. In 2011, the middle class in Khayelitsha was modest but increasing in size, with 1400 households earning over R25 000 per month. The increase since 2001 has been noticeable, as, at the earlier time, almost no households made over R25 000 per month (McGaffin *et al.*, 2019:153-169).

3.3.1 Poverty

Poverty is one of the most significant issues worldwide. Unfortunately, little is known about how poverty develops and endures. Certain psychological effects of poverty can result in economic actions that make it difficult to escape the problem. For example, poverty tends to increase stress levels and unpleasant emotional states, resulting from the lack of attention and support for habitual behaviours over goal-directed ones and poor decision-making (Haushofer & Fehr, 2014:862-867).

Several ways exist of measuring poverty, like examining the necessities of daily life on which people are missing out owing to a lack of money and the need for them to spend a disproportionate amount of their income on necessities – this state is referred to as "deprivation". An alternative to the above measurement method involves examining the population of those who live below a certain income threshold, referred to as the "poverty line", and tend to favour habitual behaviours over goal-directed ones (Davidson *et al.*, 2018:1-15).

Poverty is not new in many African countries, including South Africa. It has been blamed on various grounds, from historical to political. Many solutions to poverty have been proposed and executed to decrease and eradicate the problem since the United Nations development decades began at the end of the Second World War. However, many South Africans are poor due to the legacy of apartheid's institutionalised inequalities.

The relative nature of national perceptions of poverty, in terms of who is considered poor, is reflected in the fact that poverty lines are often higher in affluent countries and lower in poorer ones. Poverty thresholds are frequently explicitly related and established as a percentage of mean or median income in high-income nations. Despite systematic

modifications of how different nations define poverty, fixed-value lines are used to calculate global poverty counts (Jolliffe & Prydz, 2016:185-198.).



FIGURE 2.1: KHAYELITSHA INFORMAL SETTLEMENTS

Source: BBC News. <https://www.bbc.com/news/world-africa-53256879>.

Khayelitsha's status as a "frontier society" complicates the management of the criminal justice system, with the official organisations concerned lacking legitimacy. According to the Francis & Webster, (2019:788-802), Khayelitsha, a zone of scarcity and unemployment, has the second-highest number of killings in the province, together with those perpetrated in the deprived black townships of Nyanga, Gugulethu and Harare. According to statistics issued in February 2015, 27 million South Africans live in poverty, accounting for over half of the population. South Africa began using three poverty lines to quantify poverty in 2012, with the first line being the food poverty line (FPL), which is the level of consumption below which people cannot afford to buy enough food to feed themselves (Aliyu *et al.*, 2018:2502-2518). About 10.7 million South Africans (22 per cent) live below the FPL, which is set at R1335 per person per month (Dayi & Grayii, 2014/15:197).

The second poverty line is the lower-bound poverty line (LBPL), set at R501 per person per month. Non-food products are measured by the LBPL, with the individuals concerned having to forego food expenditures to obtain them. Currently, approximately 18.6 million South Africans (37 per cent) are estimated to live below the LBPL. Finally, the upper-bound poverty line (UBPL), which evaluates an individual's ability to purchase foodstuff

and non-food products, is set at R779 per person per month. It was predicted in February 2015 that 27 million South Africans live below the UBPL (Marais, 2020:17).

According to (Battersby,2016:1-12) two-thirds of the Khayelitsha populace tend to live in shacks, new houses continue being built, yet the number of individuals living in formal housing increased to over half of the Khayelitsha population by 2011. However, many residents insist that their quality of life has not improved, claiming that the prevailing crime rates remain incredibly high. As a result, the provincial government established a commission to investigate allegations of ineffective policing throughout Khayelitsha and a complete collapse in the relationship between the local police and the community (Breetzke & Edelstein, 2019:63-78).

Only a few residents tend to benefit from the infrastructure and welfare interventions. Moreover, owing to the post-apartheid government's resettlement programme, which still places poor urban households on the outskirts of cities, the Khayelitsha density of informal settlement makes it challenging to relocate residents to Greenfield locations (Levenson, 2017:24-29).

Before democracy, poverty was prevalent in South Africa, with the black population bearing most of the burden. Poverty (and inequality) have undoubtedly worsened in South Africa due to the coronavirus (Covid-19) pandemic. According to various estimates examined in this chapter, many people were living below the poverty line before Covid-19, and the proportion of those experiencing various dimensions of poverty was already high. Estimates based on the Covid-19 lockdown confirm that many people lost their jobs during the period concerned and that the extent of extreme poverty increased. Therefore, it is critical to examine poverty in greater depth, to present a complete picture of the evolution of poverty in the post-apartheid period, and to be able to consider possible interventions that could better combat poverty, especially given that most poverty estimates end in 2015 (Nwosu & Oyenubi, 2021:1-12).

3.3.2 Crime

Post-transition countries are frequently confronted with rising levels of violence and crime, inequality, and weak institutions. As a result, the demands for a holistic model to address the issue of a broader revolution in post-transition societies through transformative justice. Such justice seeks to contribute to a more positive and social form of peace by addressing socioeconomic needs and establishing effective channels for genuine participation in addressing the structural causes of conflict and the entrenched schemes of inequality. Transformative even-handedness, in contrast, is a new concept that has, yet, been subjected to little empirical research and practice (Riffler, 2017:1-29).

Food insecurity affects about half of Khayelitsha's families, in terms of which there is much inequality. A crime describes specific behaviours under specific conditions, the performance of which is sanctioned (Kadish, 2017).

According to Manaliyo (2016), anti-crime organisations have embraced community participation in crime prevention as a remedy for crime-related problems. This tactic rose to prominence after governments recognised that law enforcement alone could not reduce the amount of crime committed without the involvement of the communities concerned. The study used the qualitative method, with the contributors including ordinary citizens and representatives of anti-crime organisations operating in Khayelitsha, to examine the obstacles to community participation in one of Cape Town's townships. The key findings show that Khayelitsha residents watch the streets at night as part of a neighbourhood watch project and that, by reporting actual crimes to the police or providing police with information on prospective crimes, the same civic patrol aids in reducing the number of potential criminal activities.

Citizens living in slums, informal settlements and housing estates play a lesser-known and supportive role in preventing violence and promoting peaceful relations. In the urban context, violence is frequently used to gain access to scarce assets (like employment) and political power and to enforce prejudiced social norms, like gender, age, race, religion, and ethnicity. Although gender-based violence may be the starting point for the discussion of activism, their life stories show how different types of violence (including intimate, criminal, public, political, and state-sponsored) are interconnected. Their stories demonstrate how different types of violence are interconnected in the context of urban violence and how they cannot be considered in isolation from one another (Reina *et al.*, 2014: 593-615).

The government has been made the scapegoat for crime in South Africa, which continues to destroy many people's lives and property. To ensure that every South African lives in a secure environment, security must be controlled and maintained by the government, specifically by the criminal justice system. However, the South African government continues to view official sanctions as the main deterrent to crime and other abnormal behaviour, although they have proved ineffective. Instead, some components of the criminal justice system are claimed to be both ineffectual and inefficient (Faull, 2011:24). Many crimes go unsolved because the criminals concerned are generally not apprehended, and those who are regularly freed on bail without being charged. In addition, owing to delays in the criminal courts and a lack of confidence in the criminal justice system, many crime victims withdraw their claims before their case goes to trial (Manaliyo & Muzindutsi, 2013: 121).

Spatial regression analysis shows that unemployment rates significantly impact prevailing crime rates, the effect of which is stronger than the effect of income levels. Prior research has shown that several deprivation indicators positively impact crime rates at the community level. While it has a negative effect on violent crime, income inequality has a considerable favourable impact on property crime rates. Crime is heavily concentrated in the informal settlements, to which Khayelitsha is no exception (Winter *et al.*, 2021:385-401).

The South African Police Services (SAPS) has released the latest crime statistics, which cover the third quarter of the fiscal year 2021/22, from October to December 2021. The total number of reported crimes in the region of Khayelitsha decreased by 3.3 per cent during the period, reflecting both the number of reported crimes and a decrease in the number of crimes detected through police activity. Although the number of contact criminalities, including the commission of assault and sexual offences, has decreased overall, the number of violent crimes, like manslaughter and attempted murder, has amplified. In the three months concerned, South Africa recorded 6859 murders, up from 6279 in the previous year (indicating an increase of 9.2 per cent). The SAPS is investigating 5645 murders, which is a 3.5 per cent increase (Maluleke, 2022:155-169).

3.3.3 Violence

Violence is a significant factor contributing to morbidity and mortality in the Western Cape Province of South Africa. Recent international and regional initiatives have concentrated on leveraging emergency room monitoring systems to gather information on violent injuries and to use the information to inform comprehensive, long-term solutions like urban redevelopment. The urban upgrading intrusions tried to employ environmental design to ameliorate the socio-ecological aspects of violence, using criminological ideas. To describe the pattern of violent injuries reported to medical facilities in the communities of Khayelitsha and Nyanga and to be able to evaluate the effect of the violence prevention through urban upgrading programme on the risk of violent nonfatal injury in the two areas, the current study used injury surveillance data (Trupe, 2016:8).

Cape Town and Rio de Janeiro are part of Canada's International Development Research Centre's Safe and Inclusive Cities programme. Research teams from Latin America, the Caribbean, South Asia, and sub-Saharan Africa will strive to bridge knowledge gaps in our comprehension of the relationship between violence, inequality, and poverty, as well as to assess the efficacy of violence prevention measures (Bethell *et al.*, 2014: 2106-2115).

Notwithstanding advances in fighting crime since the collapse of the apartheid regime in 1994, in South Africa, the perpetration of violent acts continues to destroy the life and prosperity of many. Despite South Africa applying various crime deterrence strategies, the country's crime problem persists, particularly in poor communities and towns. For example, Khayelitsha remains a violent neighbourhood in the Western Cape, with a murder rate that exceeds the national average (Barolsky, 2014). In response, dense social networks and organisational forms are used to overcome violence, unfairness, and poverty.

Peace is a spatio-social and sequential experience influenced by positionality and privilege. Racism, sexism, classism, ableism, transphobia, homophobia, and ageism, among other forms of coercion, often make "peaceful" spaces inherently violent. The violence of space, as a means of maintaining spatial and social inequalities, worsens the issue of displacement and reinforces the persistence of violence in townships and informal settlements, and in the sequential and physical spaces of violence, in Cape Town, South Africa (Forde, 2022:102529).

3.3.4 Youth gangs

The residents of Khayelitsha have reported a dramatic increase in the amount of criminal violence in the township since the end of formal apartheid. Both international and national explanations exist for this rise in the overall levels of crime, including neoliberal capitalism's conditions of a high rate of youth joblessness, economic inequality, and a culture of ingesting; the brutal sophistication of underground economies; and the unsuccessful promises of the liberation movement turned government. An explanation can also be found in Cape Town's urban context, including the expansion of squatter settlements in Khayelitsha, the amount of pressure that is placed on households, involving the increasing family populations with high rates of dependency, and the ongoing social and political tension that is created by the vastly different ways of life and potential-granting opportunities across the city (Jean-Claude, 2014:596).

South African children tend to grow up in a particularly dangerous environment; South Africa has a homicide percentage that is five times the worldwide average, of which male youth are the most common victims. A national pervasiveness study revealed that 30 per cent of South African youth living in major metropolitan areas had been targets of violent crime, and 60 per cent have witnessed intentional violence in their societies. The Western Cape has some of the highest rates of adolescent injury owing to interpersonal violence in the national context of high rates of youth victimisation (Kaminer *et al.*, 2013:112).

The extent of youth gang violence (YGV) is currently on the rise in South Africa, with the issue appearing to lead to increased concerns for personal safety and security in and around Khayelitsha schools. In 2014, the Khayelitsha Commission Report identified YGV and vigilantism as significant acute policing challenges. In addition, the growing involvement of high school students in gang activities has raised serious concerns about the impact of their involvement on their educational attainment and lives in general (Mguzulwa & Gxubane, 2019: 267-283).

Breetzke and Mosuwe (2022:801-819) state that two-thirds of crimes in Khayelitsha go unreported, numbers of crimes provided are generally unreliable. However, despite such inadequacies in reporting, Khayelitsha has the highest number of reported homicides, sexual assaults, severe physical injury cases and violent robberies in the nation. This is because first, Khayelitsha had the lowest police-to-population ratio in the Western Cape; second, the detective services there frequently failed to investigate the crimes occurring in the area either adequately or at all; and third, Khayelitsha faced two significant policing issues: youth gangs and community vigilantism (Pentecost, 2018:269-294).

According to Gillespie (2013:4-10), the level of everyday violence in Khayelitsha is exceptionally high, and residents have little faith that the formal criminal justice system will help to reduce it. Currently, a spike in youth violence in Khayelitsha has occurred because of the recent emergence of two groups, called the amaVura and the amaVatos that are violent youth groups which residents refer to as "gangs", despite the denial of Khayelitsha police of the development of such a phenomenon. The "gangs" have spawned many splinter groups that are active in many of Khayelitsha's schools, and many young men have been killed in violent clashes between rival organisations.

3.3.5 Unemployment

Some grey areas exist when it comes to the concept of unemployment. A person is unemployed when they are unemployed and actively searching for employment. Additionally, the idea of wanting a job must be understood in the light of proven facts regarding (1) the number of hours worked each day, (2) the prevailing wage rates, and (3) the individual's state of health. Therefore, the average number of hours worked each day must be assumed to be able to calculate the extent of unemployment. Even though the number of standard working hours varies, depending on the season involved, as it does in the construction industry, such an assumption must still be made (Pigou, 2013:3-10).

In South Africa, quantitative reports of unemployment have primarily dominated the literature, highlighting skill discrepancies, scholastic levels, and engineering

transformations. A sense of how the youth steer themselves through the labour marketplaces and why they may choose to abandon their job hunt is missing from such accounts. Income inequality is a macroeconomic issue that disproportionately affects women. Improving women's self-employment and income generation is an essential socioeconomic development consideration. Access to employment opportunities remains a barrier for many urban South Africans, impeding access to nutrition and the overall well-being of many households. Deficiency, food insecurity and undernourishment have become critical challenges in South African cities due to urbanisation trends (Webb, 2021: 372-388).

According to Watt *et al.* (2014:219-225), poverty and unemployment tend to prevail in Cape Town's townships. Despite unemployment being acknowledged as a significant issue for township residents, the psychological consequences of the phenomenon on individuals in the communities concerned are largely unknown. While young people constitute most of South Africa's population, their voices are frequently ignored concerning issues that disproportionately affect them.

High unemployment rates harm many, including the unemployed and the quality of life of their families; business proprietors, who need to hire and retain the best employees; and the public, who have to bear the financial burden concerned. Joblessness is also the root cause of a wide range of socioeconomic issues, which, together with crime, violence, poverty, and discrimination, pose a formidable social, economic, and policy challenge to the well-being of the country (Gottschalk, 2015:31-51).

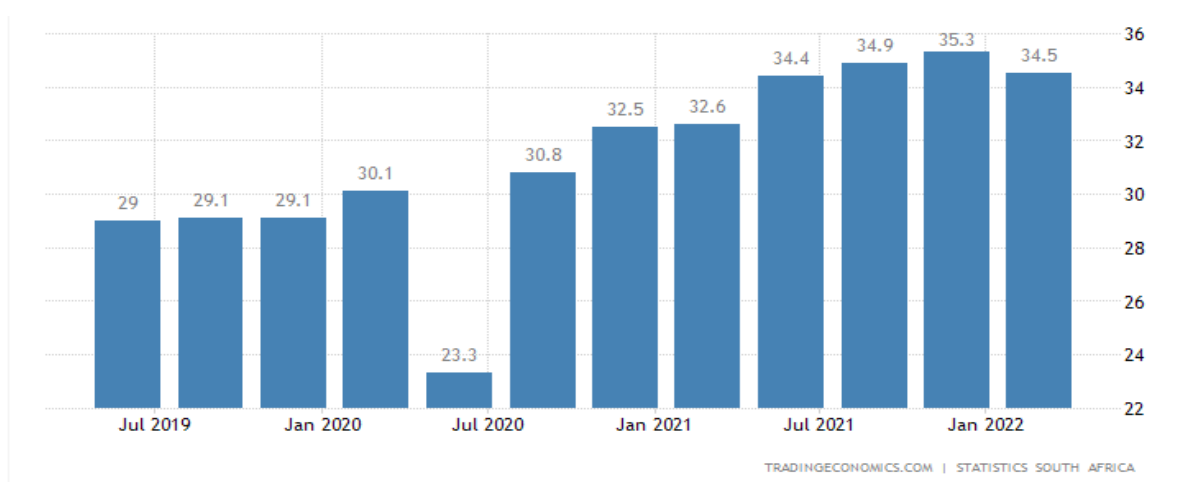
In South Africa, changing from an autocratic apartheid administration to a democracy ushered in a period of economic recovery. The recovery addressed the economic and social legacy of apartheid, including excessive poverty levels, income disparities and excessive unemployment rates that have affected mainly the black majority population. More than two decades have passed since the first democratic elections, but the unemployment rates are still high and a serious concern (Makaringe & Khobai, 2018:1-56).

Von Fintel (2018:81-102) analysed the former homelands system's role in the current regional wage gaps, poverty, and inequality in South Africa to understand the impact of apartheid's four-dimensional policies. The studies concerned allude to the fact that South Africa's poverty and inequality patterns are deeply rooted in the repressive institutions of the apartheid regime. However, the extent of joblessness at the heart of the twin problems remains. According Meagher, (2018:21-35) to South Africa's high unemployment rate is a result of the poor performance of the formal economy and the inability of the unemployed to access the unorganised labour market. The connections between South Africa's formal and informal sectors have rarely been studied; in other

words, scant consideration has been given to how employment incentives and possibilities in the informal sector have been impacted by the growth and structure of the formal sector. Furthermore, those studies that consider the connections between the formal and informal sectors frequently tend to concentrate on such tax measures as the broadening of the tax base or labour market interactions, like the defence of formal employment by trade unions (Di Paola & Pons-Vignon, 2013:628-638).

Unemployment Rate South Africa 2019-2022

South Africa's unemployment rate was at 32.9% in the third quarter of 2022, down from 33.9% in the prior period and below market estimates of 33.4%.his was the lowest jobless rate since Q1 of 2021, as the number of unemployed persons declined by 269 thousand to 7.725 million and employment rose by 204 thousand to 15.765 million. However, the labour force fell by 66 thousand to 23.491 million.



Calendar	GMT	Reference	Actual	Previous	Consensus	TEForecast
2022-03-29	09:30 AM	Q4	35.3%	34.9%		35.4%
2022-05-31	09:30 AM	Q1	34.5%	35.3%		35.7%
2022-08-24	09:30 AM	Q2		34.5%		35%

FIGURE 2.2: UNEMPLOYMENT RATES IN SOUTH AFRICA, 2019–2022

Source: Trading Economics.2022 <https://tradingeconomics.com/south-africa/unemployment-rates>

Unemployment in South Africa is so rife that it demands an explanation. Idleness is potentially a matter of grave concern regarding its effects on economic welfare, production, the erosion of human capital, social exclusion, crime, and social instability.

However, its potential cost depends on the nature of the phenomenon. Whether most of the unemployment in South Africa is forced or voluntary needs to be addressed. Any viable solution is likely to have significant moral and political ramifications. If the majority of unemployment is voluntary, the number of policy concerns about its treatment can be reduced. Internationally, interest groups and ideologues have adopted standard positions toward the problem, but in South Africa, the problem has not yet been adequately addressed (Steenkamp, 2015:54).

Joblessness is a worrying problem in most industrialised and developing nations. One of the most ongoing socioeconomic issues facing the South African government is the high unemployment rate in the country. Worldwide, 75 million young people are experiencing a crisis of unemployment, with the figure steadily increasing in all the major nations and Khayelitsha is no exception to the issues of unemployment. (Mojapelo, 2020:265-282.) High levels of youth joblessness are another issue requiring addressing through the adoption of various governmental approaches. Compared to December 2010, the employment rate for those between 18 and 24 fell by over 20 per cent (Jewkes *et al.*, 2010:23-31).

The distribution of youth unemployment across the nation's population is uneven. Numerous factors contribute to youth unemployment, but the main problem is that many young people lack the necessary knowledge and experience to find employment in the labour marketplace (Salami, 2013:18-26).

Under conditions of relatively full employment, the existence of poverty is associated mainly with low wages. However, when unemployment reaches the levels reached in South Africa, it can rival or supplant low wages as the primary cause of poverty, and the phenomenon then has important implications for policies intended to reduce its extent. Instead of concentrating on how to devise means to promote the income-generating capacities of those in low-wage occupations (in which, invariably, they tend to exhibit low levels of productivity), policymakers have to devote an increasing amount of attention to finding ways in which to ensure that a growing proportion of the working-age population can gainfully join the labour market (Cloete, 2015:513–525).

Accordingly, a situation in which asset poverty, of possibly quite significant dimensions, is transformed into a situation in which continuing asset poverty (and the relative income poverty to which it gives rise) is compounded through significant income poverty. The more unemployment is suffered by those lacking the assets required to generate sustainable incomes; the fewer policies are designed to enhance the income-generating capacity of the poor to cope with income poverty. The rate of joblessness in South Africa, which has been fluctuating over the past few years, is one of the most urgent issues affecting the national economy. The South African government should thus refocus its

spending on initiatives that both overtly and covertly support the creation of decent jobs and employment. Additionally, the government should prioritise the development of labour-intensive industries and create a supportive environment and flexible labour market policies (Banda *et al.*, 2016:246-255).

In Cape Town November 13, 2020 Three buses, a truck and private vehicle were set alight on Thursday in Makhaza, Khayelitsha, along Baden Powell Drive, while several roads were blocked with burning tyres in a protest action over service delivery.

The unrest left some matric learners unable to get to their exam venues on time as protests erupted around the N2, causing heavy congestion.



2.3 Informal settlement residents closed Old Faure Road between Spine Road and Mew Way with burning tyres during a protest for services. November 13, 2020

Source: african new agency/ayanda ndamase.

In recent decades, the South African economy has seen an increase in workforce participation but not job creation. Reducing the prevailing underemployment and high poverty rates (28 per cent) is currently the nation's leading economic and social issue. Currently, 52 per cent of African women live in poverty, which is exceptionally high. The unemployment rate for women of all ages is greater than it is for men, but it is exceptionally high for young people (between 15 and 24 years old), with the percentage being 54 per cent for young women and 45 per cent for young men. The fact that women care for more individuals than men on average, constituting 97 per cent of caregiver's eligible for the Child Support Grant, is one cause of the existing discrepancy in

unemployment rates. Khayelitsha is affected deeply by unemployment the youth is seeking unemployment grants and child support grant for survival. The positive effects of female labour force participation have been seen thanks to the Child Support Grant, which was created to increase the well-being of children and to pay for the fixed costs of employment for women (Nyberg, 2014:132-136).

3.4 Chapter Summary

Addressing inequality, poverty, and unemployment was central to the South African government's initiation and determination of the national minimum wage (NMW). However, the deliberation on joblessness is currently fragmented into at least three sub-discourses, macroeconomists, labour economists and poverty analysts. Such fragmentation feeds into the policy field. Applying sustainable and consistent remedies to unemployment and poverty will entail conducting an integrated analysis that covers the formal sector, the informal economy and survivalist actions (Fourie, 2012:1-9).

According to Super (2015:1-20), a significant income gap exists between Khayelitsha and the rest of Cape Town, with half of the households in the former being food insecure. Most of the population in Khayelitsha lives in overcrowded shack communities, obtains energy illegally, shares community water taps, and relies on inadequate sanitation (such as outside portable toilets). Despite the general poverty level, specific areas, like Lingeletu West, contain pockets of wealth.

The currently existing problems relating to the socioeconomic improvement of South Africa, as well as those that are associated with law enforcement, are related to many factors that have their roots in, as well as that have come about because of, subsequent reforms, crises, total economic changes, and other factors present, with the pandemic having a significant impact on the prevailing situation (Blustein *et al.*, 2017:195-208).

In Khayelitsha residents have linked drug use and crime with the situation of having no income, a lack of education and an inadequate number of positive activities, particularly among young people in the region. Young people allegedly perpetrate violent robberies and thefts to feed their drug habit. Some young men lack positive male role models and exhibit behaviours similar to those of well-known criminals. The youngsters, so-called "skollies", are held accountable for other local crimes and such collective actions as xenophobic violence, shoplifting and acts of damage against foreign-owned businesses. According to the research interview respondents, the extent of communal violence, particularly xenophobic violence, is mainly unforeseen, with such violence tending to occur spontaneously (Mlilo & Netshikulwe, 2017:49-61)

CHAPTER 4

SERVICE DELIVERY, CHALLENGES, STRIKES, CORRUPTION AND NEPOTISM

4.1 Introduction

Service delivery is a common phrase in South Africa used to describe the distribution of necessary resources citizens depend on like water, electricity, sanitation infrastructure, land, and housing. It is also defined as a municipal service that is necessary to ensure an acceptable and reasonable quality of life (Ndebele and Lavhelani, 2017).

The municipal government of apartheid South Africa offered its residents no amenities. Instead, it led to significant spatial and settlement distortions, economic inequalities, skewed urban economic logic and a massive infrastructure and service backlog. The apartheid white municipal government, which included elements of the Weberian model of bureaucracy, did not operate in this way. As a result, a pressing need for prompt service delivery existed when apartheid ended, and communities which had previously been excluded from the civil service were, once again, included in the governance of their affairs (Ntliziywana, 2017:3-15).

Over the last two decades, South Africa's self-governing development trajectory has been marked by citizen engagement as a means of helping to ensure the equal delivery of public services. More recently, democratised states, the majority of which have very varied and inequitably resourced populations, continue to prioritise equitable resource allocation. Universal citizenship relates the concept of individual equality to the demands, identities, and sense of citizens' actions between and within governments, influencing the design of more inclusive participation than was allowed in the past (Thompson *et al.*, 2017:276-290).

Over two spans after the birth of a new and democratic South Africa, the sense of euphoria that first greeted the new country's arrival has given way to mounting symptoms of dissatisfaction with the government's incapacity to offer the services expected by the majority of the population. Even while the post-1994 administration has performed substantially better than the pre-1994 administration, it still faces challenges like poverty, poor health care, severe housing shortages, declining educational standards and other problems.

South Africa has generated special laws and policies to update the nation's governance and administrative processes in the wake of multiparty democracy (Hoeyi & Makgari, 2021:2-8). The slow rate of care provision, the quality of services provided, and other issues have been blamed for the lack of skills. Even so, other elements, including corruption, nepotism, political interference in the day-to-day management and

administration of divisions by political doyennes like ministers and Members of the Executive Council, and the Weberian organisational structures of departments, among other factors, must also be considered when providing public services.

4.2 Service delivery

Manyaka *et al.* (2021:1) indicate that South Africa's post-apartheid state delegated several functions to the local government, which has close ties to the populace. The 1996 Constitution requires local governments to arrange for basic facilities to clear backlogs accumulated during years of detached growth (RSA,1996). As a result, steps like implementing the Integrated Development Plan (IDP) have been taken to enhance the local municipality's provision of such services. However, it has been evident that it has remained extremely challenging to provide the local governments throughout South Africa with such utilities as clean water, adequate sanitation, electricity, and medical services. Most local governments appear to have adopted the IDP as a standard operating procedure rather than as an enabling tool and procedure (Madzivhandila & Asha, 2012:2-5).

According to Ngcamu (2019:10), turbulence has plagued the ANC-led South African government, manifesting itself in a wave of protests that are worsening at the local level, where issues with service delivery are of great strategic importance. Economic cutbacks, the pressures of a recession and rising unemployment have all been connected to an upsurge in the number of service delivery protests. The claims above could result from complaints by unemployed citizens regarding inadequate employment opportunities, demands for additional jobs, or the expression of displeasure with how contracts and positions are generally. Although disgruntled citizens may have a valid basis for being dissatisfied. In those areas where they are most vulnerable, especially in municipalities in the peri-urban areas, the ongoing service delivery demonstrations can be perceived as a futile strategy.

For many South Africans, who were crying out for survival during the apartheid era, the arrival of egalitarianism brought hope for value-added household life and improved service delivery. However, after 21 years of so-called "equality", the government appears to be struggling to match its service delivery efforts with voters' expectations, despite it having set in place policies, frameworks, and regulations to facilitate successful service delivery to its citizens (Sithole & Mathonsi, 2015:5). The idea of municipal service distribution protests continues to trigger controversy among policymakers, civil society and practitioners and scholars of Public Administration (PA) in South Africa. Unemployment, poverty, corruption, and poor governance are some issues that have sparked protests over municipal service delivery. In addition, municipal service transfer

demonstrations have adverse repercussions for socio-economic development programmes, a source of concern.

Grants from the national government have been insufficient to alleviate the existing service delivery backlogs. The supply of insufficient municipal resources hampers municipal infrastructure delivery. A holistic approach to development planning, based on a service delivery model and a well-structured planning and execution strategy, is required for towns to fulfil their mandate. Municipal services have shown themselves not to be viable in the long term, and municipal projects fail to address the issue of service delivery (Murwirapachena & Sibanda, 2014:553-560). Since the proposed action was recognised under the South African Constitution, strikes have become frequent in the country. In South Africa, multi-causal riots can have widespread and sometimes devastating results.

Researchers have yet to thoroughly examine such aspects of workers' agency as the connections between working-class politics and the local communities, the interconnectedness of global economic networks and working-class movements, and the geographical scope of workers' organisations (Lin, 2013). Despite the importance of such factors in terms of the subtle workings of mass strikes, their study has been virtually absent from labour geography debates. For example, Rosa Luxemburg's foundational examination of raids in Russia showed the rapid territorial expansion of such actions in the absence of central organisation. Recent mass strikes in emerging economies have exhibited similar characteristics (Nowak, 2016:2-10).

Although the South African Truth and Reconciliation Commission (TRC) benefits have come to be widely accepted, the growing critical debate highlights the Commission's metanarrative approach's limitations in "mastering" apartheid's cultural trauma. However, the problem of a dominant narrative is that it creates a unilateral discourse with defined characters, activities, and places, excluding everything that departs from the narrative "mastering" the trauma. The TRC's master narrative's unique device is understanding, reconciliation and transparency. The nation's advancement, presented as the narrative's most crucial meta-action, reveals a deep yearning for forgetting and a fundamental break with the past (De Smet *et al.*, 2015: 222-241).

Civil officials are regularly accused of not offering high-quality services even with sufficient means and technological know-how. The digital gap, human resource management and infrastructural development have been cited as the main problems in the above respect. The unwarranted influence of intermediaries and syndicates set up by some covert parties hinders government service delivery. Incorporating too many levels in the decision-making process, delivering assistance that is more process-oriented than result-oriented, failing to hold individual officials accountable, and not

delegating the required authority to officials are all issues requiring remedy (Giri & Shakya, 2019:9-12)

In the legal sense, violence (with, but not limited to, "armed conflict"), shortage, environmental catastrophes and weak governance characterise complex security situations. The violence that directly affects health service delivery in complex scenarios includes assaults on others (like doctors, nurses, administrators, security guards, ambulance drivers and translators), obstructions (such as ambulances being stopped at checkpoints), discrimination (such as staff being pressured to attend to one patient instead of another), and attacks on and misappropriation of health facilities and property (such as vandalism and theft, including that of ambulances by armed grunts) (Foghammar, 2016:6). An investigation is needed into the complexities entailed in the context, scale and character of the violence involved in directly disrupting the efficiency of service delivery in various situations. In addition, the need exists to explore how such constraints hinder researchers' ability to assess the determinants and influence of violence, focusing on data gathering.

Numerous local authorities have experienced adverse consequences due to poor service delivery. In the past, violent protests over poor service delivery have caused property damage (Ndebele & Lavhelani, 2017:340-356). Municipalities are responsible for promoting social and economic development, which can be accomplished by ensuring that they provide goods and services to suit the socio-economic needs of municipal communities. Local Government: Municipal Systems Act 32 of 2000 a municipality's progressive responsibilities; these include how to structure and manage its administration, budgeting, and planning procedures, to be able to prioritise basic requirements of the local community and to be able to endorse both social and economic expansion (Mathebula & Chauke, 2019:1-9).

According to Moriarty *et al.* (2013:329), several significant difficulties with the prevailing method of rural aquatic supply in developing nations, especially in terms of civic management using a demand–response strategy, lie behind front-page accomplishments in terms of giving first-time access to water. Poor service provider performance, high rates of hardware botching, and deficient service levels are all symptoms of such problems. The professionalisation of communal organisation and direct support of community service providers are among the most important solutions. So is the adoption of a broader range of service transfer models than mere community management alone, and the addressing of the long-term financing of all expenses, with a focus on capital preservation (asset management) and direct support costs.

4.2.1 Service delivery protests

To Rossouw (2012:133-143), protest action means the partial or complete concerted refusal to work, or the retardation or obstruction of work, to promote or defend the socio-economic interests of workers, or to act against any form of severe disruption of the work of employees, including harassment, assault, or victimisation from any source. When offensive strikes draw the attention of the state, capitalists and society, the complexity of the meaning and ramifications of strikes typically comes to the fore. There is a wide range of interpretations regarding how events developed and the impact of the strikes. Strikes are a vital manifestation of the class struggle over national income distribution and labour relations reform. When offensive strikes occur, they place tremendous pressure on the social system, leading to structural changes like reorganising industrial relations and economic and political systems. A "turning point" is a term used to describe such events (Cottle, 2017:17).

According to Masiya *et al.* (2019:23), many developing countries face service delivery challenges, with widespread protests resulting from such challenges. Accordingly, service delivery protests have become increasingly violent in various South African regions over the past decades. While some academics contend that the protests can be linked to the inability of organisations to deliver enough essential services, others maintain that citizens' expectations of government performance include satisfaction. However, Africa has, so far at least, undergone little research into the factors influencing contentment.

Mamokhere (2021:79-96) states that service delivery protests have become a global issue due to service delivery backlogs worldwide. As a result, the nature of the service delivery demonstrations in South African municipalities and the influencing variables that lead to them were investigated. Protests are sparked by the following: a slow pace of service delivery, a high unemployment rate; the unethical behaviour of officials and politicians; unmet promises by the state; a lack of public engagement; and limited access to information. Investigating the underlying connection between the calibre of facilities provided by local governments and the prevalence of disturbances in South Africa, given the country's profusion of service delivery demonstrations, frequently seen in the media, is vital. Whether policymakers can exploit the relationship involved to reduce the number of ongoing protests is debatable (Mangai, 2017:7:10).

Since 2000, the frequency of uprisings has escalated in South Africa. While some assert that the rallies result from poor care provision, others contend that the issue is service quality. As a result, service delivery demonstrations have already become commonplace in South Africa. Some debate that the term "service delivery" is overly broad and that its meaning varies (Magwaza, 2018:3-13), pointing out that very high levels of popular

demonstrations in South African communities, often referred to as "service delivery" protests indicate a significant amount of social discontent. This is so, even if the protests do not, yet, indicate the emergence of a protest movement with shared norms, values, strategies and tactics or a transformational party-political agenda arising from the prevailing discontent.

Poor community inclusion and consultation, as well as municipal–citizen communication, institutional and legislative impediments, the inability of local governments to carry out projects and programmes; the statutory restrictions on providing public services effectively and efficiently; and political considerations, notably the most recent service delivery protests in South African towns, are commonly believed to be the main contributors to such protests. In addition, the failure of local authorities to provide necessary essential services to their communities; community grievances deriving from unfulfilled promises made by elected politicians during election campaigns; and worsening economic situations due to the current global recession are all contributory factors to the above situation (Shaidi, 2013:5-22).

4.2.2 Strikes and policies

The freedom to strike signifies a healthy democracy since it is based on a delicate balance between corporate power and labour rights. Although South Africa has a long history of strike action, there is yet slight empirical evidence of the cost of strikes to the local economy and no understanding of whether strikes follow or contradict business cycles. According to descriptive research, improvements in labour legislation have been linked to a reduction in the number of strikes. If workers believe that labour laws protect them, they will be less inclined to strike or to turn to request assistance from their unions. Since the promulgation of such legislation, South African labour policy has grown in complexity and breadth. The result has been a decrease in the number of strikes and the proportion of unionised workers (DST-NRF-Mandela Initiative: 8–9 May 2017).



FIGURE 3.1: SYSTEMIC APPROACH TO SERVICE DELIVERY PROTESTS IN SOUTH AFRICA

Source: SA News, 7 November 2018.

Even though strikes harm the economy, participating in them is a fundamental right in South Africa. Section 23 of the South African Constitution was enacted to accommodate the freedom to strike. Furthermore, the LRA was created to ensure that all employees can exercise the right to strike. For a strike to occur, workers must collectively refuse to work (Mthembu, 2018:8-17). Furthermore, the matter must be something in which both the employer and the employees have an interest. The Constitution provides extensive protection to workers who wish to participate in a strike, although the LRA is limited in this regard (concerning employees). Furthermore, the LRA establishes standards that must be adhered to for a protected strike and for the participating employees to be safeguarded from dismissal (Mthembu, 2022:22).

Strikes have been used as a bargaining technique by workers to advance their interests as far back as the industrial revolution during the late 18th and early 19th centuries. They were born out of a desire to level the playing field between employees and employers. Employers have traditionally utilised their financial weight to achieve their objectives, whereas the strength of workers is derived from their collective solidarity. The strike is designed to halt the employer's operations until the demands of the employees are met. Workers are aware that their employers rely on them for output and that going on strike will result in a slowdown or halt in production, hurting the company concerned. As a result, the employer-employee relationship is one of interdependence: employees tend to rely on their employers for a living, while employers tend to rely on their employees for their labour (Mbona, 2014:23-70).

The 1995 LRA was amended to increase the efficiency of selecting which vital services should be protected, given the ban on strikes in essential services, particularly in health

services. The change occurred due to a lengthy legal battle in which Eskom (the energy utility) refused to sign a basic service agreement. The South African Supreme Court of Appeal finally decided Eskom Holdings vs the National Union of Mineworkers. As a result, the Constitution is given effect by the 1995 LRA, which imposes constraints on the right to strike for employees performing critical services (Gathongo & Ndimurwimo, 2020:1-25).

The report proposes that municipalities fund capital projects appropriately and implement the following monitoring and evaluation system to alleviate the state of inadequate service delivery and protests. Furthermore, systems should be in place to detect and remedy corrupt practices. Community appreciation of local government activities and community participation in service delivery requires increasing. Breakfast *et al.* (2021:56) declare that, in democratic South Africa, the ANC-led government has committed to constructing a "developmental state". Now, 25 years since apartheid ended, a democratic South Africa is still consumed in flames due to massive violent service delivery protests, mainly in the local municipalities.

In South Africa, frequent, protracted, and violent protests are thought to signify that the nation's collective bargaining system needs repair. A mandatory strike ballot and interest arbitration were two changes proposed in 2012 to the Labour Relations Act No. 66 of 1995 (LRA) that aimed to prevent high strike levels and inappropriate behaviour during strikes (Cilliers & Aucoin, 2016:1-24). Owing to resistance from the trade union organisation Cosatu, the suggestions concerned were not incorporated into the modified LRA's final draft. Mfusi (2019:6-10) states that replacement labour should be prohibited in South Africa, in line with the constitutional guarantee of the right to strike and the undeniable evidence that such labour exacerbates strike-related violence.

According to Pozen (2018:100-165), the risk associated with demonstrations is not heavily regulated by the LRA, meaning that the associated legislation has responded inadequately to the pervasive problem. In South Africa, picket line misconduct and strike-related violence are common. The problem of how to restrict the constitutional right to strike without infringing it is one with which the legislative and judicial branches must grapple. In numerous cases involving violent strikes, judges have remarked that strike brutality is unavoidable and will only interfere when the employees exceed a specific threshold for violence that justifies such involvement (Waas, 2012:1-88). All countries have various protest laws in place. Notably, the context is far more significant than just the law on strikes. Since collective bargaining is the main focus of strikes, the attitudes of different national systems on the topic unavoidably affect how strikes are rated within each country.

The hardship currently encountered by the courts is seen as a result of the shortcomings of the LRA. The burden falls on the courts to develop or enlarge the law in this area by setting a precedent. Although eradicating the scourge of violent riots may not be possible soon, the current study highlights some factors that should be considered to lessen the occurrence of brutality during collective bargaining. The present study's starting point is a critical examination of the legal reasons behind the violent reactions of South Africans using their right to strike and picket. The macroeconomic gap that has emerged between members of the previously disadvantaged groups and white people since the apartheid era, the tradition of using violence in protests that first arose in that era, trade union rivalry, and the deficiencies of the LRA, which are mentioned in greater detail below, are the leading causes of the violence that occurs during industrial actions (Mloyi, 2018:1-5).

4.2.3 Strikes and violence

Strikes in the South African mining industry have sparked debate at home and abroad, as they have harmed investor confidence. Shares in platinum mines have been sold, and disinvestment from South African platinum mines has occurred internationally. Disturbances in the South African mining sector have undermined investor confidence at home and abroad. The predicament has damaged South Africa's reputation, despite the country being known for providing 80 per cent of the world's platinum. The whole situation has had a significant economic impact on South Africa's exports, which should have been capable of generating a high employment rate and an improved infrastructure (Chabalala, 2014:4-10). The theory of the moral economy provides a valuable beginning point from which to seek to make sense of strike action, particularly in understanding the significantly higher level of militancy among black colliers than among other South African mine workers (Tangwe & Tanga, 2019:467-475).

According to Allan and Heese (2011:93-114), "the sense of relative deprivation, and inequality within an urban context, is key to understanding why protests take place". Local government is where much political patronage has occurred, with disastrous results, particularly for service delivery. The right to protest is deep-rooted in South Africa, with strikes essentially being an arsenal in the employees' weaponry of collective bargaining used against the traditionally much more powerful employer. According to Soyapi and Kotzé (2016:393-415), engaging in a strike manifests an attempt to balance the scales of power between the employer and the employee; allowing employees to withhold labour from their employer, which negatively impacts the employer's output and, ultimately, on their profits. Illegitimate violence has come in many forms, including physically assaulting management staff and non-striking employees, vandalising and trashing property, blockading businesses, and intimidation. An instance of such

illegitimate violence is the Marikana Massacre, in which 34 mineworkers were killed, 78 were wounded, and over 250 people were arrested.

South Africa has a significant issue with the amount of violence during the strike; over time, increasingly disturbing information has emerged about the occurrence of violent attacks. Violent strikes have disrupted the economy and investment and caused turmoil in the workplace. In South Africa, the perpetration of violence during strikes has become a significant issue. As a result, violent attacks have become increasingly common and of concern. The economy and investment are impacted negatively by violent conflicts. Additionally, violent strikes cause havoc in the workplace, disrupting operations and endangering property, human life, and employment security. The current dissertation examines the laws governing strikes, claiming that peaceful strike action is supported by the Constitution (Jainarain, 2020:4-18).



FIGURE 3.2: LOOTERS OUTSIDE SHOPPING CENTRE ALONGSIDE BURNING BARRICADE IN DURBAN ANDRE SWART ,2021.

Source: Swart:2021

Class and race are significant factors in the hierarchical gender arrangement, with the working class, the poor and unemployed black men often relegated to the lower end of the hierarchy. In South Africa, the apartheid regime created a race-based class system that placed many black men in such a position (Sikweyiya & Nkosi, 2017). As a result, political and social change in South Africa has been crucially shaped by large-scale strikes that have often taken violent forms. Despite South Africa establishing a constitutional democracy in 1994 – and a new vision of industrial relations – violence has

become so entangled in institutional life that South Africa can be described as a violent democracy (Von Holdt, 2013:589-604). The trajectory involved culminated in the massacre of 34 union miners at Marikana in August 2012 by heavily armed police.

Whether workplace disputes can be settled without violence is debatable. Such a settlement would necessitate the ability of the unions to recognise and employ the four facets of union power effectively: structural, institutional, associational, and societal. Power supplies may not be capable of being used, or they may be strategically useless without such capabilities. Associational and institutional power are no longer linked in post-apartheid South Africa. The institutions established by the new labour regime have lost touch with the organisations that founded them, where, previously, there would have been a crucial relationship between the two (Webster, 2017:8).

The subject of disruptive and protracted strikes has long been a part of South Africa's industrial relations. Although violent strikes have had an impact throughout the Republic, no systems have yet been put in place to stop them. Strikes that are violent and that last a long time can have a devastating impact on the economy and harm non-striking workers and members of the community. Mle (2012:291-298) states that strikes can also worsen the effects of poverty because employers are likely to fire workers if a prolonged lack of production prevents their companies from making a profit. Some employers are reputed to have lost billions of rands owing to protracted and violent strikes that have taken place in the mining industry, where they frequently occur.

Various amendments of the LRA have brought about certain modifications to its prescriptions, which, however, have proved, so far, to be inadequate. The situation might improve if interest arbitration can be incorporated into the LRA since the employers and the unions concerned will then be required to settle their dispute(s) quickly. Furthermore, a strike should only be permitted to take place if it is legal and if it does not include violence. Additionally, the Labour Court should have the authority to step in when violence has broken out and compel the parties concerned to subject themselves to arbitration (Tenza, 2020:519-537).

Over the past few years, workers have attempted to heighten the impact of their strikes by using various tactics during industrial action, with the tactics concerned coming to harm the life and property of others. Unfortunately, the South African negotiation system appears to be contributing to the eruption and amplification of such disturbances. A few factors support such an opinion. Such issues include the absence of a ballot requirement from the South African negotiating system, the employment of substitute workers when there is a strike, and the system's inability to control protracted strikes that result in violence and devastation to the economy (Tenza, 2016:106-120).

According to Accornero and Ramos (2015:491-515), in recent years, waves of strikes have also occurred in emerging economies, having a considerable impact on both the economy and the culture involved. In many instances, they closely resemble traditional industrial action since they involve conflicts with private companies and pursue improving pay and working conditions. Nevertheless, they have significant political ramifications because they deal with the labour relations and dominance structures of the relevant countries concerned.

4.2.4 Corruption

Corruption threatens the livelihood of all by crippling service provision, undermining economic development and eroding the lawfulness and proper functioning of the state. The perpetuation of corruption and other unethical conduct, like nepotism, by public servants and political office bearers, has been a driving factor toward the conducting of service delivery protests, which, in many cases, has led to community members protesting for better and more efficient service delivery (Mamokhere, 2019:1-15).

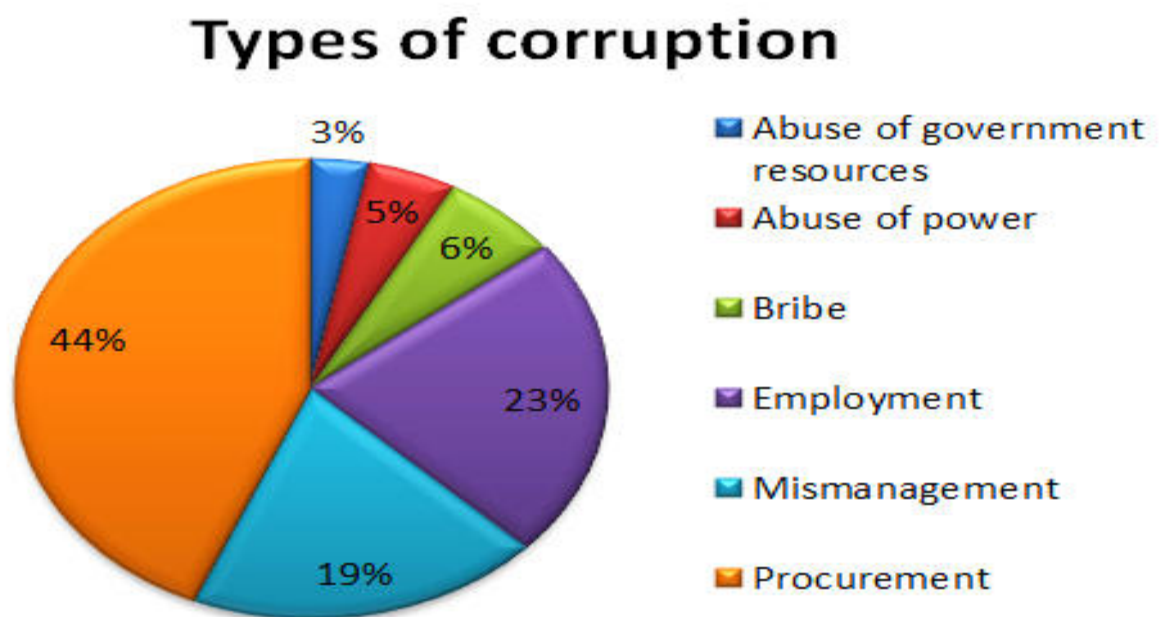


FIGURE 3.3: THE DIFFERENT TYPES OF CORRUPTION

Source: Corruption Watch, 2014 <https://www.corruptionwatch.org.za/corruption-fuels-poor-service-delivery/>

The impact of cadre deployment on service delivery can be regarded as a challenge facing the three spheres of government. Then President Jacob Zuma as urging for "a new public sector cadre". Owing to limitations or reluctance, some people in positions of

authority fail to address the issues pertinent to those they are supposed to help. When individuals are shown to be incapable of fulfilling the responsibilities assigned to them, quick action is required either to capacitate such individuals or to replace them with others who are more capable (Magomane, 2012:1-11).

Within the same context, Reddy (2016:1-8) cites several examples of what has happened regarding senior local government appointments over the years. The election and appointment of municipal functionaries, based on political patronage and nepotism, who are not adequately qualified for the posts, constrains local government's efficient and effective performance. For instance, A may be a geography teacher named a particular municipality's top financial officer; B may be a school principal who was fired for committing fraud; and C, who lacked any technical expertise, was recruited as technical manager when the provincial premier intervened

Many African nations, notably those in Southern Africa, face numerous obstacles, like corruption, fraud, and financial theft in this new democratic era. The Eastern Cape Province is cited as being the main offender engaged in corrupt activities, with municipalities being seen as the most afflicted institutions in this regard. According to the investigation, numerous contributory reasons exist, but the one that affects most towns the worst is capacity because they have relatively few staff members and relatively less space. Municipal officials, council members and the general public are the main offenders when it comes to problems relating to corruption in municipalities (Basheka & Mubangizi, 2012:636).

In order more effectively to undertake staff disciplinary actions involving charges of corruption, municipalities must overcome several obstacles. Bünger (2012:233-407) indicates that several reasons exist, including the complicated and fragmented nature of the statute, the short 90-day time limit for complex cases, the unwillingness mentioned above of whistle-blowers to testify, and potential weaknesses in the municipality's internal investigation capabilities. There are even concerns that foreign private-sector investigators frequently lack the necessary skills to pursue a case successfully. As a result, the most successful outcomes in municipalities' disciplinary processes are those based on the municipality's internal control systems. Naturally, such success depends on how well their internal controls work.

In South Africa, following the end of the colonial regime, corruption is still a significant problem and barrier to rural development. Daily, numerous public officials are alleged to have been involved in corruption scandals in rural South Africa, soliciting and taking bribes from ordinary people who desperately need such government benefits as employment possibilities. According to Bracking (2018:169-183), the benefits of democracy seem, however, to be enjoyed only by the so-called politically connected and

economically powerful people who tend always to be prioritised by corrupt public officials, thus pauperising the vast majority of the rural population who are economically disadvantaged and who usually find it very difficult to survive within the ambit of a corrupt system. Moreover, millions of rands in state funds designated for rural development have been embezzled by corrupt public officials in executing their public duties (Koelble, 2017:281-300).

Many municipalities in South Africa have been severely criticised for their underutilisation, which affects how well they can serve the public. Large sums of state money have disappeared without being identified, and public resources have been used for personal gain, making fraud and corruption in the local government and general public sector a major obstacle to good governance in the public sector. Mamokhere (2020:e2049) notes that municipal corruption in South Africa is a significant issue, especially in the province of Limpopo. Politicians and administrators are both thought to be dishonest. Corruption is particularly pervasive in municipalities hiring workers and awarding contracts (Chipkin, 2013:211-231).

4.2.5 Nepotism

Considering the mass demonstrations that have taken place against their role in society and particularly against their predominance in local government institutions, nepotism and cronyism are rising. In the Republic of South Africa, nepotism and cronyism are connected to corruption; they are seriously viewed as the reason for hiring inadequate personnel for important strategic posts and poor service fulfilment (Dlomo-Nwankwo, 2017:3-8).

Exhibiting favouritism toward family, typically in job offers, is considered nepotism. In the public sector, it is viewed as a particularly corrosive problem since it goes against the public interest. Citizens typically anticipate that public personnel should deserve their jobs and be hired based on merit. Nepotism can lead to state exploitation because it shatters the relationship between employment and meritocracy; in other words, nepotism negatively impacts society since it can lead to the theft of public funds or unfair competition for jobs (Ragauskas & Valeškaitė, 2020:178).

According to Daskin and Tezer (2012), nepotism occurs in a company when an authority figure utilises their role to favour certain people based on personal ties. Examples of nepotism are when managers or executives abuse their authority by choosing to hire or advance a family member or friend over a more qualified applicant or by giving individual staff preferential treatment when conducting daily business (choosing appealing projects, overlooking, or tolerating subpar performance, or allocating uneven workloads).

Nepotism in the workforce, which carries much negative stigma, is an example of unfair business practice. Companies may suffer severe repercussions if personal relationships are allowed to influence their judgement call. When staff is underqualified and management no longer evaluates employees strictly on merit, organisational performance is often lowered, and the work culture is negatively impacted. The entire output of an organisation is decreased when employees execute tasks beyond their competency levels. Limiting opportunities for skilled professionals boosts staff churn and causes a talent drain. The morale of the workforce as a whole is lowered when specific individuals receive special treatment (Weeks *et al.*, 2017:20).

As provided for in terms of the National Security Strategy of the Republic of Lithuania, the prevalence of corruption in the public sector, the economy and the business of the country can: (1) undermine the legitimate interests of individuals and the state; (2) compromise the rule of law; (3) reduce the extent of citizens' faith in the values of democracy and democratic government institutions, and (4) reduce the attractiveness of the state to foreign investors. Contemporary research shows that corruption consists of very different forms, including nepotism, bribery, embezzlement, influence peddling, and the abuse of power. In addition, corruption manifests itself both in private businesses and public sector organisations, as well as in political organisations and public administrations (Bekesiene *et al.*, 2021:1536).

According to Hasnan *et al.* (2013:1-27), corruption is a standard indicator of ineffective governance in most developing nations. For example, the Greater Tzaneen Local Municipality, according to Mabeba, (2021:165-169), was, at the time of past studies, challenged with corrupt practices and immoral behaviours, including a lack of accountability by public employees. Additionally, the Greater Tzaneen Local Municipality had not adhered to proper supply chain management standards or procedures when ordering products and services; erroneous tenders worth over R40 million were discovered.

Morudu (2017, 2-15) found that the emergence of the democratic state in South Africa gave the underprivileged groups in the country a chance for a better existence that had previously been denied to them for more than four centuries. The previously disadvantaged groups anticipated that the new administration would implement improved socio-economic conditions at the local level, including eradicating poverty, providing affordable housing, developing additional jobs, enhanced access to healthcare and education, and an overall improvement in their quality of life. Instead, poor socio-economic conditions persist locally, despite local municipalities' attempts to address the concerns of communities across the nation. In most local governments across the nation, South Africa is seeing an unprecedented number of service delivery protests and

demonstrations two decades after the end of the apartheid governance system and the beginning of the new democratic era.

4.3 Chapter Summary

Despite considerable resource allocation increases, the inability of good governance and the provision of good services in many developing nations are becoming increasingly evident. Factors related to politics and governance might provide at least some reasons for such an inability (Marshall & Farahbakhsh, 2013:988-1003). General acknowledgement exists that South African towns face significant difficulties in providing services and insufficient capacity for masterminding social development initiatives. Despite having a middle-class economy, half of South Africa's population lacks access to enough food, water, energy, shelter, health care and education (Mattes, 2015:665-692). The difficulties that towns face, such as segregation, institutional flaws, backlogs in service delivery, and a lack of funding, must be overcome

The provision of public facilities in democratic South Africa, particularly at the local government level, has been marked by expensive mass protests and confrontations by poor local communities. Such communities express their resentment and frustration regarding their local municipality's failure to provide such essential services as an adequate water supply, decent housing, electricity, education, sanitation, health, and employment (Mashamaite, 2014:231).

Sharam and Mesfin (2011:436) point out that the phenomenon of participating in violent protests poor service delivery has become systemic over the past several years, with the Institute for Security Studies (2011) reporting one of the highest rates of public demonstration protests in the world. Numerous concerns regarding the situation have been recorded, with many public demonstrations categorised as "service delivery protests" against the local authorities (Alexander, 2010:25-40). Such a form of protest is regarded as a socio-economic phenomenon driven by extreme poverty and inequality, and the protests have become increasingly violent. Between 2004 and 2016, a dramatic acceleration of local government protests occurred in South Africa, with, in the six months between January and June 2009, a total of 26 service delivery protests were recorded in the country (Estanque *et al.*, 2013:31)

CHAPTER 5

RESEARCH DESIGN AND METHODOLOGY

5.1 Introduction

The research procedure involves two closely connected but frequently misunderstood processes: the research design and methods. The research design specifies the study path and activities, making it clear what has to be done (Jowah, 2015:77). The design is a detailed outline of what will be done in the research. This contradicts the research methodology, which specifies how the study design tasks will be carried out.

The technique that researchers must follow to conduct their research is referred to as their methodology. It illustrates how the researchers formulate their issue and aim and offer conclusions based on the information gathered throughout the research. The final result of the study is likely to align with the study's purpose, as explained in this chapter on research design and techniques. As a result, this chapter discusses the research methodology used for the study (Bell & Waters, 2018:51). From the research strategy to the distribution of results, the chapter encompasses every facet of the study's research methodology: using questionnaires, determining the sample size, and gathering data.

Both qualitative and quantitative research methodologies are advised to achieve the study's objectives. The current study employed a variety of methodologies since the information was obtained during the study period from all areas of the data source. As a result, the methodology's purpose is to carry out the study strategy and objectives of the researcher (Sileyew, 2019:1-12).

The appropriate design is likely the most crucial decision a researcher makes after selecting a relevant study topic and formulating the appropriate research questions. Numerous techniques for creating study plans have already been covered in a wealth of literature. The availability of several techniques can be a valuable tool in creating a study design. In the field of new PA, the lack of clarity in the literature about the methods of study design, the research procedures and the research methodology in the social sciences is a source of uncertainty. The comparison analysis results in this study can help PA researchers, students, and practitioners choose the best research methodology for their research (Snyder, 2019:333).

A comparison study was conducted to evaluate variations in research design, viewpoints, and techniques to accomplish the research goal. The publications on research design by Earl R. Babbie, Elizabethan O'Sullivan and John W. Creswell were chosen as examples of the wide range of methodologies available in the PA literature. The analysis includes the research design definitions and steps, as well as the perspectives on research methodologies used for discovering resemblances and differences between the

approaches of researchers. The findings demonstrate that research design styles are both convergent and divergent, meaning that PA researchers and students should be familiar with various research design strategies before deciding which one to use for their research. An example scenario was provided in the PA literature to highlight the impact of various opinions on research design (Abutabenjeh & Jaradat, 2018:237-258).

5.2 Research Design

The research design aims to develop a framework for a study. In the research design process, selecting a research approach is essential since it determines how pertinent data for a study will be acquired; nonetheless, the research design process involves multiple interrelated considerations. The framework for the study should be developed using the research design. Although choosing a research approach is a crucial step in the research design process, it affects how relevant data for a study will be collected (Tobi & Kampen, 2018:1209).

This study applies the descriptive research approach. Descriptive research depicts an accurate profile of people, events, or circumstances. This strategy provides researchers with a profile of described relevant features of the phenomena of interest from the perspectives of individuals, organisations, and industries. As a result of their application of this research methodology, the researchers were able to collect data from a diverse group of people regarding the impact of service delivery. This aided in analysing the responses received in terms of how they affect the lives of the impoverished (Misangyi *et al.*, 2017:255).

5.3 Research Methodology

To fulfil the main research aims of this study, it combined primary and secondary sources with quantitative and qualitative methods. Qualitative data support the evaluation of quantitative data and its interpretations. The conclusion reached is triangulated because the researcher used qualitative and quantitative data types in the data analysis. The study space, the information sources and the sample designs are covered in this section (Fofana *et al.*, 2020:1-12)

5.3.1 Quantitative research

Quantitative research receives and examines numerical data to understand a phenomenon. Quantitative research is sometimes referred to as traditional, positivist, experimental or empirical research. Most quantitative information is given as numbers. The objective aspect of quantitative research, which relies heavily on statistical analysis, makes the particular phenomenon independent of the researcher's opinions. The reason for conducting quantitative research is that, on occasion, numbers can deliver knowledge that is more trustworthy than written words. According to a small number of

interpretations, statistical inference, huge, randomised sample sizes, and quantitative research methods are employed. By definition, quantitative research can be either descriptive or experimental. The key advantages and disadvantages of the quantitative method are discussed in the following sections. Four quantitative research designs exist: experimental, cause-comparative, correlational, and descriptive (Antwi & Hamza, 2015:217-225).

5.3.1.1 Positive quantitative research features

Some of the main strengths of quantitative research are covered below. As the data is based on random sample selection, quantitative study findings can be applied to a sizable population. The findings from quantitative research should be accurate and trustworthy since they are based on exact and quantitative data. It is possible to make quantitative predictions using the results of quantitative research. An extensive amount of data can be analysed via quantitative research. Such research is beneficial for studying a large population since it is independent and objective, and the data collection process is reasonably quick. Quantitative data analysis is simple, as reliable data is used, with statistical software affecting the speed with which the collected data can be processed.

5.3.1.2 Boundaries of quantitative research

Quantitative studies on such human issues as motivation and perception can yield mixed results. Data collecting for quantitative research is time-consuming and data cleaning is mainly required for descriptive research data analysis. Quantitative research necessitates the use of statistical tools and knowledge of statistics. This type of research is helpful with a large population, the researcher is self-employed and conducts impartial research.

In support of qualitative enquiry (Grimson, 2014:29-41), Albert Einstein stated: "Not everything that counts can be counted, and not everything that can be counted, counts." Vaismoradi *et al.* (2013) suggest that no uniform definition of qualitative research exists. The act of gathering and processing textual data to obtain insight into how people interpret a phenomenon, which is impossible with quantitative research, is known as qualitative research. The core purpose of qualitative research is to comprehend the influences on human behaviour. Understanding a social phenomenon is the goal of qualitative research, which is subjective. Constructivist, naturalistic, interpretative, post-positivist and postmodern are other terms used for qualitative research. The role of qualitative approaches in social research is ambiguous.

Qualitative data uses words, sounds and visuals. The sample size of the qualitative method is somewhat modest. Interaction between the researcher and the subject of the

study is necessary for data gathering. The qualitative technique uses text-based, extremely detailed, and information-rich data. Thematic analysis, grounded theory, discourse analysis and other techniques are used in qualitative data analysis. No one optimum method exists for analysing qualitative data; instead, it depends on the research topic, the necessity of the discoveries, the context of the study and the resources at hand. Phenomenology, ethnography, grounded theory, and case study are the four different forms of qualitative research designs. Interviews, focus groups, and observation are the three basic techniques for gathering qualitative data (Alase, 2017: 9-19).

5.3.1.3 Qualitative research advantages

Qualitative research offers complex textual representations of how people feel about a phenomenon. Sensitive subjects can be investigated using qualitative research. Qualitative research can be used to investigate contextual experiences and can offer insightful evidence and data. Qualitative research helps to comprehend a complex topic fully and can shed light on how people behave, think, and experience the world. Data in qualitative research is typically easy, accessible, and affordable to gather (Alase, 2017: 9-19).

5.3.1.4 Research limitations in qualitative methods

Owing to the lack of statistical testing, the qualitative research analysis is based on the meanings that the participants and the researchers involved convey, which may not apply to a large population. Additionally, the small and non-random nature of the qualitative research sample stops it from being a true representative of the population concerned. It is impossible to make quantitative predictions based on the results of qualitative research. The hypothesis cannot be tested via qualitative research. The findings made in a qualitative study might not be very solid.

Data collecting for a qualitative study is difficult, were as data analysis for qualitative research can take some time. No traditional procedure exists for qualitative researchers to use to analyse qualitative data. Qualitative researchers might affect the findings involved. For example, the reliability and validity of qualitative research findings are influenced by the experience and expertise of the researchers concerned.

TABLE 4.1: THE QUALITATIVE, QUANTITATIVE, AND MIXED RESEARCH ATTRIBUTES

Attributes/ Research types	Quantitative research	Qualitative research	Mixed research
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Goal	To predict and control	To understand (what, how and why)	It depends on the research question
Mode of Inquiry	Structured	Unstructured	Both structured and unstructured
Scientific method	Deductive or "top-down". The researcher tests hypotheses and theories with data.	Inductive or "bottom-up". The researcher generates new hypotheses and grounded theories from data collected during fieldwork.	Deductive, inductive/both
Logic	Deductive	Inductive	Inductive or deductive
View of human behaviour	Behaviour is regular and predictable.	Behaviour is fluid, dynamic, situational, social, contextual, and personal.	Behaviour can be both predictable and unpredictable.
Most common research objectives	Description, explanation, and prediction	Description, exploration, and discovery	Multiple objectives
Focus	Narrow-angle lens, testing specific hypotheses	Wide-angle and "deep-angle" lens, examining the breadth and depth of the phenomenon	Multi-lens focus
Attributes/ Research types	Quantitative research	Qualitative research	Mixed research
Nature of observation	Study under controlled conditions	Study under somewhat flexible conditions	Study under more than one condition
When to use it?	Controlled conditions: Study under somewhat flexible conditions. Study under more than one condition. To secure a broad, comprehensive understanding of the situation. To obtain sociodemographic characteristics of the population. To compare relations and correlations between different issues.	When an in-depth understanding of a specific issue is required. To understand the behaviour, perception and priorities of an affected community. To explain the information provided through quantitative data. To emphasise a holistic approach (processes and outcomes). When the assessor knows only roughly in advance what they are looking for.	To obtain a broad and deep understanding of a phenomenon. To answer a question from both quantitative and qualitative perspectives.

	When accurate and precise data is required. To produce evidence about the type and size of problems. When the assessor knows in advance what they are looking for.		
Form of data	Numerical	Textual	Numerical and textual
Researcher's role	Independent	Immersion	Independent and immersion
Research language	Formal. Based on set definitions. Impersonal voice. Use of accepted quantitative words.	Informal. Decision-making. Personal voice. Use of accepted qualitative words.	A combination of formal and informal. Use of accepted quantitative and qualitative words.
Form of data collection	Surveys Questionnaires Randomised controlled trials Systematic review	Surveys and interview	Multiple forms
Data analysis	Statistical analysis, descriptive and inferential	Thematic, patterned, and conceptualised analysis	Concurrent or sequential analysis
Attributes/ Research types	Quantitative research	Qualitative research	Mixed research
Results	Generalisable	Insightful findings	Collaborative results
Paradigm	Positivist: This paradigm is characterised by empirical research. The ontological position of this paradigm is that truth is objective, and the epistemological position of this paradigm is that the researcher and the researched are independent.	Interpretive: This paradigm is characterised by interpretivism/constructionism. The ontological position of this paradigm is that truth is subjective, and the epistemological position of this paradigm is that the researcher and the researched are interdependent.	Pragmatist
Assumptions	Problems can be defined a priori. The complexity of social situations can be reduced to a string of clearly operationalised variables. Controlled experimentation is	Its focus is on exploring the dynamics of interaction, emphasising the world as a socially constructed reality that involves multiple perspectives. The	This approach can handle the complexity of modern society and technology. The focus is on practical problems rather than on issues of reality

	relied upon. Events can be explained in terms of cause and effect. There is one "right" interpretation.	perceptions and values of all the participants in a situation are required to be able to explore the various possible interpretations.	and theories of society. It acknowledges the weakness of current evaluation tools.
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Source: Author.

5.4 The Study Area

Populace refers to the entire set of personnel (subjects or events) with common features in which the researcher is interested which in the case of this study it is Khayelitsha.

5.5 Data Collection Methods

Basic ways of gathering data include secondary and primary data collection that focuses on collecting quantitative data, as described in the previous section. Finally, the systems for collecting data were created and prepared for implementation.

5.6 Primary Data Sources

The primary data sources were the working environment of the industries concerned (entailing observation, creating images, and taking photographs) and the community members themselves (to whom the questionnaire was administered and with whom discussions were held). A survey questionnaire was administered to the quantitative data sources. The following sections explain how the data were obtained from the primary sources (DeJonckheere & Vaughn, 2019:481-502).

5.7 Site Observation Data Collection

The results of observational research are supposed to have a high level of validity because the researcher might be able to gather much data about a particular activity studied (Zohrabi, 2013:254). Therefore, before and after the questionnaire was created, the researcher used observation to extract information and data.

5.8 Data Collection through Questionnaires

The sample size and the types of questions are determined by the researcher in the case of each study. However, questionnaires are the most popular way of collecting primary data in practical research.

Each respondent in the study was given identical questions to answer; the questions were randomised to prevent bias. The questionnaire was initially created and organised according to the standard frameworks of particular themes (Zannad *et al.*, 2022:1432-

1437). The questionnaire produced insightful data necessary to accomplish the objectives of the study.

The questionnaire was designed using a five-point Likert scale to score each item, with 1 denoting "strongly disagree" and 5 denoting "strongly agree". To be able to assign a score to each metric, the responses obtained were added together.

5.8.1 The questionnaires used to gather the required data

As the researcher can choose the sample and the kinds of questions that they wish to ask, questionnaires tend to be the principal method used for gathering primary data in practical research.

For the current study, prejudice was avoided by asking each respondent to answer the same questions. In addition, the questionnaire was initially coded and assembled in line with certain themes using standard frameworks (Onwuegbuzie *et al.*, 2012:56). As a result of the above, the questionnaire generated useful information that was required to accomplish the goals of the research.

The questionnaire was created based on the form of a five-point Likert scale. Five different responses on a Likert-type scale, ranging from 1, representing "strongly disagree", and 5, representing "strongly agree". Then the score for each comment was added to create a score for each item.

5.8.2 The research instrument

The researcher involved in the current study, who had to decide how to obtain the necessary data for her research, chose to use a questionnaire. A questionnaire is described by (Harris *et al.*, 2016:1165-1174) as consisting of a series of questions that are logically arranged to be able to draw on the respondents' data and to be able to facilitate the organising of responses in a way that enables the attaining of the set objectives. A structured questionnaire containing qualitative semi-structured questions was the research tool utilised. The questionnaire was divided into three designated sections A, B, and C.

The researcher utilised the biographical Section A to learn more about the respondents involved and whether they qualified to participate in the research. Only the pertinent responses were included in the findings; those that did not satisfy the expected criteria were omitted. As a result, two respondents were omitted from the study.

The Likert scale, used in Section B, examined the respondents' views, experiences and comprehension on a scale of 1 to 5, with 1 registering strong disagreement, 2 disagreements, 3 neutrality, 4 agreement, and 5 strong agreement. Any further information was provided below the scale, allowing five separate points to be made.

In the open-ended Section C, the respondents were encouraged to discuss any additional topics or life experiences that they had had. In this part of the questionnaire, respondents were encouraged to express their opinions on any topic relating to service delivery projects, including any concerns, issues, or other considerations.

The questionnaire was an effective tool for collecting information anonymously and storage for later use. In line with such thinking, the data gleaned from the study could be transformed and reviewed if new issues arose in connection with the study. The questionnaire encouraged the respondents' participation in the study, giving them the chance to voice their opinions regarding the subject without negative consequences resulting from the information shared. The use of the questionnaire made it possible to target a larger population than would have been the case if only a small number of interviews had been conducted with the respondents (Denscombe, 2017:1-89). The initial questionnaire underwent a "pre-run" and was redesigned with the statistician's assistance before the ethics committee approved it. The approved questionnaire was used to gather information from the respondents.

5.8.2.1 Benefits gained from using the questionnaire method

A questionnaire was used in the current study, owing to the benefits available from a survey of this kind. The features indicated below were determined to justify the use of a questionnaire. Potentially, the research had a large number of respondents from whom to obtain a representative sample.

Structuring question responses easily and significantly is essential. Statistical analyses are conceivable, depending on the nature of the data collected. The respondent then has sufficient time to consider the queries concerned (especially when the research is not done face to face). The study had to be cost-effective, as it was intended to cover a broad geographic area. Questionnaires are reproducible and usable in future research as long as they are carefully created and thoroughly piloted (Ebolese *et al.*, 2019:495-499).

5.8.2.2 Barriers to the use of a questionnaire

Even though the questionnaire served to help to obtain the essential data in the current study, it was still important to consider the drawbacks of such a method. The drawbacks concerned were noted as being the following:

If the questionnaire is not administered in person (but through an email attachment or online, for instance), the possibility of a poor response rate exists, with relatively few completed questionnaires being sent back.

In some online surveys, there is no way to tell how representative the respondents are of the population as a whole (with any potential respondents concerned needing to be able to access a website).

Unless they are administered face-to-face, questions cannot be explained to the respondents and may be misunderstood, with the replies given not being placed in any real-world context. Therefore, the context and meaning of an answer cannot be inferred from the responses given to a questionnaire. On the other hand, the probability of socially acceptable answers being given to specific questions asked in the questionnaire was highly likely, given that the researcher undertook the research face-to-face. Accordingly, the drawbacks of using a questionnaire had to be weighed against the advantages of such use (Casler *et al.*, 2013:2156). Additionally, because open-ended questions were provided in one section, it was feasible to communicate with the respondents directly, thus lowering the response rate and clearing up any ambiguity that might have been present in the questions asked.

5.8.2.3 The reliability and validity of the questionnaire

The certainty of reliability is present when the same questionnaire yields the same results when it is answered by different respondents, resulting in a standard response (Barton *et al.*, 2011:588-595). The following tests were conducted on the questionnaire to achieve certainty of reliability, namely:

- Test-retest reliability.
- Equivalent form reliability.
- Split-halves reliability.
- Internal reliability.

With the assistance of the statistician, the questionnaire was also tested for validity, by subjecting it to the four common tests for validity, namely:

- Face validity.
- Content validity.
- Construct validity.
- Criterion validity.

Examining the questionnaire for both reliability and validity was crucial. A questionnaire cannot be legitimate if unreliable, and vice versa. The situation was such because many topics appeared to contradict one another, and no questions asked for a "yes" or "no" response, preventing the respondents from selecting one of only two options. At the time of the current study, all the lecturers overseeing the research, who stayed in Khayelitsha, spoke English as a second language, the language in which the statements were cast was deliberately made straightforward, concise, and simple to grasp. Simple language

usage significantly decreased the likelihood of the questions being misunderstood, which might have led the respondents to give wrong responses unintentionally (Fox *et al.*, 2020:677). Ensuring clarity helped to enhance the research instrument's validity and reliability.

An adequate amount of time was allowed for the study. Respondents were able to ask questions of, or to seek clarification from, the researcher, who personally distributed the questionnaires. The data were collected using a structured questionnaire. There was a 100 per cent response rate; all topics requiring an explanation were covered prior to collecting the surveys at the end of the activity.

5.9 Information Based on Professional Opinion

Expert opinion data were gathered to compare the use of knowledge, management, collaboration, and technology, as well as their sub-factors. This method of gathering data was utilised to improve the priority factor through prioritisation and decision-making.

5.10 Methods of Data Analysis

The data analysis method followed the procedures listed in the following sections. The data analysis part of the study answered the basic questions raised in the problem statement. In general, the public service delivery system has been perceived as being one of the most important ways of enabling a reduction in the extent of poverty through the adoption of poverty alleviation programmes and projects. Therefore, the South African government's cooperative system, involving key stakeholders in the municipalities, ought to adopt an integrated approach toward public service delivery to overcome the many failures of municipal government projects already experienced (Silvestre *et al.*, 2018:607-631).

5.10.1 Quantitative data analysis

In the current study, quantitative data were acquired in terms of both primary and secondary data, as previously stated in the current chapter. The data analysis was based on the data type concerned, using Excel, the Office Word format. Therefore, the data analysis consisted primarily of numerical/quantitative data analysis.

The steps described in the following sections were used in the data analysis process. The data analysis component provided basic insights into the issues presented in the problem statement. Through initiatives and projects aimed at eradicating poverty, the public service delivery system has been viewed as one of the most crucial methods of service delivery.

Data exploration was undertaken in terms of data analysis, using both descriptive statistics and graphical analysis. In the analysis, variables were compared, their relationships were examined, and the effects of different groups on one another. The analysis used nonparametric statistics, cross-tabulation/chi-square, correlation, and factor analysis. The information was recorded on an Excel spreadsheet after the data was edited, cleaned, and checked for flaws and omissions. The questions were then coded (Kupzyk & Cohen, 2015:546).

The processed data was then transformed into visual representations, like tables, bar charts, histograms, frequency polygons and pie charts. The representations concerned demonstrated the connections between the different research variables upon which the interpretation and analysis of the results were based. This way, the analysed data were transformed into informative statements from which generalisations about the research findings could be produced. The observations and generalisations are discussed in Chapter Five. Finally, conclusions and suggestions are based on these observations.

5.11 Data Quality Management

The data research assistants were advised on how to contact people in the community. Many questionnaires were issued as soft copies, while some were issued as hard copies depending on the respondents' preference. As a result of ongoing discussions with them, the data quality can be seen as reliable. Of the original 120 questionnaires, 100 completed questionnaires were received. Finally, the lead researcher was able to analyse the valid responses received.

5.12 Ethical Considerations

Given the expectations of the government and the requirements of the Cape Peninsula University of Technology policy on ethics, ethics formed a crucial component of the current research. Therefore, ethical considerations were vital to this study to protect all participants from physical and emotional harm. Ingham-Broomfield (2017:40-47) asserts that the following six key moral rules should be adhered to:

- Participants in a study should never be coerced into participating in the research involved.
- Before participating in a study, the individuals involved must receive a letter giving them the option to decline if they want to do so so that their participation in the study is subject to their informed consent.
- The researcher must never endanger the participants while conducting their research, in line with the standard ethical norms.
- The confidentiality of the information obtained must always be considered and upheld.

- Anonymity preserves the participants' right to privacy, especially if it means that their opinions on a particular topic could result in issues at work, which could, for example, result in job loss.
- Any research that could produce a favourable result for its participants has a duty and the right to benefit those involved. Most of the time, the participants in a study stand to improve the circumstances in which they find themselves by participating in such research.

5.13 Limitations of the Research

The study had limitations, even though it was conducted with ongoing and focused care and objectivity. While the research costs might have been avoided, it was vital to accept those costs associated with covering additional respondents beyond the scope of the current case study and those associated with the availability of other elements.

The following restrictions of the study were noted:

- The researcher was limited by time and financial constraints and the need to obtain permission to undertake the study.
- The fact that the questionnaire was written in English might have contributed to the participants' misinterpretations of the questions because English was only the second language of most of the participants.

Despite the abovementioned restrictions, the research was conducted impartially, with the procedures spelt out and adhered to scientifically. The assumption is thus made that the findings are unbiased and that any subsequent researchers using the same methods will be able to reach the same conclusions as the researcher has.

5.14 Chapter Summary

The validity and dependability of the present research project must be understood in the context of work being completed objectively and with strict adherence to the set research design. The design encompasses the study's introduction, the contextual literature review, the identification of the theory gap and the subsequent comprehension of the problem statement, the objectives and the research questions set, the decision to use mixed methods research, the identification of the population concerned, the creation and testing of the questionnaire, the use of data collection techniques, and the data analysis.

CHAPTER 6

DATA ANALYSIS, FINDINGS, AND INTERPRETATION

6.1 Introduction

That municipalities are at the heart of service delivery is crucial to this study. Consequently, service delivery has received much attention in local government circles. Therefore, the current research aims to identify and assess key variables obstructing service delivery projects in a specific residential area of Cape Town.

This chapter presents the study's results in a question–and–answer presentation, with responses given in the order in which the questions were asked. The questionnaire was separated into three sections: Section A elicited biographical information from the respondents. Section B elicited responses to Likert-type statements and scales, and Section C elicited more general answers to open-ended questions. Each question from the questionnaire is repeated in this chapter, followed by the responses given by the respondents.

6.2 Section A: Biography

This section dealt specifically with the respondents' biographies, primarily to assess the suitability of the potential participants to complete the questionnaires. The target audience consisted of residences of Khayelitsha who currently reside there. As a result, the section seeks to determine if there are any factors inhibiting the functioning of service delivery projects that residences are aware of..

Question 1: How old are you this year?

This question's main goal was to determine the average age of the residents in the chosen area. This information was crucial because it enabled the researcher to ascertain whether the main constraints impeding service delivery to the age groups concerned impacted them. The possibility of connecting age and the assumed level of service delivery deliverables was acknowledged.

Responses received: Several South Africans are currently impacted by service delivery projects, regardless of age. Therefore, many respondents were likely to be impacted by or participated in the service delivery initiative implemented in the chosen residential area due to their ages. The respondents' age is shown in Figure 5.1 below.

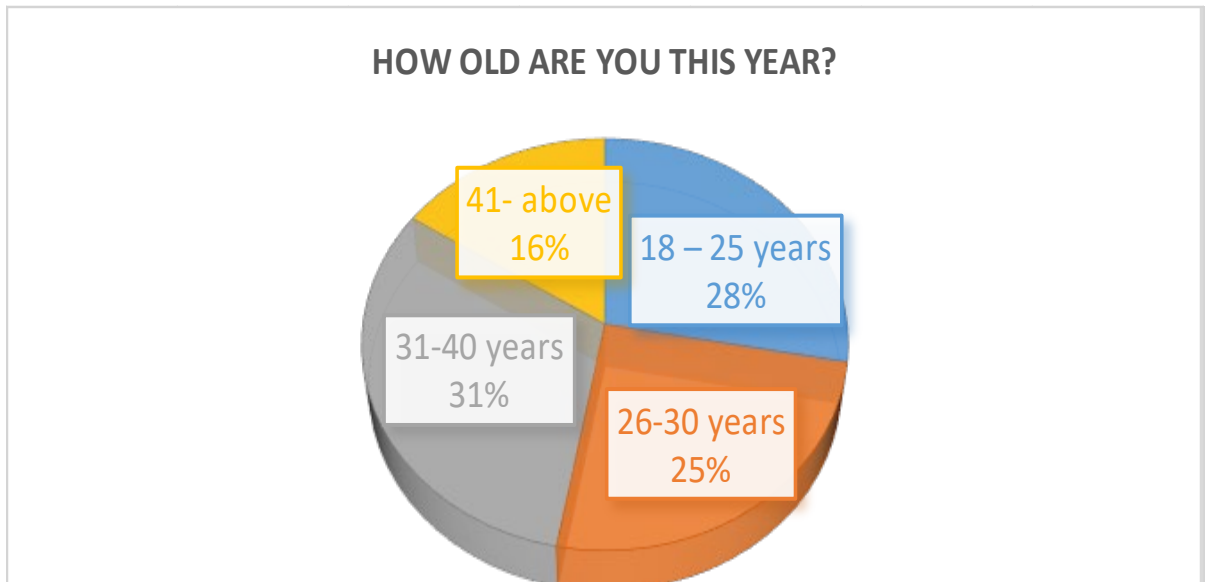


FIGURE 5.1: THE AGE OF KHAYELITSHA RESIDENTS AFFECTED BY THE OUTPUT OF SERVICE DELIVERY PROJECTS

Source: Author.

Figure 5.1 indicates that residents aged 31 to 40 constituted the majority of respondents (31%), while those aged 18 and 25 and between 26 - 30 years old comprised 28% and 25%, respectively. Only 16% were aged 41 years old or older. In contrast to expectations, fewer respondents between the ages of 26 and 30 were involved in or influenced by service delivery.

Question 2: Where do you reside within the City of Cape Town?

Question 2 aimed at identifying and categorising respondents who would be eligible participants in the survey. In addition, the study's chosen residential location was Khayelitsha, and the researcher needed to know where the respondents lived there in order to be able to identify the areas where the existing service delivery projects required improvement.

Responses received: Although service delivery affects everyone, those living in informal settlements appear to be more impacted than others. To this question, the respondents responded, as shown in Figure 5.2.

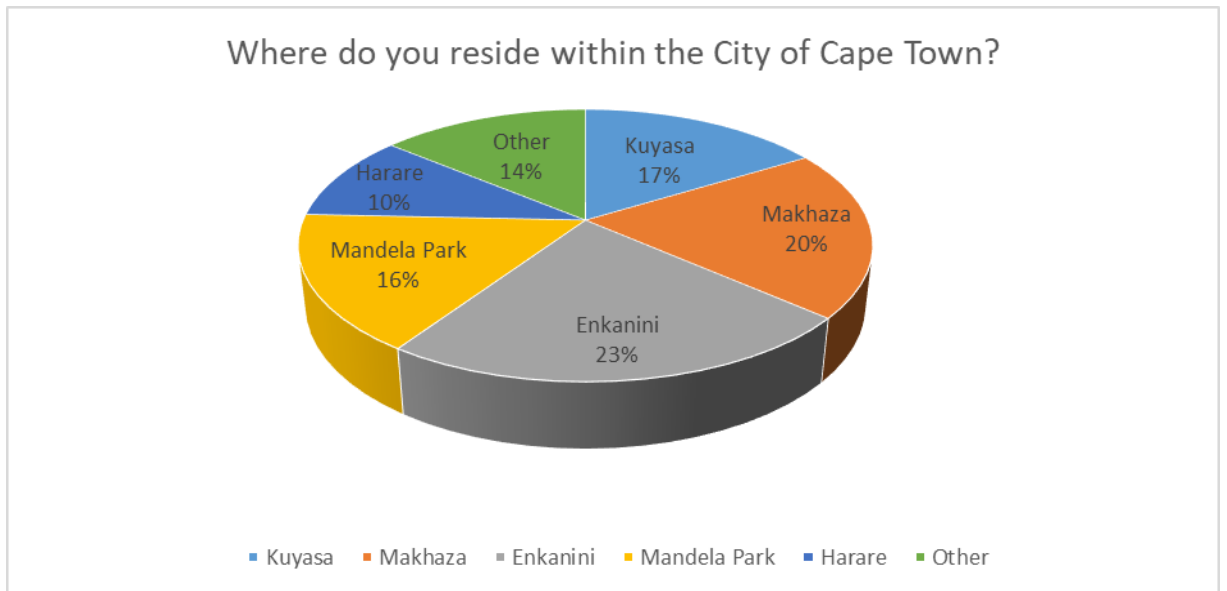


FIGURE 5.2: RESPONDENTS' RESIDENCE WITHIN THE CITY OF CAPE TOWN

Source: Author.

In Figure 5.2, Enkanini can be seen to have contained the majority of the respondents (23%), with the following areas containing the stated number of respondents: Makhaza (20%), Mandela Park (16%), Kuyasa (17%), other (14%) and Harare (10%), in that order. The fact that the sample was random, and the questionnaires were distributed and handed out randomly might be the reason for the low percentages.

Question 3: How long have you lived in the City of Cape Town?

This question was asked to investigate the respondents' length of stay in the area. Such information meant the researcher could learn how many years the respondents had resided in the area. However, it was anticipated that staying in a place for a more extended period than others did not necessarily mean the respondents concerned would know more about or have a greater awareness of the barriers impeding service delivery of delivery projects.

Responses received: Approximately half (50%) of the respondents seemed to have lived in Cape Town for 16 or more years. Some respondents might have been born in Cape Town, while others might have spent their entire elementary education there.

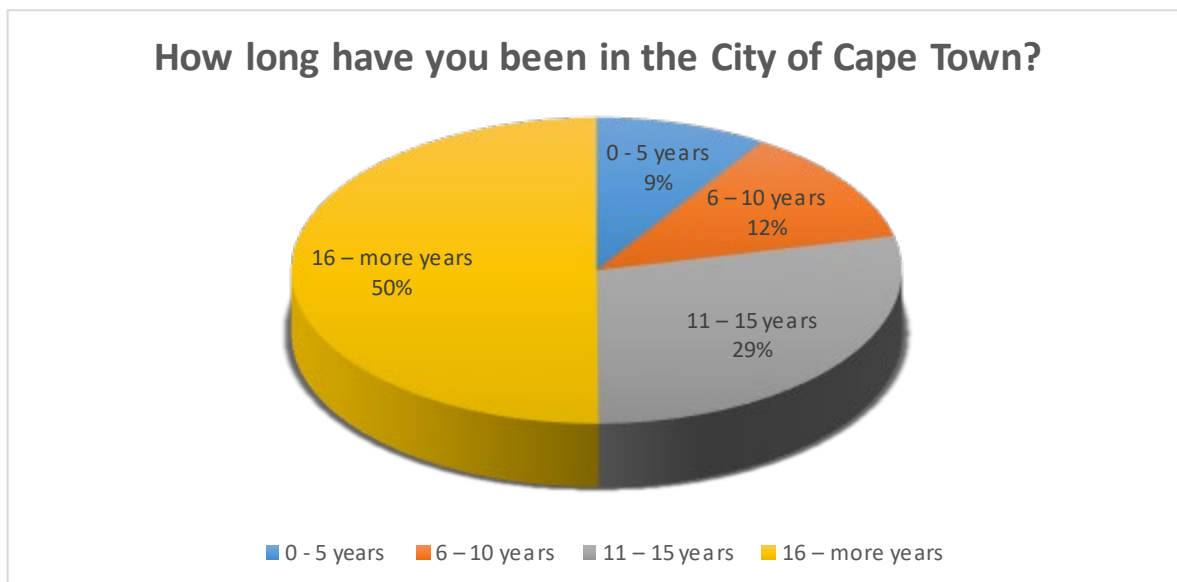


FIGURE 5.3: RESPONDENTS' LENGTH OF STAY IN THE CITY OF CAPE TOWN

Source: Author.

Figure 5.3 indicates that 50% of respondents have lived in Cape Town for longer than 16 years; 29% have lived there for 11 to 15 years, 12% lived there for 6 to 10 years, and 9% lived there for 0 to 5 years. Many respondents might have been born in Cape Town or spent most of their life there.

Question 4: What is your highest qualification?

This question was asked to investigate the potential barriers to service delivery projects in Khayelitsha, Cape Town. Whether the role of respondents' education could play a role in appreciating the output of the projects was debatable.

Responses received: No prior understanding of the relationship between education and the obstacles to service delivery was found to exist. The response obtained is recorded in Figure 5.4.

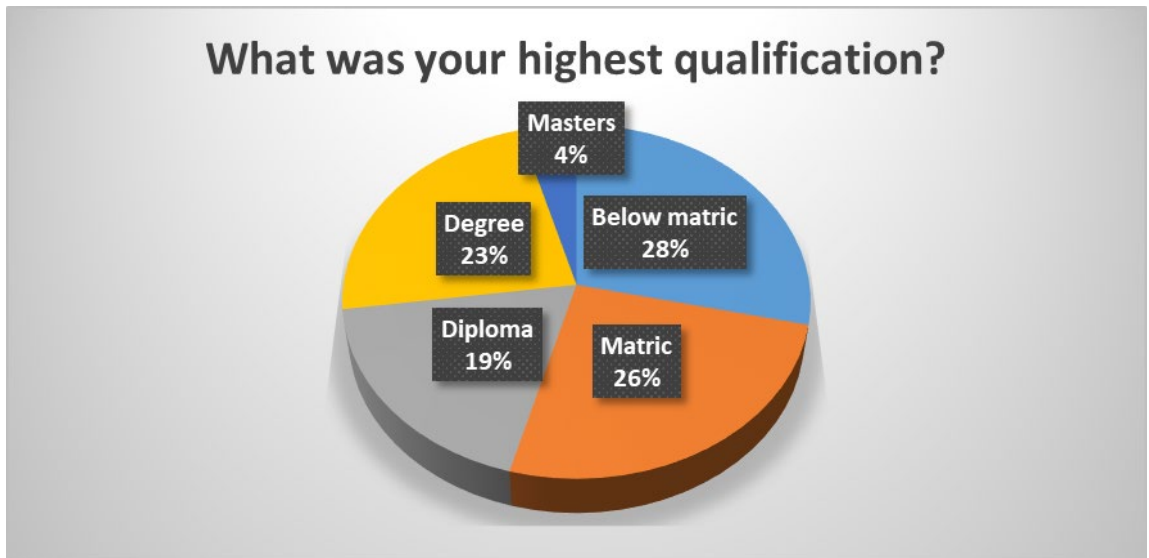


FIGURE 5.4: RESPONDENTS' HIGHEST QUALIFICATION

Source: Author.

Figure 5.4 above shows that 28% of the respondents had less than a high school diploma, compared to the 26% who had a matriculation certificate, the 23% who had a degree, the 19% who had a national diploma, and the 4% who had a master's degree.

Question 5: What are you satisfied with in terms of the level of service delivery projects available to you?

Knowledge of the level of project satisfaction should have enabled an understanding of the extent of satisfaction the respondents experienced.

Responses received: While the level of discontent expressed demonstrated that there might have been issues impeding service delivery projects, the level of satisfaction with the service delivery projects demonstrated that some of the projects were effective. The level of service delivery projects with which the respondent's expressed satisfaction is shown in Figure 5.5.

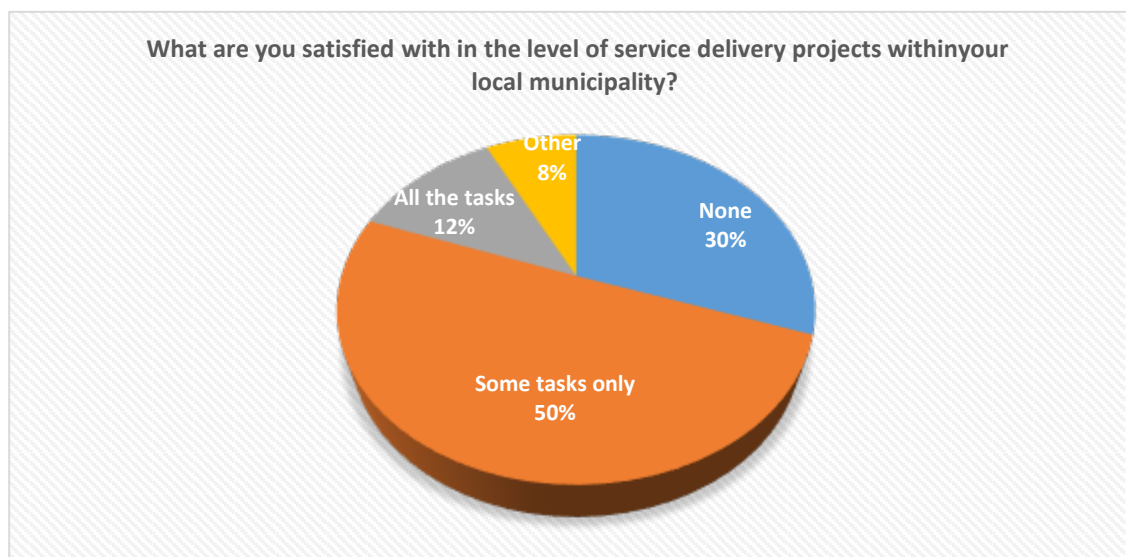


FIGURE 5.5: RESPONDENTS' EXTENT OF SATISFACTION WITH LEVEL OF SERVICE DELIVERY PROJECTS AVAILABLE

Source: Author.

Figure 5.5 shows that the largest percentage of respondents (50%) were only content with the performance of some tasks, whereas 30% were dissatisfied with all performance areas of service delivery projects involved. Only 12% of respondents were satisfied with the performance of all tasks and their implementation over 16 years; 8% gave different responses. It is troubling that most respondents (50%) were content with the performance of only some of the duties concerned, with only 30% satisfied with all the performance involved.

Question 6: Are you involved in service delivery projects within your local municipality?

The aim of Question 6 was to determine who, among the individuals impacted by the service delivery projects, was directly involved in the projects.

Responses received: The municipalities are a component of the local government and provide the required services, collaborating closely with the communities to accomplish this. Figure 5.6 displays the investigation's findings in the above respect.

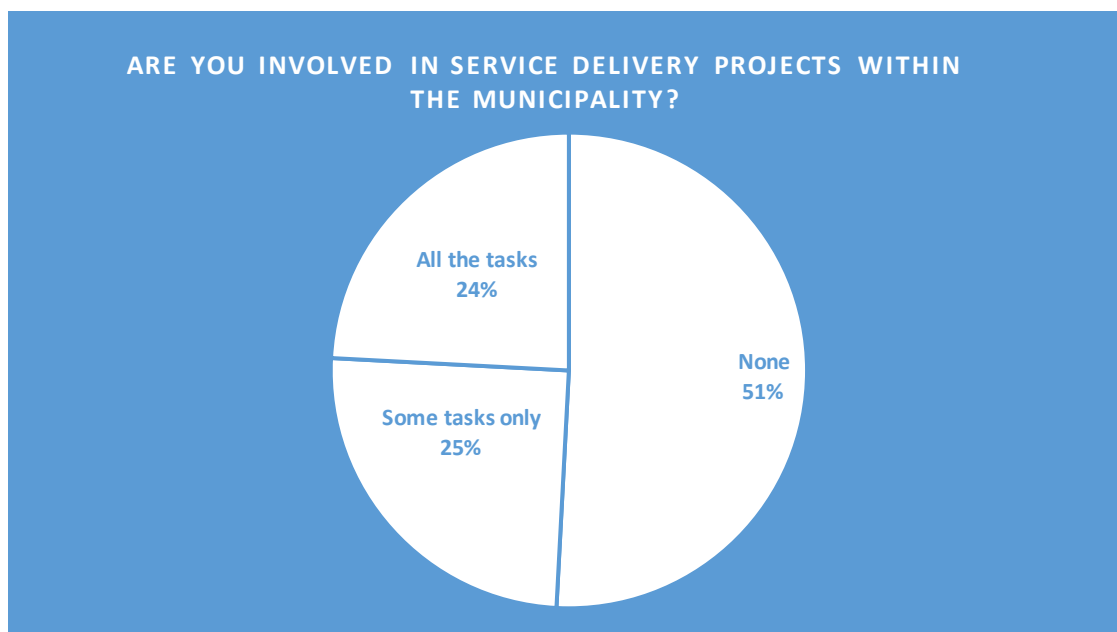


FIGURE 5.6: RESPONDENTS INVOLVED OR NOT IN SERVICE DELIVERY PROJECTS WITHIN LOCAL MUNICIPALITY

Source: Author.

The majority (51%) of respondents answered the question negatively. However, 25% of the respondents claimed they were responsible for performing some duties. Of the other respondents, 24% said they were involved in performing all the municipal tasks, while 0% gave an alternative response.

Question 7: By what service delivery challenges are you most affected?

The question aimed to determine which aspect of service delivery the respondents found most difficult to handle.

Responses received: Those living in informal settlements confront several difficulties regarding receiving services, yet they require the provision of those services, just as in any other community. Road and public works seem to be an issue when it comes to public service delivery followed by water and sanitation. Figure 5.7 displays the findings that were made concerning the question asked.

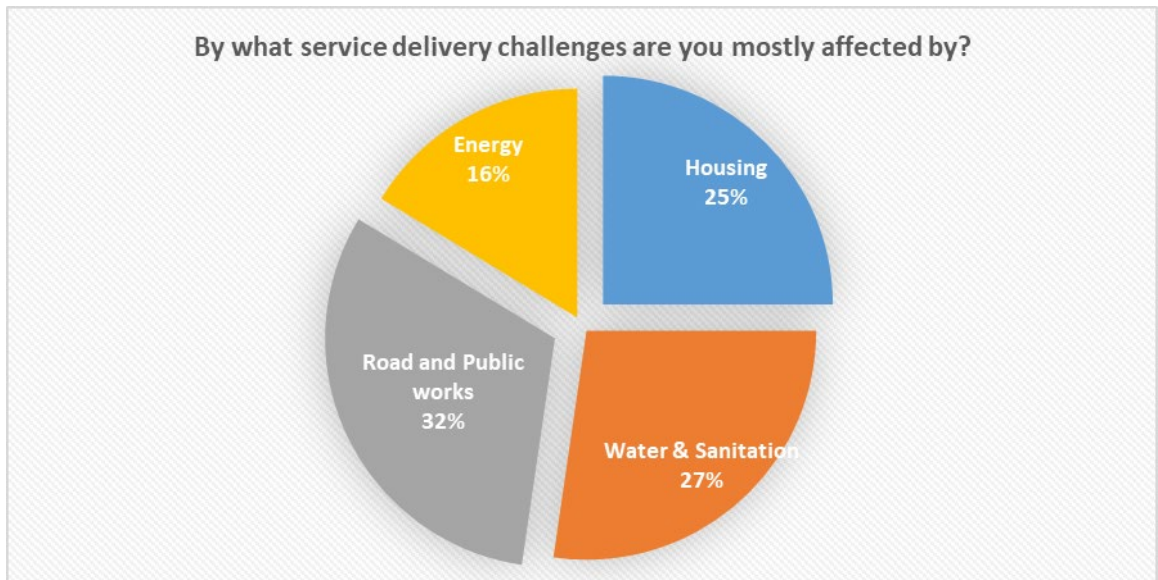


FIGURE 5.7: WHAT SERVICE DELIVERY CHALLENGES MOSTLY AFFECTED THE RESPONDENTS

Source: Author.

The majority of the respondents (32%) chose "road and public works", followed by "water and sanitation" (27%), "housing" (25%) and "energy" (16%).

6.3 Section B: Likert scale

The questions in this section of the questionnaire referred to elements of the service delivery projects that hindered service delivery in the selected residential area. The obstacles the respondents perceived as impeding the service delivery projects were covered in this section. According to the scale, "strongly disagree" equals 1, "disagree" equals 2, "neutral" equals 3, "agree" equals 4, and "strongly agree" equals 5.

6.3.1 Statements made on service delivery

Statement 1: Municipalities lack the necessary technical skills to render services to their communities.

Responses received: The municipalities ought to employ people in a way that allows them to carry out the tasks for which they have been hired. However, some respondents were presumed to have been employed by the municipality; hence the responses might have been biased. The perceptions of the respondents in the above regard are depicted in Figure 5.8.

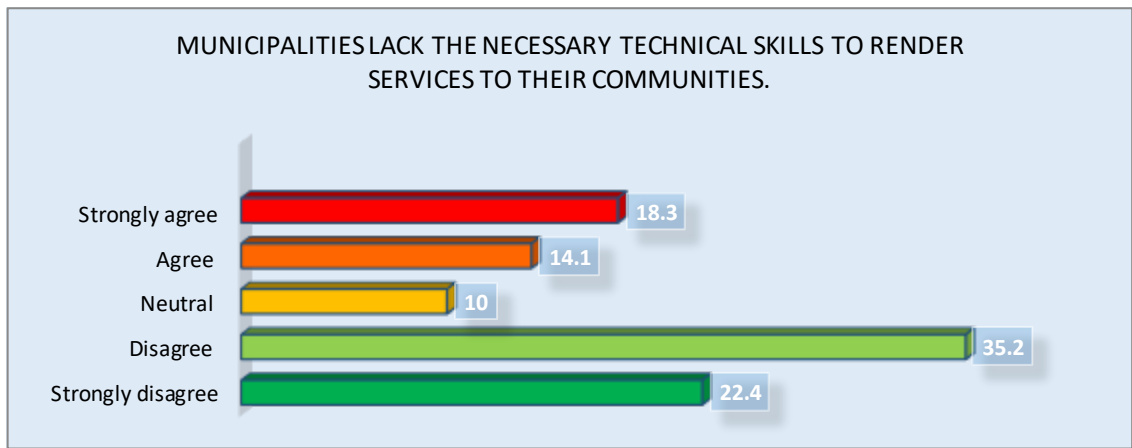


FIGURE 5.8: RESPONSES STATEMENT 1: MUNICIPALITIES LACK SKILLS TO RENDER SERVICES TO COMMUNITIES

Source: Author.

Responses to Statement 1 showed that 57.6% of respondents indicated that the issue preventing the completion of public service initiatives was not a lack of technical expertise. There were 35.2% who disagreed and 22,4% strongly disagreed, 10% were neutral, and 32% agreed. Therefore, it can be said, in general, that the municipalities concerned did not appear to lack the necessary technical expertise to provide services to the communities.

Statement 2: Communities are not informed about development plans by their local municipalities.

Every project requires careful stakeholder management, with public service programmes no exception to the rule.

Responses received: Effective stakeholder management and engagement were assumed to play a significant role in the success of the project success. The opinions of respondents regarding this statement are shown in Figure 5.9 below.

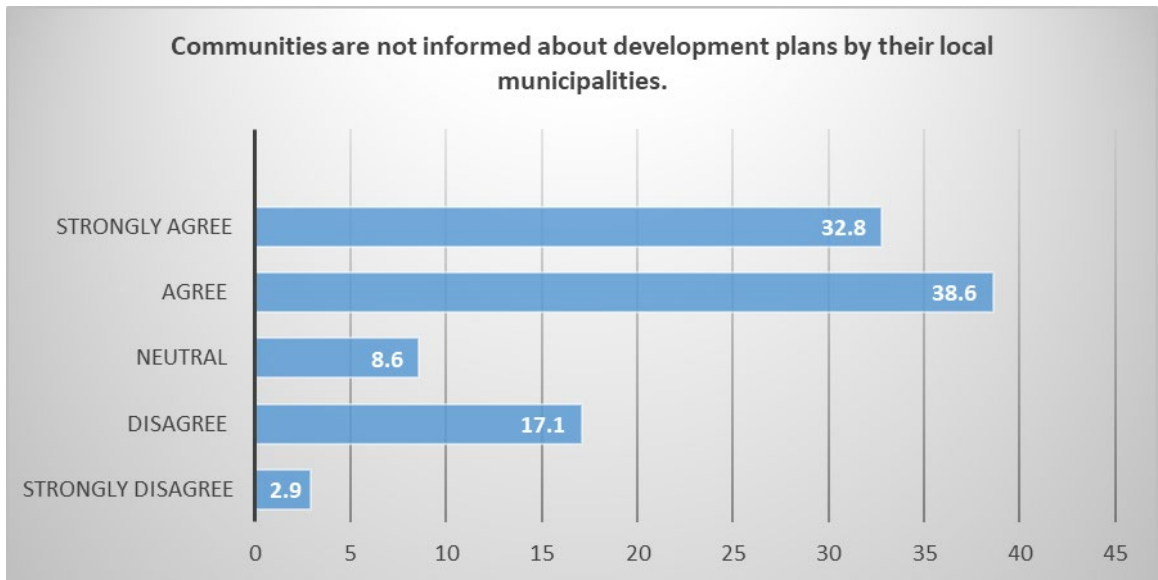


FIGURE 5.9: RESPONSES STATEMENT 2: COMMUNITIES NOT INFORMED RE DEVELOPMENT PLANS IN MUNICIPALITIES

Source: Author.

Figure 5.9 demonstrates that overall, 71.4% of respondents (38.6% and 32.8%) agreed that communities are not informed about the development plans by the municipalities. However, 17.1% disagreed with the statement, and 2.9% strongly agreed. Of the participants, 8.6% expressed no opinion on the issue.

Statement 3: Service delivery protests take place only in informal settlements.

Informal settlements are typically the scene of service delivery protests, although such might not always be the case.

Responses received: Protests against service delivery are interpreted as a cry for assistance from the communities concerned or those in need.

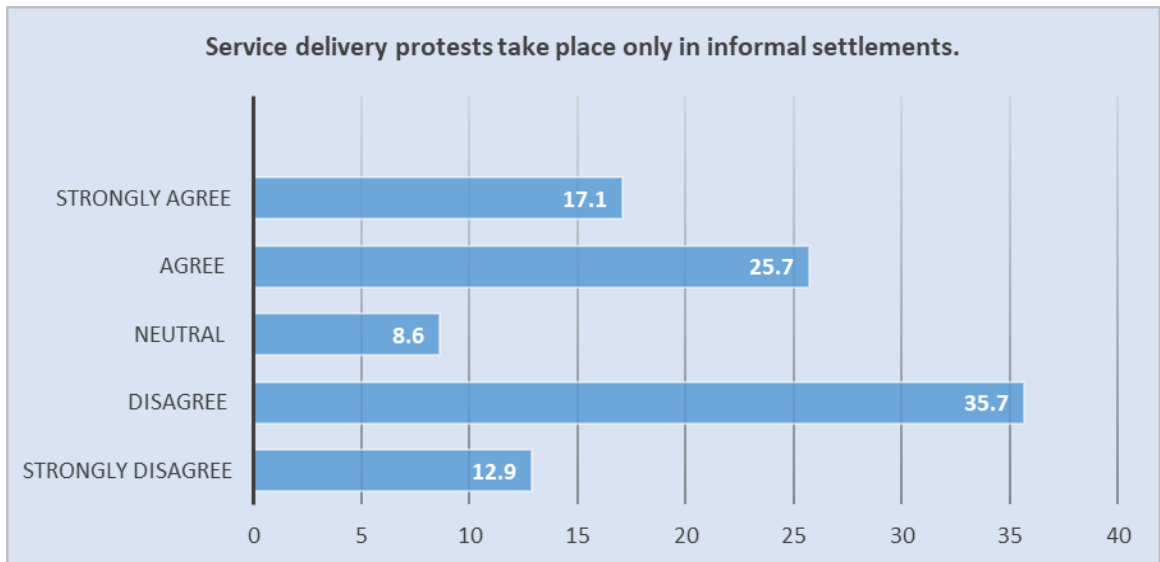


FIGURE 5.10: RESPONSES STATEMENT 3: SERVICE DELIVERY PROTESTS TAKE PLACE IN INFORMAL SETTLEMENTS

Source: Author.

Most of the respondents (35.7%) disagreed with the statement that service delivery demonstrations only occur in informal settlements, while 12.9% strongly disagreed with it, as seen in Figure 5.10. Of the remaining respondents, 17.1% strongly agreed, and 25.7% agreed with the statement. Additionally, 8.6% of the respondents expressed neutrality on the issue.

Statement 4: The government is responsible for providing services to the communities.

The government is often said to be run by the people and for the people. Many think that, because politicians pledge to do so during electoral campaigns, it is their duty to offer services to their communities.

Responses received: The government's dual goals are to enable individuals to care for themselves and provide specific services. Figure 5.11 shows the responses in a list format.

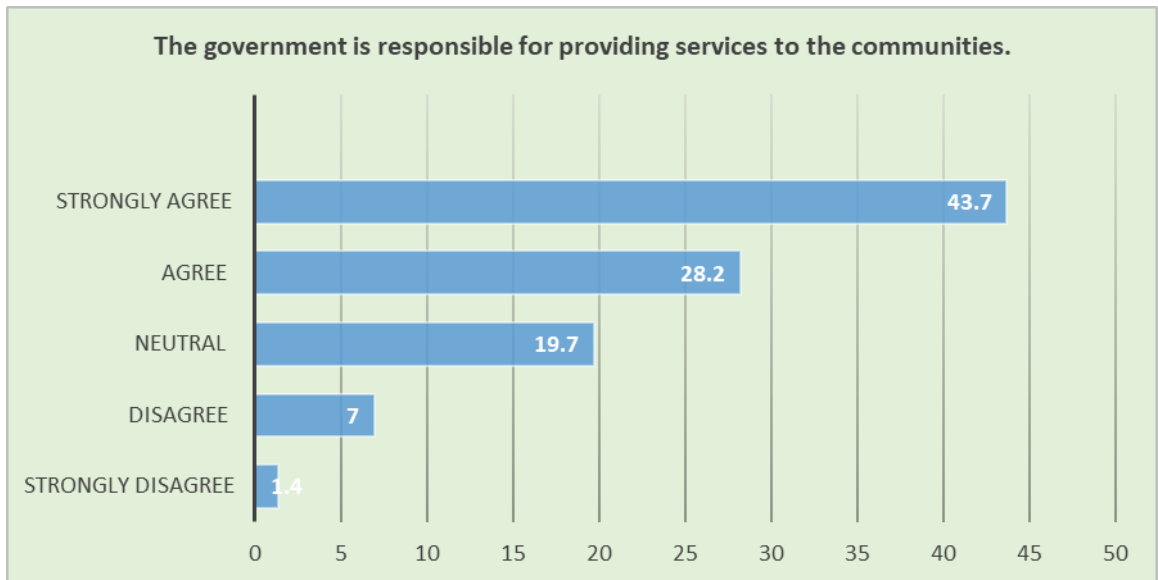


FIGURE 5.11: RESPONSES STATEMENT 4: GOVERNMENT RESPONSIBLE FOR PROVIDING SERVICES TO COMMUNITIES

Source: Author.

Figure 5.11 shows that the majority of the respondents (43.7%) strongly agreed with the statement, while the remaining respondents (28.2%) agreed with it. However, the remaining respondents, 7%, disagreed, and 1.4% strongly disagreed with it. Of the participants, 19.7% expressed no opinion on the issue. The fact that some respondents opted to be neutral on the statement caused concern.

Statement 5: The government has failed to deliver adequate services to its residents in Cape Town.

The government has a duty to enhance the community's sense of well-being, which it does by offering services to it.

Responses received: Although the government is expected to provide services to local communities, how to measure the adequacy of such services has yet to be decided. Figure 5.12 illustrates the responses provided by the respondents.

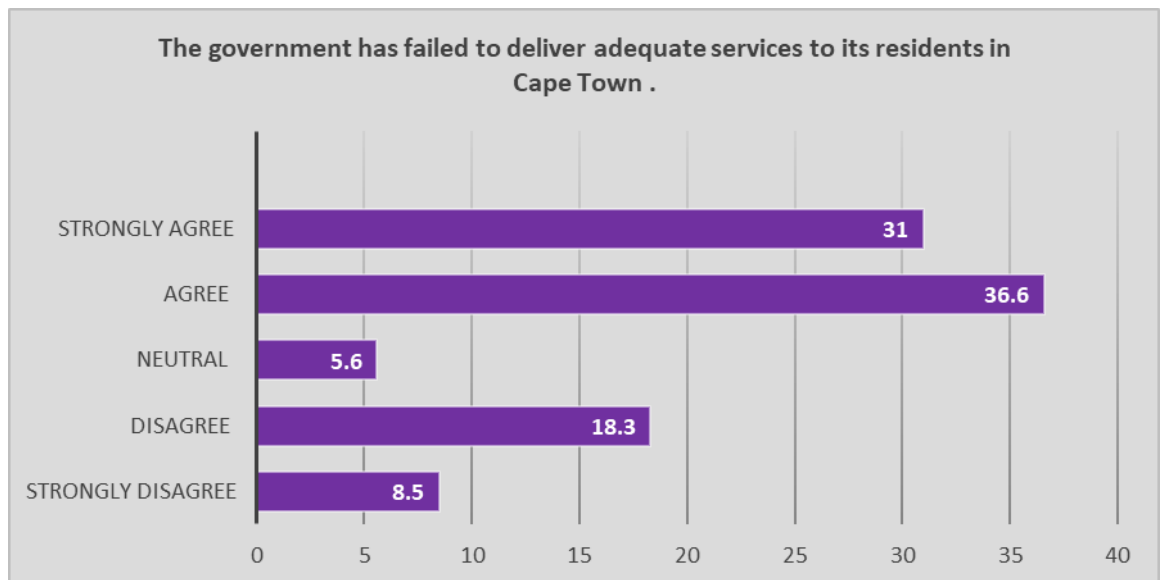


FIGURE 5.12: RESPONSES STATEMENT 5: GOVERNMENT FAILED TO DELIVER SERVICES IN CAPE TOWN

Source: Author.

Figure 5.12 shows that the majority of the respondents (36.6%) agreed that, at the time of the current study, the government in Cape Town had failed to provide its residents with adequate services, while 31% of the respondents strongly agreed that it had. While 8.5% of the respondents strongly disagreed with the statement, 18.3% indicated that they did not think that the administration in Cape Town had failed to provide its residents with enough services, while 5% chose to be neutral on the issue.

6.3.2 Statements made on service delivery policies

Statement 6: *The existing legislation is so complex and burdensome that it stifles timeous service delivery.*

Figure 5.10 reveals that 36.6% of respondents agreed, and 31% strongly agreed that the administration of Cape Town had failed to provide its citizens with adequate services. Of the respondents, 8.5% strongly disagreed with the statement, but 18.3% stated that they did not believe that Cape Town's government had failed to offer its citizens enough services. The remaining 5% chose to be neutral on the issue.

Responses received: Only legally authorised legislation has the power to unilaterally establish or modify the rights and obligations of all those concerned and to modify or alter how the general law is applied. The responses of the respondents are shown in Figure 5.13 below.

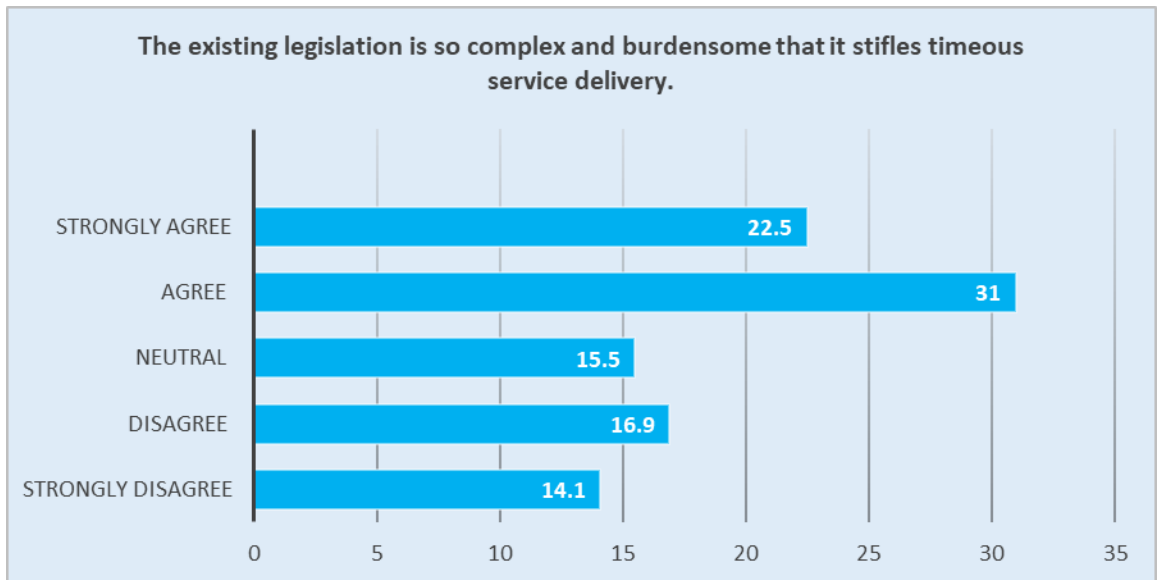


FIGURE 5.13: RESPONSES STATEMENT 6: EXISTING LEGISLATION COMPLEX AND BURDENSOME FOR DELIVERY

Source: Author.

Figure 5.13 demonstrates that the majority of the respondents (53.5%) (that is, adding up of strongly agree and agree) agreed that the existing law was so complex and onerous that it stifled prompt service delivery, while just 40% disagreed with the statement made, and 15.5% expressed no opinion on it. Legislation is a crucial tool of government for structuring society and defending citizens' rights.

Statement 7: Communities are well informed and participate fully in matters of their local municipality.

The partners in community participation can include formalised groups, governmental organisations, businesses, and private citizens. The participants in the study might have been involved in research, policy development or health promotion. Community engagement can also be thought of as a continuum of community involvement.

Responses received: Community engagement aims to involve the community through creating long-term and maintainable outcomes, processes, connections, discourse, and decision-making. The results that the current study obtained in this regard is shown in Figure 5.14

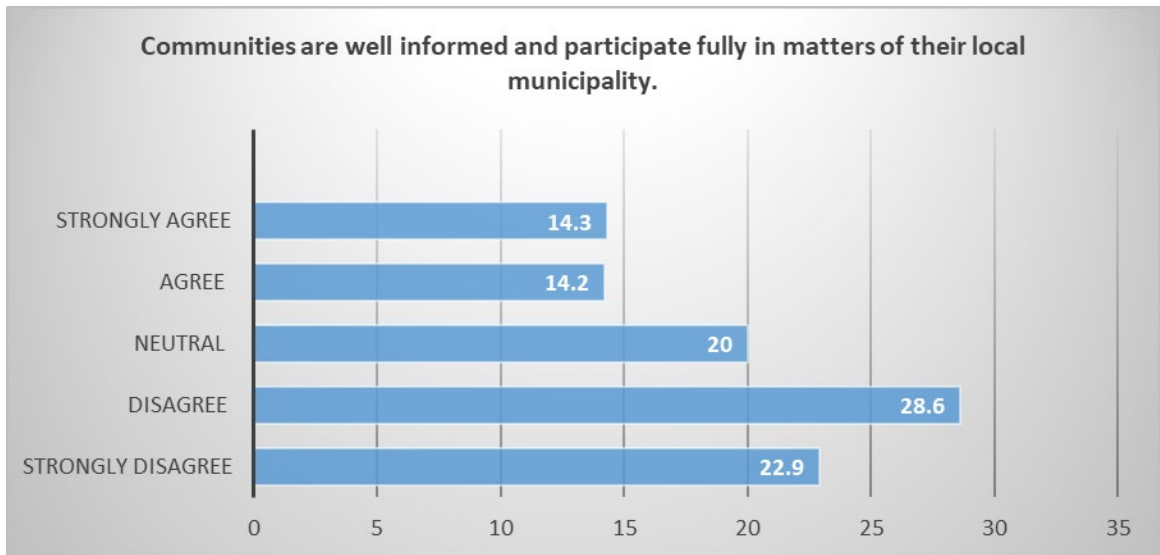


FIGURE 5.14: RESPONSES STATEMENT 7: COMMUNITIES WELL INFORMED AND PARTICIPATE IN LOCAL MUNICIPALITY

Source: Author.

According to Figure 5.14, most respondents (51.5%) that is, adding up of strongly disagree and disagree) disagreed that communities are well informed and participate fully in matters of their municipality, while 28.5% of the respondents agreed with the statement. Additionally, 20% of the respondents had no opinion on the matter.

Statement 8: *The service delivery policies have helped enable all of the citizens to be served adequately.*

In terms of providing a steady service experience to a particular user community within a specific context, a service delivery framework is a set of principles, standards, policies, and constraints that should be used to guide the design, development, deployment, operation, and retirement of the services that a service provider supplies.

Responses received: The distribution of essential amenities, including clean water, electricity, health care, roads, street lighting, traffic controls, garbage collection, sewage disposal and maintenance, and civic parks and recreation, is discussed as a form of facility distribution. The percentage of respondents who agreed or disagreed that the service delivery policies had made it possible for all the citizens concerned to receive satisfactory service is shown in Figure 5.15.

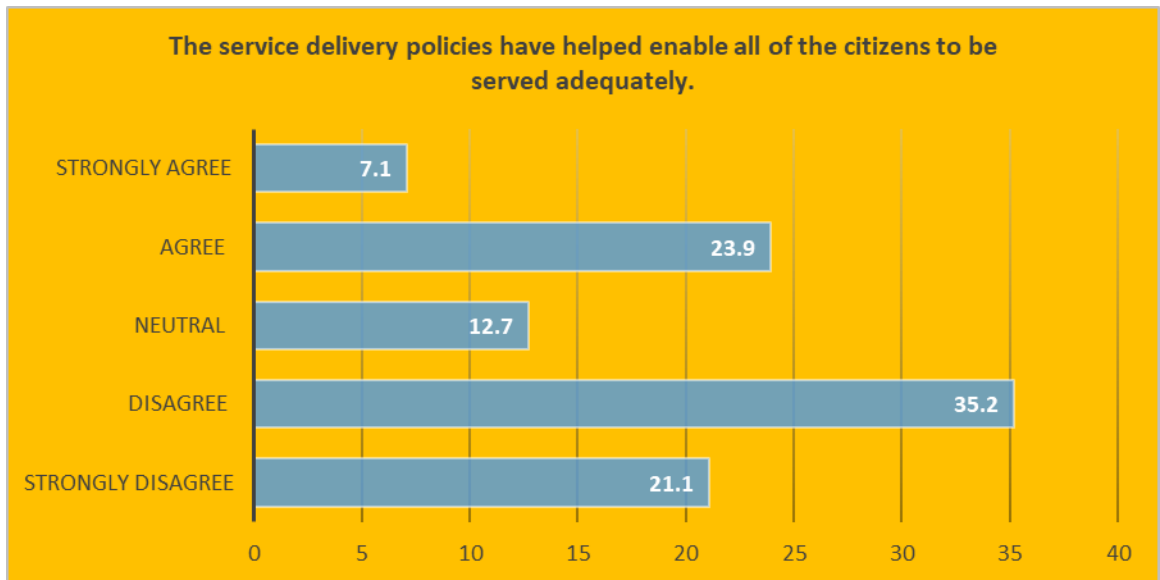


FIGURE 5.15: RESPONSES STATEMENT 8: SERVICE DELIVERY POLICIES HELPED ALL CITIZENS TO BE SERVED

Source: Author.

According to Figure 5.15, a large number of respondents (56.3%) disagreed that the regulations governing service delivery had enabled all citizens to receive acceptable service levels, with which 31% agreed. Additionally, 12.7 of the respondents had no opinion on the matter.

Statement 9: Cape Town Municipality, which is well governed, provides adequate services to its communities.

The present researcher wanted to find out what locals in Cape Town thought about recent claims that the municipality of Cape Town is the best run in the nation.

Responses received: Depending on where one comes from and the kind of service delivery projects undertaken for their community, opinions are expected to vary. The degree to which the respondents (dis)agreed with the statement is depicted in Figure 5.16.

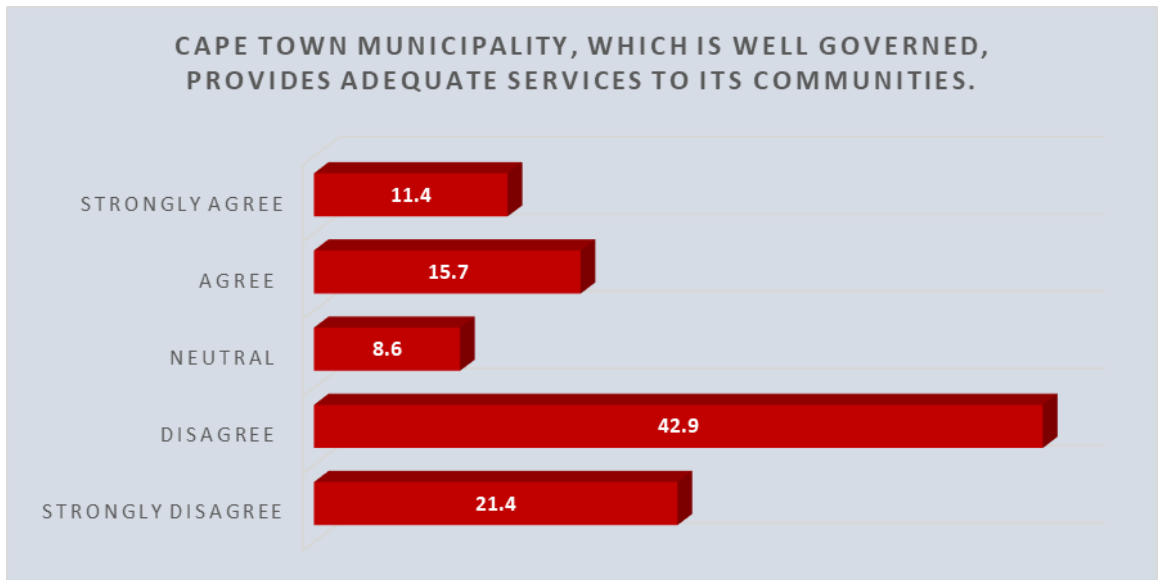


FIGURE 5.16: RESPONSES STATEMENT 9: CAPE TOWN MUNICIPALITY PROVIDES SERVICES TO COMMUNITIES

Source: Author.

According to Figure 5.16, the majority of the respondents (42.9%) disagreed, while 21% strongly disagreed, that the Cape Town Municipality is effectively run and offers its communities enough services. Of those surveyed, 15.7% agreed with the statement, and 11.4% strongly agreed. No preference was expressed by 8.6% of the respondents.

Statement 10: The Integrated Development Plan (IDP) has successfully met all of the needs of the local communities.

The social and economic growth of an entire region within the municipality is provided for by effective integrated development planning. The IDP offers the overarching framework for land use management, infrastructure development and environmental preservation.

Responses received: An integrated development plan is a large-scale regional development strategy that offers a comprehensive framework for growth. The goal is to raise the level of living for everyone living in a region, and the plan attempts to coordinate the activities of the local and other government sectors. It should consider the conditions, problems, and resources available in the region. The procedure involves the creation of a five-year strategic development plan by each municipality. The Municipal Systems Act, Act 32 of 2000, mandates that all municipalities undergo an IDP process to create their IDP. Figure 5.17 shows the responses that were made to this assertion.

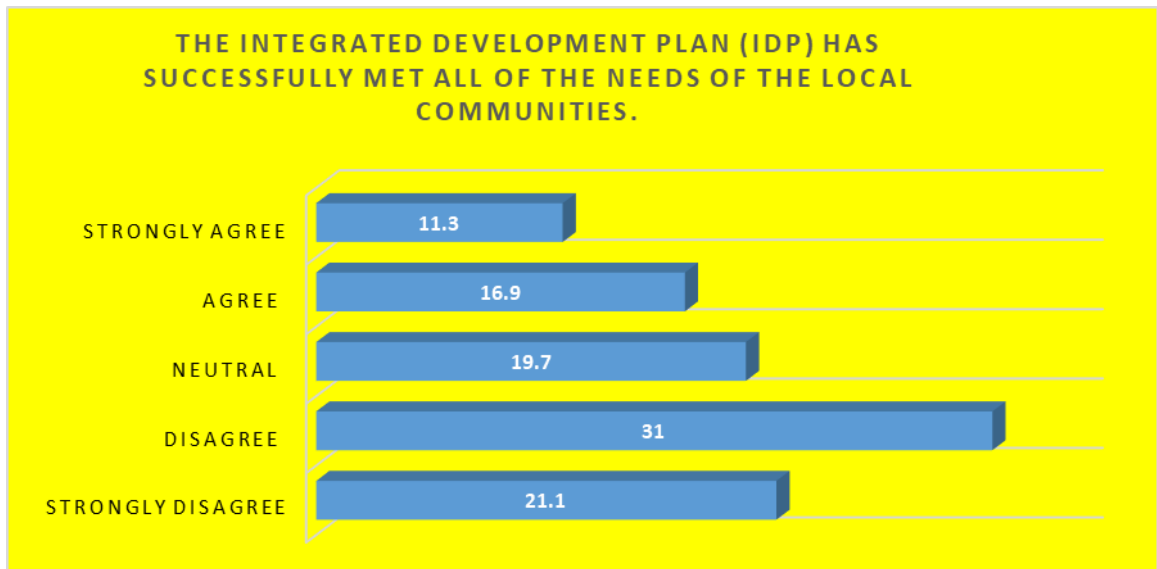


FIGURE 5.17: RESPONSES STATEMENT 10: INTEGRATED DEVELOPMENT PLAN MET NEEDS OF COMMUNITIES

Source: Author.

A large number of respondents (66%), as depicted in Figure 5.17, disagreed that the communities' needs had been fully satisfied by the local municipality regarding its IDP. Such disagreement indicates that most respondents thought that the IDP, which was meant to be a basic plan for the area and provided an overall framework for growth, had fallen short of expectations. The IDP is meant to coordinate the activity of the local and other government domains in terms of a coherent plan to advance the quality of life for everyone living in a specified area. Of the respondents, 28.2 % agreed with the statement made in the above regard, while 19.7% of them were neutral on the issue.

6.3.3 Responses received on service delivery challenges

Statement 11: Ward committees effectively allow for public participation and involvement in service.

Ward committees effectively allow for public participation and involvement in service. The core objective of public involvement is to encourage meaningful public participation in the decision-making process. Thus, participation in public affairs provides a chance for communication to take place between the general public and the organisations that make the relevant decisions.

Responses received: The ward committees are crucial to local government. To ensure that the municipality reacts to community necessities and provides the services required by the community, the committees join forces with political structures and council members. Figure 5.18 below shows the respondents' responses that were made in the above regard.

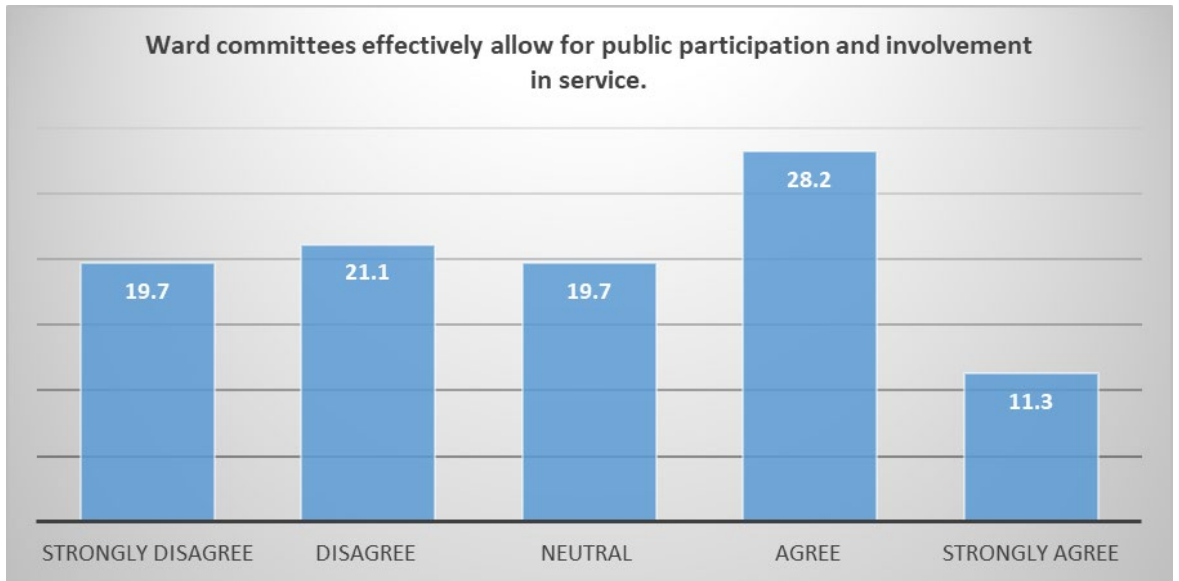


FIGURE 5.18: RESPONSES STATEMENT 11: WARD COMMITTEES ALLOW FOR PUBLIC PARTICIPATION, INVOLVEMENT

Source: Author.

Figure 5.18 shows that, whereas 40.8% of the respondents disagreed with the statement, 19.7 % were neutral on it. The minority of the respondents (39.5) felt that ward committees effectively provide for public participation and involvement in service.

Statement 12: Engaging/meeting with officials is always the most effective method of attaining one's goals concerning service delivery projects.

The main goals of a team meeting are to interconnect information efficiently and to give room for discussion about such information. In addition, a productive team assembly helps teams agree on the discussion's subjects, address any issues or difficulties, and clarify the following steps.

Responses received: Effective meetings with officials are anticipated as lively gatherings in which team members collaborate to make choices or to resolve issues. The responses to the statement in question are shown in Figure 5.19 below.

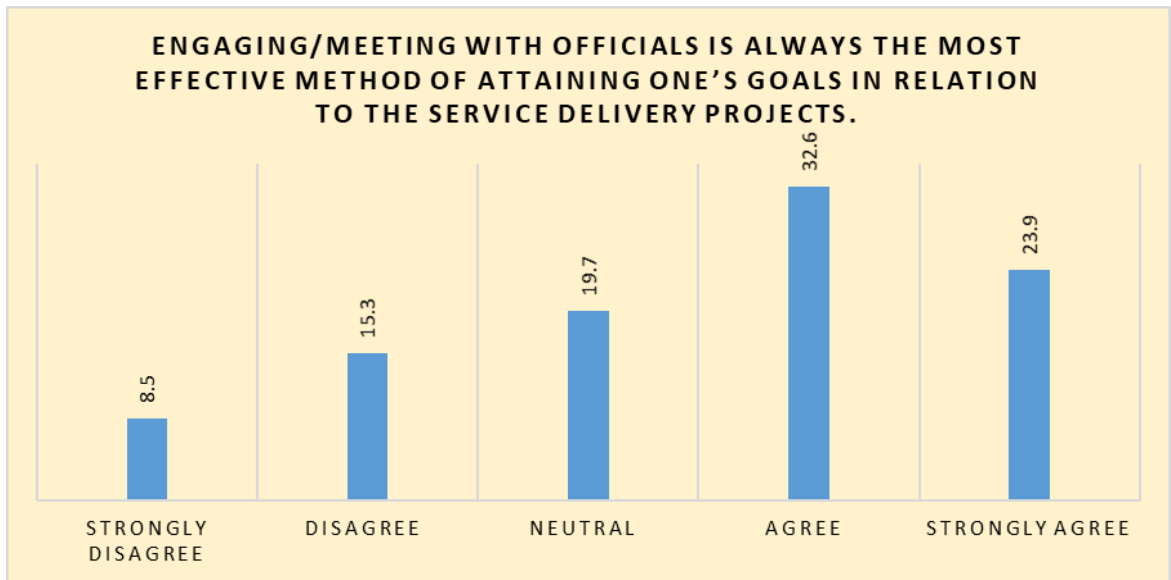


FIGURE 5.19: RESPONSES STATEMENT 12: ENGAGING OFFICIALS BEST METHOD OF ATTAINING ONE'S GOALS

Source: Author.

Figure 5.19 shows that 56.5% of the respondents agreed that interacting with officials was always the best course of action. In contrast, 23.8% disagreed with the assertion, and 8.5 % were noncommittal on the issue.

Statement 13: Protests are the result of stakeholder management not taking place in the local municipality.

The issue with stakeholder management is that everyone approaches the discussion with different goals and expects most of them to be accomplished. Furthermore, what is significant to one group might not be important to another.

Responses received: Stakeholder management is crucial because it fosters increased stakeholder engagement in strategic decision-making, as well as transparency and accountability in public decision-making, as well as establishing a repeatable, structured framework for budget investment planning. The responses obtained are shown in Figure 5.20.

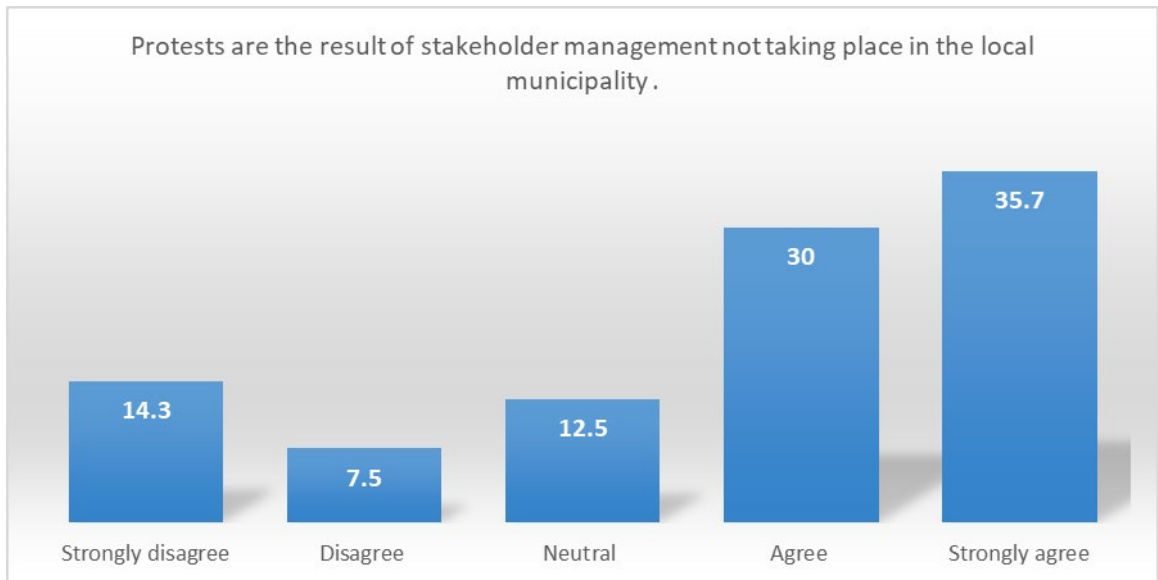


FIGURE 5.20: RESPONSES STATEMENT 13: PROTESTS RESULT OF STAKEHOLDER MANAGEMENT NOT TAKING PLACE

Source: Author.

The majority of the respondents (65.7%) agreed with the statement made in the above regard, as can be seen in Figure 5.20 that protests are due to stakeholder management not occurring in the municipality. By contrast, 12.5% of the respondents were neutral on the issue, and 22.2 % disagreed with it.

Statement 14: Poverty and hunger in the community cause common service delivery protests.

In order to gain improved access to the necessary socio-economic amenities, citizens have, on various occasions, turned to social protest or public dissatisfaction to voice their grievances.

Responses received: The poverty and hunger of many have come to raise concerns about how effectively to combat such chronic challenges, specifically through social protest. Figure 5.21 depicts the investigation's findings made in the above regard.

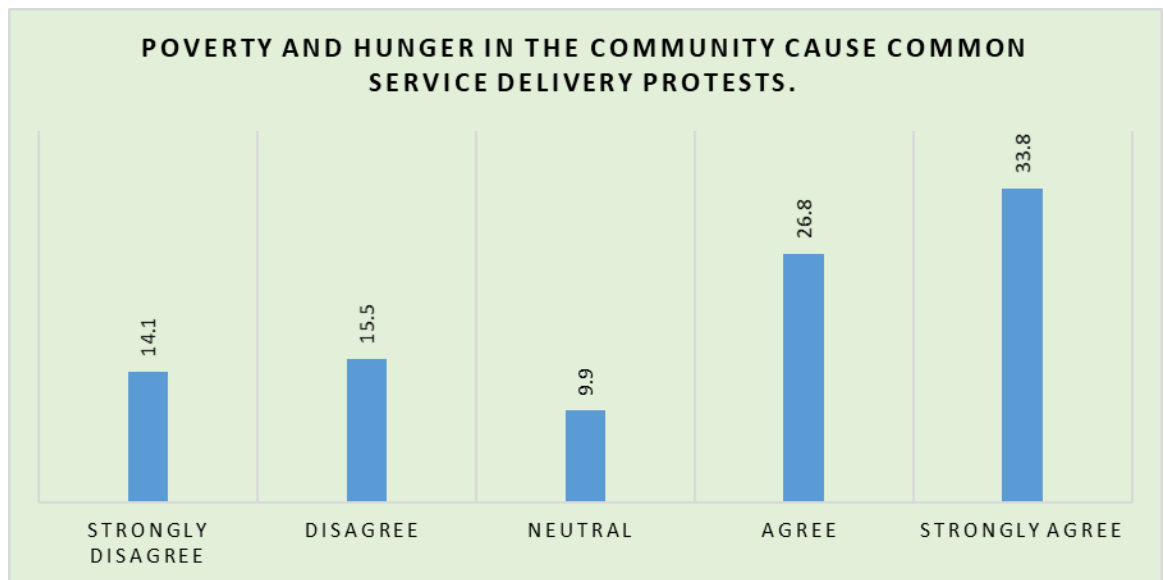


FIGURE 5.21: RESPONSES STATEMENT 14: POVERTY AND HUNGER CAUSE SERVICE DELIVERY PROTESTS

Source: Author.

The overwhelming majority of the respondents (60.6 %), as shown in Figure 5.21, concurred that community poverty and hunger are to blame for the frequent service delivery demonstrations taking place in the country. In comparison, 9.9% of respondents were neutral, and 29% of respondents disagreed with the statement made in the above regard. As used in the present context, social protest refers to conflicts or opposition against the (in) actions of the government. Ironically, social protest has been utilised to address various issues, including housing, health, education, unlawful eviction, chronic hunger, or people's lack of access to basic foodstuffs; yet these protests are seldom a focal point for reforms.

Statement 15: The municipality does not want to provide housing for the local residents, which leads to service delivery strikes.

According to the South African Constitution, municipalities are responsible for ensuring that all the country's residents have access to services that meet their basic needs.

Responses received: The municipality is the branch of government that is closest to the people. The leaders, chosen by the people to serve as their representatives, are tasked with ensuring that it provides necessary services to the community. Municipalities can accomplish the above by using their resources, including money, equipment, and personnel, to deliver the service. The respondents' responses are shown in Figure 5.22.

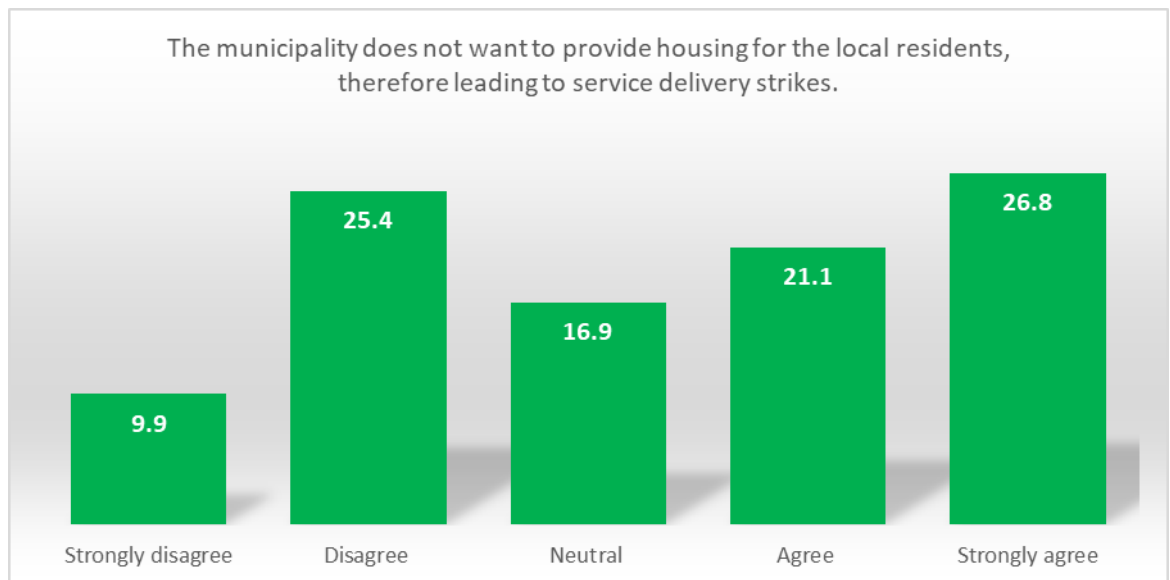


FIGURE 5.22: RESPONSES STATEMENT 15: MUNICIPALITY NOT PROVIDING HOUSING FOR RESIDENTS, LEADS TO STRIKES

Source: Author.

In Figure 5.22, the majority of the respondents (47.9%) agreed that the municipality did not want to provide housing for the local residents, thus resulting in service delivery strikes. Of the respondents, 35% of the respondents disagreed with the statement made in the above regard, while 16.9% chose to express no opinion on the issue. Municipalities are responsible for ensuring that the residents in their communities have access to at least the most basic services.

6.3.4 Statements made on crime/violence

Statement 16: *The use of violence is not justifiable in South African politics today.*

In the preceding centuries, the indigenous people of South Africa were repressed and kept under control by colonialists who utilised violence as an instrument of power and rule. Violence was a tool in the arsenal of the apartheid state, which ruled South Africa from 1948 to 1994, and used the system to gain and retain social and political power.

Responses received: Even while the mandatory reporting of such situations is mandated in terms of professional ethics guidelines, most western countries view violence as a crime. Researchers concur that autonomy and secrecy should be critical factors in scientific evaluations. Figure 5.23 shows the responses that were given to the abovementioned statement.

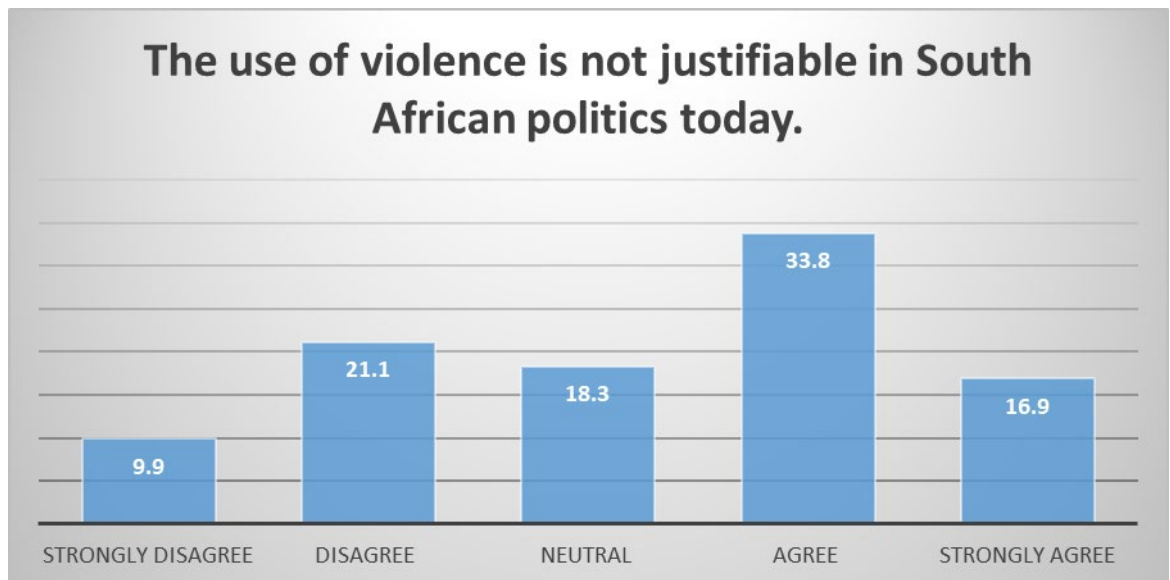


FIGURE 5.23: RESPONSES STATEMENT 16: VIOLENCE IS NOT JUSTIFIABLE IN SOUTH AFRICAN POLITICS TODAY

Source: Author.

In Figure 5.23, a majority of the respondents (50.7%) agreed that violence is not justifiable in South African politics today. However, there were 08.3% of respondents neutral on the issue, and 31% disagreed with it.

Statement 17: In South Africa, it is sometimes necessary to use violence to support a just cause.

To eradicate the culture of violence is challenging, particularly when it has evolved into a legalised and institutionalised form of coercion.

Responses received: Prevalent attitudes, ideas, and messages to which people are exposed daily have a significant impact on cultural violence. For example, it has become culturally accepted in South Africa that using violence to resolve disputes is the best course of action. The percentage of respondents who agreed or disagreed with the statement is shown in Figure 5.24.

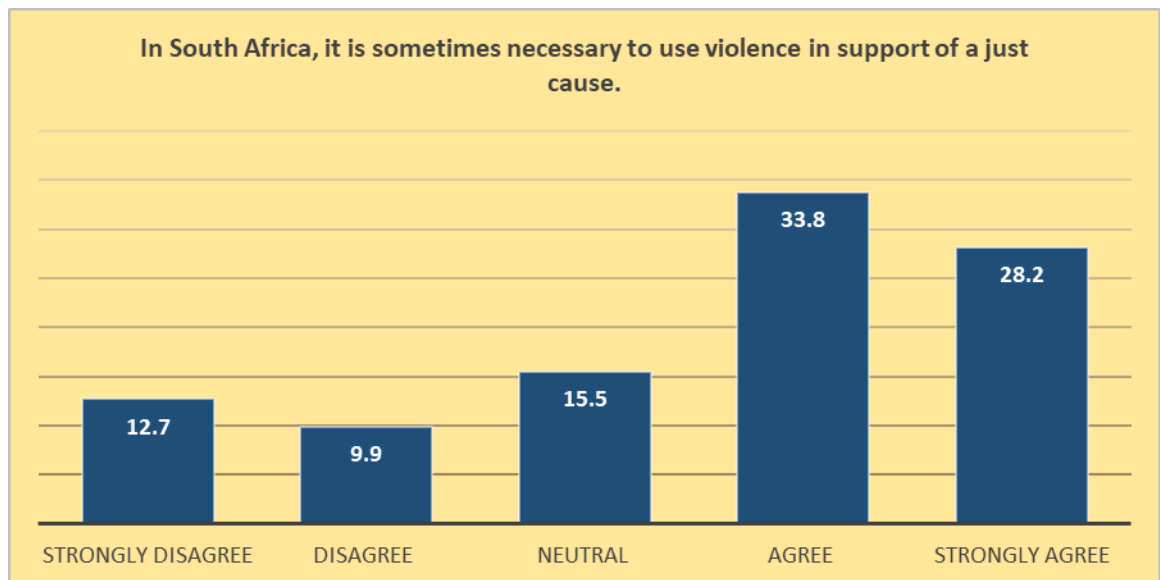


FIGURE 5.24: RESPONSES STATEMENT 17: IT IS NECESSARY TO USE VIOLENCE TO SUPPORT A JUST CAUSE

Source: Author.

According to Figure 5.24, 62% of the respondents felt that using violence to advance a just cause could occasionally be appropriate in South Africa. Of the respondents, 15.5% were neutral on the topic, while 22.6% disagreed with the statement. In 1994, an attempt was made to spread the gospel of peace, love, tolerance, and nonviolence but, by that point, the country had suffered serious moral harm.

Statement 18: Disobeying the law is sometimes necessary to be able to solve problems immediately by other means than the norm.

Systems of inequality are overthrown, and significant societal advancements are made through staging civil disobedience, highlighting its worth as an activity in contravention of the norm. Disobedience has contributed to some of humanity's most significant social advancements.

Responses received: Claiming a right to participate in civil disobedience entails asserting that others should let the agent of the action carry out the act. Breaking an immoral law is acceptable (as so is even breaking a moral law, if doing so would have been acceptable under the immoral law). The responses provided are indicated in Figure 5.25.

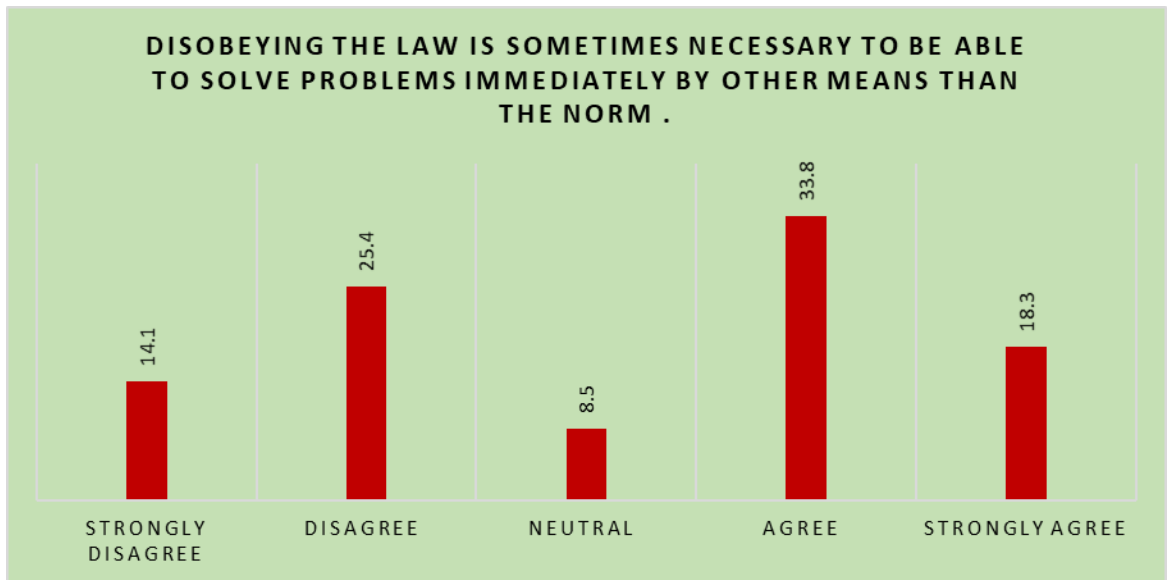


FIGURE 5.25: RESPONSES STATEMENT 18: DISOBEYING LAW NECESSARY TO SOLVE PROBLEMS IMMEDIATELY

Source: Author.

Figure 5.25 shows that 52.1% of respondents agreed that it is occasionally essential to break the law to fix problems immediately using alternative methods, while 39.5% disagreed, and 8.5% withheld their opinion.

Statement 19: Violent service protest action is a useful alternative action to perform to make municipal and government officials listen.

"Service delivery protests" is a term that is used to describe several demonstrations and riots that have taken place in South African urban areas as a result of subpar service delivery.

Responses received: Unruly demonstrations might have adverse effects, including rising death rates and damaging public and government buildings. The respondents' responses are shown in Figure 5.26, in response to the statement made in the above respect.

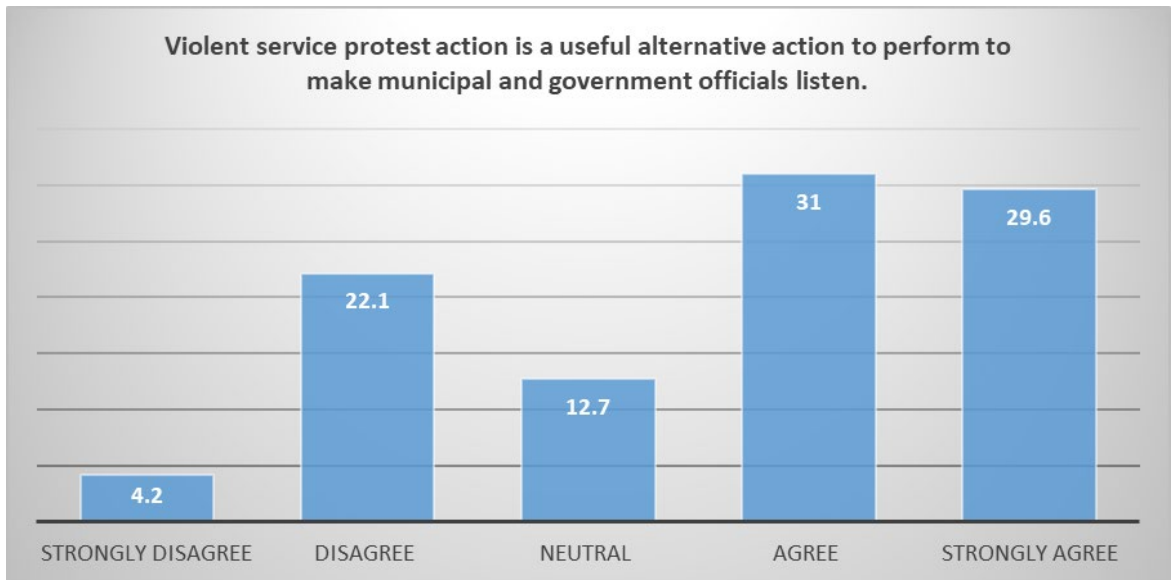


FIGURE 5.26: RESPONSES STATEMENT 19: SERVICE PROTEST ACTION USEFUL TO MAKE GOVERNMENT LISTEN

Source: Author.

The overwhelming majority (60.6%) of the respondents agreed when asked whether they agreed with the statement that using aggressive service protest action provides a beneficial alternative to getting the municipal and other government authorities to pay attention. Only 26.3% of the respondents disagreed with the statement, whereas 12.7% indicated their neutrality on the issue, as Figure 5.26 shows.

Statement 20: Police contribute to the existing levels of violence during service delivery protests.

Members of the police are expected to interact with protestors to address any problems that might arise during a demonstration and to intervene if a situation starts to get out of control and violence or property damage starts to occur.

Responses received: The police should organise their actions carefully. They must behave in a way that encourages peaceful protest to maintain an honest and fruitful relationship with the protestors. Figure 5.27 shows the responses received in this respect.

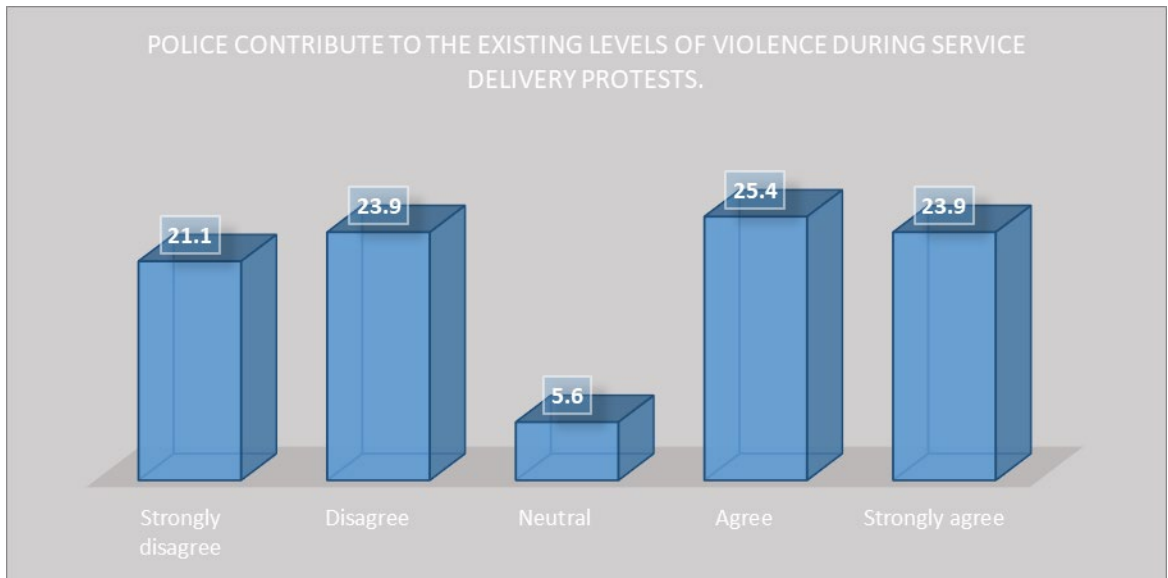


FIGURE 5.27: RESPONSES STATEMENT 20: POLICE CONTRIBUTE TO EXISTING LEVELS OF VIOLENCE DURING PROTESTS

Source: Author.

Responses were received to the claim that police involvement in service delivery protests increases the level of violence. The findings indicate that most respondents (49.3%) agreed with the statement, whereas 45% disagreed and 5.6% expressed their indifference regarding the issue.

6.3.5 Statements made on service delivery protests

Statement 21: Some disgruntled politicians are involved in instigating service delivery protests.

Some disgruntled politicians are involved in instigating service delivery protests. In addition, violence against the local governmental entities in the informal settlements has also been witnessed, participated in, and instigated.

Responses received: Limited service delivery and an increase in the number of service delivery protests tend to be caused by the following factors: low levels of managerial ability in the municipalities; poor levels of public participation in the development forums; political infighting; unstemmed migration; corruption; and a culture of boycotting rates. Figure 5.28 indicates the responses that were obtained in the above respect.

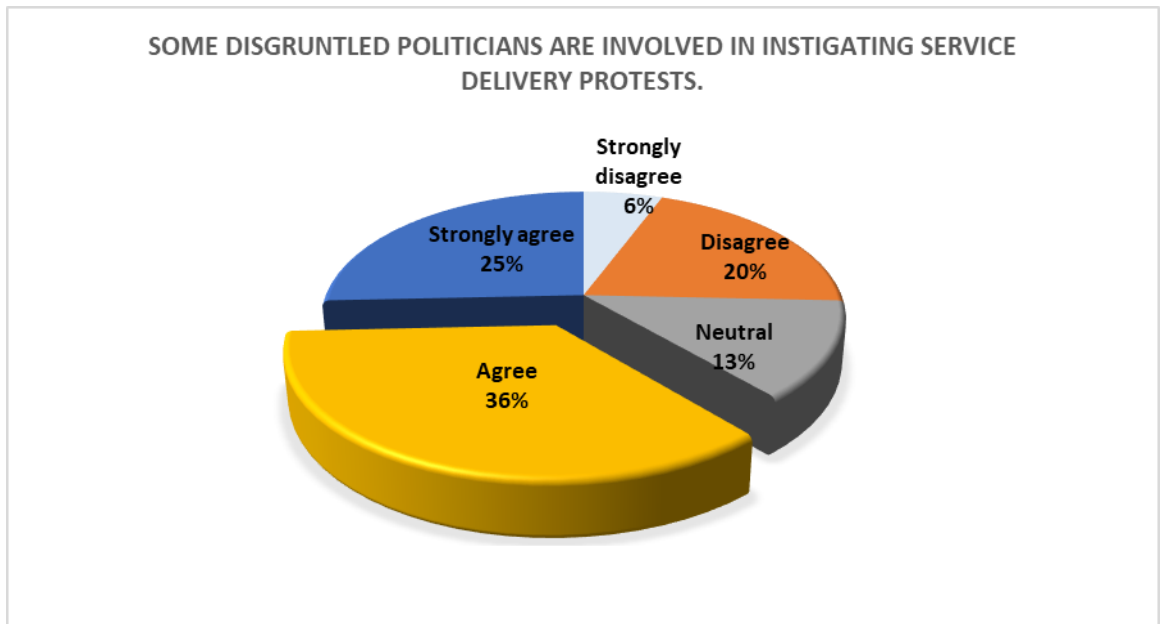


FIGURE 5.28: RESPONSES STATEMENT 21: DISGRUNTLED POLITICIANS INVOLVED IN SERVICE DELIVERY PROTESTS

Source: Author.

The results suggest that most respondents (61%) agreed with the statement that some disgruntled politicians are involved in instigating service delivery protests, 26% disagreed, and 13% were neutral.

Statement 22: *The recent and ongoing service delivery protests are genuine community protests in response to the poor service received.*

Currently, resources are depleted in South Africa, there are few work opportunities, many jobs have been lost, and the overall living conditions are poor, owing to insufficient service delivery and generally unfortunate government services.

Responses received: Protests tend to occur due to the relative impoverishment and inequality experienced within the urban context. When people see that others are receiving services before they do, they are unlikely to be prepared to wait patiently in line for service delivery. Figure 5.29 indicates the responses provided concerning the above.

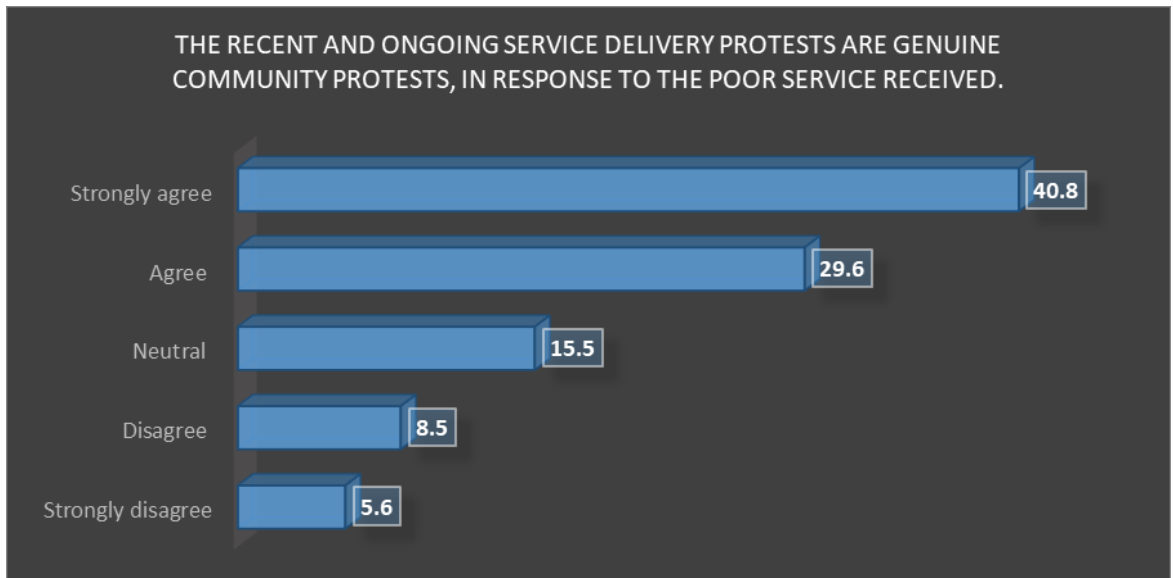


FIGURE 5.29: RESPONSES STATEMENT 22: SERVICE DELIVERY PROTESTS GENUINE COMMUNITY PROTESTS

Source: Author.

The findings suggest that most respondents (70.4%) agreed that they always received the budget plan and completed their tasks, while 14.1% disagreed with the statement and 15.5% were neutral.

Statement 23: Strikes are instigated by third-party agents wanting to destabilise the government.

Numerous demonstrations have descended into violence, with criminals being seen to take advantage of the situation.

Responses received: Strikes appear to have numerous political and other effects. Figure 5.30 indicates the responses provided to the above statement.

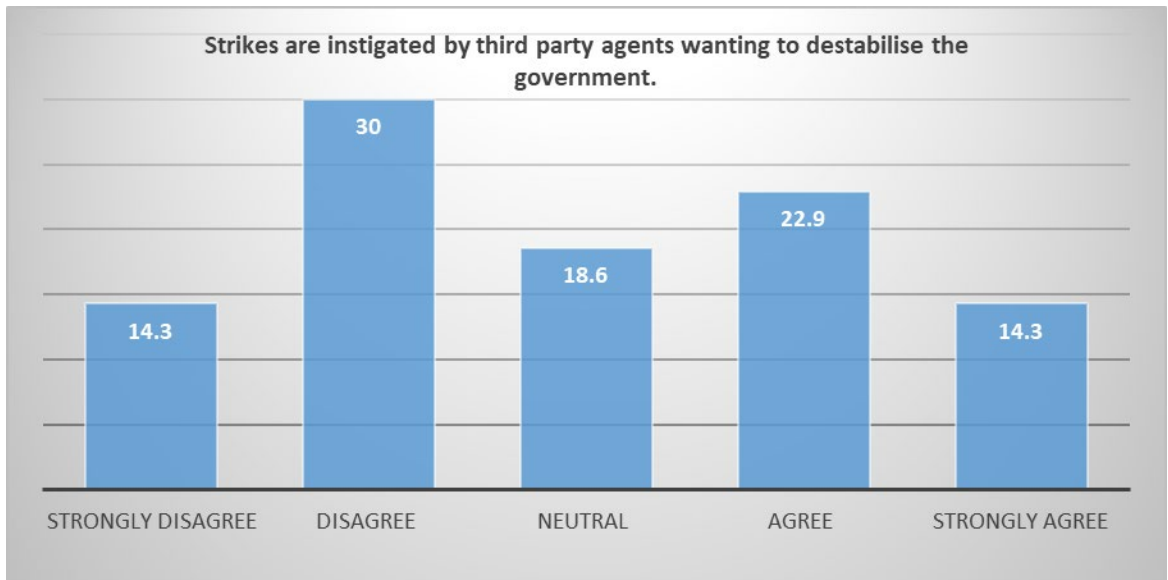


FIGURE 5.30: RESPONSES STATEMENT 23: STRIKES INSTIGATED BY THIRD PARTIES TO DESTABILISE GOVERNMENT

Source: Author.

The results regarding the above statement suggest that most respondents (44.3%) did not agree that community's poor service delivery protest which often turns violent are sparked off by outside forces wishing to topple the government, whereas 37.2% agreed with it, and 18.6% were neutral on the issue.

Statement 24: Service delivery protests come about owing to the unfulfilled promises made by politicians during the recent national and local government elections.

The Independent Electoral Commission should investigate politicians who intentionally make unrealistic promises during election campaigns because they interfere with the voters' ability to make well-informed decisions.

Responses received: Unrealistic campaign promises erode the legitimacy and credibility of the country's electoral system and politics in general. Figure 5.31 shows the responses received to the given statement.

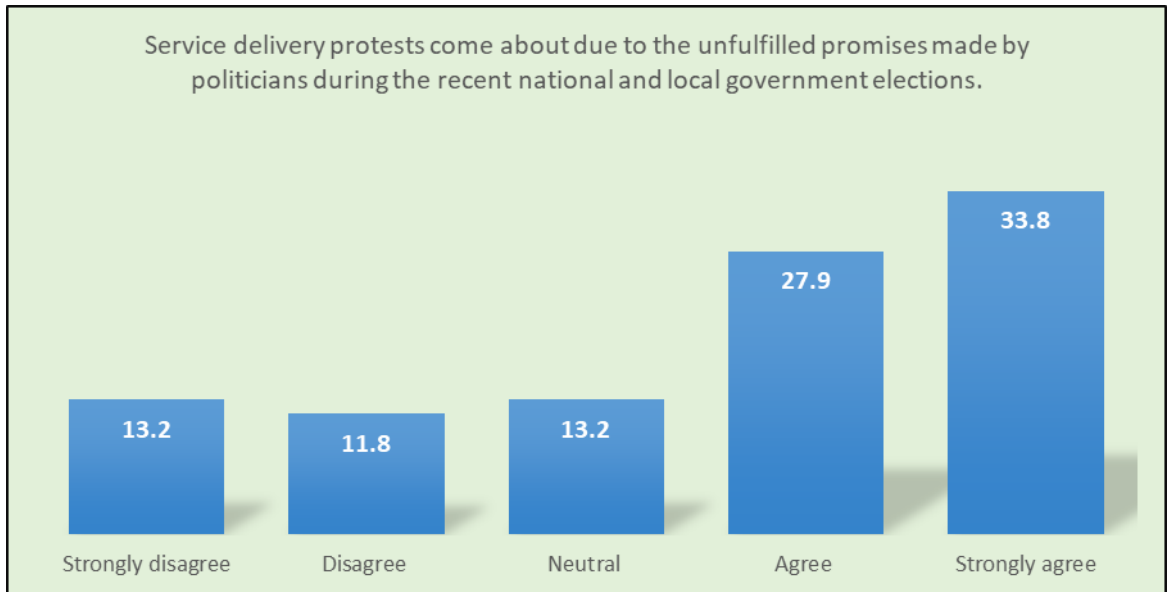


FIGURE 5.31: RESPONSES STATEMENT 24: PROTESTS DUE TO UNFULFILLED PROMISES DURING ELECTIONS

Source: Author.

According to the findings, the majority of the respondents (61.7%) agreed with the claim that service delivery protests are a result of politicians have failed to keep their campaign promises during the most recent national and local elections, while 25% of the respondents disagreed with the statement and 13% were neutral on it.

Statement 25: Service delivery protests are a sign of the communities' declining confidence in the government.

Concern over a crisis in public confidence is growing, with it being believed to be a factor in supporting extreme political viewpoints, rising public discontent, protests, and occasional violent confrontation, among other such phenomena.

Responses received: Gauging individuals' trust in their institutions and one another is challenging. Trust in institutions is impacted by various intricate and interconnected elements. Environmental, social, political and economic factors can all be important. Figure 5.32 indicates the responses provided.

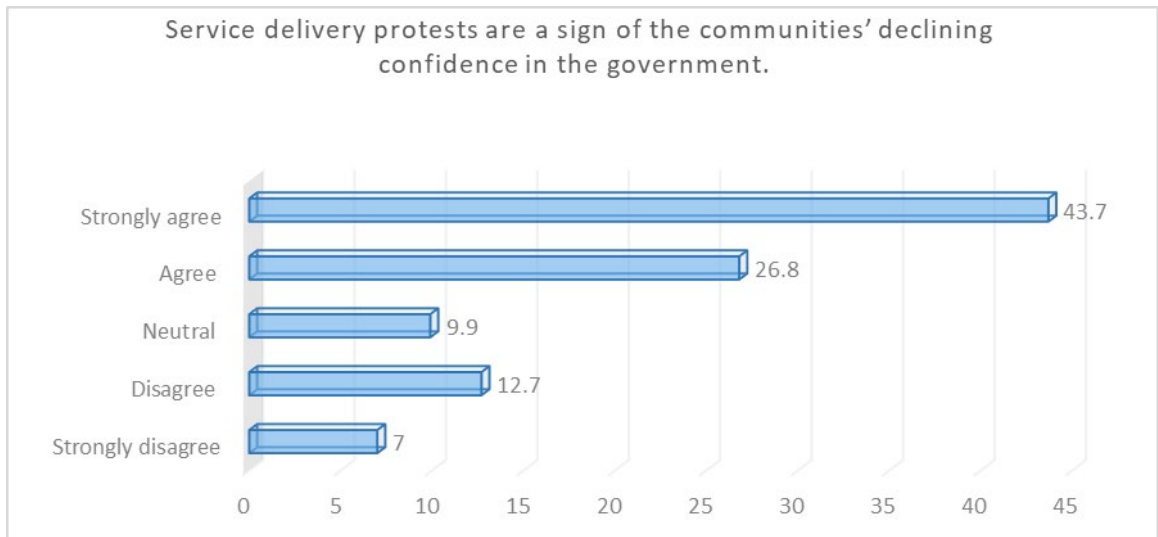


FIGURE 5.32: RESPONSES STATEMENT 25: PROTESTS SIGN OF COMMUNITIES' LACK OF CONFIDENCE

Source: Author,

According to the findings, the largest number of respondents (70%) agreed that service delivery demonstrations indicate the public's waning faith in the government, while 19.7% disagreed with the statement and 9.9% expressed no opinion on the issue.

6.3.6 Statements made on corruption and nepotism

Statement 26: Corruption, nepotism and poor governance could be some of the causes of service delivery failures.

The lack of transparency, the poorly functioning ward committees, the lack of accountability by council officials, the lack of public consultation on governance issues, the failure to comply with municipal laws and other legislation, the failure to prioritise community needs, the misaligned budgeting procedures, the conflicts between stakeholders and the corruption tendencies among officials are the leading causes of poor service delivery.

Responses received: Public employees are said to have historically acted more as masters, lacking in transparency and responsibility, than as servants bent on serving the people. Figure 5.33 indicates the responses that were given.

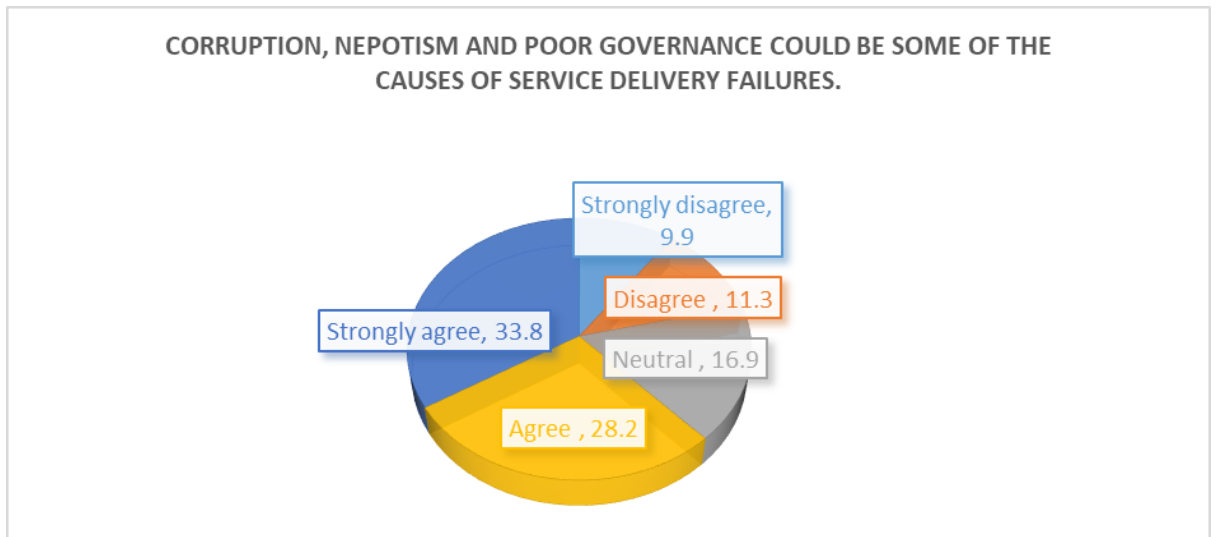


FIGURE 5.33: RESPONSES STATEMENT 26: CORRUPTION CAUSE SERVICE DELIVERY FAILURES

Source: Author.

According to the results obtained in the current study, most of the respondents (62%) agreed with the statement that corruption, nepotism, and poor governance could be some of the reasons why service delivery has failed. In comparison, just 21.3% disagreed with the statement and 16.9% were neutral on it.

Statement 27: Public servants are adequately skilled to render municipal services to the community.

Public servants are adequately skilled to render municipal services to the community. However, unproductive public employees, a lack of accountability, poor human resource management and procurement procedures, and a lack of leadership are just a few of the factors that hinder service delivery.

Responses received: The primary issue is inadequate leadership, which has been pervasive in the South African public sector context for a long time. The appointment of incompetent top officials and the lack of responsibility on the part of public sector executives are the main causes of this predicament. Figure 5.34 indicates the responses given.

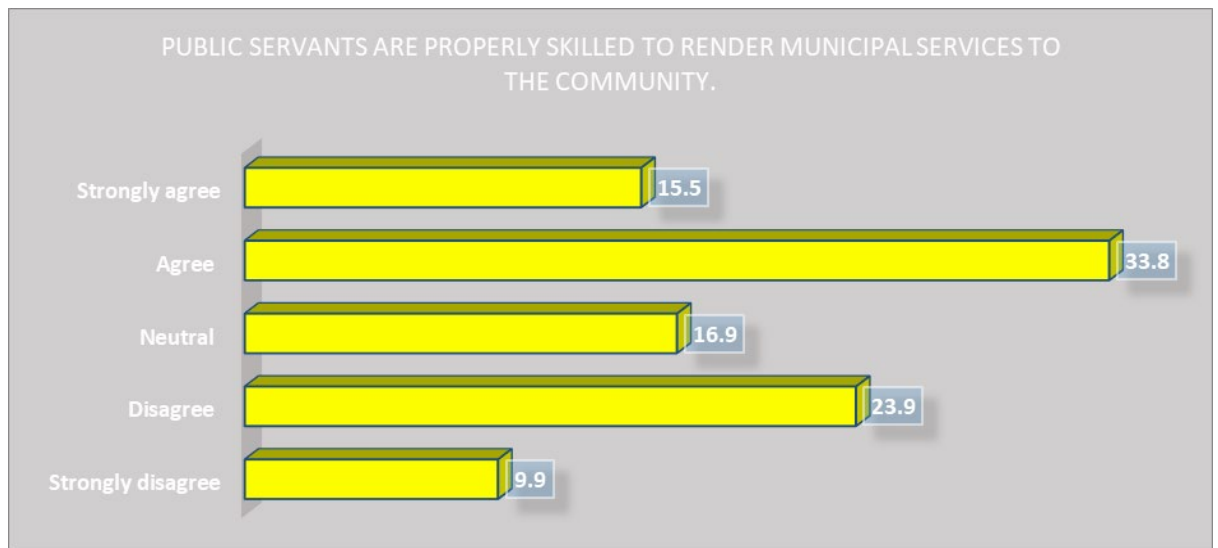


FIGURE 5.34: RESPONSES STATEMENT 27: PUBLIC SERVANTS ADEQUATELY SKILLED TO RENDER MUNICIPAL SERVICES

Source: Author.

The findings indicate that most respondents (49.3%) agreed that public employees are sufficiently trained to provide municipal services to the community, while 33.8% disagreed and 16.9% expressed were neutral.

Statement 28: A significant practice of nepotism and cronyism operates in the municipality, which impacts service delivery.

Public servants are adequately skilled to render municipal services to the community. However, unproductive public employees, a lack of accountability, poor human resource management and procurement procedures, and a lack of leadership are just a few of the factors that hinder service delivery.

Responses received: Significant issues with service delivery, poor financial management, high unemployment rates, nepotism, and corruption have all surfaced in the South African public sector. Figure 5.35 shows the responses that were obtained.

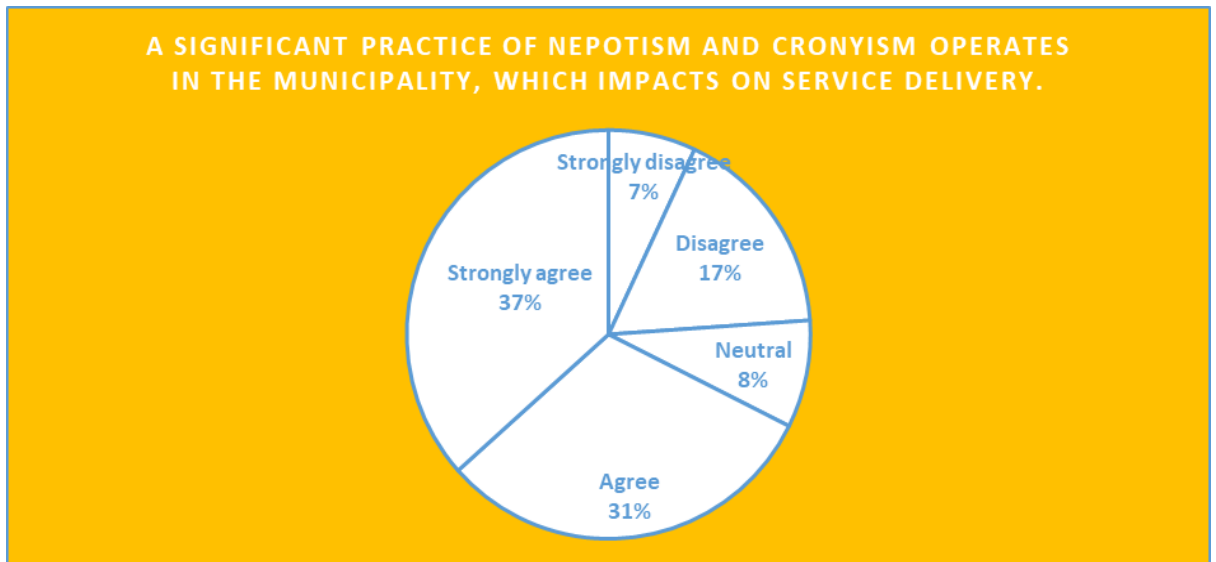


FIGURE 5.35: RESPONSES STATEMENT 28: NEPOTISM AND CRONYISM IN MUNICIPALITY IMPACTS SERVICE DELIVERY

Source: Author.

The results indicate that most respondents (68%) agreed that nepotism and cronyism were widespread at the municipal level and impacted service delivery, while just 24% disagreed and 8% were neutral.

Statement 28: Corruption, in all its forms, is a major threat to good governance at the local and regional levels.

Corruption undermines governance, eroding public confidence in the state's legitimacy and jeopardising the moral standards of society and government; it inherently counters accountability and the rule of law.

Responses received: In short, corruption causes increased outbreaks of anger and periods of hardship among the residents, who are, therefore, more likely to accept (or even demand) harsh treatment of the offenders. Corruption also raises the levels of inequality and reduces public responsibility and political responsiveness. Figure 5.36 shows the responses obtained.

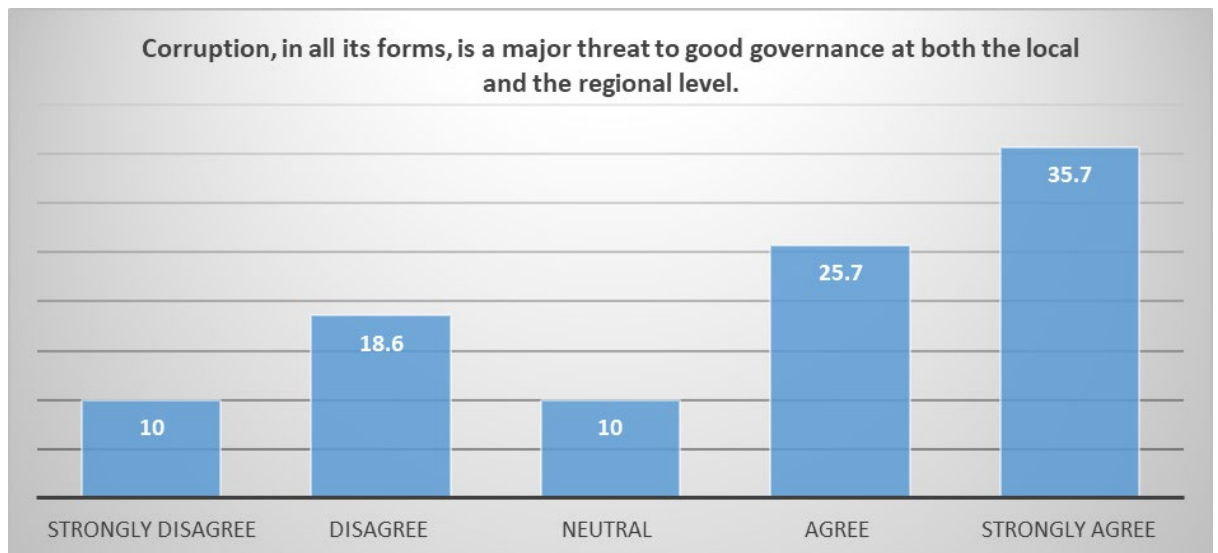


FIGURE 5.36: RESPONSES STATEMENT 29: CORRUPTION THREAT TO GOVERNANCE AT LOCAL AND REGIONAL LEVELS

Source: Author.

According to the results, the majority (61.4%) of the respondents agreed with the statement that corruption, in all its manifestations, poses a serious threat to effective local and regional governance, 28.6% disagreed with the statement, and 10% were neutral.

Statement 30: The recruitment of employees for service delivery should be changed to allow for meaningful employment.

A company can reduce the cost of providing services, increase human resources (HR) productivity, and better satisfy employee expectations using HR services. It can also improve the effectiveness of procedures, like monitoring and compliance.

Responses received: The delivery of public services is based on recruitment practices in Nigeria and South Africa contexts. Therefore, the quality of services offered and the connection between public service delivery and human resource capacity form part of the focus of the current study. Figure 5.37 shows the responses given.

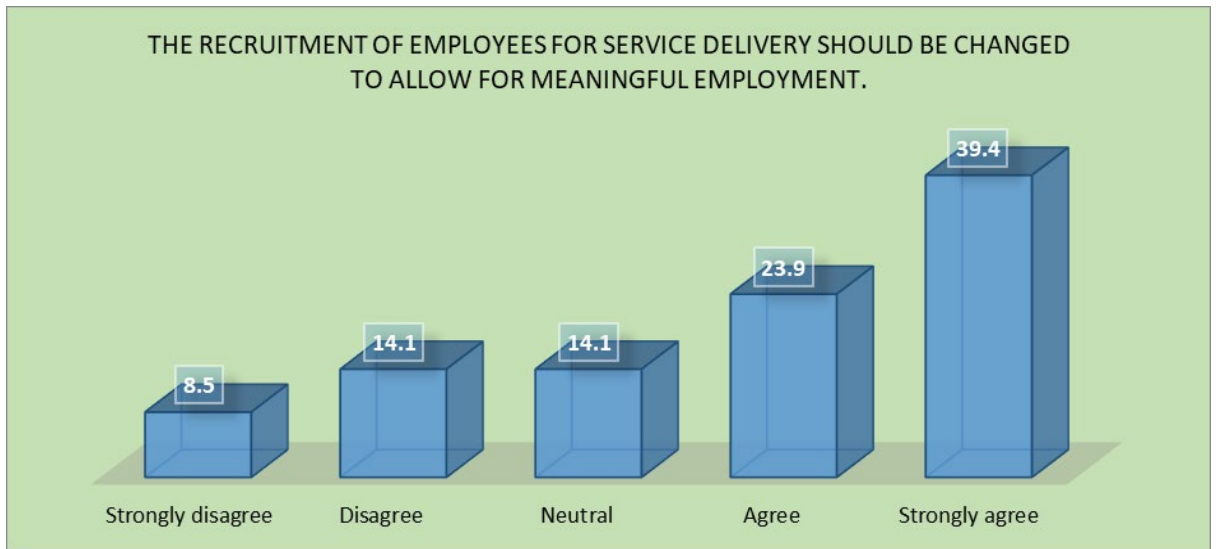


FIGURE 5.37: RESPONSES STATEMENT 30: RECRUITMENT OF EMPLOYEES MUST BRING MEANINGFUL EMPLOYMENT

Source: Author.

In response to a statement that the recruitment of employees for service delivery should be changed to allow for serious employees, the results obtained show that the majority (63.3%) of the respondents concurred with the statement, while 22.6% did not concur with it, and 14.1% were neutral on the issue.

Statement 31: Specific services are provided, depending on whom you know and what they do.

Due to improper resource use and violations of the law, particularly regarding procurement laws and regulations, several public sector organisations have been dogged by corruption charges. In addition, claims have been made that underwhelming performance results from millions spent on sub-par work standards.

Responses received: Several public sector entities have faced allegations of corruption due to poor resource utilisation and legal infractions, notably in procurement laws and regulations. In addition, allegations that millions have been spent on satisfying only substandard work standards have led to an underwhelming performance.

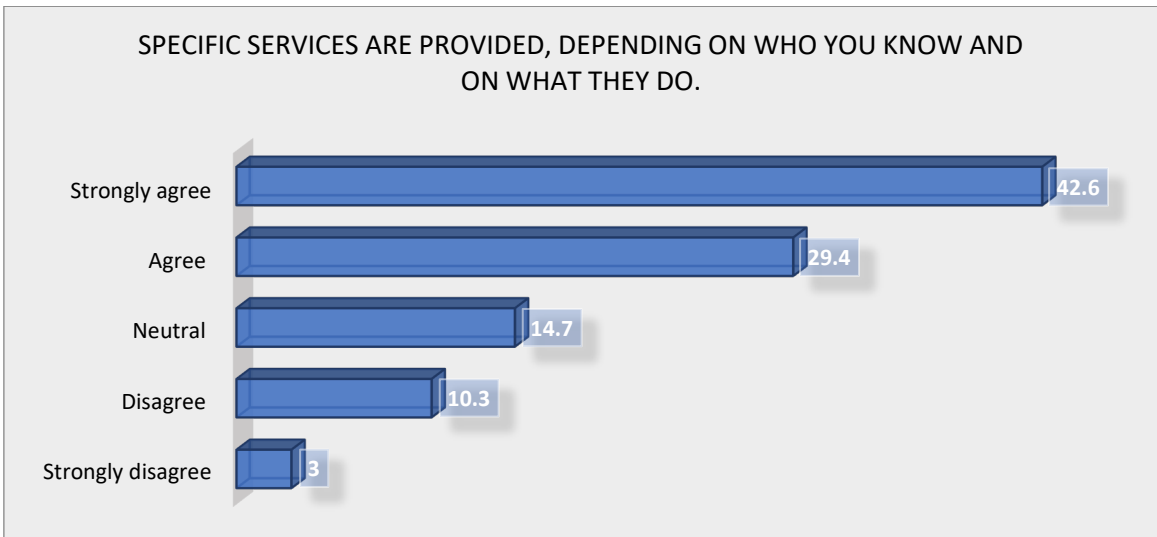


FIGURE 5.38: RESPONSES STATEMENT 31: SERVICES PROVIDED, DEPENDING ON WHOM YOU KNOW

Source: Author.

According to the results, most respondents (72%) agreed that certain services are provided, depending on whom you know and what they do, while 13.3% disagreed and 14.7% were neutral.

Statement 32: Engaging in nepotism and corruption is a way of fighting poverty in poor communities.

Nepotism and corruption are a way of fighting poverty in poor communities. The most widely accepted definition of corruption is the exploitation and misuse of public office and its resources for personal benefit. Nepotism, cronyism, extortion, fraud, theft, kickbacks, and campaign contributions are examples of different ways in which nepotism and corruption manifest themselves (Graycar & Prenzler, 2013:2-17).

Responses received: Nepotism affects executives who have, or would like to have, family members in management, as well as affecting the management development, advancement, control, image, and public relations of an organisation. Figure 5.38 indicates the responses received.

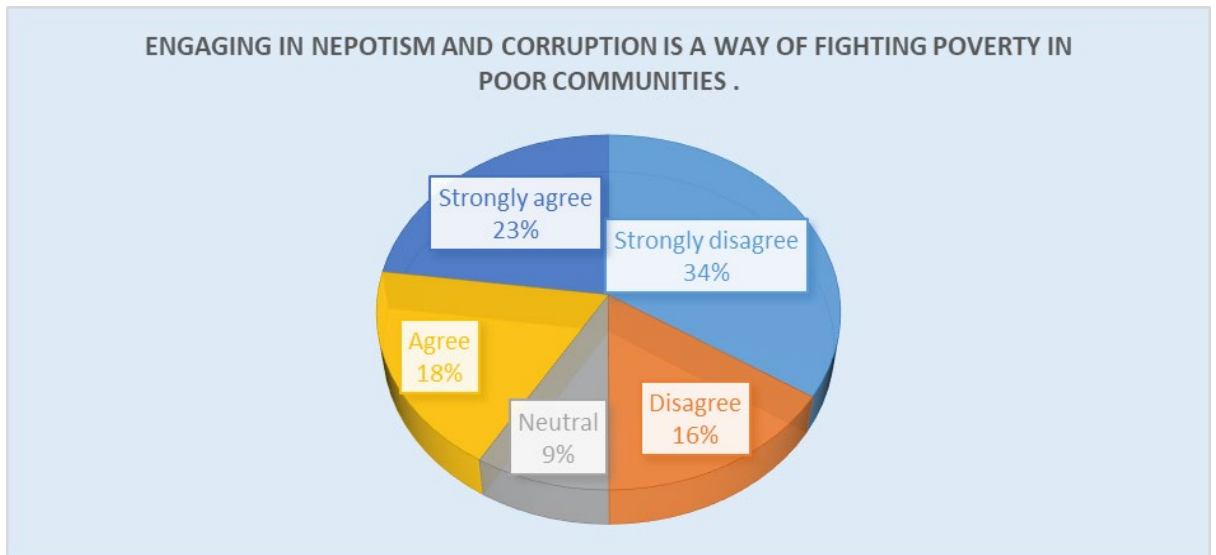


FIGURE 5.39 RESPONSES STATEMENT 32: NEPOTISM AND CORRUPTION IS A WAY OF FIGHTING POVERTY

Source: Author.

The results above suggest that most of the respondents (50%) did not agree with the assertion that nepotism and corruption are ways of combating poverty in poor regions, while 41% did agree with it, and 9% were neutral.

6.3.7 Statements made on municipality limitations

Statement 33: There is no political will because the residents involved did not vote for the Democratic Alliance.

Voting is a process used by a group, such as an electorate or gathering, to reach a consensus or express an opinion, typically after talks, debates, and election campaigns. Democracies use voting to choose candidates for high office.

Responses received: Identity plays a significant role in how voters cast their ballots, with voters tending to back the party that they believe represents individuals just like them. Figure 5.40 indicates the responses supplied.

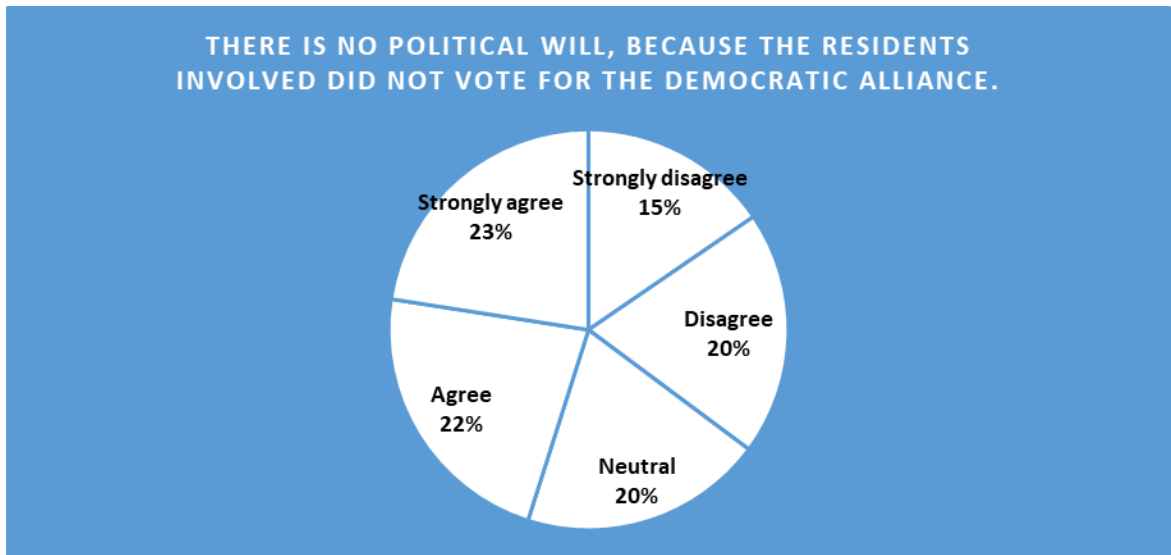


FIGURE 5.40: RESPONSES STATEMENT 33: NO POLITICAL WILL AS DID NOT VOTE FOR THE DEMOCRATIC ALLIANCE

Source: Author.

The results show that the majority of the respondents (45%) agreed with the assertion that there is no political will because the residents involved did not vote for the Democratic Alliance (DA). In comparison, 35% disagreed with the statement, and 20% expressed their neutrality regarding the issue.

Statement 34: The amount of land that is available for the building of new houses for communities in need is limited.

The enormity of the task of building new houses is caused by several factors, including the huge housing backlog, the plight of the homeless, and the incredibly complicated institutional, financial, and administrative structure left over from the previous administration.

Responses received: One of the biggest problems the Government of National Unity has to deal with is housing. Figure 5.41 shows the responses that were received to the statement.

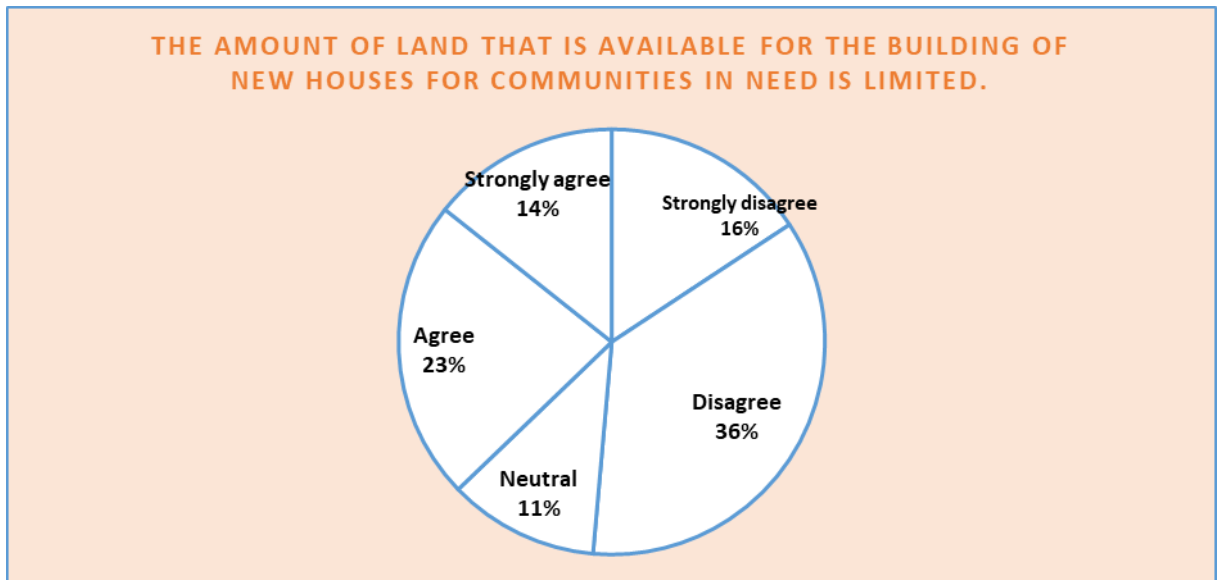


FIGURE 5.41: RESPONSES STATEMENT 34: LAND AVAILABLE FOR NEW HOUSES FOR COMMUNITIES IS LIMITED

Source: Author.

The results suggest that the majority of the respondents (52%) did not agree with the statement that there is limited land where the new homes should be built for the communities in need, while 37% did agree with it, and 11% were neutral.

Statement 34: There is such a flow of people here from the Eastern Cape that their needs will never be satisfied.

Former and current national leaders discussed Zille's description of Eastern Cape students who transfer to the Western Cape for better education as "education refugees" (Naicker, 2016:46-60).

Responses received: Over half of the world's population lives in cities, which continue to draw people in the quest for a higher quality of life, more plentiful employment opportunities, and more amenities. Figure 5.42 shows the responses received from the states concerned.

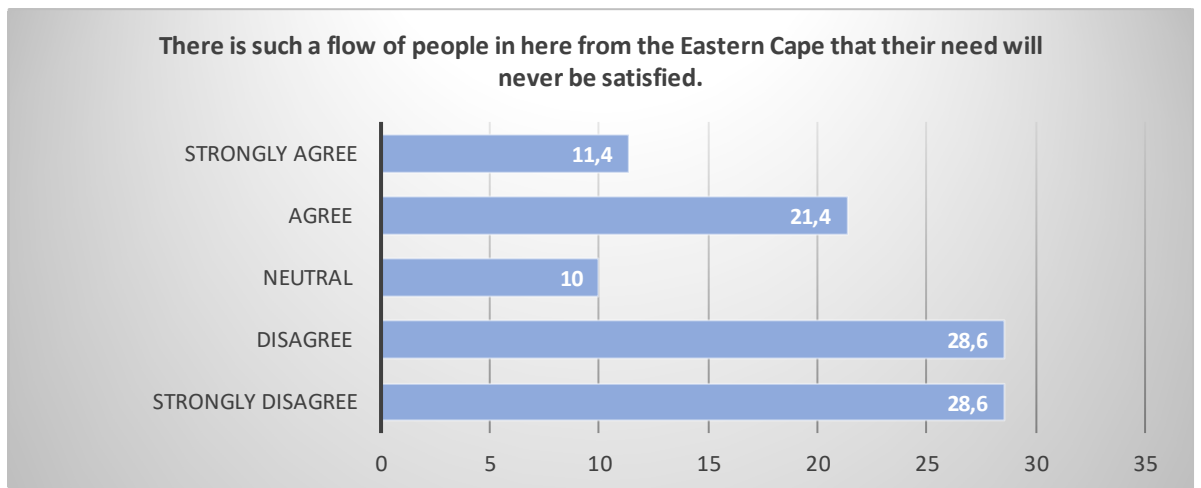


FIGURE 5.42: RESPONSES STATEMENT 35: NEEDS OF PEOPLE FROM EASTERN CAPE WILL NEVER BE SATISFIED

Source: Author.

The results of the above statement suggest that a large percentage of respondents (57.2%) did not agree with the assertion that Eastern Cape residents keep coming into the study area and that they will never be satisfied. In comparison, 32.8% did agree with the statement, while 10% expressed their neutrality regarding the statement.

Statement 36: *There is enough land but insufficient financing to pay the prospective contractors to build the houses required.*

Most unresolved rural land claims are primarily impacted by several difficulties, including dissimilarities with landowners regarding the validity of claims, land prices; settlement models and conditions; family or community disputes; and conflicts between traditional leaders, communities, trust, and legatees.

Responses received: The land reform effort in South Africa has faced obstacles like bureaucratic delays, political influence, favouritism and opportunism from landowners and beneficiaries. Figure 5.43 shows the responses received in the above regard.

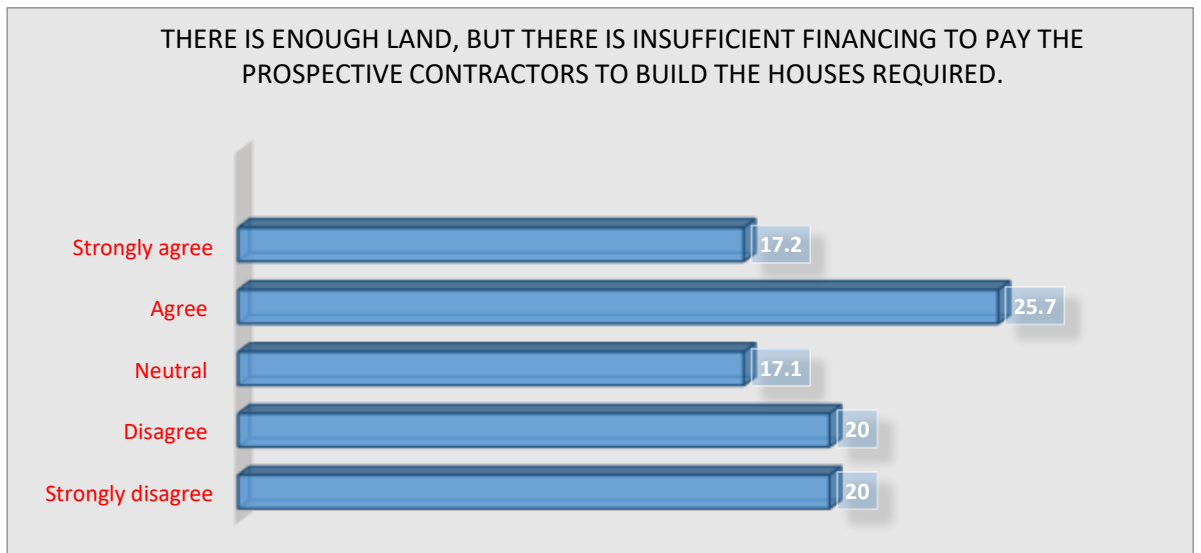


FIGURE 5.43: RESPONSES STATEMENT 36: ENOUGH LAND BUT INSUFFICIENT FUNDS TO BUILD REQUIRED HOUSES

Source: Author.

The results suggest that the majority of the respondents (42.9%) agreed with the statement that there is adequate land but no money to pay the potential contractors to build houses, while 40% disagreed with the statement and 17% were neutral on the issue.

Statement 37: No one is interested in the community because they do not stay in it.

Participation by the community is crucial because it increases the possibility of addressing regional issues.

Responses received: Direct influence is unnecessary for one to feel compassion and empathy with those directly influenced by it. Figure 5.44 indicates the responses given.

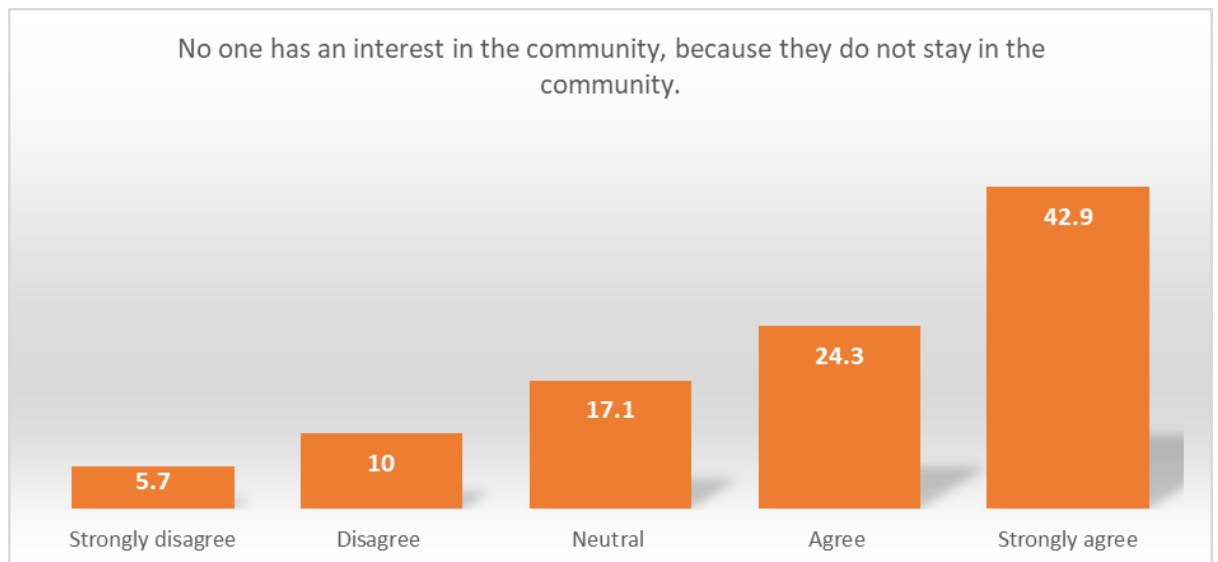


FIGURE 5.44: RESPONSES STATEMENT 37: NOT INTERESTED IN COMMUNITY BECAUSE OF NOT STAYING THERE

Source: Author.

The results suggest that most of the respondents (67.2%) agreed with the statement that no one is interested in the neighbourhood since they do not stay with the community, while 15.7% disagreed and 17.1% were neutral.

Statement 38: It is difficult to plan housing for people who migrate without the municipality knowing about it.

Cities respond to a variety of integration-related difficulties, as well as to the urgent requirements of migrants. Indeed, the fact that so many cities welcome incoming migrants demonstrates how, in the long run, carefully managed migration can be beneficial to economies and society as a whole.

Responses received: The most significant impact is seen when public- and private-sector leaders collaborate to ensure that their city is a welcoming destination for migrants and their economic participation. Frequently, policymakers and business leaders have failed to collaborate to realise the potential of migrants in cities and to address the risks involved. Figure 5.45 shows the responses that were received in the above regard.

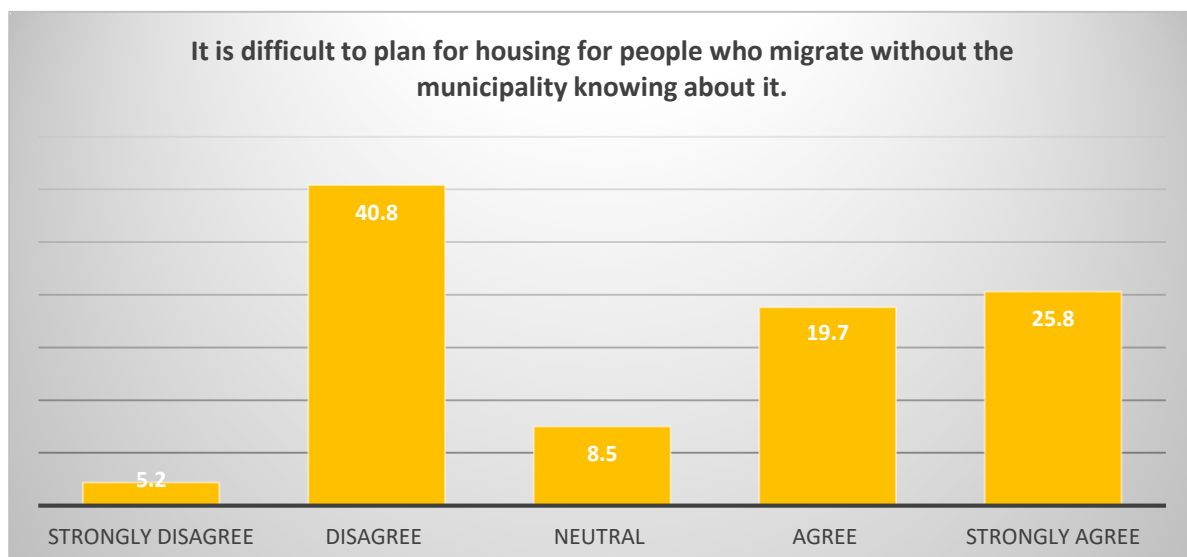


FIGURE 5.45: RESPONSES STATEMENT 38: PLAN FOR THOSE MOVING WITHOUT MUNICIPALITY KNOWING IS DIFFICULT

Source: Author.

The findings suggest that the majority of the respondents (45.5%) agreed with the statement that it is difficult to plan for housing for persons who migrate without the municipality being aware of it. In comparison, 45.2% of them disagreed with the statement and 8.5% expressed their neutrality on the issue.

Statement 39: Service delivery problems are caused by the stealing of equipment and by the selling of houses.

Municipal budgets have suffered due to water infrastructure theft and vandalism since funds have had to be transferred to replace stolen components.

Responses received: While infrastructure investments are essential and welcome since they tend to be able to help municipalities solve challenges, maintaining the infrastructure involved continues to be complicated. However, such upkeep helps extend the life of the water supply infrastructure, with cooperation between all levels of government, from the federal to the local, urgently required to address the issue concerned. Figure 5.46 indicates the responses given.

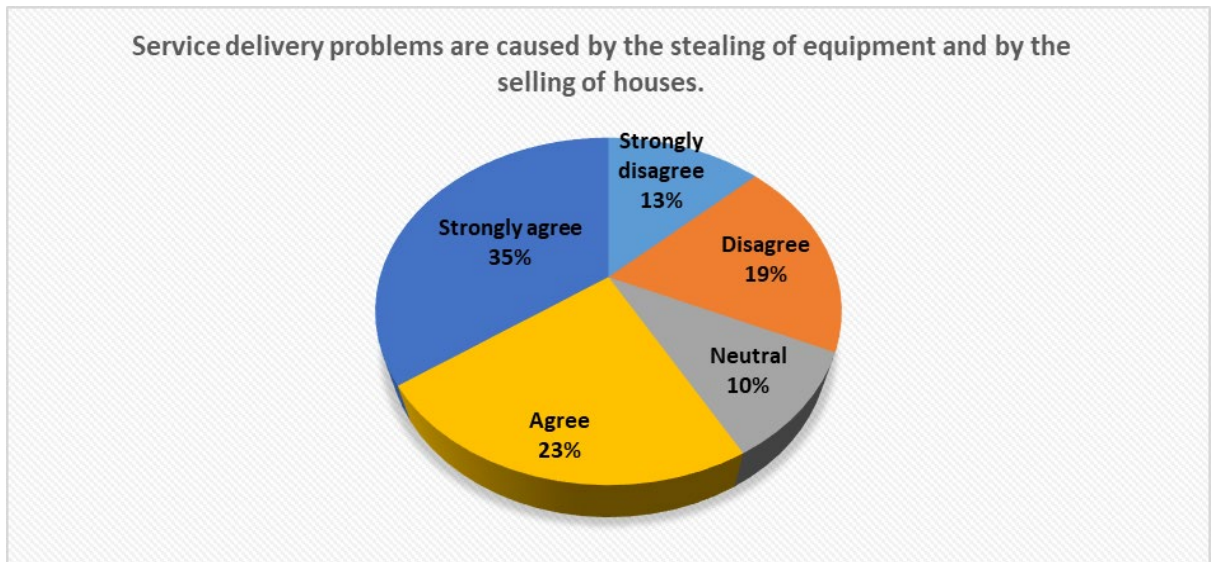


FIGURE 5.46: RESPONSES STATEMENT 39: PROBLEMS CAUSED BY STEALING EQUIPMENT AND SELLING HOUSES

Source: Author.

The results above suggest that most of the respondents (58%) agreed with those received in response to the assertion that no one is interested in the community since they do not stay in it, 32% disagreed, and 10% expressed their indifference regarding the matter.

6.4 Section C: Open-ended Questions

State five services that are basic requirements that you think are not available for/to the community.

Responses received: Many respondents complained about failings of the service delivery projects regarding:

Responses	percentage
housing	13.2 %
water	9.3 %
sanitation	18 %
proper roads	16.4 %
employment opportunities	16 %
street and traffic lights	7.3 %

community safety services.	10 %
internet connectivity	9.8 %

State five reasons given by the councillors why the municipality could not provide you with the required services.

Responses received: The reasons given ranged widely but included the following: the unavailability of funds; the lack of care about the conditions under which black people live by the current provincial party; "political sabotage"; "the high rate of corruption"; "political squabbles"; "greed"; "nepotism"; "poverty"; "laziness"; "lack of knowledge"; "lack of concern"; "bias"; "lack of leadership skills,; and the, "municipal prioritisation of high-income areas, in terms of race and financial resources".

In light of the lists of names of those requiring housing, which the Department of Housing holds, it was puzzling to hear that the Department lacked a budget, as the migration waiting lists were prepared and made available for housing development budgeting.

Responses received:

- They would provide electricity, streetlights, water, housing, sanitation, employment, community involvement, youth, and skills development.
- They would remove some of the barriers, like the prolonged procurement processes.
- They noted that they would do their utmost best to deliver the best service possible to the community and that they would also communicate with the community to inform them about the upcoming developments.
- They stated that they would prioritise community needs.
- They asserted that communication is vital, as is accountability.

Roads and toilets were seen as a priority. Although the respondents recognised that building houses takes time, they declared that delivering a minor service would aid in reinstating trust in the government.

Other respondents stressed the need for community safety forums, the funding of black businesses, community meetings; weekly updates; recruitment of the Expanded Public Works Programme to be improved (no nepotism). They also stressed the need to look for funders to create jobs, work with communities to guarantee safety, provide free Wi-Fi and bursaries to students, help eliminate crime, provide services and proper infrastructure, and to provide recommendations and solutions for informal settlements.

Responses received:

- South Africa needs to take better care of its citizens who work in international private companies regarding salaries and benefits.
- The municipality should educate people and explain their role in community development.
- Taxi fares should be decreased.

The CoCT should stop treating poor communities as if they do not deserve to have access to government services. The respondents felt that they contributed by paying taxes like everyone else. Being in disadvantage communities does not necessarily mean that the respondents had a choice. They felt that, despite being educated, they lacked connections. None of them wanted to be in the communities in which they found themselves. The government was required to investigate the practice of nepotism, which was seen as depriving the government and citizens of authentic leadership because clueless individuals led them in positions for which they did not qualify.

In brief, the respondents generally felt that they deserved better than they received at the time of the current study. Accordingly, they clamoured for an improved quality of life, concerning which they believed that the R350 grant should stay.

Lack of employment was seen as a problem, with even the graduates being unable to find work.

The government was not regarded as serious about meeting people's needs. It seemed not to care about the plight of those most affected by the poor living conditions in the informal settlement areas.

6.5 Chapter Summary

Effective community service delivery and outcomes are critical to the healthy development of the nation. Of concern is the fact that many chose to answer "neutral" questions addressing particular problems. Remaining silent in such a situation is a cause of national issues. Withholding opinions about matters of crucial importance for a long time will likely only lead to eruptions when it is no longer possible. The inadequate service delivery has reached pandemic proportions, with the lack of collaboration between the municipality and its residents has led to tensions between the two parties.

The local municipality's (absence of) use of community participation mechanisms to encompass communities in the planning, implementation, monitoring, reporting and evaluation of community projects or progress plans is primarily to blame for the ineffectiveness of this growing social distance. The results of this study have demonstrated that the reasons for protest actions include the late delivery of services, the high unemployment rates, the unethical behaviour by public officials and politicians, the promises by officialdom that have been broken, the lack of public involvement, and

the limited availability of information. Therefore, the current dissertation advises municipalities to finance capital projects appropriately and undertake them following the appropriate monitoring and evaluation to overcome the exigencies of the situation, which are currently being undermined by inadequate service delivery and protests.

CHAPTER 7

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

7.1 Introduction

The current research analysed the critical factors that hinder the delivery of service delivery projects. While many service delivery projects exist, the present dissertation focused on only a few, including housing, water and sanitation, roads and electricity, as these are the most common and easily identifiable.

During the study, the researcher learned that, even though the focus of the research was on the above mentioned service delivery projects, the respondents found other service delivery projects to be of equal importance to them, as these projects were those that most affected them.

7.2 Overview of the Research

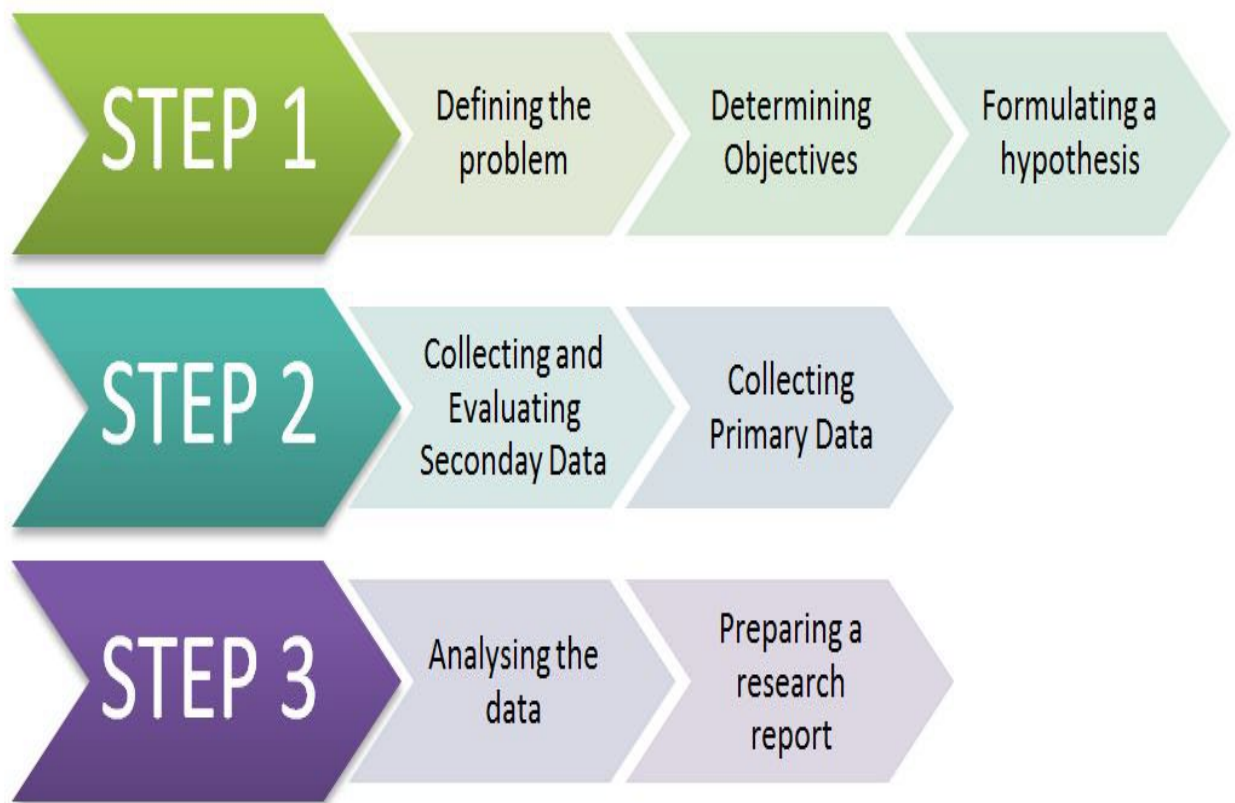


FIGURE 6.1: THE STEPS INVOLVED IN CONDUCTING CONSUMER RESEARCH

Source: Choudhary. <https://bbamantra.com/conducting-consumer-research-steps/>

The most crucial services offered by service delivery projects are:

- water supply
- sewage collection and disposal
- refuse removal
- electricity and gas supply
- municipal health services;
- municipal roads and storm water drainage
- street lighting
- municipal parks and recreation

They also offer a wide range of other services. The lives of the residents of the community under investigation (i.e., the Khayelitsha community) are immediately and directly impacted by the programmes concerned.

7.3 Research Questions Answered

The open-ended questions asked in Chapter Five show that the members of the Khayelitsha community are aware of what services they should be provided and which services they require as a community, even though they are not prioritised. The conclusion can be drawn from the answers supplied that, as times change, basic needs also do.

7.4 Contribution to the Study

The streets of Khayelitsha are perilous at night and, in many situations, are just as dangerous during the day. The police are distrusted, and there is widespread unhappiness with them, with the mistrust being widespread and the residents being dissatisfied with a wide range of public services.

7.5 Limitations and Constraints

The researcher encountered a few and constraints, including the respondents' availability in the chosen residential area. In addition, not all those living in the chosen residential area were keen to answer the questionnaire, with many finding that the questionnaire was too long.

Despite the researcher choosing Khayelitsha as the residential area on which to focus her study, it was difficult for her to navigate the area concerned as she did not live there at the time of the study, and the area is notorious for crime and violence. With the situation so dire, she also had to be escorted through the area to deliver and collect the questionnaires. As a result, the research and processes were delayed when she could not find an escort.

7.6 Recommendations

According to Marutlulle (2021:2-12), although historical events continue to influence service delivery, the challenges that many individuals face today are not only the product of historical factors. Instead, the basic services are, in essence, the result of the South African government's pro-market policies that have been in place since 1994. According to the residents, sewerage lines have been blocked since 2020. The efforts to persuade the City to fix them have failed so far (Washinyira, 2021). Sheila Maqwentshu, principal of Avela Educare in Site B, claimed that her centre had to close due to a sewer overflow. Ludwe Vara, the Victoria Mxenge branch secretary for the region, said that the residents have threatened to shut down the area for an entire week if the CoCT does not respond to their urgent requirements.

The communities know what they want and what kind of services they need. Therefore, active community involvement should assist in focusing on both the nature and the extent of local demands, with it also increasing the likelihood of identifying the community's wants or problems. Meetings are crucial to successful procedures, keeping on target and rendering initiatives successfully.

It is vital to investigate the underlying connection between the calibre of services provided by the local governments and the prevalence of protests in South Africa, given the country's profusion of service delivery demonstrations, frequently seen in the media. Violence may be a reasonable way of venting anger, but it frequently affects social interactions negatively and creates a sense of fear in communities.

Legislation is promulgated to serve and protect, among other things, but there must be an awareness of who is subject to the law and their rights and obligations. Laws are of little or no use if there is neither punishment nor enforcement.

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Appendices

Appendix A: Questionnaire

<p>Critical factors inhibiting the provision of service delivery projects in a selected residential area in the City of Cape Town</p>
<p>This questionnaire is part of an academic exercise, [1] Please do not identify yourself in any way on this questionnaire. [2] Your participation in this study is voluntary. [3] You are free to withdraw at any time during the research / filling in of the questionnaire. [4] You may omit to answer any section that you do not feel comfortable answering. Your information will be treated as strictly confidential and will be always protected</p>

SECTION A: BIOGRAPHY

Please make a cross in the applicable box to indicate your answer to each question.

1. How old are you?

18–25 years old	26–30 years old	31–40 years old	41 years old or above
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2. Where do you reside within the City of Cape Town?

Kuyasa	Makhazana	Enkanini	Mandela Park	Harare	Other
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3. For how long have you lived in the City of Cape Town?

0–5 years	6–10 years	11–15 years	16 or more years
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4A. what is your highest qualification?

Below matric	Matric	Diploma	Degree	Masters	Other
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4B. If other, please specify what.

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5A. with what are you satisfied in terms of the level of service delivery projects available to you?

Nothing	Some tasks only	All the tasks	Other
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5B. If other, please specify what.

.....

6. Are you involved in the service delivery projects within your local municipality?

No	In some tasks only	In all the tasks	Other	
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7. By what service delivery challenges are you mostly affected?

Housing	Water and sanitation	Road and public works	Energy
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8. If there is anything else that you may want the researchers to know, please state below in point form.

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SECTION B: LIKERT SCALE

Please rank the following statements by means of placing a cross in the most applicable column. The scale ranges from 1 to 5. NOTE: 1 = Disagree strongly; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = strongly agree.

		Strongly agree	Disagree	Neutral	Agree	Strongly agree
	SERVICE DELIVERY					
	Municipalities lack the necessary technical skills to render services to their communities.					

	Communities are not informed about development plans by their local municipalities.					
	Service delivery protests take place only in informal settlements.					
	The government is responsible for providing services to the communities.					
	The government has failed to deliver adequate services to its residents in Cape Town.					
	SERVICE DELIVERY POLICIES					
	The existing legislation is so complex and burdensome that it stifles timeous service delivery.					
	Communities are well informed and participate fully in matters of their local municipality.					
	The service delivery policies have helped enabled all of the citizens to be served adequately.					
	Cape Town Municipality, which is well governed, provides adequate services to its communities.					
	The Integrated Development Plan (IDP) has successfully met all of the needs of the local communities.					
	SERVICE DELIVERY CHALLENGES					
	Ward committees effectively allow for public participation and involvement in service.					
	Engaging/meeting with officials is always the most effective method of attaining one's goals in relation to the service delivery projects.					
	Protests are the result of stakeholder management not taking place in the local municipality.					

	Poverty and hunger in the community cause the common service delivery protests.					
	The municipality does not want to provide housing for the local residents, therefore leading to service delivery strikes.					
	CRIME/VIOLENCE					
	The use of violence is not justifiable in South African politics today.					
	In South Africa, it is sometimes necessary to use violence in support of a just cause.					
	Disobeying the law is sometimes necessary to be able to solve problems immediately by other means than the norm.					
	Violent service protest action is a useful alternative action to perform to make municipal and government officials listen.					
	Police contribute to the existing levels of violence during service delivery protests.					
	SERVICE DELIVERY PROTESTS					
	Some disgruntled politicians are involved in instigating service delivery protests.					
	The recent and ongoing service delivery protests are genuine community protests, in response to the poor service received.					
	Strikes are instigated by third party agents wanting to destabilise the government.					
	Service delivery protests come about owing to the unfulfilled promises made by politicians during the recent national and local government elections.					

	Service delivery protests are a sign of the communities' declining confidence in the government.				
	CORRUPTION AND NEPOTISM				
	Corruption, nepotism, and poor governance could be some of the causes of service delivery failures.				
	Public servants are properly skilled to render municipal services to the community.				
	A significant practice of nepotism and cronyism operates in the municipality, which impacts on service delivery.				
	Corruption, in all its forms, is a major threat to good governance at both the local and the regional level.				
	The recruitment of employees for service delivery should be changed to allow for serious employees.				
	Specific services are provided, depending on who you know and on what they do.				
	Engaging in nepotism and corruption is a way of fighting poverty in poor communities.				
	MUNICIPALITY LIMITATIONS				
	There is no political will because the residents involved did not vote for the Democratic Alliance.				
	The amount of land that is available for the building of new houses for communities in need is limited.				
	There is such a flow of people in here from the Eastern Cape that their need will never be satisfied.				
	There is enough land, but there is insufficient financing to pay the prospective contractors to build the houses required.				

	No one has an interest in the community because they do not stay in the community.					
	It is difficult to plan for housing for people who migrate without the municipality knowing about it.					
	Service delivery problems are caused by the stealing of equipment and by the selling of houses.					

SECTION C: OPEN-ENDED QUESTIONS

This section is for open-ended discussion, The respondents are requested to fill in the spaces as they see fit.

REQUEST 1: State five services that are basic requirements that you think are not available for/to the community.

- 1
- 2
- 3
- 4
- 5

REQUEST 2: State five reasons given by the councillors why the municipality could not provide you with the required services.

- 1
- 2
- 3
- 4
- 5

REQUEST 3: List here what you would do if you were in charge or if you had the power to deliver services. Name what services you would deliver.

- 1
- 2
- 3
- 4
- 5

REQUEST 4: Anything else you want to mention, please state below in point form.

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THANK YOU FOR TAKING PART IN THIS EXERCISE.

Appendix B: Ethical Clearance



Cape Peninsula University of Technology

Symphony Way (off Robert Sobukwe Road)
Bellville

Postal address

PO Box 1906
Bellville
7535

fbmcethics@cput.ac.za

Office of the Chairperson
Research Ethics Committee

FACULTY: BUSINESS AND MANAGEMENT SCIENCES

The Faculty's Research Ethics Committee (FREC) on **3 May 2022**, ethics **APPROVAL** was granted to **Cwenga Mngeni (211221023)** for a research activity at the Cape Peninsula University of Technology for **M Tech: Business Administration (Project Management)**.

Title of project:

**Critical factors inhibiting the service delivery projects at
a selected residential area in the City of Cape Town
District**

Researcher (s): Dr L Jowah

Decision: APPROVED

A handwritten signature in black ink, appearing to be "L. Jowah", written over a horizontal line.

17 May 2022

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 master's and Doctorate research projects 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 | 2022_FBMSREC 022

Appendix C: Turnitin Report

Factors inhibiting the service delivery projects at a selected residential area in the City of Cape Town

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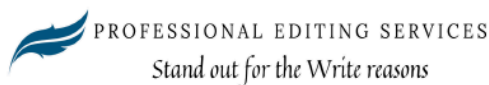
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Appendix D: Editor's Certificate



Gerald T du Preez
PhD

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Certificate of Editing

This serves to confirm that copy-editing and proofreading services were rendered to
for a master's thesis entitled

**Critical factors inhibiting the functioning of service delivery projects in a selected residential area in
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Sisipo Cwenga Mngeni

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I am a member of the Professional Editors' Guild (member number DUP015) and commit to the following codes of practice (among others):

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