Cape Peninsula
University of Technology

**THE CONTRIBUTION OF COMMUNITY PARTICIPATION IN HOUSING
CONSTRUCTION IN A SELECTED AREA OF CAPE TOWN**

by

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DECLARATION

I, **ANDILE XOLO**, assert that the content of this dissertation represents 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.

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Signed   **Date**

ABSTRACT

Community involvement in development projects empowers individuals by allowing them to develop their skills and talents to discuss their demands in the face of circumstances that frequently appear to stymie and dismay them. The primary responsibility of local governments is to build and promote community involvement through the creation of systems and tactics that help people to understand their role in community development initiatives. This study examined the role of community participation in housing construction in the Khayelitsha Site C Ward 87, Cape Town, South Africa and what can be done to improve community participation. To collect data, a mixed-method approach was used that combines qualitative and quantitative approaches. Semi-structured questionnaires and open-ended interviews were used, and ethical protocols were followed. This study revealed that there seems to be a vacuum between the community of Site C Khayelitsha generally and the local government. The community of Site C Khayelitsha perceive the housing projects negatively that are being implemented by the local government since most respondents confirmed that they are not included in any stage of the projects and that the local government brings to them the finished projects and imposes them on the communities. Other factors that deter the people from participating was their literacy levels, lack of knowledge and how the government does not communicate adequately with residents. These assertions, however, are in direct opposition with the findings from the local government official, who indicated that community members are involved at every level of project implementation as they are the custodian of the area. Various examples were given of projects in which communities participate overwhelmingly. This study suggests that the efforts of local government and residents should be coordinated for development to occur in an area. This achieves community development and, at the same time, prevents the alarming protests that are frequently happening in South Africa.

ACKNOWLEDGEMENTS

DEDICATION

This study is dedicated to my parents Mzwakhe and Nokwezi Xolo and to my lovely daughter, Esothando Bara. This study is also dedicated to my special uncle Zukile Xolo. This study is further dedicated to my late grandmothers Nongangile Ndlothovu, Nofundile Gogwana and MaRhadebe, who wanted to see me become a better person in life one day. Lastly, this study is also dedicated to my late Uncle, Mshiyeni Xolo who was always proud of me.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

The government of the Republic of South Africa post-apartheid is confronted with significant socioeconomic difficulties because of decades of a discriminatory political system under British colonialism and the National Party apartheid regime. The 1996 Constitution of the Republic of South Africa' established the concept of community participation in all areas of government. The Constitution of 1996, Section 152(1)(e), stipulates that the goal of local government is to promote the participation of communities and community organisations in local governance issues. Irrespective of the constitutional obligation, community involvement in housing construction remains a big challenge in South Africa. The community of Site C Khayelitsha is anxious about their participation in housing construction in their area. During the apartheid administration, people were participating in government affairs, according to racial groups and black Africans were excluded from participating in government activities and in decisionmaking processes that affected them directly (Mnguni, 2010:1). As a result of apartheid, there is little community involvement in housing construction in South Africa.

Lombard and Tshabalala (2009:397) defined community participation as the active involvement of the public in matters that affect them directly, giving them significant control. Community participation is the process by which the community has the power to influence the process of policymaking, housing design, and decisions regarding entire housing projects (Nour, 2011:80). Ignoring community participation often results in and outraged or disgruntled community; however, if properly considered, it can result in the success of any development project as the community and government will be working together to ensure that success. It is, therefore, important in a democratic society to allow citizens to have a say in matters that affect them directly.

The goal of community participation is not only to ensure that people participate, but also to build capacity and to contribute to the empowerment of the community members. (Maphazi, Mayekiso, Raga & Taylor, 2013:61). Therefore, this implies that community members would be able to acquire skills that they may apply to other

aspects of their lives after taking part in any government development programme. According to Nzimakwe and Reddy (2008:36), for a democratic government to exist, the public must either lead or must be involved actively in governing. The aim of this research is to examine how community participation may improve housing delivery in Khayelitsha.

The researcher's intended course of action for the research is outlined in this chapter. The researcher provides a brief background and problem statement for the study in this chapter, further outlining the research objectives and research questions of the study. A legislative framework and policies for community participation are discussed. The methods and research design utilised to carry out the research are also discussed.

1.2 Background

Khayelitsha is the biggest township in the Western Cape province, situated near the N2 road that was established in 1983 (Cole, 2013:20). Implementation of the racial segregation policy by the apartheid government forced black Africans to move out of the greater Cape Town to its outskirts and forcefully deported people illegally back to the Eastern Cape (Cook, 1992; Zonke, 2006). People who were living in existing townships vehemently opposed the move. As a result, they moved to Khayelitsha. The moving of black African people from the greater Cape Town to Khayelitsha was done forcefully because these people had no right to question the actions of the apartheid government. As a result of the forced removals, Khayelitsha became overpopulated since people from the Eastern Cape also moved to Khayelitsha seeking greener pastures. The apartheid government permitted people who migrated from the Eastern Cape to build shacks in Khayelitsha with the promise of providing proper houses for them. In doing so, the apartheid government excluded the people of Khayelitsha from benefitting from government development services such as proper housing. Delivery of proper housing is still a challenge in Khayelitsha as the number of people living in poor shacks keeps on increasing in the township.

Khayelitsha township falls under the City of Cape Town, which is recognised as a Category A municipality. Khayelitsha is still faced with an immense challenge of community participation in housing construction projects. During apartheid, people were separated according to their racial groups as a result, blacks were not allowed

to participate in government development activities such as the provision of housing (Mnguni, 2010:1). In 1994, the first democratic government was elected and later, in 1996, the new democratic Constitution was passed into law allowing all South African citizens to participate in government development activities. The post-apartheid government of South Africa also developed Municipal the Systems Act of 2000 to foster community participation at local government level to address the imbalances of the past.

1.2.1 Problem statement

Matzopoulos et al. (2020:7-8) posit that the community of Site C Khayelitsha is anxious about the lack of community participation in housing construction in their area. Brown-Luthango (2019:37-60), and Fubesi (2019:3) affirm that community members of Site C Khayelitsha have not been given a chance to be involved in housing construction projects. As a result, they are not involved in decisions and planning related to choosing contractors and the housing design that they prefer. Subsequently, the absence of realistic community participation has been the main cause of community protests (Mchunu, 2012:158). Therefore, this research intends to explore the extent of the contribution of community participation in housing construction in the community of Site C Khayelitsha and to suggest new strategies to enhance community participation.

1.3 Aim and objectives of the study

1.3.1 Aim

The aim of this research is to study the contribution of community participation in housing construction in Khayelitsha and to establish what can be done to enhance community participation.

1.3.2 Objectives

- To determine the effectiveness of the existing legislation for community participation
- To explore the impact of existing core principles and values of community participation
- To explore the impact of existing levels of community participation on a selected housing project in Khayelitsha

- To recommend effective community participation strategies to address the research problem

1.4 Research questions

- How effective are the existing legislation for community participation?
- What is the impact of existing core principles and values of community participation?
- How do existing levels impact community participation on a selected housing project in Khayelitsha
- What effective community participation strategies can be implemented to address the research problem?

1.5 Significance of the study

This study may yield data that the City of Cape Town can use to develop new strategies for increasing community participation in housing construction projects. The research could also help the Department of Human Settlement, Ward Councillors, and community-based organisations at Site C Khayelitsha to understand the value of community participation in improving housing delivery. This study could be valuable to other academics who want to conduct research on the same topic.

1.6 Preliminary literature review

In this section, the researcher will explain briefly the important regulatory documents that support the research objectives.

1.6.1 Legislation and policies for community participation

South Africa's post-apartheid government introduced new legislative frameworks that seek to promote the involvement of communities in affairs of local government. These legislative frameworks include the Constitution of the Republic of South Africa of 1996, the Municipal Systems Act of 2000, the White Paper on Local Government of 1998, and Batho Pele principles.

1.6.2 The Constitution of the Republic of South Africa

The Constitution of the Republic of South Africa (1996) states in Section 152(1)(e) that one of the goals of municipalities is to encourage participation of society and

community-based organisations in municipal operations. Therefore, this section orders local government to involve communities to participate in the affairs of the municipality. Section 195(1)(e) of the Constitution of the Republic of South Africa, 1996, further stipulates that the desires of the people must be attended to, and that the community must be encouraged to take part in policymaking.

1.6.3 Municipal Systems Act of 2000

The Municipal Systems Act, 2000, was created with the intention of serving as a guide for municipalities to promote improved service delivery to communities and to stimulate community engagement within municipalities. Municipal councils are required by the Municipal Systems Act, 2000, to examine their community involvement processes on an annual basis.

Section 16(1) of the Municipal Systems Act of 2000 states that local governments shall promote a participatory governance culture. According to Section 17(2) of the Municipal Systems Act of 2000, local governments shall develop appropriate methods, techniques, and initiatives to allow local populations to participate in local government activities. These approaches include public meetings and hearings by councils, consultation with community-based organisation, and other political structures. These processes and mechanisms will give community members an opportunity to engage directly with local government and to raise expectations of the community as well as to address the views and concerns of the community regarding the housing construction projects in their area.

1.6.4 White Paper on Local Government

According to White Paper on Local Government (1998), local government is the branch of government that is closest to communities. Local government is responsible for providing services to the public and for laying the framework for their participation in matters of local government. Therefore, the local government has the responsibility to guarantee that services are being delivered to the public. Municipalities are encouraged to create structures such as ward committees to ensure meaningful participation and interaction of communities on matters of local government. By doing this, communities will have a say when it comes to decisionmaking in matters of local municipalities (WPLG, 1998).

1.6.5 Core values of community participation

It is essential for the municipality to understand and to put into practice the fundamental core values and principles of community participation to ensure meaningful participation of the community in local government affairs.

1.6.6 Levels of community participation

The City of Cape Town officials must comprehend and recognise the levels of community participation to ensure meaningful citizen participation in local government activities.

1.7 Research methods

1.7.1 Research design

A research design is an arrangement of criteria for data collecting and analysis that seeks to strike a balance between relevance to the research purpose, and cost-effectiveness and method (Akhtar, Shah, Rafiq & Khan, 2016:68). A mixed methodology (qualitative and quantitative) was used to conduct this research. A mixed-methods strategy is a method for gathering, evaluating, and 'mixing' quantitative and qualitative research approaches to better understand a certain study subject (Creswell & Plano Clark, 2009:12). A questionnaire survey was distributed amongst a sample of 40 participants, and interviews were conducted by means of an interview schedule amongst a sample of four people, comprising the Ward Councillor and three community members.

1.7.2 Population

A population is a group of prospective participants about whom you want to make a statement in a study (Kruger, Mitchell & Wellman, 2005:55). The population of the research study comprised Khayelitsha Site C Ward 87 Ward Councillor and the residents of Site C Khayelitsha.

1.7.3 Sampling method

Participants were chosen from Ward 87 at Khayelitsha Site C using a convenience sampling procedure, which is a type of non-probability sampling. A sample of 40

residents from Ward 87 in Khayelitsha Site C were issued with a questionnaire containing open- and closed-ended questions. Also, four people, comprising the Site C Ward 87 Councillor and three residents were selected for interviews.

1.7.4 Data collection instrument

Open-ended and closed-ended questions in a questionnaire, and semi-structured interviews were employed to collect data for the study. The open-ended questions offer respondents a variety of responses to decide from, both in words and from a show card (Kruger et al., 2005:75). Semi-structured interviews with open-ended questions were useful for gathering data from respondents because they allow interviewees to delve deeply in order to provide additional responses to some interview questions.

1.7.5 Fieldwork

A letter of consent was requested from the gatekeeper from where the sample study was drawn, to access the participants. The Ward Councillor agreed, in principle, to participate in the study. The participants were approached physically and they were issued with questionnaires. The respondents returned the questionnaires immediately when they had completed the answers to the questionnaires.

1.7.6 Data analysis

Data collected was captured manually in Excel for the purpose of analysis. The purpose of using this statistical approach is that it is the instrument which is at the researcher's disposal/available for to use. Charts, graphs, tables, etc. were generated, followed by an interpretation of the data represented. Excel was used to analyse Section A and B of the questionnaire. The data from the interviews were manually transcribed by listening to the interviews and entering the data into a spreadsheet.

1.7.7 Ethical considerations

The researcher has an obligation to plan a study which must not violate the security and rights of the participants (Akaranga & Makau, 2016:5). Therefore, the researcher respects the values, rights, safety, and opinions of the respondents. Akaranga and Makau (2016:5) further state that it is the duty of the researcher to keep anonymity, confidentiality, and secrecy. The research participants were informed that their responses would kept confidential. Volunteering and informed consent is one of the

most important ethical issues in piloting a study (Fouka & Mantzorou, 2011:4, Akaranga & Makau, 2016: 6). The researcher also explained to the participants that there is no remuneration involved for being a participant and clarified to the participants the purpose of the study to ensure that they are truthful when answering the questionnaires.

1.8 Outline of the dissertation

The dissertation outline is illustrated in Figure 1.1.

CHAPTER 1	CHAPTER 2	CHAPTER 3	CHAPTER 4	CHAPTER 5
Introduction and Background	Literature Review	Research Methodology	Data analysis	Conclusion and Recommendations
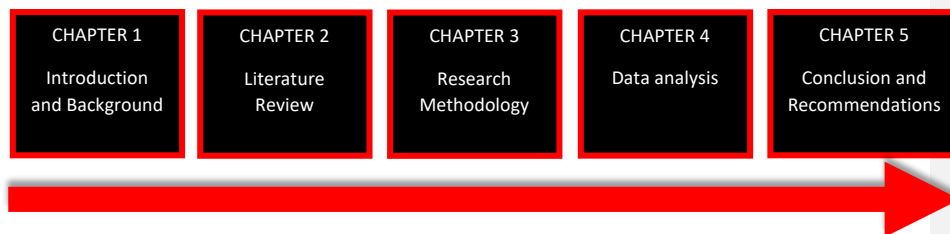
Figure 1.1: Outline of the dissertation

Chapter One

This section mainly focused on an introduction and background. This chapter also focused on the problem statement, aims and objectives of the study, research questions, a preliminary literature review, the significance of the study, the research methodology, research design, limitations of the study, data collection methods as well as ethical considerations.

Chapter Two

This chapter focuses on defining key concepts, global perspectives on community participation, community participation in the South African context, explaining the legislative framework of community participation and other policies, such as the White Paper, and the Municipal Systems Act of 2000.

Chapter Three

This chapter concentrates on the research methods that were employed by the researcher to conduct this study. Mixed methods were employed to conduct this study, where both qualitative and quantitative research methods were used.

Chapter Four

This chapter centres on analysing findings that the researcher gathered from the responses of the participants.

Chapter Five

In this chapter, the researcher provides recommendations and conclusions based on the data that were collected.

1.9 Chapter summary

Chapter One introduced the topic and the background information about community participation in housing construction. Also introduced in this chapter is the problem emanating from the study topic. Community members of Site C Khayelitsha have not been given a chance to be involved in housing construction projects. As a result, they are not involved in decisions and planning related to choosing contractors and the housing design that they prefer. Research objectives, research questions, and the significance of this study were also presented in this chapter, together with a preliminary literature review and research methodology. The next chapter provides a literature review for this study.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The first chapter described the study's research problem, research aims, and research questions. The community of Site C Khayelitsha is concerned about the lack of community participation in home construction projects in their area, as stated in the research problem.

This chapter will review the existing literature with the aim to explore the impact of community participation on the execution of a selected housing project. This chapter will start by defining the term community participation. Following this, an international perspective on community participation will be presented to determine the importance of community participation. This chapter will also discuss community participation from a South African perspective, covering a legislative framework and policies that support community participation.

2.2 Community participation

Lombard and Tshabalala (2009:397) define community engagement as the active participation of the public that results in meaningful control over the decisions that affect their life. Lombard and Tshabalala (2009:397) continue by stating that community involvement is a way of empowering individuals by allowing them to practise their skills and talents in speaking up for what they believe in, in the face of circumstances that frequently seem to hinder and dismay them. Community participation exists when citizens participate and have full control of addressing their problems.

The fundamental role of local government is to establish and encourage community participation by developing strategies and mechanisms and having a clear plan to enhance community participation (Matsiliza & Zonke, 2015:90). Developing clear mechanisms and processes for community participation enables the community to know the part that the public is expected to play in community development projects.

Lombard and Tshabalala (2009:397) further argue that local government must develop clear guidelines for inclusive decisionmaking to ensure that communities form part of that decisionmaking. Local government has a responsibility to establish precise rules

for inclusive decisionmaking to make sure that community inputs and opinions are considered.

Community involvement in decisionmaking is crucial as it eliminates risks such as disputes and conflict between the government and communities. Mnguni (2010:82) argues that the government should include the public in planning, in the designing of a project, and in the implementation phase of the project. The logic behind community participation is not only for the community to participate but also to uplift the capacity and to contribute to the development of community members (Maphazi et al., 2013:61). In the process of participating in government development projects, the community members should gain skills that they can use in other areas of their lives.

The public must be involved in the early stages of the project and throughout the completion of the project (Phologane, 2014:93). The community's involvement in the early stages and throughout the project is critical since it reduces the likelihood of disagreements that could stall the project's progress. Community members should contribute with their own ideas to the implementation of the project and give insights on how they would like the final product of the project to be.

The municipality must undertake extensive public education to ensure that the public understands that living in a democratic state necessitates being active and involved in the activities of the municipality (Nkuntse, 2016:116). The municipality must provide community members with information about community involvement so that they understand the importance of participating in local government activities to improve delivery of services (Nkuntse, 2016:116). Community members must be well informed that in a democratic state participation is essential to ensure better service delivery. Communities should be more than just consulted, and they should be involved actively in the affairs of local governance (Maphazi et al., 2013:65).

Matsiliza and Zonke (2015:99) suggest that the national and provincial Department of Housing must develop strategies that will enhance an inclusive implementation of housing development projects that can promote participatory development in human settlement. The lack of meaningful community involvement is the key factor contributing to community unrest (Mchunu, 2012:158). The absence of meaningful participation of communities in government activities results in a deadlock between the government and communities. Good governance is the key principle for promoting

community participation. The next section will discuss good governance in relation to community participation.

2.3 Good governance

It has been difficult for South Africa and other countries to come to an agreement on what good governance is. However, Prinsloo (2012:3) define good governance as the government's attainment of its goal of creating conditions that enable each citizen to live a happy and fulfilled life. Good governance is a fruitful interaction between the government and citizens and its success lies in the involvement of citizens in political administration (Keping, 2017:6). The contribution of the public in government activities promotes public participation and results in good governance (Nkuntse, 2016:43). The exclusion of the community by the government in development programmes leads to a lack of community participation as the community will not support the project. Therefore, good governance will be realised when there are pure intentions of including the community in government development programmes. Mudume (2017) highlight the following core principles of good governance.

2.3.1 Rule of law

Rule of law is a significant element of government because it emphasises the unbiased protection of both individual and group rights (Munzhedzi, 2021:3). It endorses the improvement or existence of a self-governing judiciary that safeguards the equity, fairness, and justice of a society. Rule of law promotes community participation as the courts exist to protect the rights of the society when the injustice prevails in government development projects.

2.3.2 Participation

Section 152 of the 1996 Constitution requires municipalities in South Africa to collaborate with community-based organisations and in government activities and programmes. Therefore, the government should always consult with communities in activities of the local municipality such as budgeting and integrated development planning (Munzhedzi, 2021:4). The involvement of the public in government activities makes it easier for the government to implement development projects as the public will support the government in ensuring the smooth implementation and execution of the project without questioning. Citizen engagement is crucial for the simple reason

that it allows communities to express their opinions on how government development projects are handled at the local level (Tshiyoyo & Koma, 2011:128).

2.3.4 Transparency

The idea of openness requires the government to be open and transparent to the public about all of its actions (Munzhedzi, 2021:5). The principle of transparency enforces the government to be transparent to the citizen about operations of the government (Bekele & Ago, 2020). The government should engage openly with the community regarding the decisions taken by government that affect the public. Through transparency, the public is able to determine whether the decisions taken by government consider needs of the community.

2.3.5 Accountability

Public accountability includes citizen participation and interaction in government activities and initiatives (Munzhedzi, 2021:5). The government should account to the communities regarding their operations. Accountability is critical in community participation as it builds trust and good relations between the public and the government.

2.3.6 Equity and inclusiveness

The obligation of local government is to ensure that no members of the community are left out of local government' business, and that the right to public participation is realised by the community.

The next section will focus on community participation perspectives and experiences outside of South Africa. This is necessary to show how things are done in South Africa in the context of global comparison. International perspective on community participation influences on how the highest court in South Africa can pass laws related to community participation.

2.3.7 International perspective

Community participation is the key element for a democratic government to ensure that communities participate in government matters that affect their lives (Andani, 2017:85). According to Article 21(1) of the Universal Declaration of Human Rights,

everyone has the right to participate in the government of their nation, either personally or through a freely elected representative. Community engagement is an active process in which communities may influence project design and implementation rather than merely waiting to benefit from them (Chan, Marzuki & Mohtar, 2021:5)

Njunwa (2010:21) argues that community participation is a universal issue, and it is encouraged by the international community that developing countries include people to ensure sustainable development. Okeke-Uzodike and Dlamini (2019:468) posit that municipalities should encourage communities to be involved in the development activities of the government. Community participation is more likely to be real when the views of the public have an influence in the decisionmaking process (Mak, Cheung & Hui, 2017:6). In a democratic government, the bottom-up approach in decisionmaking is important as it allows the community to have influence in decisionmaking rather than taking orders from government officials (Semeraro, Zaccarelli, Lara, Sergi Cucinelli & Aretano, 2020:22). It is imperative for government to include the community in all decisions relating to community development projects to avoid the unnecessary chaos that might arise when communities are not involved in decisionmaking (Semeraro et al., 2020:22).

Community participation in development projects is meaningful when there is transparency, honesty, and accountability. When there is no transparency, honesty and accountability, the community is likely to oppose and to boycott the projects (Hale, 2008:89). Therefore, the City of Cape Town local municipality is obligated to be transparent with the community in terms of community development projects to ensure the smooth flow of projects. The next section will focus on the South African perspective regarding community participation.

2.4 National perspective on community participation

A better way of understanding the participation of communities in South Africa is to understand the legislative framework and policies that guide community participation. The democratic government of South Africa established various pieces of legislation and policies to serve as a guide to facilitate the country's community participation. Some of these legislative framework and policies includes the following:
- Constitution of the Republic of South Africa (1996)

- White Paper on Local Government (1998)
- Municipal Systems Act 32 of 2000
- Batho Pele Principles

2.4.1 Constitution of Republic of South Africa of 1996

South Africa's democratic government enacted a new democratic Constitution that includes chapters granting all civilians the right to sufficient housing and involvement in government operations. The post-apartheid Constitution was introduced to address inequalities of the past as certain racial groups of people were excluded from participation in government activities. The democratic Constitution of South Africa consists of relevant sections that allow citizens to have the right to housing and to participate in government activities. These include the following sections:

According to Section 26(1) of the Constitution of the Republic of South Africa, 1996, "everyone has the right to appropriate housing". Through constitutional obligation, citizens have the right to demand proper houses from the government as the citizens are guided and supported by the Constitution. According to Section 152(1)(e) of the Constitution of the Republic of South Africa, 1996, the purpose of local government is to promote involvement of community and community-based organisations in matters of local government. Members of the community should participate in any government decisions that affect them directly. Involving communities in the initial stage of government development activities gives community members an opportunity to share inputs and ideas to ensure successful execution of government projects.

2.4.2 White Paper on Local Government, 1998

Local government is the branch of government closest to the people, and it is responsible for delivering services and infrastructure to local communities. Local government is also entrusted with ensuring community development in a way that encourages community engagement (White Paper on Local Government, 1998). This implies that providing services to the communities is under the purview of local government. The White Paper also exhorts local government to establish groups like ward committees in order to foster genuine community engagement and involvement with local government activities. Through the ward committees the voice of the

community is heard since the ward committees represent communities in the municipal sittings.

2.4.3 Municipal Systems Act 32 of 2000

The Municipal Systems Act was enacted to assist municipalities in delivering better services to their people and to stimulate community involvement within municipalities. The Municipal Systems Act was also passed to guarantee that everyone has access to basic, reasonably priced services and to establish procedures and structures that encourage community engagement.

2.4.4 Rights and duties of the members of local communities

Section 5(1)(a) of the Municipal Systems Act of 2000 posits that the local community has the right to participate in the municipal decisionmaking process. The municipality cannot take any decisions concerning the public without having consulted the public first to get their views, opinions, and insights about any project they are planning to undertake. They should consult the community members and make sure that they share their contributions before any decisions are taken to ensure that there is no communication breakdown that may lead to the public being unhappy or sidelined in matters that concern them.

2.4.3.1 Development of culture of community participation

The Municipal Systems Act of 2000, Section 16(1)(a) mandates that municipalities should foster a culture of participatory governance. Municipalities must foster a culture of participation if they want to make sure that the local populace is included in local government activities. Furthermore, according to Section 16(1)(b), municipalities are required to create participatory governance systems that encourage community involvement to guarantee that the community is involved in local government activities. Municipalities must make sure that community involvement in local government initiatives becomes a reality in order to rectify historical inequities. Every time when there are community projects and development activities, the municipality is required to make sure that community involvement becomes the norm.

2.4.3.2 Mechanisms, processes, and procedures for community participation

Section 17(1)(a) posits that the local community can participate in municipal activities through political structures, as prescribed in Municipal Structures Act. Political structures have a duty to ensure that they put the needs of the community first and not their personal interests as political structures. They should be the voice of the members of the general community in the meetings where they sit with municipal officials and not seek to advance their own political agendas. Section 17(1)(d) further posits that councillors are required to represent the local community in local government activities. It is, therefore, the responsibility of councillors to report to the community about any developments that are going to take place by local government, to note the views or concerns of the community on such developments, and to present them to the local government as such.

The Municipal Systems Act of 2000, Section 17(2) mandates that the municipality shall provide adequate systems, methods, and procedures to enable local communities to engage in the affairs of local government. The metropolis must ensure that clear processes, procedures, and mechanisms are established to make it easy for the community to have direct contact with the municipality to discuss matters that affect their communities. The mechanisms should be inclusive or should cater for community members who cannot read and write, have any disability as well as other disadvantaged groups.

2.4.3.3 Communication of information concerning community participation

According to Section 18(1) of the Municipal Systems Act of 2000, the municipality is responsible for educating the community about the mechanisms available to encourage public involvement in order to guarantee that the community participates meaningfully in local government decisions. The mechanisms, processes and procedures must be clearly defined to the community. Section 18(2) encourages the municipality to use language that is understood by the community and to ensure that they cater for those who cannot read or write.

2.4.3.4 Public notice meetings of the municipal councils

Section 19 (a) of the Municipal Systems Act of 2000 states that the municipal manager must inform the public about municipal meetings and must make it a point that the notice, with full details such as date, time, and venue is sent to the community

members on time before the municipal meetings to ensure that community members are available to attend in full capacity. Section 19 (b) of the Municipal Systems Act of 2000 further states that, in the event of a special meeting of council, the municipality is required to inform the public. If they are unable to send meeting notices on time, they should use other means of communication such as going around with loudhailers to inform the public about such meetings, unless time constraints make it impossible to inform the public.

2.4.4 White Paper on Transforming Public Service Delivery (1997)

The White Paper on Transforming Public Services was introduced with the intention of serving as the framework for the change of the public sector. The Batho Pele White Paper was developed to serve as a guiding concept and to give a policy foundation upon which to build a public service transformation implementation strategy.

Batho Pele is a Sotho proverb meaning "people first". These principles were introduced with the aim of improving the provision of services to the people of South Africa and to address historical inequalities (White Paper on Transforming Public Service Delivery, 1997). Pietersen (2014:256) argues that efficient and effective service delivery can be implemented only if both public officials and customers work together to ensure that these principles are implemented. The municipalities are required to work closely with community members to enhance service delivery in communities. These principles are as follows:

2.4.5 Consultation

Consultation in the public sector takes place through surveys, interviews, community-based organisation, non-government organisation as well as hearings (Mofolo & Smith, 2009:434). In the public sector, consultation is important since it allows community members to have a say in local government matters that impact them and to provide advice when appropriate to guarantee that improved services are given in a real and well-organised manner in their communities (WTPSD,1997:16).

2.4.6 Service standards

This principle gives citizens an opportunity to know the level and quality of service that they should expect and to voice their level of satisfaction about the services by local

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government (Khoza, Du Toit & Roos, 2010:63). This principle helps the community to measure whether the local government delivers what was promised to communities (WPTPSD, 1997:16). In the context of community participation in housing development, this principle gives citizens the opportunity to register their satisfaction or dissatisfaction about the type of housing that the local government wants to construct for the local community. This principle allows government to measure the level of satisfaction of the public with the service delivered to the community and to the improve service, where necessary.

2.4.7 Increasing access

This principle seeks to address the previously disadvantaged group that was excluded from having access to government service. Increasing access involves allowing citizens to use the services to which they are entitled under the Constitution (Pietersen, 2014:5). Access to information allows citizens to know about the development activities of the municipality and the funds allocated to execute municipal projects.

2.4.8 Ensuring courtesy

Courtesy entails not only being courteous to clients, but also being considerate of and respectful to citizens (DPSA, 1997). This principle reduces the negative attitude of local communities towards government and reduces the chances of conflicts between government and the public. Ensuring courtesy creates a good relationship between public servants and communities.

2.4.9 Provide more and better information

Providing better information is one of the most effective methods at a customer's disposal to claim their entitlement to good service (WPTPSD,1997:19). Citizens should be provided with knowledge on the services they should anticipate from local government and who should receive these services; hence, information sharing is vital in public service. Information to the public is disseminated to the public through newspapers, meetings, radio, and posters as well as flyers.

2.4.10 Increasing openness and transparency

This principle encourages public officials to be open and transparent towards the citizens about the operations of the government. Through this principle, the public can hold public servants accountable (DPSA, 1997). As a result, this principle encourages

national, provincial, and local government to publish annual reports to inform citizens on how government resources were used. Lastly, this principle helps to build trust between local government and the communities that they serve (WPTPSD, 1997:20).

2.4.11 Remedying mistakes and failures

This principle also mandates public servants to inform the public about standard procedures to lay complaints about the type of service rendered (Nzimakwe & Mpehle, 2012:283). Through the complaints from the communities, the public servants get a chance to improve the quality of the services and to rectify problems quickly (WPTPSD, 1997:20).

2.4.12 Value for money

To avoid wasteful expenditure, the government's financial resources must be used in an effective and reasonable manner. Government officials must account to the communities for the utilisation of public finances in all government projects to ensure that all financial resources allocated are used in a proper manner. The next section will deliberate on community participation approaches.

2.5 Community participation approaches

Mwiru (2015, 21) argues that community participation can comprise two approaches, that is, the top-down approach and the bottom-up approach. These approaches are different to each, other according to the level of control that communities have over the development projects. Scholars have favoured one way over the other depending on their school of thought, and top-down and bottom-up methods have been employed to pinpoint the strategy used in each community developmental initiative or programme (Isidiho & Sabran, 2016:266).

2.5.1 Top-down approach

The top-down strategy is difficult to adopt in the 21st century since it violates people's rights as enshrined in terms of the Human Rights Declaration (Isidiho & Sabran, 2016:268). The risk of the top-down approach is that it is akin to imperialist methods of abusing the assets of developing countries under the pretence of assisting them in their development (Isidiho & Sabran, 2016:268). In a top-down approach, the interests of the government come before the interests of the community and the government believes that the citizens do not know what is right for themselves; hence, all the

decisions are taken by the top without consulting the community (Isidiho & Sabran, 2016:269).

2.5.2 Bottom-up approach

The bottom-up approach is important as it is inclusive in decisionmaking and through this approach the community can take ownership of a project to ensure that the project becomes a success (Fernandez, 2021:99). In a bottom-up approach, the government focuses on the needs of the community (Sakata & Prideaux, 2013: 897) The bottom-up approach in community development programmes encourages meaningful participation and allows communities to decide what is best for them. In a bottom-up approach, the communities are included in the planning, execution, monitoring and evaluation of the development programme (Isidiho & Sabran, 2016:270). The next section will dwell on factors that hinder community participation.

2.6 Factors that hinder community participation

2.6.1 Poor leadership qualities

Poor leadership qualities or management by government officials are likely to discourage communities from participating in government development activities (Kilewo & Frumence, 2015). Additionally, poor leadership results in poor execution of the projects owing to the lack of direction and proper guidance in ensuring that the organisational goals are achieved and well executed.

2.6.2 Lack of consultation

The lack of consultation of communities hinders community participation, as the community is most likely showing no interest in community projects (Chili & Ngxongo, 2017:12). The lack of consultation of the community shows that the government has zero interest in the needs of the community (Kapera, 2018:588). It prevents the community from voicing its opinions and concerns. Thus, community members choose not to participate when there is no consultation.

2.6.3 Lack of transparency

The lack of transparency by government official is likely to affect the participation of the community n development projects as the community will see no use in participating in such developments. The hiding of certain information regarding the development project hinders community participation as the community will be

demoralised from participating in the project (Enshassi & Kullab, 2014:16). Lack of transparency results in communities not trusting any planned government (Park & Blenkinsopp, 2011:269)

2.6.4 Manipulation

Manipulation of the community to accept any decision coming from the government results in poor community participation as the community will show no interest owing to the lack of consideration of community interests by the government (Arnstein, 2000:242). Arnstein (2000:242) further argues that manipulation limits the room for the sharing of ideas of the community with the government Thus, the community will choose not to participate in such government initiatives (Mees et al., 2019:207).

2.6.5 Centralisation of decisionmaking

Centralisation of decisionmaking about the allocation of resources results in poor participation as the community does not have any power to influence decisions because the power is centralised within the top government officials. When communities do not have any influence in decisionmaking they are likely to lose interest in participating in planned activities (Paul & Demarest, 1984). Centralisation of decisionmaking shows a dictatorship style of leadership. As a result, communities show a lack of interest in participating in planned activities. The following section will expand on levels of community participation.

2.7 Levels of community participation

Fubesi (2019: 21-22) highlights seven different levels of community participation that range from passive to interactive participation. The first four levels of community participation, namely passive participation, information sharing, consultation, and incentive participation, are considered community participation as means, whereas functional participation, interactive participation, and self-mobilisation are considered community participation as an end (Chifamba, 2013:8). The levels are as follows:

2.7.1 Passive participation

At this level, government starts the project without the participation of primary stakeholders. Participation occurs as a form of top-down approach as the officials have already made their decision without consulting the primary stakeholder or the end-user

(Cason & Samek, 2015:180). The community is informed by leaders or project managers about what is going to happen.

2.7.2 Participation by information giving

At this level, people participate by answering questions that are posed to them by an external organisation through the questionnaires or telephone interviews but there is no guarantee that the concerns of the community will be taken into consideration in decisionmaking. The local government officials expect the community to judge only when the product is finished or almost finished.

2.7.3 Participation by consultation

Community members are being consulted to hear out their concerns about the project at hand. The consultation is done only as a formality because the community does not have any influence in decisionmaking since the officials are the ones who still have the power to make decisions. The views and concerns of the community are not taken into consideration at this stage as the officials have full control of decisionmaking.

2.7.4 Participation for material incentives

The community participate by contributing resources, such as labour, money or time with the aim of gaining material reward. Participation of communities in projects plays a critical role in a manner that the community gains a sense of ownership of the project by contributing with the skills that the community possesses to ensure the success of the community projects.

2.7.5 Functional participation

People work together in a group setting to achieve the project's stated goals, which may include the formation or promotion of a social organisation that began outside of the project. Such participation is more common after major decisions have been made, rather than during the initial stages of the project phases or planning.

2.7.6 Interactive participation

At this level, involvement is recognised as a right rather than just a way to carry out project objectives. Community members are, therefore, encouraged to participate to guarantee that the project's objectives are met.

2.7.8 Self-mobilisation

At this level, a group of people decide to take full responsibility for their needs. The community has the leverage of using their contacts for mobilising resources and have control in managing the use of those resources. Communities can engage with external stakeholders

Table 2.1: Participation as means vs participation as an end

Participation as means	Participation as an end
Implies the use of participation to achieve some predetermined goal or objective	Attempts to empower people to take part in their own development
Attempts to utilise existing resources in order to achieve the objective of the project/programme	Ensures the increased role of people in development initiatives
Common in government programmes, specifically for mobilising the community to improve the efficiency of delivery system	More favoured by non- governmental organisations than by government
Stresses the achievement of the objective rather than the act of participation itself	Focuses on improving the ability of the people to participate rather than just achieving predetermined project objectives
Participation takes a more passive form	It is relatively more active and dynamic

Source: Kumar (2002)

2.8 Ladder of community of community participation

In the 21st century, citizen participation is an important method that symbolises a democratic society where citizens can have a say in the development activities of government. Arnstein's ladder of citizen participation influenced the development of other citizen participation models that are relevant in the 21st century in democratic societies.

The purpose of citizen involvement is to balance the opinions of many parties and viewpoints to reach a decision that is favourable to the majority of the population in the

city or nation where the planning is taking place. Participatory planning is used in most developed nations where there are established council bodies for each city or district. In these countries, citizens are called to council sessions to voice their various ideas for consideration in the city's significant developments.

However, this is not an easy or simple process and sometimes a clash of ideas occurs. Arnstein (1969) developed a ladder of citizen participation that is divided into three rungs that determine the power that citizens have in determining the end-product. These three rungs include non-participation, degrees of tokenism, and degrees of citizen power.

2.8.1 Non-participation

In the non-participation stage, citizens are not consulted at all because all decisions are taken by power holders. During the non-participation phase, government does not see the necessity of the public being included in any decisionmaking. Government believes that citizens cannot think for themselves; hence, the citizens are excluded from decisionmaking. Non-participation includes manipulation and therapy.

2.8.1.1 Manipulation

Citizens are persuaded by rubberstamp advisory committee or advisory boards to accept whatever government is proposing to them (Choguill, 1996:438). Through manipulation, government officials ensure that the community also sees that there is no need for the community to be involved in government projects and that they must accept whatever is presented before them by the government.

2.8.1.2 Therapy

Citizens are not allowed to participate in government activities. Government officials convince citizens to believe that it is only government officials that can participate in government activities.

2.8.2 Degrees of tokenism

At this stage, citizens can have a say, but their views are not taken into consideration since they lack the power to influence the decisionmaking. Degrees of tokenism include informing, consultation, and placation.

2.8.2.1 Informing

In an informing stage, the information flows in the form of a top-down approach, which means information comes directly from the power holders or officials to the citizens. The citizens do not have any chance to raise their concerns and they have little opportunity to influence the outcomes of the programme that is designed (Choguill, 1996:439).

2.8.2.2 Consultation

Citizens are informed but there is no guarantee that their views will be taken into consideration. Inputs of the citizen's ideas are restricted by the power holders to the extent that they cannot do follow-up and they cannot change the status quo (Arnstein, 1996:217). At this stage, consultation is just a formality given that the input of the citizen cannot change the decision that has already taken place.

2.8.2.3 Placation

At this point, citizens start to influence decisions although tokenism still exists (Arnstein,1996:220). Citizens are given the right to have representatives in decisionmaking panels. However, government officials weigh the views of the citizens to determine whether they are applicable or not.

2.8.3 Degrees of citizen power

In the degrees of citizen power, powerholders together with citizens join forces by increasing the degree to which citizens can influence decisionmaking. Citizen power includes partnership, delegation power, and citizen control.

2.8.3.1 Partnership

The partnership stage allows citizens and power holders to join forces to negotiate the sharing of power about the development projects that involve the community. Power holders and individuals agree to share planning and decisionmaking responsibilities through organisations such as joint policy boards, planning committees, and methods for breaking deadlocks (Choguill, 1996:436).

2.8.3.2 Delegation power

Citizens are given power, they get involved in decisionmaking through negotiation, and they also gain power to question and to hold power holders accountable for any programme that includes the citizens.

2.8.3.3 Citizen control

At this stage, citizens gain more seats to have power to influence decisionmaking and power holders operate the terms and conditions of citizens. At this level, a meaningful participation is realised given that communities can provide direction in terms of managing the projects and developing policies in which the communities are able to negotiate the conditions under which those policies can be changed.

Figure 2.1: Arnstein's ladder of citizen participation

Citizen control	
Delegated power	**Citizen power**
Partnership	
Placation	
Consultation	**Degree of tokenism**
Informing	
Therapy	
Manipulation	**Non-tokenism**
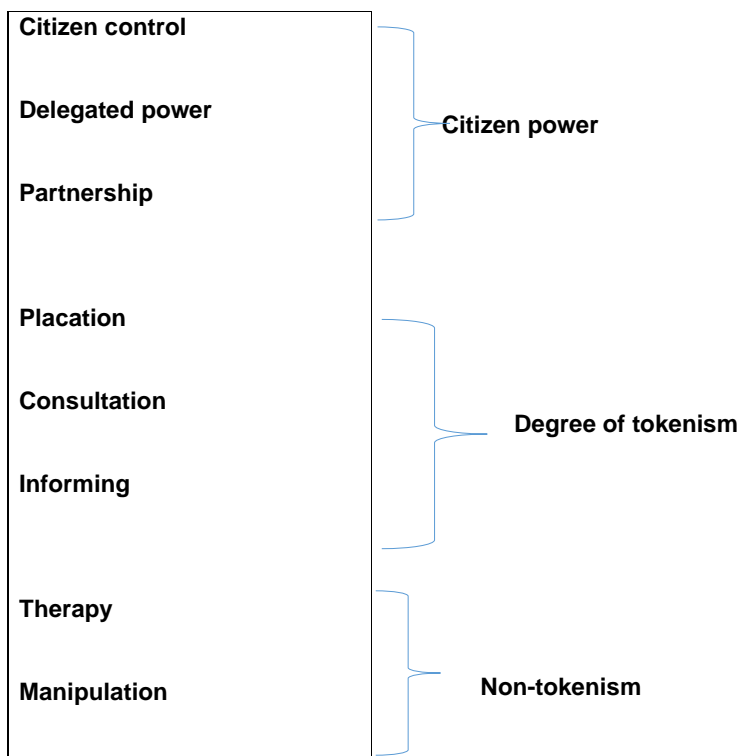
Source: Arnstein (1969)

2.9 Core values for the practice of community participation

The International Association of Public Participation (IAPC2, 2004) has suggested core values for the practice of public participation. These core values were developed to ensure that the people are given an opportunity to make their own decisions concerning matters that affect them directly. The City of Cape Town must apply these core values in Site C to ensure meaningful participation of the community. These core values are as follows:

- The idea behind community involvement is that everyone who may be affected by a choice should have a say in how that decision is made. Members of the Site C Khayelitsha community must be involved in decisions made by the City of Cape Town municipality that impact them directly.

- The promise of community participation embraces the assurance that the community's views would be considered in the decisionmaking process. The City of Cape Town municipality must ensure that the inputs or views of the community members of Site C Khayelitsha finds expression in decisionmaking.

- Community participation fosters justified judgments by recognising and balancing the needs and interests of all participants, including those who make the decisions. The City of Cape Town must ensure that all decisions taken comprise the interests of all parties.

- Community members must be given the opportunity to develop a public participation approach that is appropriate for the community to enable meaningful engagement of all stakeholders participating in the housing development project. The participants must be provided with the necessary information to ensure meaningful participation. The City of Cape Town municipality must disseminate relevant information to the public to ensure that all participants are informed.

- The decisions that are taken must be informed by the inputs of all participants. This calls for the City of Cape Town to give feedback to the community on how their participation influences the decisionmaking process.

2.10 Chapter summary

This chapter provided crucial information that encourages community involvement. Various sources were employed to acquire additional information about community participation. This chapter outlined international and national perspectives that support community participation. All of these policies agree that communities must be given an opportunity to participate in projects designed to solve their own problems. The City of Cape Town municipality should give people a chance to take part in projects that have an impact in their lives, rather than being coerced.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The second chapter provided a detailed explanation of the concept of community participation as well as an international perspective. The legal framework and policies that encourage community involvement in local government in South Africa were also discussed in the preceding chapter. Lastly, the core values of community participation were covered.

Chapter Three focuses on the methodology used to conduct the study. This chapter gives a brief description of the research methodology that was utilised to contextualise the practicality of the research study. This chapter will also discuss the data collection method and techniques used to conduct the study. Furthermore, this chapter will discuss sampling methods used in the study and will deliberate on ethical considerations that guide the study. The chapter will further discuss limitations experienced by the researcher when conducting the study. Lastly, this chapter will explain in details how the data collected was analysed.

3.2 Research design

According to Akhtar et al. (2016:68), a research design comprises the plan, structure, strategy, and inquiry that are used to ensure that a study question is being answered and that variance is being controlled. Yin (1994:19) alluded to the fact that a research design is the reasoning that connects the information to be gathered (and the conclusions to be derived) from the study's main topic. Bickman, Rog and Hedrick (2009:11) further hinted that the research design functions as the research project's architectural plan, integrating design, data collection, and analytic activities to the research. The aim of research design is to give authentic, unbiased, truthful, and economical responses to research questions, as well as to serve as a control platform, maximise systemic variance, adjust unnecessary variance, and reduce mistakes (Jongbo, 2014:91). The significance of research design comes from the fact that it makes it possible for numerous research approaches to function properly, producing research that is as professional as possible and delivering the most information with the least amount of effort, time, and money (Akhtar et al., 2016:71). By nature, research design converts research problems into data for analysis to deliver low-cost

answers to research questions (Jongbo, 2014:81). The following section will cover the methodology employed to carry out the study.

3.3 Research methodology

Research can be defined as a systematic investigation aimed at obtaining information for the purpose of resolving a problem (Jongbo, 2014:87). Methodology is an effective structure within which facts are prescribed to understand their significance (Leedy, 1989:91). A mixed-method research approach was used to conduct this study. Mixed-methods research is a research method that combines quantitative and qualitative research approaches in the same research investigation (Venkatesh, Brown & Bala, 2013:21). Almeida (2018:138) further indicated that a mixed-method approach combines quantitative and qualitative methodologies in a single study to give a more comprehensive and overall understanding of a topic.

3.4 Qualitative research

According to Aspers and Corte (2019:139), qualitative research is a type of research method that focuses on gathering information through open-ended and conversational dialogue. Queirós, Faria and Almeida (2017:370) explained that qualitative research is concerned with aspects of reality that cannot be quantified and it focuses on understanding and defending social processes. The main objective of qualitative research is to understand behavioural comprehension as well as the assortment of beliefs and expectations of a group (Almeida, 2018:138). The most popular qualitative research methods include focus groups, surveys, semi-structured interviews, and structured interviews (Nassaji, 2020:427). Qualitative research aims to comprehend and study rather than to explain and manipulate variables (Nassaji, 2020:427).

3.4.1 Quantitative research

According to Goertzen (2017:12), a quantitative research approach is one that is focused on acquiring and analysing organised data that may be presented in the form of numbers. Quantitative research relies on numbers to weigh information. Goertzen (2017:12) goes on to say that one of the key goals of the quantitative research technique is to develop reliable, accurate metrics that can be analysed statistically. Goertzen (2017:12–13) emphasised six essential traits of quantitative research:
• It evaluates information using numerical data.
• Data are quantifiable and measurable.

• It strives for objectivity.

• The results can be evaluated using statistical analysis.

• Variables are used to represent complex concerns.

• The outputs can be compared, summarised, or generalised.

3.4.2 Rationale for using mixed methods

The use of a mixed-method approach allows researchers to expand their investigation to a necessary depth and breadth (Molina-Azorin, Tari, Lopez-Gamero, Pereira-Moliner & Pertusa-Ortega, 2018:414). Another advantage of mixed methods is that data triangulation results in a well-validated conclusion while also boosting the credibility of conclusions from a single approach (Venkatesh et al., 2013). Furthermore, a mixed-method approach allows the researcher to be flexible because it does not limit the researcher in conducting the research as it combines both qualitative and quantitative research (Dawadi, Shrestha & Giri, 2021:27). A mixed-method approach was used for this study because it combines the strengths of both qualitative and quantitative data. It was also helpful in this study because it addresses corresponding questions that were not possible to address when using a single method (Almeida, 2018:146). The next section will discuss the data collection methods that were used to conduct this study.

3.5 Data collection method/techniques

Data collection methods are tools for gathering information from surveys, questionnaires, and data entries to analyse them and to produce original research results (Durrheim, 2000:32). According to Morgan and Harmon (2001:973), the researcher may use both primary and secondary sources to gather data. Primary data refers to information that has been gathered specifically for the subject of the study under issue using methods that are most useful for that research problem (Hox & Boejie, 2005:593). Secondary data is information that has been assembled previously from primary sources and made accessible for use by scholars in their own research (Hox & Boejie, 2005:593). Closed-ended, and open-ended questionnaire surveys, and interviews served as the primary data collection methods for this study.

3.5.1 Questionnaires

According to Roopa and Rani (2012:273), a questionnaire is a series of questions that are posed to subjects to collect statistically significant data regarding a specific subject. The primary goal of a questionnaire in research is to gather relevant data in the most accurate and truthful way possible (Taherdoost, 2016:28). Questionnaires can be a crucial tool for establishing claims about particular people, groups, or entire populations when they are correctly created and administered (Roopa & Rani, 2012:274). Questionnaires are useful for data collection since they are simple to administer, inexpensive, and generate clear and honest feedback from participants. Both open-ended and closed-ended questionnaires were utilised by the researcher to collect data.

A closed-ended questionnaire is one in which the researcher gives research participants options from which to choose a response. An open-ended questionnaire is a questionnaire that does not offer choices for participants to choose from; instead, they must formulate answers in their own words (Morgan & Harmon, 2001:975). An open-ended questionnaire allows the respondents to respond freely in answering survey questionnaires without being influenced. The advantages of open-ended questions include the possibility of determining impulsive responses and exploring deviant responses of individuals to closed-ended questions (Shologu, 2019:3). Patten (2016:2) suggests the following advantages of questionnaires:

The primary benefit of questionnaires is that they make it simpler to gather replies from many respondents. As a result, the data collected may be used to produce findings that are more generally applicable (Rowley, 2012:261). Using questionnaires is a productive technique to get information. Surveys are helpful for gathering data on delicate subjects. Questionnaires allow respondents to be truthful as much as possible as they remain anonymous in the process of responding to questionnaires. Questionnaires are cost-effective as they provide a substantial quantity of research data at a low material, financial, and time cost.

The next section will deliberate on interviews as one of the data collection methods used to collect data for this study.

3.5.2 Interviews

Fox, Hunn and Mathers (2003:5) explain that an interview is a vital data collection technique that entails verbal communication between the researcher and the participant. Rowley (2012:261) adds that interviews are frequently used in qualitative research to acquire 'facts' or to obtain an understanding of beliefs, attitudes, experiences, processes, behaviours, or predictions. The quality of the data collected from an interview depends on the strategies of the interviewer and the interview guides and on the responses from the respondents. Semi-structured interviews were used for this research because they are open-ended, and they are flexible. Semi-structured interviews afford the interviewer and the interviewee an opportunity to discuss some questions in detail.

3.5.3 Semi-structured interviews

Semi-structured interviews are widely employed in qualitative research to study participants' viewpoints, experiences, and attitudes in order to comprehend why people act in particular ways (Harvey-Jordan & Long, 2001:219). When collecting data, a semi-structured interview asks questions using an encoded theme structure (Longhurst, 2003:143). Semi-structured interviews intend to produce subjective replies from people about a specific situation or phenomenon they have encountered (McIntosh & Morse, 2015:1). Semi-structured interviews use a detailed interview guide or schedule during interviews.

Using semi-structured methods has several benefits, including the richness of the data they provide (Harvey-Jordan & Long, 2001:219). Another advantage of using semi-structured interviews is that they combine elements of both structured and unstructured interviews. Semi-structured interviews allow the interviewer to have both open-ended and closed questions, which makes it easier for the interviewee to provide free responses and makes it easier for the interviewer to be able to do follow-up questions with the interviewee during the interview process.

According to Silverman (2000) one of the drawbacks of semi-structured interviews is the inability to generalise findings. The adaptability of semi-structured interviews may reduce the validity of such data. Comparing replies from various participants can be difficult, depending on how far the interviewer has deviated from the specified list of questions. Semi-structured interviews also have the drawback of taking a long time to analyse the data.

In this study four people, comprising the Ward Councillor and three community members of Khayelitsha Site C Ward 87, were interviewed on a one-on-one basis using semi-structured interviews. All the interviewees were provided with the same set of open-ended questions to ensure the validity and reliability of responses from the participants. One-on-one semi-structured interviews in the form of open-ended questions were useful to gather data from respondents, allowing flexibility for interviewees to dwell on providing further responses to some interview questions. These interviews were recorded with the permission of participants. The purpose of recording the interviews was to use the recordings in data analysis.

3.5.3 Interview process

Semi-structured interviews were used for this study as they allow respondents to provide free responses which are used as additional data in the interviews. The researcher interviewed four people comprising the Site C Khayelitsha Ward 87 Ward Councillor and three community members.

The researcher crafted the interview questions, creating both open-ended and closed-ended interview questions. Open-ended questions predominated the interview questions to encourage interviewees to provide as much information as possible. To reflect their various roles and responsibilities, the interview questions for the Ward Councillor and community members were slightly different. The interviewees were given the opportunity to elaborate on their responses after offering a 'Yes' or 'No' response to a closed-ended question.

The researcher contacted the interviewees via email and WhatsApp to set up a time that would be convenient for each interviewee to take part in the interviews. The

researcher initially introduced himself, thanked the interviewees for consenting to participate, gave a brief explanation of the research topic and the purpose of the study, and assured each interviewee that the information they provided would be kept private. Interviewees were provided with an opportunity to ask questions before and after the interviews. All the interview questions were asked in English as it is the medium of instruction language used at the university. The interviews were recorded using a smartphone.

3.6 Population and sampling

According to Taherdoost (2016:19), population refers to the total number of cases from which the researcher sample was taken. Taherdoost (2016:19) also suggests that the target population needs to be identified precisely as the first step in the sampling process. This study's population consists of residents of Site C Khayelitsha Ward 87. The respondents for this study were the beneficiaries of Site C Khayelitsha Ward 87 housing project for the years 2012–2014.

Acharya, Prakash, Saxena and Nigam (2013:330) describe a sample as a subgroup of a population that has been chosen to be representative of the larger population. A sample needs to be chosen from a population since it is not possible to study the whole population (Acharya et al., 2013:330). Sampling techniques are divided into two, which are probability and non-probability. Probability sampling is a sampling technique that ensures that each component of the population has an equal chance of being included in the sample (Taherdoost, 2017:20). A convenience sampling method, a non-probability sampling technique, was used to select participants for this investigation.

3.6.1 Non-probability sampling

Non-probability sampling is a sampling technique that does not offer a basis for determining the chance that universe-wide elements will be included in the research sample (Etikan & Bala, 2017:1).Convenience sampling is a type of non-probability that involves choosing individuals who are often available and easily accessible (Alkassim & Tran, 2016:2, Taherdoost, 2017:22). A convenience sampling technique was used for this study because it was inexpensive, the least time-consuming and it was easy compared to other sampling techniques.

The study was conducted in Khayelitsha Site C Ward 87. As highlighted in Chapter One, a questionnaire survey was issued to a sample of 40 respondents, residents of Khayelitsha Site C Ward 87. Interviews were conducted by means of the interview schedule amongst a sample of four, comprising the Ward Councillor and three community members.

3.7 Ethical considerations

Ethics is the study of philosophical notions of right and bad behaviour (Rani & Sharma, 2012:45). The researcher is mandated to ensure the privacy of all the respondents in the research study. The following considerations were in place to ensure privacy and confidentiality:

- A consent form was distributed to all the respondents participating in the study
- Each participant received a thorough explanation of the study's objectives
- All of the respondents were informed that participation in the study is voluntary and that there is no remuneration for participating
- Respondents were advised that they will be informed of the results of the study
- Lastly, ethical clearance was obtained from the Faculty of Business Management and Sciences Research Ethics Committee

3.8 Validity, reliability and triangulation

LoBiondo-Wood and Haber (2014:290) describe the validity of research as the degree to which a research study answers the research questions accurately. McBurney and White (2007) further define validity as a measure of accuracy in terms of how closely a research conclusion corresponds to reality. Because of the nature of the study, there was a possibility that the researcher would be biased owing to personal perceptions, assumptions, and interpretations; thus, interpretative validity was required. Interpretative validity is the degree to which a qualitative researcher comprehends and represents the perspectives, thoughts, feelings, intentions, and experiences of research participant accurately (Johnson, 1997:9). Validity is significant in a research study because it measures the accuracy of study results. Validity is also important because it determines the reliability of the results of the data obtained.

Reliability is a measurement tool used repeatedly under the assumption that the object being measured gives the same results (Heale & Twycross, 2015:66). To ensure reliability in research, the phenomenon measured must be measured more than once and give the same results.

Triangulation is described as the use of multiple procedures or sources to double-check information and conclusions (Heale & Forbes, 2013:98) Triangulation is a qualitative research method that has been used to investigate validity by combining data from several sources. The data for this study was obtained using both questionnaires and interviews. To ensure the validity of the research findings, a triangulation method was used to collect data for this study. The researcher preferred to use a combination of findings from multiple sources with the purpose of gathering valid information in answering the research questions. Lastly, a triangulation approach was employed to enhance the quality of data regarding the phenomenon under study.

3.9 Limitations

Limitations are those factors that the researcher cannot control in a study (Ross & Biber Zaidi, 2019). Limitations of this study are as follows:

- The study was only focused on the Site C Khayelitsha Ward 87 Councillor and residents of Ward 87 who were chosen to participate in the study
- The study was limited to residents who can speak and understand English
- There was a difficulty in arranging a meeting with the Ward Councillor owing to his busy schedule
- There was also a delay in the residents returning the questionnaires.

3.10 Data analysis

Data analysis is the process of collecting, modelling, and analysing data to derive knowledge that can be applied to decisionmaking (Aneshensel, 2012). Information for this study was obtained through primary data sources. Primary data is information gathered by the researcher directly (Hox & Boeije, 2005:593). Questionnaires and interviews were used as the primary sources of data to gather information for the study. The statistical software SPSS was used to analyse the data from the questionnaires after they had been coded and entered into MS Excel. Frequency tables, charts and graphs were produced. Data from the interviews were transcribed manually by

listening to the interviews and entering the data into an Excel spreadsheet. The data were analysed qualitatively and discussed to provide arguments based on the respective questionnaire questions.

3.10 Summary

The methods utilised to gather the data for this investigation were covered in this chapter. Open-ended surveys, closed-ended questionnaires, and semi-structured interviews were all employed to collect information in Khayelitsha Site C Ward 87. The study's respondents were chosen using convenience sampling, a non-probability sampling technique. In this work, a mixed-methods approach was used from data collection to data analysis. This investigation was conducted in accordance with ethical standards. In the data analysis chapter that follows, the findings of this study are presented, in accordance with the research instrument.

CHAPTER FOUR

DATA ANALYSIS

4.1 Introduction

In Chapter Three, the research methodology for this study was discussed, along with the techniques utilised to collect the qualitative and quantitative data using questionnaires and semi-structured interviews. The analysis and explanation of the data gathered are the focus of this chapter. The respondents' identities have been withheld, but their characteristics have been recorded. These include things like gender, age, marital status, education, and their length of time in the area. Residents of Site C Khayelitsha Ward 87 were interviewed because the intention of the study was to collect data from the residents of the area.

4.2 Participants' biographical information

4.2.1 Gender

The research was based on data analysis performed on 40 participants who were residing in Site C Khayelitsha Ward 87. First, data were pooled from both males and females living in Site C Khayelitsha to avoid gender bias and to accumulate data that are from different sources. According to Figure 4.1, the research was dominated by females (25), compared to males (15) and one respondent who preferred not to be categorised.
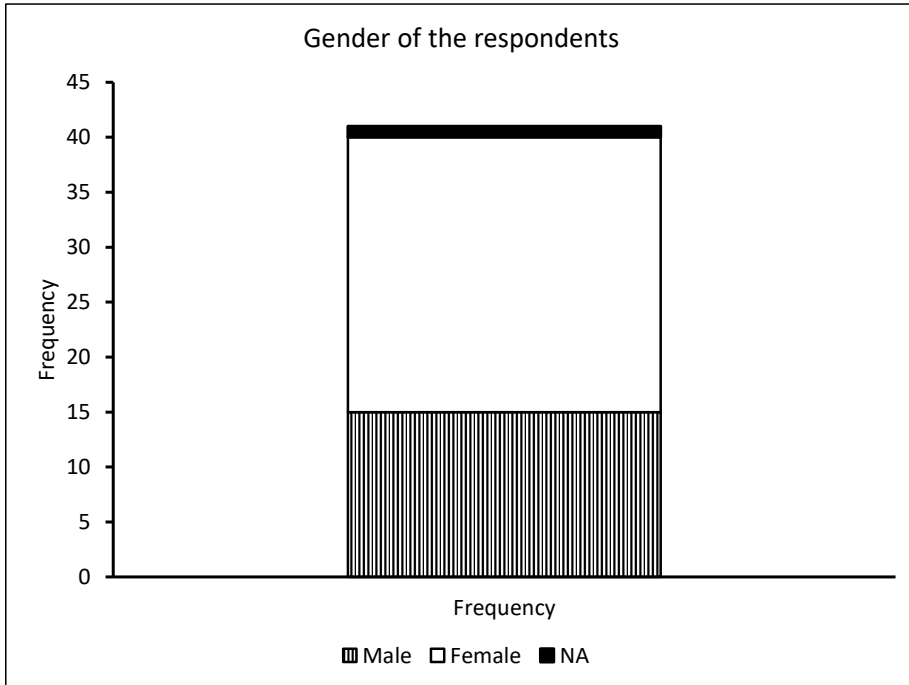
Figure 4.1: Gender of the respondents

4.2.2 Marital status

Figure 4.2 shows that most people who stay in Site C Khayelitsha are unmarried with a count of 65%, while 35% are married. This could have been due to several factors, which might include poor infrastructure.
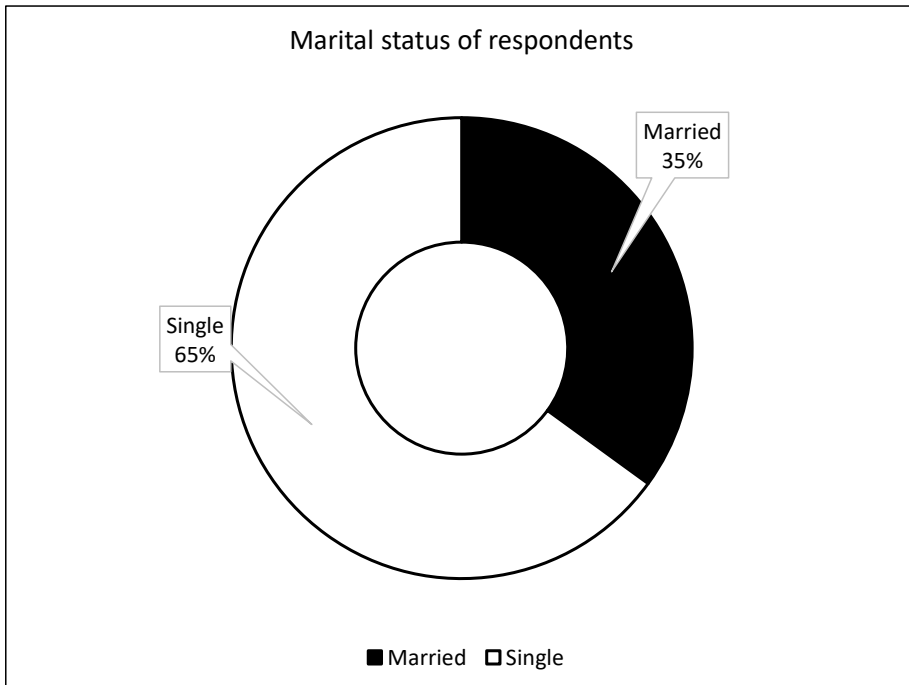
Figure 4.2: Marital status of the respondents

4.2.3 Age

For the age groups, the 31–40 group had the highest frequency of 24 individuals, comprising 13 females and 11 males (Figure 4.3). Both the 20–30 and the 41–50 age groups had a frequency of seven individuals each, while respondents who were 51 years and older had the lowest frequency of 1.
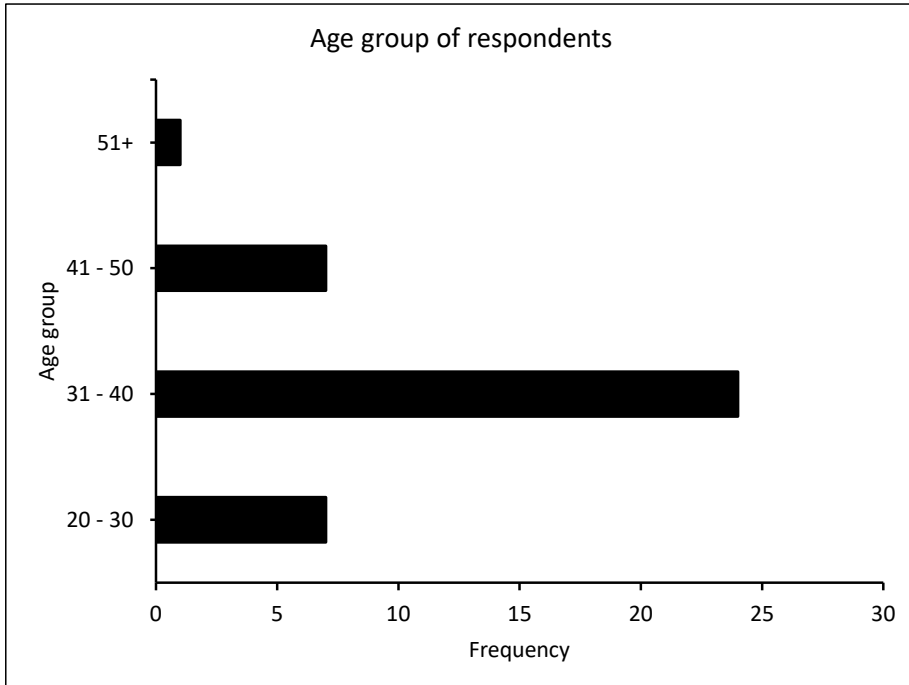
Figure 4.3: Age group of the respondents

4.2.4 Number of years living in the area

The respondents who had lived in the area for a period between 16 and 20 years had the highest percentage of 43.59%; those who had lived there for between 10 and 15 years constituted 35.90% of the respondents; and those who had lived in the area for less than 10 years constituted 20.59% (Figure 4.4).
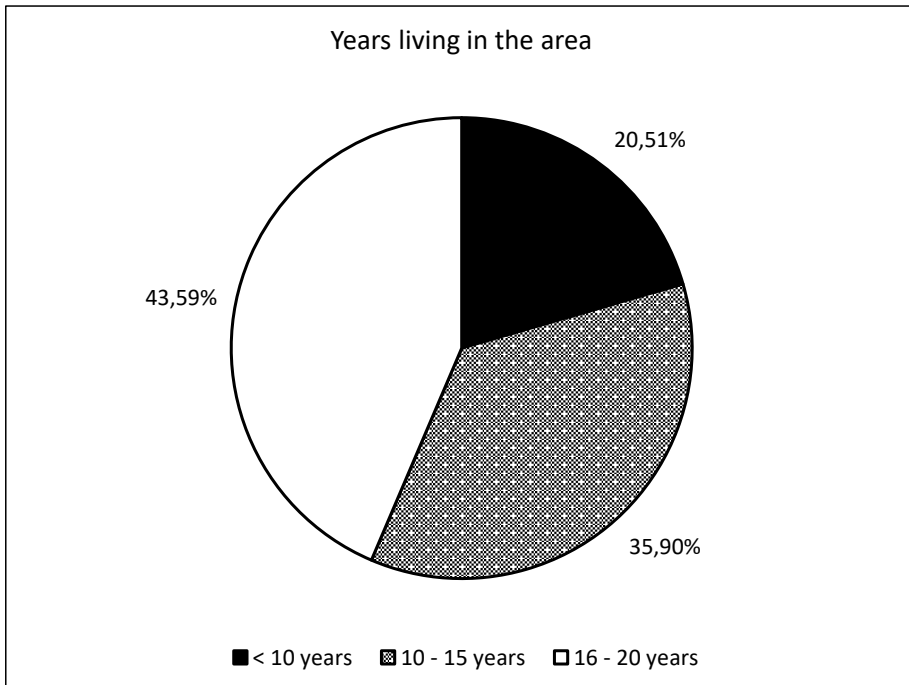
Figure 4.4: Years living in the area

4.2.4 Educational background of the respondents

As females were dominant in this study, they also dominated all levels of education, except for the less than Grade 7 group which had the lowest frequency of one. In this study, respondents who attained between Grades 7 and 12 had the highest frequency of 24 (10 males and 14 females) (Figure 4.5).
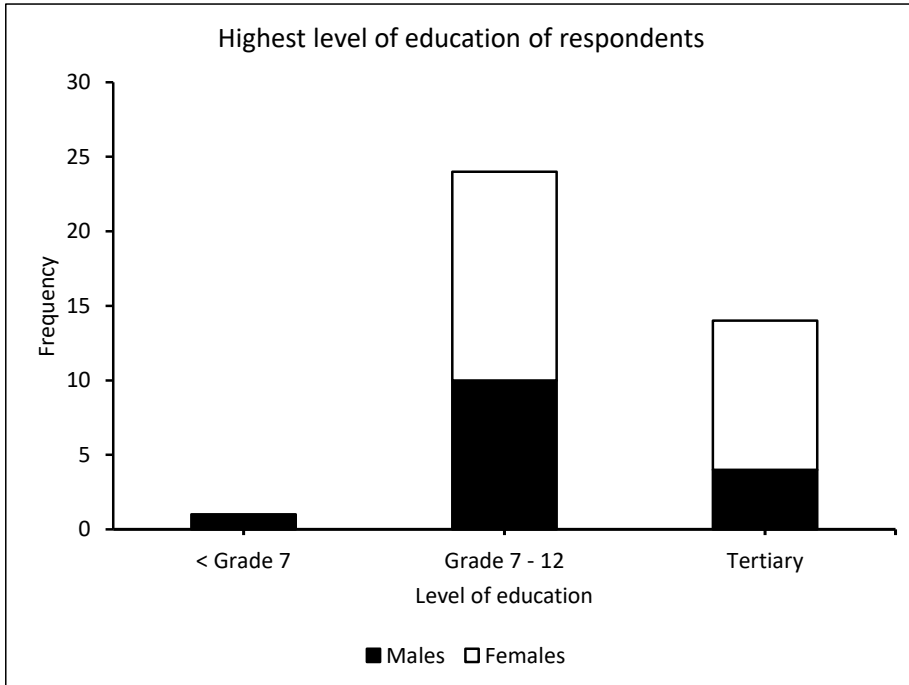
Figure 4.5: Highest level of education of respondents

4.3 Presentation of research findings

The questions in this section required the participants to rate the statements from 1 to 5, rating 1 being agreement with the statement and rating 5 being disagreement with the statement. The data analysis done on this section took the average of the ratings given per statement to give an overall rating. This also reflects most of the ratings given by the participants. The ratings are presented in Table 4.1.

Table 4.1: The average rating response of the participants to questions regarding Site C Khayelitsha.

Questions	Rating
The community of Site C Khayelitsha is given a chance to choose housing design of their choice for housing construction projects.	4.30
The community of Site C Khayelitsha is satisfied with the formation of the project committee that carries out housing projecting in Khayelitsha.	4.25
The community of Site C Khayelitsha is well represented in housing construction projects committees.	4.23
The views of the community in consultation meetings regarding housing developments projects are taken into consideration by the municipal officials.	4.15
The municipality officials consult community members of Site C Khayelitsha in any development activities that are happening in their area.	4.10
The existing legislative framework available for community participation in housing is effective.	4.00
The community of Site C Khayelitsha is involved in the appointment of communities that carry out housing construction projects in their area.	3.53
I am aware of the core values of community participation.	3.45
I am aware of the existing levels of community participation in local government development activities.	3.43
The community of Site C Khayelitsha are aware of the factors that hinder community participation in their area.	3.32
The community of Site C Khayelitsha are aware of the factors that hinders community participation in their area.	2.00

Table 4.1 shows that the participants of the survey agreed that

- The community of Site C Khayelitsha is given a chance to choose housing design of their choice of housing construction projects, with an average rating of 4.3.
- The community of Site C Khayelitsha is satisfied with the formation of project committees that carry out housing projecting in Khayelitsha, with an average rating of 4.25.
- The community of Site C Khayelitsha is well represented in housing construction project committees, with an average rating of 4.23.

- The views of the community in consultation meetings regarding housing developments projects are taken into consideration by the municipal officials, with an average rating of 4.15.
- The municipality officials consult community members of Site C Khayelitsha in any development activities that are happening in their area, with an average rating of 4.1.
- The existing legislative framework available for community participation in housing is effective, with an average rate of 4.

The participants were neutral to the following statements:
- The community of Site C Khayelitsha is involved in the appointment of communities that carry out housing construction projects in their area, with a rating of 3.53
- I am aware of the core values of community participation, with an average rating of 3.43
- The community of Site C Khayelitsha are aware of the factors that hinder community, with an average rating of 3.32

Finally, the participants did not agree with
- The community of Site C Khayelitsha are aware of the factors that hinder community participation in their area, with a rating of 2.

According to these results, as illustrated by the participants, it can be seen clearly that the community is mostly not involved in the construction projects even though they reside there. This could have been due to several factors such as apartheid where people were not allowed to participate in decisionmaking agreements, for example, the type of contractors, and the size of the building. Another factor could be because of discrimination in that most people staying in this area are low-income black Africans (Smit, 2016). People are only involved in housing projects for the most part when there is an election, just to get their votes.

The findings also demonstrate that municipal officials do not care about the citizens' welfare, even though the Municipal Systems Act (32 of 2000) requires local governments to "give priority to basic needs of the community and in a sustainable

way promote the socio-economic and material needs in order to improve the quality of their lives". The results obtained from the participants strongly suggest that the residents are not getting the effect of this Act. According to the participants, the municipality only told them about the construction of housing projects but did not involve them. The participants mentioned that there is a need for them to be educated on the policy of development to understand more about the area which affects their well-being.

4.4 Qualitative answers

This section looks at the questions that require the participants to give qualitative answers and opinions. The data were analysed using programming tools to find the key points on which the people focused. This is represented in a word cloud, which shows the most used words in the responses and can be used to point out key issues. In addition, the tone in the responses was also analysed using the same natural language processing.

4.4.1 Question 1

Do you think community members of your area are capacitated enough to participate in local government development activities? Yes/No. Please motivate your answer

For this question, most respondents (87%) said that they are not capacitated enough to participate in local government development activities (Figure 4.6). The reasons given were that the majority of the members are illiterate, uneducated and do not have enough knowledge about the projects. A few of the participants insist that they are capacitated because they live in the area and should know it very well. Below are some of the responses from the respondents who said that they are not capacitated:

"No. People are not well educated about facilities; they just follow what is being said by the councillor"

"No. Because community lack information and facilities, they are not well equipped about the importance of the community."

"No. They do not have enough knowledge about local government development activities."

"No. The community members of Khayelitsha Site C Ward 87 are old and uneducated, even the youth has lost interest in participating because of corrupt government officials.

The minority (13%) of respondents that said that they are capacitated. Their responses were mainly based on the fact that activities are conducted in the area in which they live and therefore, they are familiar with the capacitation programmes. These respondents had the following responses:

"Yes. They are capacitated because they are familiar with their surroundings which shows that they do participate."

"Yes. Because community counsellor and forums always make sure everyone is part of the local development."

"Yes. Because they know all the activities taking place in the area. Meeting are called to address every event of development that is about to occur."
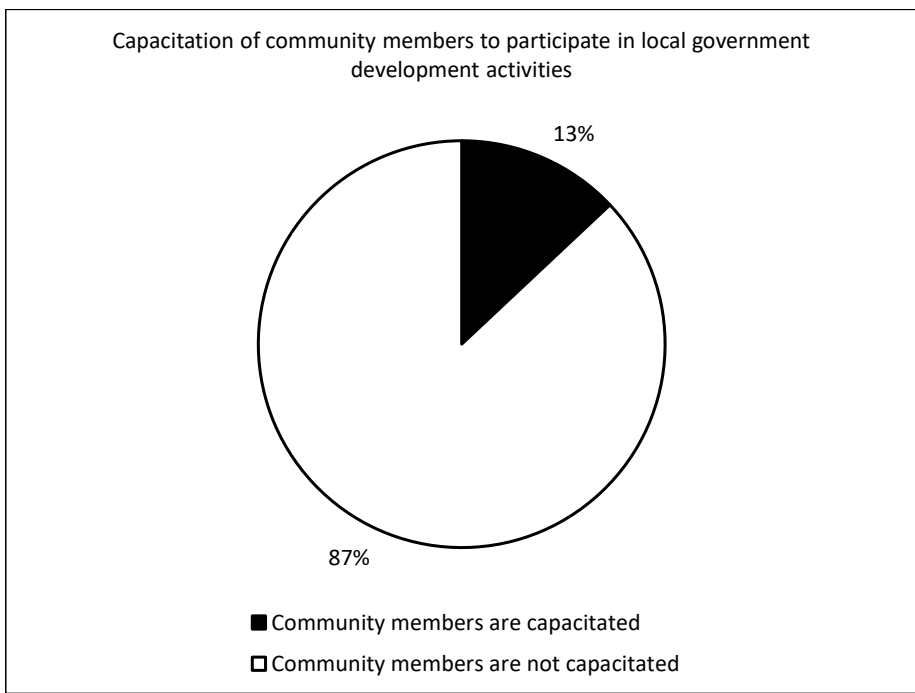
Figure 4.6: Capacitation of community members to participate in local government development activities

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4.4.2 Question 2

Are the forums developed by the local government in your area for community participation effective? Yes/ No. Please motivate your answer

For this question, most respondents (87%) said that the forums developed by the local government in the area are not effective (Figure 4.7).
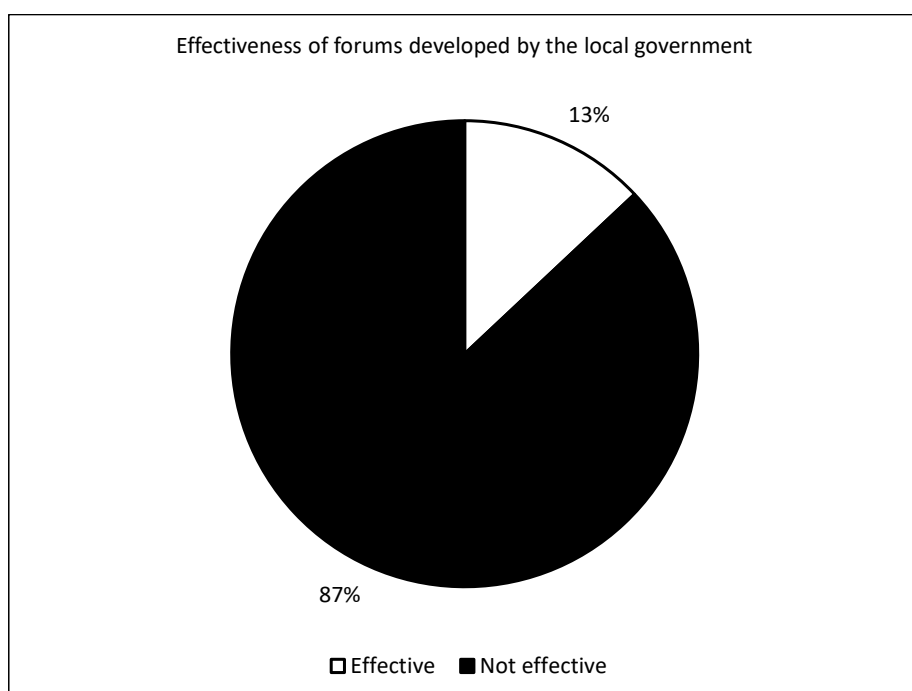
Figure 4.7: Effectiveness of forums developed by the local government

The general view of the participants was that the forums should serve and represent the community but they do so poorly. The reasons given were that the forums are political and serve political interests. In addition, the people who lead the forums are in those positions owing to favouritism; hence, they do not represent the community. This then causes a communication breakdown between the people and local government. Other issues include inadequate meetings and the isolation of the forums and the local government from the people. The responses by some of the respondents who said that the forums are not effective are presented below:

"No. It is because the councillor appoints favourites to serve in those forums."

"No. Because counsellors appoint that are not knowledgeable about local government, they just appoint for the sake of generating income."

"No. There is inadequate awareness by the forum regarding the community's needs."

The minority (13%) of respondents that said that they are capacitated. Their responses were mainly based on the fact that activities are conducted in the area where they live and therefore they believe that the forums were effective. These respondents had the following responses:

"Yes. They know and are well informed about everything that is happening in the area."

"Yes. They are aware and informed of everything that is to happen in the area."

4.4.3 Question 3

Do you think the participation of community members of Site C Khayelitsha Ward 87 is meaningful in local government development activities? Yes / No. Please motivate your answer.

For this question, most respondents (85%) said that participation of community members was not meaningful (Figure 4.8). Most respondents regarded participation as not meaningful because the recommendations and suggestions they make are not taken into consideration. The decisions made do not represent the wishes of the community. Some of the responses are shown below:

"No. It is not meaningful. Most of the things that the community proposes to the local government are not even considered by the municipal officials."

"No. As people who reside in this ward our view and inputs are not being taken serious, we only see action when we strike."

"No. The local government does not take the recommendations and contributions of the community members seriously. They decide everything for the community, making their participation meaningless."

"No. There is little to no participation of community members in the local government development activity. The local government decides everything even the forums in the area do not have much say about these activities."

The minority (15%) of respondents regarded participation as meaningful had the following responses:

"Yes. Very meaningful because they are the ones who are directly affected by the development."

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"Yes. The community members of Site C knows exactly what's best for them in terms of development activities as they live in the area and set to face all the challenges in terms of service delivery."
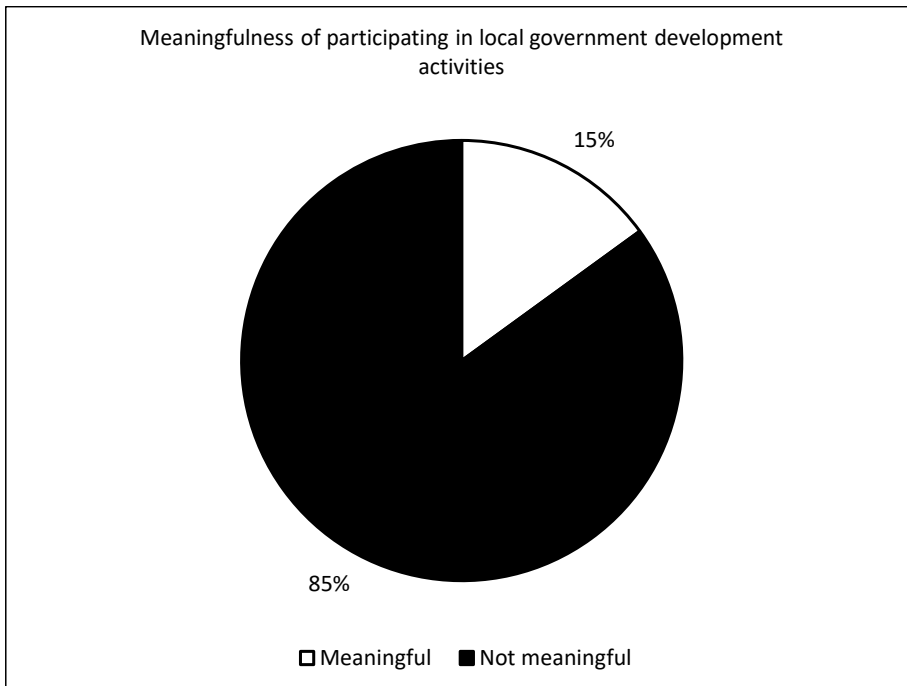
Figure 4.8: Meaningfulness of participating in local government development activities

4.4.4 Question 4

Do you think the local government is doing enough to encourage community participation? Yes/No. Please motivate your answer

Most respondents (92%) said that local government is not doing enough to encourage community participation (Figure 4.9). Some of the concerns raised regarding this question were that local government encourages participation over the election period where the benefit is for the politicians and serves political agendas. The majority of the participants agreed that the local government encourages participation only when people are voting. In addition, they also raised the matter that the local government should educate the community about participation. Furthermore, they said the

community members are discouraged from participating because their recommendations are ignored. Some of their responses are as follows:

"No. The local government is not doing anything to encourage public participation. They just make decisions for the community members in isolation and never include community members in decisionmaking."

"No. Local government officials serve their own interests and care less about community members. They only show up when it is time for elections and the community members have been discouraged to participate as they don't benefit anything."

"No. because there are not enough consultation that public can have a say unlike viewing their points stating how they feel about certain community things."
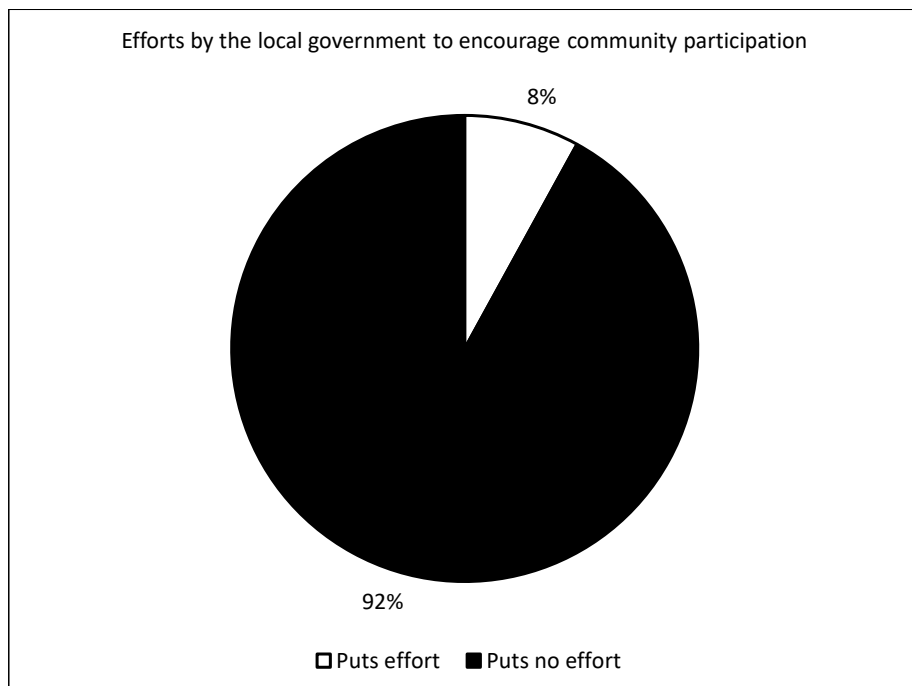
Figure 4.9: Efforts by the local government to encourage community participation

A minority (8%) of the respondents agreed that the local government encourages community participation and gave the following responses:

"Yes. Because people are told to attend meetings. Sometimes the councillor calls the meeting for people on development-related activities or projects."

"Yes. Local government does enough because they tell us things before time so that when they happen we are part of them. They call meetings and sometimes door-to-door to tell us things."

"Yes. They are encouraged; hence, local government alerts the community before they could even start to do any developments."

4.4.5 Question 5

To what extent do you think the community of Site C Khayelitsha should be involved in housing construction projects in their area?

In terms of involving the community members in the projects, all of the respondents agreed that they should be involved in housing construction projects in the area. Most participants, however, suggested that they prefer to be involved from the beginning to the end of the project and at every stage of implementation as well as the planning. They would also want a large part of the community and/or everyone to be involved because they will reside in the houses. They believe that this gives a sense of inclusivity and ownership to the community members as well as keeping the local government accountable. Some of their responses are shown below:

"The members of the community should be involved from the beginning of the housing construction projects, to planning until the final product."

"The community members should be consulted before starting the projects in their area. They should give recommendations and be involved in planning of the project until the end of the housing construction project."

"Maximum participation will always be required because it is the people of Khayelitsha that will reside in those constructed houses."

"From the beginning of the project until the end. They should have an input on what type of infrastructure they need and how the housing construction project is run and managed."

"There must promotion of participation because it creates better relationship between community members and local government. This prevents unnecessary conflict because people will have sense of ownership or belonging."

4.4.6 Question 6

Do you think community participation can improve housing delivery in your area? Yes or No.

Most respondents (95%) agreed that the effectiveness of community participation improves housing delivery (Figure 4.11). This is because they live in the area and they can give recommendations based on experience.
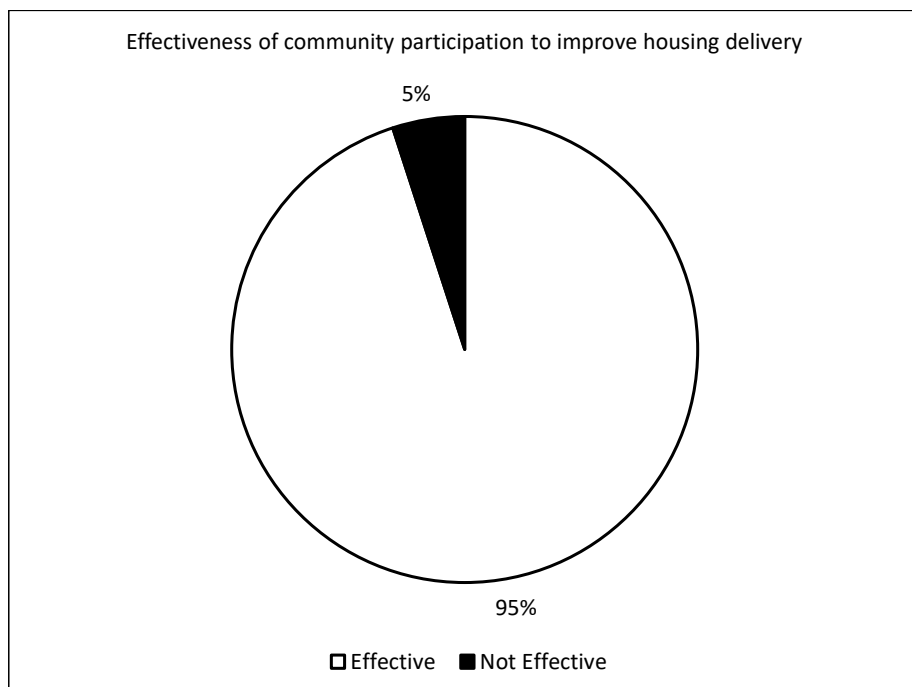
Figure 4.11: Efforts by the local government to encourage community participation

Of the people who agreed, their responses are listed below:

"Yes. Community members know exactly the type of housing they need as they are living in the area. They should be allowed to critique the existing houses and give recommendations to improve the ones yet to be built."

"Yes. They can advise in planning and recommend things that can be done to improve housing delivery as they are the ones who know the houses better."

"Yes. Community members best know what they want and need the most in housing delivery, so their participation can contribute positively towards the project giving the community members satisfactory end results."

"Yes. Community must be informed."

4.4.7 Question 7

In your opinion, what can be done to improve community participation in housing construction projects in your area?

Some recommendations were door-to-door visitations, educating the community on involvement and participation, using radio stations to advertise meetings, inclusivity of the community even when there are no elections and showing the community that their recommendations are considered. In additions, the forum leaders and the local government should not put forward political agendas and should rather connect with the people in terms of their needs. Some of the responses are listed below:

> *"The local government officials should stop politicising these projects and allow the community to participate freely without obligation of political affiliation. They should also educate community members to participate in these projects."*
>
> *"The local government with the department of public participation should train people who are going to come to the communities and educate us about the importance of our participation and its contribution towards development activities."*
>
> *"People need to be given knowledge to understand the need to participate not only when voting but attend even small meeting and the councillors attend to local matters with passion."*
>
> *"The local government should educate community members about the importance of public participation in community projects. They should appoint community members who will attend workshops and come back with feedback to the general public."*
>
> *"People must be told that engagement is inclusive and results in betterment, so that there are not strikes because of complaints."*
>
> *"There must be consultation because it will allow community members to share ideas on things that benefit the community and make such things of success."*

4.4.8 Question 8

Do you think the community of Site C Khayelitsha Ward 87 are interested in participating in housing construction projects in their area? Yes/No. Please motivate your answer.

All respondents agreed to this question and said that they are interested in participating in housing construction projects. They are interested in participation because they want their views to be represented, to be part of the decisionmaking, and to share responsibility for their area.

4.5 Results from interviews

4.5.1 Question 1

What are the processes that encourage community participation in your ward?

The responses from the four respondents are presented in Table 4.2.

Table 4.2: Interview results for the processes that encourage community participation in your ward

Respondent	Response
1	*There isn't anything in particular that encourages community participation as most members of the community do not even know about projects and processes as the local government just comes and impose projects onto the community without even consulting them in the formulation stages of the projects. So, I cannot really say there are any processes that encourage community participation. In fact, the people are not even aware that they should be participating as there isn't adequate communication.*
2	*There are community structures and leadership that encourages community participation in the ward.*
3	*So, in this area, there are community participation forums which I regard as not effective as most people in the community are not part of these forums. These forums are used to push for political agendas and not purely for community development, and hence, people do not participate. The needs for the community members are then left outside the forums.*
Councillor	*The process is always important to encourage community participation in any project. We meet with stakeholders to discuss the projects and obviously meet with the public to discuss these projects and how they can contribute.*

From the interview results, it seems that the respondents generally regard processes that encourage community participation in the ward as non-existent. If processes are there, it means that they are not being implemented effectively and are not being

communicated adequately. The local government official, however, contradicted the findings from the community members. According to the local government official, they meet regularly with stakeholders to discuss the projects as well as with the general public to discuss these projects and how people can contribute.

4.5.2 Question 2

Are you satisfied with the level of community participation in housing construction projects in your ward? Yes/No – Motivate for your answer.

The responses from the four respondents are presented in the Table 4.3 below.

Table 4.3: Interview results for the level of satisfaction with the level of community participation in housing construction projects

Respondent	Response
1	*My answer is also related to the answer for the previous question. There is nothing done in the community to make them aware of their participation in the projects. There is no participation at all from the community, it is the local government running the projects. I am therefore, not satisfied.*
2	*Yes, I am very much satisfied under the current leadership. Reason being, there has been constant community engagement regarding projects in the area so that community members can be up to speed with the current projects.*
3	*No, I am not because most members of our community are not part of the housing development projects in our area.*
Councillor	*Yes. I will give an example of a project that covers informal settlements that have been in existence since 1987 which, I believe, is the oldest settlement in the area. People are looking forward to the housing development and I am happy with their participation and they are having amazing contributions which assists us Ward Councillors and project developers in mapping ways to best execute the project.*

From this interview question, it seems that two people were not satisfied with the level of participation of the community members. The reason behind this is that the people are not involved in the initial planning of the projects and therefore are not motivated enough to participate. Contrary to this, only one community member respondent and

the local government official were satisfied with the level of participation by the community. According to the community member respondent, there is constant community engagement regarding projects in the area so that community members can be up to speed with the current projects. The local government official further gave an example of a project that is receiving much attention from the community and where they are participating actively to contribute to its success.

4.5.3 Question 3

In your opinion, do community members have the capacity to participate in local government projects? Yes/No – Motivate for your answer.

The responses from the four respondents are presented in the Table 4.4 below.

Table 4.4: Interview results for the level of capacitation of community members to participate in local government projects

Respondent	Response
1	*Community members do not have the capacity at all because if you can look at the members of this community, most people are not literate and do not even know anything about public participation. They are just happy that they have a roof on their head and therefore, I can say that they are not capacitated as they are not knowledgeable about these projects. Even if they were to be involved, they would not contribute anything as they are not knowledgeable about the projects.*
2	*Yes, people are capacitated, especially when given the chance as there are diverse people here who have varying levels of capacitation and can contribute to these projects.*
3	*No. They are not capacitated at all because most people in the area are illiterate and most of them do not have the knowledge on what community participation entails so that there can be a better outcome of these projects.*
Councillor	*Definitely. The government are the people and the people are the ones driving the government policies. We are just there to represent the interests of the people, so I am happy to be representing these interests.*

The respondents also had varying responses with regard to the level of community participation. According to the two community respondents, community members do not have the capacity to participate in local government projects because of their level of literacy. Most community members, according to the respondents, are illiterate although demographic information presented in sub-section 4.1.5 showed that people who attained between Grades 7 and 12 have the most frequency in the area. In contrast to this, the other community respondent believes that everyone, regardless of educational background, can be capacitated and can contribute to the projects. From the government's side, they believe people are capacitated since they are the ones who elect them. What they are doing by simply running the government is to represent the people's interests.

4.5.4 Question 4

What role does the municipality play to capacitate members of the community in your ward to understand the importance of community participation in housing projects?

The responses from the four respondents are presented in the Table 4.5.

Table 4.5: Interview results for the role the municipality plays to capacitate members of the community

Respondent	Response
1	*The only time that municipality leaders are seen in the community is towards elections when they want to beg for votes. There is literally nothing that they do to make community members aware of the projects happening in their wards or future projects. What they do is they are involved in all the stages of the projects and then impose them to the wards and, in most cases, the people will not be happy with the projects and the implementation processes.*
2	*Recently, what I have noticed is that local government leaders from other districts have been capacitating their community members. Local government leaders in this district and wards can therefore emulate this and do more to capacitate community members.*
3	*The municipality has a department of public participation. However, this department is not effective as most community members are excluded.*

Respondent	Response
	It is only the educated people in the community that are considered who comprise a very small percentage of our community as most are illiterate.
Councillor	*As a Ward Councillor, I am elected by the people and before being elected, we make agreements to deliver, and one of the promises includes capacitating them on projects. We emphasise on their activism in community projects, their ideas and we make agreements to develop the community. There are government programmes that are available. We even have a special department for community participation, which shows how committed we are to engage the community. In the City of Cape Town, there are people who are even employed to engage the public with regards to matters like these in public areas. There is quite a lot [of] efforts by the government to engage the people (radio interviews, one-on-one talk shows, surveys) showing how the government takes engagement seriously.*

According to the community respondents, the only time that local government leaders are seen in the community is when they require votes. This findings corroborates the questionnaire findings presented in the previous sections. There is literally nothing that the local government does to make community members aware of the projects happening in their wards or future projects. One respondent explained what happens in other districts where their local governments engage their communities and encourages the local government in Khayelitsha to emulate those other governments. The local government official, however, confirmed that they have a special department for community participation which shows how they are committed to engage the community, including employing people and programmes to engage the public with regard to matters like these in public areas. The special department for community participation was, however, regarded by one of the respondents as not effective since it only engages the educated people in the community who only comprise a very small percentage of the community since most are illiterate.

4.5.5 Question 5

To what extent do members of the community influence decisionmaking related to housing construction projects in your area?

The responses from the four respondents are presented in Table 4.6.

Table 4.6: Interview results for the extent of members of the community in influencing decisionmaking related to housing construction projects

Respondent	Response
1	*They do not have influence at all. Like I have mentioned before, the local government decides on everything without involving the community members. They do not even consult the members of the community on any projects that should be for the people. The people therefore do not have any influence in decisionmaking and they just get the end products from the local government.*
2	*Research as you are doing also helps to get information out in as to what has been done and not done. Community members have been part of the processes that choose what they want for their future and local development.*
3	*The influence of community members is very limited as the local government makes decisions on its own and brings the end products to the communities. We do not have much say in any of the government projects.*
Councillor	*Housing development is a key and sensitive area that the government has to keep in control. There are steering committees that represent the people and are part of the decisionmaking processes. The committee is aware of the ongoing and future projects as they represent the people. The committee then calls for quarterly meetings to give the community feedback. From the beginning to the end, the government is moving with the people.*

Results from administering this question showed that community members do not have much influence with regard to decisionmaking, particularly on the housing development projects. This is because they are not consulted by the municipalities on any projects which, they believe, should concern them. The other respondent, however, said that community members have been part of the processes and they

even choose what they want for their future and local development. The local government official confirmed that housing issues are sensitive and that the government tries to address the issue of housing and, at all stages, involves the community through steering committees.

4.5.6 Question 6

What measures can be done to improve community participation in your ward?

The responses from the four respondents are presented in Table 4.7.

Table 4.7: Interview results showing the measures that can be done to improve community participation

Respondent	Response
1	*The local government should take upon themselves to educate members of the community about these projects in detail as members of the community just accept anything that comes their way. They do not even know if they have a voice to say or not, so the local government should hold workshops in community halls and educate the community about ongoing and future projects, so that they capacitate them. At present, people are not interested because of the way in which the local government implements its projects as they always seem like they are campaigning for votes. And even the delivery of the projects, they do not do anything to encourage the community members to participate in projects. They should teach community members of the importance of participating in projects as they are the custodians of the projects and are the ones that elected the local government leaders. If people are educated and involved, they would participate well in these projects as they would be having a better understanding on the projects.*
2	*If all role players can play their roles, community development can progress without any hindrances. City leaders should improve their communication, particularly with regards to projects as, in most cases, they use a 'tick-a-box' approach whereby they just claim that they would have done a particular task. The city leaders should take advantage of all the communication channels (newspaper, community radio) and*

Respondent	Response
	technological advancements (enews, social media, messages) to educate communities about projects.
3	*Municipalities should implement much what the legislation binds them to deliver. They should engage the community more and consider the views and decisions made by the community for projects to benefit everyone.*
Councillor	*Physical (face-to-face) meetings are always important to improve community participation, which is what we practise in this area. Other methods that include online, emails, among others, will not yield the desired outcomes.*

According to all the respondents, there is a need for collaborative efforts between the people themselves and the local government for the success of the proposed projects. People should be involved from the implementation stages up to the completion and the local government should improve its communication channels in order to reach out to everyone. The community should, however, meet the government halfway with regard to certain decisions, for example, the issue of design of houses that was raised in the questionnaires and presented in the previous sections. Housing designs, according to the local government official, are determined by a number of factors that exist. People, at times, require certain types of buildings which might not be suitable for the area with regard to land facts, topography, water tables, roads, public amenities and, most importantly, the number of people in an area. People should therefore understand this and reach an agreement with the local government in order to progress with the projects.

4.6 Summary

This chapter presented the research findings, discussing each response from the questionnaires. Tables, charts, graphs, and analysis outputs were presented in this chapter. Data were presented in two sections (Sections A and B), according to the questionnaire. Section A presented the demographic details and the later sections presented data that answer the objectives stated in Chapter One. Various issues were presented by the respondents regarding why they perceive government projects negatively. Respondents explained how they are excluded from project stages owing

to the level of illiteracy in the community and, generally, how the government does not involve them. The next chapter concludes the research findings that were presented in this chapter.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

The aim of this research was to determine the contribution of community participation in housing construction in Khayelitsha, Western Cape province and what could be done to enhance community participation. The problem that motivated this research was that community members of Site C Khayelitsha are generally not given a chance to be involved in housing construction projects and they are not involved in decisions and planning related to choosing the contractors and the housing designs they prefer. Subsequently, lack of realistic public participation is the key aspect contributing to community protests in the area. Four objectives were formulated to answer the research problem, which are repeated below:

- To determine the effectiveness of the existing legislation for community participation
- To explore the impact of existing core principles and values of community participation
- To explore the impact of existing levels of community participation on a selected housing project in Khayelitsha
- To recommend effective community participation strategies to address the research problem

Open-ended questionnaires were administered to 40 respondents dominated by females (63%). The respondents at Khayelitsha Site C were chosen using convenience sampling, a non-probability sampling method. For this study, a mixed-methods technique was used to blend the researcher's quantitative and qualitative data in order to present a more comprehensive understanding of the research problem. This chapter reflects on the research questions that were presented in Chapter One to provide conclusions for this study. This chapter further provides recommendations for the local community and government of Site C Khayelitsha.

5.2 Conclusions based on the research questions

5.2.1 Question 1

How effective are the government forums and policies for community participation?

This study revealed that government forums and policies developed by local government in the area are not effective, according to most respondents. The general view of the participants was that the forums should serve and represent the community but that they do so poorly. The reasons were that the forums are political and serve political interests. In addition, the people who lead the forums are in those positions owing to favouritism; hence, they do not represent the community. This then causes a communication breakdown between the people and the local government. In addition to the local government's administrative purpose of service provision, it should represent and involve citizens to determine specific local public needs and how these local needs can be met. It is through sound and transparent forums and policies that are centred on the people that the local government serves.

This study also revealed that local government is not doing enough to encourage community participation. Some of the concerns raised regarding this question were that local government encourages participation over the election period when the benefit is for the politicians and serve political agendas. This is a typical phenomenon in politics in that politicians go to the electorate towards the election period, making certain promises that at times they will not fulfil when elected into office (Yajalin, 2022; Mukherjee, Srivastava, Datta & Sengupta, 2022). It is indeed issues like these that result in community protests.

5.2.2 Question 2

What are the impacts of existing core principles and values of community participation?

This study revealed that most respondents from Site C Khayelitsha are not capacitated enough to participate in local government development activities. The reasons were that the majority of the members are illiterate, uneducated and do not have enough knowledge about the projects. Education is an important resource for the development of a community because it creates a sense of community identity as well as a shared purpose (Llego, 2022). Education also helps in building the skills and knowledge that

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are needed for individuals to work together in addressing common problems (Llego, 2022). The highest educational qualification of most respondents in this study ranged between Grade 7 and 12. Basic education awareness campaigns therefore need to be expanded to communities like Site C Khayelitsha as they will contribute to community development.

5.2.3 Question 3

How do existing levels impact community participation on a selected housing project in Khayelitsha?

Most respondents agreed that the effectiveness of community participation improves housing delivery. This is because they live in the area and they can give recommendations based on experience. The community of Site C Khayelitsha wishes to be involved in community projects, to be given the freedom to choose the companies responsible for construction and to choose freely the designs they want for their houses. Findings from this study revealed that respondents do not have the freedom to do that and that the local government makes all the decisions. It is these impositions that cause communities to perceive negatively any projects that are linked with the local government.

5.3 General conclusions

This study managed to achieve the three objectives that were presented in Chapter One by answering to the research questions as presented in the sub-sections above. This study revealed that there seems to be a vacuum between the community of Site C Khayelitsha generally and the local government. The community of Site C Khayelitsha perceive negatively the housing projects that are being implemented by local government. Most respondents confirmed that they are not included in making decisions about projects that affect them. These claims however, contradicted the findings from the local government official, who explained that they involve the community at every stage of project implementation as they are the custodians of the area. Their voting for the government means that they trust them to represent their interests. For development to take place in an area, it requires coordinated efforts by both local government and the resident community. This achieves community development and, at the same time, prevents the protests that are always happening in South Africa. The next section provides recommendations based on the findings from this study.

5.4 Recommendations

This study provides the following recommendations to local government and community members, and for further studies:

5.4.1 Local government

- To develop integrated planning processes and strategies that improve collaboration, coordination as well as cooperation with other stakeholders and the local community (establish a municipal forum)
- Local government must develop a monitoring and evaluation team that will ensure effective implementation of community participation policies in municipalities
- The public participation department in the City of Cape Town should host monthly seminars to educate community members of Site C Khayelitsha about community participation
- To improve and strengthen its communication programmes by advertising adequately on social media, websites and by partnering with local radio stations
- To recruit a team of personnel with relevant skills and knowledge to ensure the provision of quality services
- To educate municipal officials on the importance of community involvement in municipal affairs, budgets, projects and development in order to enhance trust
- Local government officials must engage the community at all times to prevent the general perception that they only engage with communities when they want to be voted into the local government

5.4.2 Site C Khayelitsha community

- The community should develop a positive attitude towards local government in order to develop the community
- The community should invest in education so that they are able to debate on a factual platform some of the issues that they feel are not justified

5.4.3 Further research

- This study only studied the perceptions of the community with regard to how the local government supports their participation in housing projects. Further

research needs to bring a balance between surveying both the community and the local government official

- Further research could also explore other issues of local government to determine whether local government support varies across different projects or issues.

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APPENDICES

APPENDIX 1: LETTER OF CONSENT

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

Solomon Tshuku Hall
Solomon Tshuku Road
Site C
Khayelitsha
7784
28.02.2020

Re: Request for consent letter to conduct Masters' degree research.

This letter is to confirm that I have received Andile Xolo's letter requesting to conduct a research for his studies, I give the consent for you to do your research.

For further information, you can contact me on 021 400 2093

Kind regards

28/02/20

APPENDIX 2: ETHICS APPROVAL

Cape Peninsula University of Technology

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

Office of the Chairperson Research Ethics Committee	FACULTY: BUSINESS AND MANAGEMENT SCIENCES

The Faculty's Research Ethics Committee (FREC) on **20 October 2020**, ethics **Approval** was granted to **Andile Xolo (214133613)** for a research activity **Master in Public Administration** at Cape Peninsula University of Technology.

Title of dissertation/thesis/project:	The contribution of community participation in housing construction in a selected area of Cape Town
	Lead Supervisor (s): Dr S E Cronje

Comments:

Decision: APPROVED

	16 November 2020
Signed: Chairperson: Research Ethics Committee	Date

Clearance Certificate No | 2020FOBREC831

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ANNEXURE 3: BIOGRAPHICAL INFORMATION

1. Gender

Male	
Female	

2. Age

20–30 years		**31–40 years**	
41–50 years		**51 years and older**	

3. Marital status

Single		**Divorced**	
Married		**Widowed**	

4. Education level

Grade 1– Grade 3		**Grade 7– Grade 12**	
Grade 4– Grade 6		**Tertiary**	

5. Number of years living in the area

1–10 years	
10–15 years	
15–20 years	

ANNEXURE 4: QUESTIONNAIRES

Instruction: Please indicate to what extent you agree or disagree with each statement by placing (X) in the appropriate box

Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5

1. The existing legislative framework available for community participation in housing is effective.	1	2	3	4	5
2. I am aware of the core values of community participation.	1	2	3	4	5
3. I am aware of the existing levels of community participation in local government development activities.	1	2	3	4	5
4. The municipality officials consult community members of Site C Khayelitsha in any development activities that are happening in their area.	1	2	3	4	5

5. The views of the community in consultation meetings regarding housing development projects are taken into consideration by the municipal officials.	1	2	3	4	5
6. The community of Site C Khayelitsha is given a chance to choose housing design of their choice in housing construction projects.	1	2	3	4	5
7. The community members of Site C Khayelitsha are aware of the factors that hinder community participation in their area.	1	2	3	4	5
8. The community of Site C Khayelitsha is involved in the appointment of committees that carry out housing construction projects in their area.	1	2	3	4	5
9. The community of Site C Khayelitsha is satisfied with the formation of project committee that carry out housing projects in Khayelitsha.	1	2	3	4	5

10. The community of Site C Khayelitsha is well represented in housing construction project committees.	1	2	3	4	5

11. Do you think community members of your area are capacitated enough to participate in local government development activities? Yes or No. Please motivate your answer.

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12. Are the forums developed by the local government in your area for community participation effective? Yes or No. Please motivate your answer.

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13. Do you think the participation of community members of Site C Khayelitsha Ward 87 is meaningful in local government development activities? Yes or No. Please motivate your answer.

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14. Do you think local government is doing enough to encourage community participation? Yes or No. Please motivate your answer.

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15. To what extent do you think the community of Site C Khayelitsha should be involved in housing construction projects in their area?

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16. Do you think community participation can improve housing delivery in your area. Yes or No. Motivate your answer.

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17. In your opinion, what can be done to improve community participation in housing construction projects in your area?

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ANNEXURE 5: INTERVIEW SCHEDULE

Interview question for community members

1. What processes encourage community participation in your ward?
2. Are you satisfied with the level of community participation in housing construction projects in your ward? Yes or No. Please motivate your answer.
3. In your opinion, do you think community members of your ward have capacity to participate in local government activities? Yes or No. Please motivate your answer.
4. What role does the municipality play to capacitate community members in your ward to understand the importance of community participation in housing construction projects?
5. To what extent do the community members of your ward influence decisionmaking related to housing construction project in your area?
6. What measures do you think can be applied to improve community participation in your ward?

Interview questions for a Ward Councillor

1. What processes encourage community participation in your ward?
2. Are you satisfied with level of community participation in housing construction projects in your ward? Yes or No. Please motivate your answer.
3. In your opinion, do you think community members of your ward have capacity to participate in local government activities? Yes or No. Please motivate your answer.
4. What role do you play as the Ward Councillor to educate your community about the importance of community participation in housing construction projects?
5. What role does the municipality play to capacitate community members in your ward to understand the importance of community participation in housing construction projects?
6. To what extent do the community members of your ward influence decisionmaking related to housing construction project in your area?
7. What measures do you think can be applied to improve community participation in your ward?

ANNEXURE 6: EDITING CERTIFICATE

Ricky Woods Academic Editing Services

Editing Certificate

Ricky Woods Academic Editing Services   **Proofreading certificate**
Cell: +27 (0)83 3126310
Email: rickywoods604@gmail.com

To Whom it May Concern

Cape Peninsula University of Technology
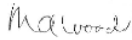
Editing of Dissertation

I, Marietjie Alfreda Woods, hereby certify that I have completed the editing and correction of the dissertation:

The Contribution of Community Participation in Housing Construction in a Selected Area of Cape Town by **Andile Xolo,** submitted in fulfilment of the requirements of the degree **Master of Public Administration in the Faculty of Business and Management Sciences at the Cape Peninsula University of Technology.** I believe that the dissertation meets with the grammatical and linguistic requirements for a document of this nature.

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