



**AN EVALUATION OF GOOD GOVERNANCE IN TOWN TWO SST SETTLEMENTS IN
WARD 93, KHAYELITSHA, CAPE TOWN METROPOLITAN MUNICIPALITY**

By

BAZISIWE KAKAZA

A thesis submitted in fulfilment of the requirements for the degree

Master of Public Management

in the

Faculty of Business and Management Sciences

Department of Public Management and Governance

Cape Peninsula University of Technology

Supervisor: Prof. Rozenda Hendrickse

November 2025

ABSTRACT

Persistent service delivery shortcomings have become endemic within local government structures as residents face serious challenges with accessing public services that include waste removal, clean water and electricity. Given the existence of progressive laws and constitutional safeguards nationally, the causes of unsatisfactory service delivery can be directly linked with municipal governance. Good governance has emerged as the standard for measuring public sector service performance, and has been adopted by most democratic countries, including South Africa. Owing to the service delivery protests that have plagued municipalities, this study was conducted in two SST Settlements in Ward 93, Khayelitsha, in the City of Cape Town Metropolitan Municipality (Ward 93 K-SST Settlements). The study's overall aim was to determine the level of good governance in the ward regarding service delivery, transparency, accountability, legislative compliance and participation. A quantitative approach was adopted, with closed-ended questionnaires administered to a purposively selected sample of 100 youths, 7 municipal officials and 4 ward committee members. Overall, all the participant groups showed an understanding of local government concepts. The ward is not performing well in terms of good governance, according to the youth, because it is marred by a lack of transparency and corruption. Municipal officials and ward committee members had contrasting views, however, insisting that the ward was performing well with regard to good governance. The youths and the other sampled groups also had contrasting views on the challenges that were affecting good governance in the ward. The youths claimed that there was corruption, a lack of accountability and transparency, ineffectual laws, and poor engagement in the ward, while the other sampled groups disagreed, only assenting to the existence of ineffectual laws and poor engagement. The sampled groups also had contrasting responses on whether measures were in place to address these challenges. It was suggested that municipal officials be properly trained, that municipal laws be strictly enforced, that corrupt officials be arrested and punished, and that the youth be involved in ward governance matters. The creation of good governance awareness programmes and setting up a monitoring and evaluation framework were other measures suggested for promoting good governance in the ward.

Keywords: accountability; corruption; good governance; municipality; service delivery; transparency

DECLARATION

I, **BAZISIWE KAKAZA**, declare that the contents of this thesis represent my own unaided work, and that the thesis 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.

Signed *Bazisiwe Kakaza*

Date :14 November 2025

ACKNOWLEDGEMENTS

I wish to thank my supervisor, Prof. Rozenda Hendrickse, for believing in me when I did not believe in myself, and for having the patience of a parent in guiding me through each step of my thesis. I would never have thought of tackling this project without her encouragement and motivation.

I also wish to thank Mr Luvuyo Kakaza for believing in me and showing me that if one puts one's mind to something, it becomes possible, and taking one's time does not necessarily mean being late. It might simply be the result of paying attention to detail.

DEDICATION

I dedicate this thesis to my mother, Mrs Nozipho Faleni-Kakaza, Ulisa, Ujambase, uHlathi, uhlangomvaeliweni, my best friend, thank you mama for believing in me and supporting me from the start. Umafungwashewakho did it with your support, kindness, and your gentle love. May God keep you until you see the fruits of the seed you have planted.

I acknowledge also my father, Mr Sandile Kakaza, who taught me that everything in life needs discipline, and that without discipline everything falls apart. Thank you Jwarha, Mtika, Mazaleni. You showed me kwiintsunguzi zobumnyama ebomini bam, you will always be there.

To my little brother, Songezo Kakaza, Ewe Jwarha it is possible, with your own pace and God's timing everything will fall into place. May this be a reminder in your life that apho suka khona doesn't determine where you are going.

“Elona Lifa linguaphakadeyimfundo” (B.Kakaza).

TABLE OF CONTENTS

ABSTRACT	ii
DECLARATION	iv
ACKNOWLEDGEMENTS	v
DEDICATION	vi
TABLE OF CONTENTS	vii
LIST OF FIGURES	xii
LIST OF TABLES	xiii
LIST OF APPENDICES	xiv
CHAPTER ONE.....	1
INTRODUCTION AND BACKGROUND	1
1.1 Introduction	1
1.2 Background to the study	3
1.3 Problem statement	5
1.4 Aim.....	6
1.4.1 Objectives	6
1.5 Main research question	7
1.5.1 Research sub-questions	7
1.6 Research hypothesis.....	7
1.7 Significance of the study	7
1.8 Brief description of methodology	8
1.8.1 Research paradigm	8
1.8.2 Research approach	8
1.8.3 Research design.....	9
1.8.4 Population and sampling	9

1.8.5	Data collection	9
1.8.6	Data analysis	10
1.8.7	Ethical considerations	10
1.8.8	Delimitation	11
1.9	Structure of the thesis	11
1.10	Summary.....	11
CHAPTER TWO.....		13
LITERATURE REVIEW		13
2.1	Introduction	13
2.2	Spheres of the South African government.....	13
2.3	Local government in South Africa	15
2.4	Legislative frameworks binding municipalities	17
2.5	Good governance.....	20
2.6	Issues of corruption in Local Government	22
2.7	Previous studies on good governance in South Africa	27
2.8	Lack of good governance in the study area.....	29
2.9	Conceptual framework	31
2.10	Chapter summary.....	33
CHAPTER THREE		34
RESEARCH METHODOLOGY		34
3.2	Research methodology	34
3.3	Research approach.....	34
3.4	Research paradigm.....	35
3.5	Research design	35
3.6	Data collection.....	37

3.6.1	Brief description of the study area	37
3.6.2	Target population.....	37
3.6.3	Sampling.....	38
3.6.4	Research Instrument	39
3.6.5	Data analysis	39
3.7	Ethical considerations	40
3.7.1	Letter of consent.....	40
3.7.2	Anonymity and confidentiality.....	40
3.7.3	Voluntary participation	41
3.8	Summary.....	41
CHAPTER FOUR		42
DATA ANALYSIS AND INTERPRETATION		42
4.1	Introduction	42
SECTION A		43
4.2	Demographic details.....	43
4.2.1	Residents.....	43
4.2.2	Municipal officials.....	44
4.2.3	Ward committee members.....	44
SECTION B		45
4.3	Understanding of local government concepts.....	45
4.3.1	Youth	45
4.3.2	Municipal officials and ward committee members.....	46
4.3.3	Interpretation of results regarding the level of understanding of local government principles	46
4.4	Performance of Ward 93 K-SST Settlements	47
4.4.1	Rating by youth on good governance concepts	47
4.4.2	Rating by municipal officials.....	49
4.4.3	Rating by ward committee members on good governance concepts.....	50

4.4.4	Interpretation of results on the performance of Ward 93 K-SST Settlements	51
4.5	Correlation between ward governance and the livelihoods of the youth.....	53
4.5.1	Interpretation of results on the effects of governance on youth livelihoods in Ward 93 K-SST Settlements	54
4.6	Challenges faced by Ward 93 K-SST Settlements in promoting good governance	55
4.6.1	Interpretation of results on challenges faced in Ward 93 K-SST Settlements to promote good governance	56
4.7	Measures to address the challenges faced in Ward 93 K-SST Settlements in promoting good governance	58
4.7.1	Interpretation of results concerning measures to promote good governance in Ward 93 K-SST Settlements.....	59
4.8	Summary.....	63
CHAPTER FIVE		65
CONCLUSIONS AND RECOMMENDATIONS.....		65
5.1	Introduction	65
5.2	Objective-based conclusions.....	65
5.2.1	Current status of good governance in Ward 93 K-SST Settlements	65
5.2.2	How governance in Ward 93 K-SST Settlements affect the youth.....	66
5.2.3	Challenges faced by Ward 93 K-SST Settlements in promoting good governance.....	67
5.2.4	Measures in place to address the challenges to good governance in Ward 93 K-SST Settlements	67
5.3	Overall conclusion	68
5.4	Recommendations	69
5.4.1	Recommendations for youth.....	70
5.4.2	Recommendations for municipal officials.....	70

5.4.3 Recommendations for ward committee members.....	71
5.5 Limitations and recommendations for future research.....	71
5.5.1 Limitation of area	71
5.5.2 Limitation of research approach.....	71
REFERENCES	73
APPENDICES	98

LIST OF FIGURES

Figure 2.1: Spheres of the South African government	14
Figure 2.2: Researcher’s model of the conceptual framework	33
Figure 3.1: Summary of ethical considerations	41
Figure 4.1: Level of understanding of youth concerning local government concepts	48
Figure 4.2: Youth ratings of the performance of Ward 93 K-SST Settlements on service delivery, transparency, accountability, legislative compliance and participation	50
Figure 4.3: Chi-squared test on differences between youth who agreed and disagreed.....	51
Figure 4.4: Municipal officials’ ratings of the performance of Ward 93 K-SST Settlements on service delivery, transparency, accountability, legislative compliance and participation.....	52
Figure 4.5: Ward committee ratings of the performance of Ward 93 K-SST Settlements on service delivery, transparency, accountability, legislative compliance and participation.....	53
Figure 4.6: The effects of governance on youth livelihoods in Ward 93 K-SST Settlements.....	56
Figure 4.7: Availability of measures to address the challenges faced in Ward 93 K- SST Settlements in promoting good governance	61

LIST OF TABLES

Table 2.1: Number of municipalities per province in South Africa.....	16
Table 4.1: General information about residents.....	45
Table 4.2: General information about municipal officials	46
Table 4.3: General information about ward committee members	47

LIST OF APPENDICES

Appendix 1: Informed consent form	102
Appendix 2: Questionnaire for Youth	104
Appendix 3: Questionnaire for Municipal Authorities	107
Appendix 4: Questionnaire for Ward Committee Members.....	110
Appendix 5: Ethics Certificate from CPUT	113
Appendix 6: Permission letter to conduct research.....	114

CHAPTER ONE

INTRODUCTION AND BACKGROUND

1.1 Introduction

Local governments play a strategically important role as the epicentre of basic public services in any country (Lekala, 2019:1). Good governance is a prerequisite for the achievement of legislative and constitutional objectives (Pomeranz & Stedman, 2020:429; Sebola, 2021:40; Zaitul et al., 2023:1). The 'good governance' concept was devised to provide solutions to the problems faced by growth-impaired economies in some parts of the world and therefore had a strong economic and technical dimensions (De la Harpe et al., 2008:3; Channuwong, 2018:255). Good governance in local government refers to how municipalities are capacitated to formulate and implement systems and sound policies that represent the interests of residents in a way that is inclusive and transparent (Bekele & Ago, 2020:98; Sebola, 2021:40; Chien & Thanh, 2022:2; Zaitul et al., 2023:1). Good governance consists of processes and mechanisms in which residents exercise their legal rights and enjoy responsiveness, participation, equity, consensus orientation, efficiency, effectiveness and the rule of law (Bekele & Ago, 2020:98; Pomeranz & Stedman, 2020:429).

Over the past two decades, several countries – including Denmark, Norway, Sweden from Europe and Ghana, Botswana, Senegal and Mauritius in Africa (Asefa & Huang, 2015:136) – have been impacted by good governance. Good governance is considered a key tool for setting policy and is strongly supported by international and regional treaties (United Nations [UN], 2015; Wright, 2021:10; Carlsen & Bruggemann, 2022:219). Good governance is a fruitful interaction between citizens and their government, and its success stems from the involvement of citizens in political administration (Keping, 2018:1). It is also a means of ensuring that budgets are thorough and linked with state priorities and policies, thereby preventing corruption (Sebola, 2021:40).

Before providing services like water supply, waste collection, sanitation and road

maintenance, local governments must make sure that they practise good governance. Good governance underlies how government institutions should handle public matters and use resources wisely to serve communities better. As Xolani et al. (2022:131) explain, service delivery typically means delivering needed goods and services to people. The link between effective governance and quality service delivery is more intricate than it seems, with the former acting as a set of rules that need to be followed by a government sphere fully to perform service delivery. Effective governance and quality service delivery support help to improve the livelihood of the community in any country by contributing to socio-economic development (Smit, 2011:1).

South African local governments have adopted good governance as driven by the Batho Pele (BP) principles (South Africa. Department of Public Service and Administration [DPSA], 2022). The Constitution of South Africa (South Africa, 1996) states that governments must prioritise transparency by sharing timely, easy-to-understand, and reliable information with citizens (Naidoo & Ramphal, 2019:248). The first stage in any country when it comes to creating policies conducive to good governance is the creation of excellent development structures. The kind of policy that allows the community to participate in decision-making establishes a sound structure for development that will benefit the country's economy.

In recent years, SA has been experiencing an increase in protests in several municipalities because of corruption, socio-economic inequalities and poor service delivery (Burchardt, 2022:2; Xolani et al., 2022:131; Mamokhere, 2023:62). These challenges require a holistic response as they are deeply rooted in the governance of municipalities (Mamokhere, 2023:62). Khayelitsha in Cape Town has long been a focal point for issues relating to poor governance, characterised by inadequate service delivery, corruption and political interference (Super, 2015; Lali, 2024). Poor service delivery, in particular, has been a recurring problem in Khayelitsha (Malemane & Nel-Sanders, 2021). The township has seen little investment in public services, with unreliable water supplies and broken sewage systems being common (Zuma, 2022). Poor service delivery has sparked protests, with residents expressing their dissatisfaction with the municipality, a

situation exacerbated by the high levels of poverty in the township (Zuma, 2022). Additionally, housing in Khayelitsha is marked by dilapidation and overcrowding, with basic infrastructure only (Smit et al., 2016; Dube, 2024). The lack of transparency and accountability in local governance has left the community of Khayelitsha disillusioned and feeling marginalised (Malemane & Nel-Sanders, 2021).

This study, therefore, seeks to determine the level of good governance in two SST Settlements in Ward 93, Khayelitsha, in the City of Cape Town Metropolitan Municipality (hereafter referred to as Ward 93 K-SST Settlements). The aim is to explore perceptions of governance in the Ward concerning service delivery and financial management. The study focuses on the youth (aged 20-35) as well as selected municipal officials in Ward 93 K-SST Settlements. Surveying the youth on local governance matters is essential because young people represent a significant portion of the population and will be future leaders, making their perspectives crucial for shaping inclusive and sustainable local governance policies. Without effective governance, youth in marginalised areas such as Khayelitsha face increased exposure to health risks, crime and social instability. Moreover, engaging the youth enhances transparency, fosters civic participation, and ensures that governance structures address their unique aspirations and needs.

1.2 Background to the study

Post-apartheid South Africa developed institutions and systems aimed at supporting constitutional democracy. The changes were meant to ensure that every citizen benefitted from the long struggle to overcome inequality (Kaywood, 2021; Sebola, 2021). However, the deteriorating state of municipalities in South Africa has been causing persistent and occasional violent protests reported on various media platforms (Morudu & Halsall, 2017; Naidoo & Ramphal, 2018; Burchardt, 2022; Everatt & Pieterse, 2022; Xolani et al., 2022; Mamokhere, 2023). Furthermore, the transition from the apartheid era to the post-apartheid era democratic era has been quite shallow overall. The concrete benefits of transition have not reached most of the communities that were previously disadvantaged, a situation which contributes to service delivery protests (Masiya et al., 2019).

Generally speaking, South Africa has sound legal frameworks meant to promote good governance (Masiya et al., 2019). Despite this, the literature shows that municipal services have declined sharply, reaching dangerously unreliable levels that put community safety at risk (Mamokhere, 2019; Kemp & Vyas-Doorgapersad, 2020; Ntsikelelo et al., 2020; Masiya et al., 2019). According to Reddy (2016:1), a significant percentage of people in communities still live with piles of uncollected garbage and crumbling sidewalks, which stand as daily reminders of how basic municipal services continue to fail the poorest communities.

The financial situation of local governments in South Africa has been hindered by poor governance, resulting in diminished effectiveness and quality of public service delivery (Thusi & Selepe, 2023). In 2020/2021, only 16% of the 258 municipalities secured clean audit reports, starkly demonstrating the lack of good governance. Some municipalities failed to perform their mandates to the extent that provincial governments were obliged to intervene to restore governance and service delivery, a trend rising from 23 municipalities in June 2021 to 33 by February 2022 (Thusi & Selepe, 2023). While South African municipalities as a whole are marred by a lack of good governance, the Western Cape often receives clean audits (Mbanyele, 2021; BusinessTech, 2022; Du Toit, 2023). Of the 33 municipalities that have managed to achieve consecutive clean audits, 19 are from the Western Cape Province (BusinessTech, 2022). The CoCPT Metropolitan Municipality's uniquely high performance is reflected in almost all service delivery functions that are within its mandate (Wright et al., 2023).

Some sources have, however, reported resource allocation inequalities in municipalities, with allocation biased in favour of wealthy wards while poor locations continue to be marginalised (Reddy, 2016; Sartorius & Sartorius, 2016). Thus, although the CoCPT Metropolitan Municipality has repeatedly received positive audit reports, this study focuses on a marginalised ward within the municipality, Ward 93 K-SST Settlements in Khayelitsha, to assess whether these positive audits obscure governance challenges faced in the area. The situation in marginalised wards in Khayelitsha seems to tell a different story, as frequent protests evidence ongoing poor governance, service delivery

issues, and community frustrations. The systemic failure of municipal authorities to deliver even essential services has become a critical problem, directly undermining progress toward South Africa's 2030 National Development Goals. This study aims to determine how Ward 93 K-SST Settlements, a marginalised community in Khayelitsha, City of Cape Town (CoCPT) Metropolitan Municipality, is performing in terms of good governance principles such as service delivery, transparency, accountability, legislative compliance and participation.

1.3 Problem statement

South African citizens strongly believe that local governments have not been following policies on good governance when supplying services to communities. There is a widespread perception that transparency is lacking in local government structures and that, in its stead, widespread corruption prevails, with public officials not being held to account for their wrongdoings (Felton, 2023). For example, between 2019 and 2024, there were numerous reports of funds being looted from local governments in South Africa (see, for example, Ncapayi, 2019; Mbandlwa & Mishi, 2020; McDonnell, 2020; Mathiba, 2021; Ndou, 2021; Mishi et al., 2022; Vorster & Nwosu, 2024). These instances have resulted in South African communities being sceptical about good governance provided by municipal officials (Moosa & Hofmeyr, 2021). Although Parliament tries to ensure that there is accountability as well as transparency in the government of South Africa, many cases have been reported and articles written about ongoing corruption in all spheres of government (Moosa & Hofmeyr, 2021).

Khayelitsha Township has been no exception to the trend of poor governance, as persistent sewage overflows, inadequate refuse collection and other sanitation issues have been reported from the township (Smit et al., 2016; Malemane & Nel-Sanders, 2021; Zuma, 2022; Dube, 2024; Lali, 2024). This has led to frequent protests by frustrated residents (Zuma, 2022). The area suffers from a failing sanitation system, with burst sewer pipes contaminating streets and posing serious health risks (Schmiegel, 2021; Zuma, 2022). Waste management in the township is also inefficient, as uncollected garbage piles up (Green, 2019; Sumaya, 2022), creating breeding grounds for disease

and worsening living conditions (Amato et al., 2024). Despite these challenges, the CoCPT Metropolitan Municipality has continued to receive clean audits (Mbanyele, 2021; BusinessTech, 2022; Du Toit, 2023) that do not reflect the realities on the ground. Protests in Khayelitsha highlight the growing discontent among residents, who demand better service delivery and accountability from local authorities. The mismanagement of resources, poor governance, and a lack of community engagement have led to deteriorating infrastructure and declining public trust. Studies on good governance focusing on corruption issues in local government have been conducted in other regions in South Africa. Yet, despite reports of financial mismanagement in local government in Khayelitsha, no research has thus far been conducted in Ward 93 K-SST Settlements. This study, therefore, aims to fill this gap.

1.4 Aim

To determine the level of good governance in Ward 93 K-SST Settlements with respect to service delivery, transparency, accountability, legislative compliance and participation.

1.4.1 Objectives

- To evaluate the current status of good governance in Ward 93 K-SST Settlements. *Under this objective, the population groups that participated were given a questionnaire to complete. The population groups were first required to provide their understanding of good governance before being further requested to evaluate the status of the ward based on the following principles of local governance: service delivery, transparency, accountability, legislative compliance and participation.*
- To assess how governance affects the youth in Ward 93 K-SST Settlements. *Under this objective, the sampled groups were asked to evaluate whether municipal decisions adequately consider the needs and concerns of youth, and whether municipal structures in the ward actively involve youth in key decisions. The responses helped to determine whether the youth are marginalised in governance or if their interests are sufficiently represented.*

- To determine the challenges that exist in Ward 93 K-SST Settlements to the implementation of good governance.

The assumption is that there are obstacles to the implementation of good governance, and reasons for these.

- To determine the measures in place to address the challenges to good governance in Ward 93 K-SST Settlements.

The last objective requested the population groups to provide information on available measures to address the challenges to good governance.

1.5 Research question

What is the level of good governance in Ward 93 K-SST Settlements with respect to service delivery, transparency, accountability, legislative compliance and participation?

1.5.1 Research sub-questions

- What is the current status of good governance (as measured on a scale of 1-5) in Ward 93 K-SST Settlements?
- To what extent does governance affect the youth in Ward 93 K-SST Settlements?
- What challenges exist in Ward 93 K-SST Settlements that impede good governance?
- Which measures are in place to address the challenges to good governance in Ward 93 K-SST Settlements?

1.6 Research hypothesis

H₀: There is good governance in Ward 93 K-SST Settlements characterised by good service delivery, accountability, transparency and inclusion of youths.

H₁: There is poor governance in Ward 93 K-SST Settlements characterised by poor service delivery, accountability, transparency and inclusion of youths.

1.7 Significance of the study

Although South Africa has sound legal frameworks meant to promote good governance (Masiya et al., 2021:20), service delivery by local municipalities has been deteriorating

and in some cases even threatening the lives of communities (Mamokhere, 2019:1; Kemp & Vyas-Doorgapersad, 2020a:368; Ntsikelelo et al., 2020:14857). This contradiction suggests the need to understand service delivery and governance in a municipal ward (Ward 93 K-SST Settlements) from both the municipality's side and the residents' side (represented by the youth). Surveying the youth is crucial as they represent the future decision-makers who will shape local governance policies and strategies. Their perspectives on local governance, participation and accountability are essential for ensuring sustainable and inclusive governance that aligns with the needs of the younger generations who constitute a significant percentage of the population in South Africa. The findings from this study can help to develop strategies to improve good governance, transparency and accountability in local governments. This research is also consonant with attainment of the UN SDGs, particularly SDG 16, which emphasises the promotion of inclusive decision-making, increasing public participation, and ensuring responsive, accountable governance.

1.8 Brief description of methodology

1.8.1 Research paradigm

Among the three major paradigms (interpretivism, positivism and post-positivism) (Kivunja & Kuyini, 2017:26), this study is most closely aligned with the positivist paradigm. The research assumes a structured approach to generating knowledge by quantifying the responses, thereby improving the clarity and specificity of parameter descriptions. The research prioritises objectivity, predictability, quantification, verification and practical application. It sets out to understand and explain the issue of good governance in a municipal ward through empirical data collection and systematic analysis (Park et al., 2020:690).

1.8.2 Research approach

This study utilised the quantitative method, which draws conclusions from a sample about the larger group that it represents, using mathematical approaches like statistical analysis (Barella et al., 2024:281). The data collected in this kind of research is presented in numerical form, with graphs, charts and tables being used to visualise the research

findings. The quantitative research approach was appropriate because the researcher was working with a large sample. It allowed for the systematic measurement and quantification of governance indicators such as transparency, accountability, effectiveness and responsiveness (Bauer et al., 2021:1).

1.8.3 Research design

In quantitative research, there are four principal research designs: experimental, descriptive, correlational, and quasi-experimental/causal-comparative (Creswell & Creswell, 2018:39). The researcher decided to make use of a descriptive research design so as to summarise the perceptions of the youth and municipal officials objectively and without manipulation. Descriptive research on good governance focuses on systematically describing and understanding governance practices and institutions, and their impact on society. Using a descriptive research design can provide comprehensive insights into the complexities of governance dynamics and effectiveness.

1.8.4 Population

The study population is the larger group from which a sample is drawn for research purposes (Hossan et al., 2022:209). By carefully defining and understanding the study population, a researcher can validate the research results as relevant and applicable to the individuals being studied (Ackerman et al., 2019:125; Hossan et al., 2022:210). The study population for this study comprised the young residents, ward committee members and municipal officials in Ward 93 K-SST Settlements.

A non-probability sampling method, purposive sampling, was used in this study to select the population groups. In total, 100 youths, 7 municipal officials and 4 ward committee members were purposively sampled.

1.8.5 Data collection

Questionnaires with closed-ended questions were distributed to the youth, municipal officials and members of the ward committee to complete. In cases where the youth or ward committee members required assistance in completing the questionnaire, the

researcher provided such assistance. Closed-ended questionnaires elicit structured responses that are easily quantifiable, making the process more efficient in terms of assembling and comparing data from several groups (Hansen & Świdarska, 2024:4802).

1.8.6 Data analysis

To aggregate the data to present meaningful information for analysis, the COUNTIF function in MS Excel was used. The coded information was presented in tables, graphs and charts to make it easy to read and understand. Further data analysis was carried out using the software SPSS.

1.8.7 Ethical considerations

The study received ethical clearance prior to commencement from the CPUT Ethics Committee (Clearance Certificate No | 2024_FBMSREC_ST08; see Appendix 5). The following ethical protocols were followed:

Letter of consent

Before they participate in research, participants must openly consent to participate (Fleming & Zegwaard, 2018:205). In this study, the participants signed consent forms once they had agreed to take part. The consent form explained the purpose of the research, the methods applied and the rights of participants, including the confidentiality of all information supplied.

Voluntary participation

Participation was strictly voluntary, with no obligation to join. All individuals made their own choice to take part, free from any coercion.

Anonymity

Participants were assured by the researcher that their identity was protected. No names or addresses were recorded, and anonymity was assured by the assigning of numbers to individual participants, such as participant 1, 2, 3, etc.

1.8.8 Delimitation

Delimitation defines what the study will and will not cover to assist the researcher in focusing the study within manageable limits (Coker, 2022:141). This study was carried out in Ward 93 K-SST Settlements. Khayelitsha is situated 30 km from the city centre of Cape Town with a human population of approximately 400, 000 residing in six wards (Ward 93-99) (Stats SA, 2022). Five areas in Ward 93 K-SST Settlements were sampled. The study sampled young people aged between 20 and 35 years, municipal officials and councillors from the ward.

1.9 Thesis Structure

- Chapter 1: This opening chapter lays the foundation for the research, presenting the study's context, core problem, purpose, key questions, and importance.
- Chapter 2: The chapter synthesises existing scholarship on the topic, engaging with key theories and findings to situate the study within current academic discourse while demonstrating command of relevant concepts.
- Chapter 3: Methodological choices are presented in this chapter, from overall research design to the particular instruments deployed for data acquisition.
- Chapter 4: The chapter analyses and discusses the data, comparing the findings from the various participant samples and areas where the distribution of questionnaires took place. The information is coded into graphs and charts for ease of access.
- Chapter 5: The last chapter offers conclusions and recommendations regarding the processes that may be used to develop strategies for enhancing service delivery to the people.

1.10 Summary

This first chapter has set the stage by explaining what makes this research necessary, what it aims to accomplish, and how it contributes to knowledge. The background to the

study is that several South African municipalities have experienced frequent protests in recent years, as a result of corruption, socioeconomic inequalities and poor service delivery. These deep-rooted challenges require a holistic solution that starts with good governance by municipalities. Although there have been reports of financial mismanagement in local government in Khayelitsha, no studies have been conducted in Ward 93 K-SST Settlements. The study seeks to determine the level of good governance in Ward 93 K-SST Settlements with respect to service delivery, transparency, accountability, legislative compliance and participation. Four objectives with corresponding research questions were outlined. The data collected in this study therefore documents the current state of governance in Ward 93 K-SST Settlements. The next chapter presents a review of relevant literature.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The previous chapter outlined the study's context, research problem, objectives and significance. Through a comprehensive literature review, this chapter identifies key factors that contribute to effective governance practices in contemporary public management frameworks. The chapter starts with a brief description of the government structures of South Africa. Legislation binding South African municipalities is then discussed, as it will guide the remaining sections in the chapter. The literature review moves on to the Batho Pele principles (good governance) in South African municipalities, followed by exploration of the issue of corruption. Finally, the theoretical framework to turn this literature into an explicit conceptual model is presented. In this chapter, search engines – mainly Google Scholar and SCOPUS – were used to search for articles, book chapters and other relevant academic material.

2.2 Spheres of the South African government

South Africa's government structure, as established by the 1996 Constitution, operates across three distinct yet interconnected levels: national, provincial, and local. Each sphere holds its own legislative and executive powers, functioning as separate but interdependent entities. The Constitution explicitly defines these authorities as unique yet mutually reinforcing, ensuring a balanced system of governance. An independent judiciary completes this framework, safeguarding constitutional principles. This structure is illustrated in Figure 2.1, below.

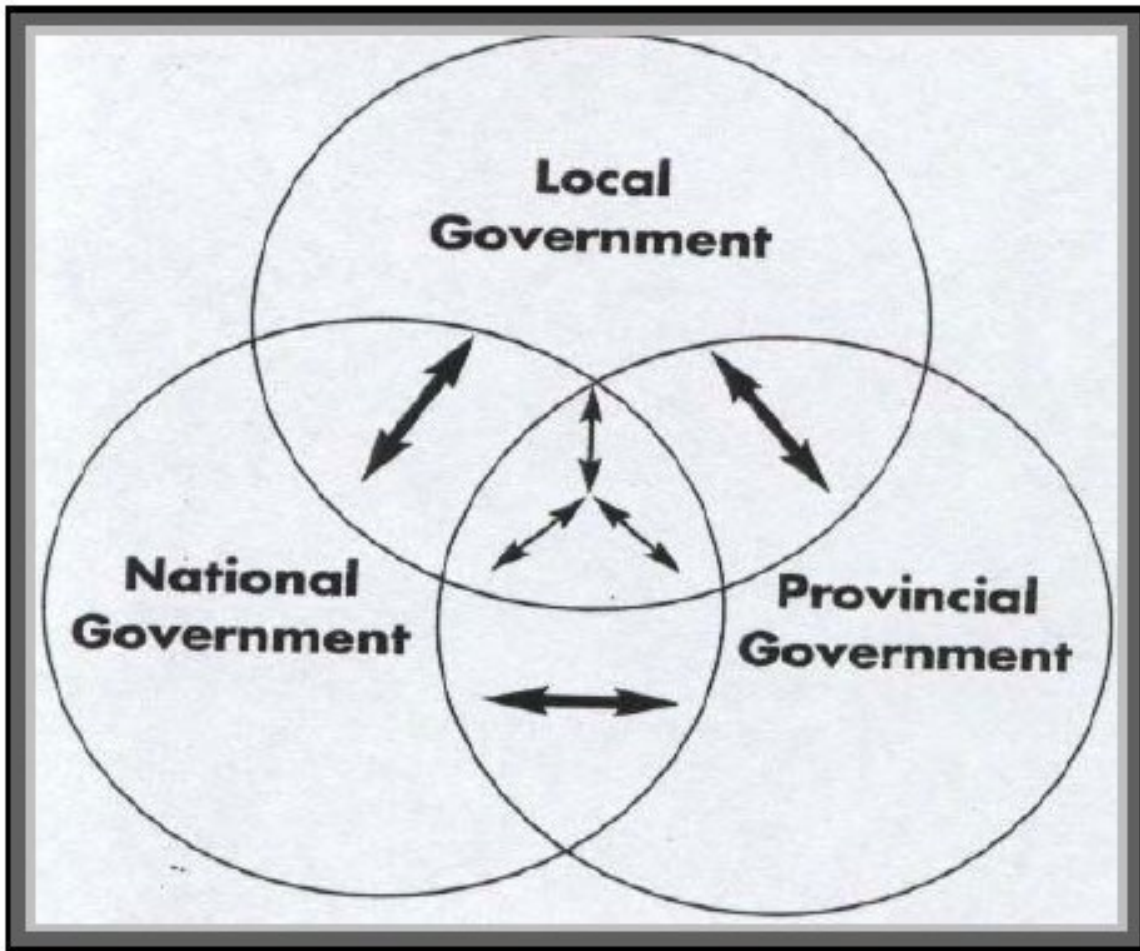


Figure 2.1: Spheres of the South African government. Source: Nicholson (2001)

The national government consists of parliament, the cabinet and various departments that carry out duties specified in both the Constitution and parliamentary statutes. The national government sets policies and makes laws for the country and provides services which fall under national competencies (Saba et al., 2022; South Africa, 2023). The Constitution assigns fiscal powers to provincial government, which has significant powers to set policies for spending and regulating a range of public services at a provincial level that include health, local government, education, housing, environment, transportation and economic development. Local governments comprise the municipalities, which are made up of decision-making councils headed by a mayor. Municipalities coordinate local economic development (LED), planning and the provision of basic services (water,

electricity, refuse collection, wastewater management), as well as improving the standard of living for the local communities (Saba et al., 2022; South Africa, 2023). Section 156(1) of the Constitution obliges provincial governments to support municipalities to improve on service delivery while, on the other hand, section 139(1), (a) to (c) of the Constitution empowers provincial governments to take over municipalities' executive functions when they fail to perform (Makoti & Odeku, 2018). Section 154(1) of the Constitution also empowers the national government to intervene in municipal affairs (Makoti & Odeku, 2018). Local government is discussed further in the next section.

2.3 Local government in South Africa

While all three government levels serve the public, local government interacts most immediately with communities (Pillay, 2016; Kurniawan et al., 2017). There are three different types of municipalities in South Africa, namely: (1) metropolitan municipalities, which are the big cities; (2) local municipalities, which consist of towns and surrounding rural areas; and (3) district municipalities, which coordinate local municipalities in a region (Independent Electoral Commission [IEC], 2016). South Africa has 257 local, district and metropolitan municipalities, comprising 205 local municipalities, 44 districts and 8 metropolitan municipalities. The number of municipalities in each province is shown in Table 2.1, below.

Table 2.1: Number of municipalities per province in South Africa

Province	# of municipalities
EC	39
FS	23
G	11
KZN	54
L	27
MP	20
NW	22
NC	31
WC	30
TOTAL	257

Source: Business Tech (2021)

Local government delivers basic services to communities, and partnerships should be built between local government and these communities to address local issues (Mashamaite & Lethoko, 2018). In each municipality, decision-making authority rests with the council, whose members are democratically elected and have the power to approve bylaws and policies for their area (Benxa, 2022). The council passes a budget for its municipality every year and decides on LED plans and service delivery protocols. The mayor, who is elected by the council, coordinates the work of the council and is assisted by an executive committee made up of councillors. The executive council and the mayor together supervise the municipal manager and department heads in their duties. The municipal manager heads the municipal administration, which is responsible for the recruitment and management of staff to implement programmes approved by the council (Benxa, 2022).

The democratic government of South Africa has approved various policies and pieces of legislation that serve as a guide for municipalities to fulfil their mandates. These provide a framework for a democratic, developmental and accountable local government system.

The next section describes the different Acts that empower the municipal council to fulfil its constitutional responsibilities.

2.4 Legislative frameworks binding municipalities

2.4.1 Municipal Structures Act 117 of 1998

The Act establishes a clear allocation of authority across the categories of metropolitan, local and district municipalities. It governs municipal organisational frameworks, internal processes and leadership positions, while instituting suitable local government electoral mechanisms (Parliamentary Monitoring Group, 2021).

2.4.2 Municipal Systems Act 32 of 2000

This Act regulates the process of assigning operations and legal authority to municipalities (Parliamentary Monitoring Group, 2021). It ensures that municipalities receive funding adequate to fulfil their assigned functions and powers. The Act also seeks to coordinate the work of the various tiers of government (Parliamentary Monitoring Group, 2021).

2.4.3 Municipal Finance Management Act (MFMA) 56 of 2003

The Act establishes sustainable municipal financial systems by modernising budgeting, accounting and fiscal management practices. These reforms strengthen local government's ability to deliver services effectively to communities (Parliamentary Monitoring Group, 2021). The MFMA is aligned with other pieces of municipal legislation to form a coherent municipal governance package (Parliamentary Monitoring Group, 2021).

2.4.4 Municipal Property Rates Act 6 of 2004

The Act establishes the municipal powers to determine property valuations and set rates for all immovable assets within their boundaries (Parliamentary Monitoring Group, 2021).

2.4.5 Municipal by-laws

Municipalities enact local bylaws to regulate specific matters within their jurisdiction,

creating a legal framework for effective service delivery. These by-laws have the same legal weight as provincial and national legislation (Parliamentary Monitoring Group, 2021).

2.4.6 Batho Pele White Paper

The Batho Pele White Paper was introduced to rebuild local communities and remedy the damage done by the apartheid regime to spatial and socioeconomic environments, by creating sustainable human settlements, providing a decent quality of life and holistically meeting the needs of communities (South Africa. White Paper on Local Government, 1998). To this end, municipalities are obligated to deliver services to their communities. Pietersen (2014) contends that efficient and effective service delivery can only be achieved if both public officials and customers work together to ensure that the provisions of the White Paper are implemented. The municipality is therefore required to work closely with community members to enhance service delivery in communities (Matloga et al., 2024). The Batho Pele framework is built on eight core tenets: public consultation, defined service standards, universal access, courteous treatment, information disclosure, transparency, grievance redress, and cost-effectiveness (Mohatle & Phori, 2022).

Consultation

Consultation in the public sector takes place through surveys, interviews, community-based organisations, non-government organisations, as well as hearings (Yet et al., 2022). Consultation is important because it allows community members to have a say in local government matters that impact them and offer advice when appropriate to guarantee that improved services are provided in an effective and well-organised manner in their communities (Malemane & Nel-Sanders, 2021).

Service standards

This principle gives citizens an opportunity to understand the level and quality of service that they should expect, and voice their (dis)satisfaction with the services actually provided by local government (Pareek & Sole, 2022). This helps communities to measure the extent to which local government is delivering what was promised (Wipulanusat et al.,

2019). In the context of community participation and housing development, this principle gives citizens the opportunity to register their approval or disapproval of the type of housing that the local government wants to construct for the community (Winston et al., 2022).

Increasing access

This principle seeks to make sure that the previously disadvantaged have access to government services (Amann & Sleight, 2021). Increasing access involves enabling citizens to use the services to which they are entitled under the constitution (Simelio-Solà et al., 2021). Information access allows citizens to know about the development activities of the municipality and funds allocated to execute municipal projects (Simelio-Solà et al., 2021).

Ensuring courtesy

True courtesy means more than polite gestures – it demands respectful engagement with every community member (Yoon et al., 2022). This principle aims to remedy the negative attitude of local communities towards government and reduce the chance of conflict between government and the public (Yoon et al., 2022). Ensuring courtesy creates a good relationship between public servants and communities (Nor et al., 2022).

Providing more and better information

Access to comprehensive, high-quality information empowers customers to claim their right to excellent service (Bello et al., 2021). Citizens should be provided with knowledge about the services they should anticipate from local government and who should receive these services (Anshari & Hamdan, 2023). Information can be communicated to the public through newspapers, meetings, radio, posters and flyers (Fuzile, 2021).

Increasing transparency

This principle encourages public officials to be transparent and open to the citizens about the operations of the government (Krah & Mertens, 2020), meaning that the public can hold public servants accountable. The principle encourages national, provincial and local governments to publish annual reports to inform citizens about how resources have been used. It also helps to build trust between local government and the communities that it serves (Samaratunge & Alam, 2021).

Remedying mistakes and failures

This principle mandates public servants to inform the public about the standard procedures for laying complaints about the type of service rendered (Malemane & Nel-Sanders, 2021). As a result of complaints from the community, public servants get a chance to improve the quality of services and rectify problems as quickly as possible (Mamokhere, 2021). Through this principle, citizens are able to raise concerns with public officials if they are unhappy with services received (Malemane & Nel-Sanders, 2021).

Value for money

The value-for-money principle ensures cost-effective service delivery, maximising public benefits for every tax rand spent (Almarri, 2023). The financial resources of the government must be used effectively and justifiably, avoiding unnecessary expenditure (Ndou, 2021). Government officials must account to communities for the use of public funds in all government projects to ensure that financial resources are used responsibly (Pillay, 2016; Samaratunge & Alam, 2021).

2.5 Good governance

The UN SDG 16 is specifically dedicated to strengthening institutions to promote good governance (UN, 2015; Wright, 2021; Carlsen & Bruggemann, 2022). Regionally, good governance is included in the AU Agenda 2063 (Wright, 2021). Good governance is the result of fruitful interaction between the government and its citizens (Keping, 2018). The first requirement for good governance is the creation of excellent structures for government and administration (Nor et al., 2022). Good governance is a condition for

receiving international funding assistance, either as credit or as a grant from entities such as the World Bank.

Over the past twenty years, good governance has proven so vital in public administration that it is now regarded as fundamental for effective policy formulation (Solomon, 2020). Being guided by the type of policy that allows communities to participate in decision-making promotes development that will benefit the country's economy. Good governance has emerged as a tool for ensuring that budgets are thorough and linked with state priorities and policies, thereby preventing corruption (Sebola, 2021). In South Africa, good governance in the public or private sector is driven by the Batho Pele principles (Mojapelo et al., 2021). Section 195(1) of the Constitution mandates transparency through the provision of timely, accessible, and accurate public information. The White Paper on Transforming Public Service Delivery (Batho Pele) operationalised the democratic values enshrined in the Constitution into actionable principles (Naidoo & Ramphal, 2019). Like many democracies, South Africa has embraced good governance as a cornerstone of public administration (Van der Walddt, 2017; Sebola, 2021). The Batho Pele Principles, embodying this commitment, remain the gold standard for public sector service delivery.

South Africa's service delivery has adopted the mantra of good governance (Sebola, 2021), but government officials appear to find it challenging to maintain a fair distribution of efficient and cost-effective services (Mbanyele, 2021). Good governance is defined by key characteristics that promote growth and development while enhancing the process of public service delivery (Nor et al., 2022). Officials are obligated to adhere to these characteristics to ensure high-quality service delivery for the people (Pomeranz & Stedman, 2020).

2.5.1 Good governance and public administration

The branch of government responsible for developing, carrying out and keeping track of governmental policies and decisions is known as public administration (Thapa, 2020). In public administration, core democratic principles must not be compromised by an overemphasis on market-driven metrics like productivity and cost-efficiency (Wright,

2021). In a democracy, the state is in charge of providing for the needs of its population and ensuring their protection (World Health Organisation [WHO], 2022). Public administration should ensure that all spheres of government develop values and norms that can be used to develop a transparent system comprehensible to the community (Thapa, 2020).

Public administration goes hand-in-hand with good governance (Rahman, 2013). Traditional public administration emphasises uniformity, formal norms and governmental authority. New public management emphasises improving the efficiency and effectiveness of public service delivery (Munzhedzi, 2020; Zheng, 2022).

2.5.2 Democratic governance

Democratic governance and sound development management are regarded as critical in accomplishing a country's social and economic objectives (Touchton et al., 2021; Kud, 2023). Good democratic governance guarantees human rights and citizens' participation in state matters, enabling the government to provide good governance to the people (Touchton et al., 2021).

2.5.3 Transparency in the public service

Having transparency in any government sphere creates a bond of trust between the citizens and public officials and increases the participation of the people (Bracci et al., 2019; König et al., 2022). Transparency is a key element of good governance (Bisogno & Cuadrado-Ballesteros, 2022).

2.6 Issues of corruption in local government

Corruption lacks a universal definition, with some interpretations bordering on tacit justification for or even the normalisation of unethical practices (Mubangizi, 2021). According to Mazele and Amoah (2022), corruption constitutes the misuse of public authority for personal benefit. All societies in the world are exposed to corruption (Odeku, 2019; Ganda, 2020; Govender & Ramodula, 2020; Munzhedzi, 2020; Animashaun & Chitimira, 2021; Mazele & Amoah, 2022). It is a leading cause of poor governance in most

developing countries (Mhango & Chirwa, 2018). Corruption destabilises communities by paralysing service delivery, impeding socio-economic progress, and eroding municipal governance and the rule of law (Mamokhere, 2019). Corruption by political office bearers and public servants has been the driving factor behind service delivery protests (Mamokhere, 2019).

2.6.1 Types of corruption

Various types of corruption are distinguished in Bologna and Ross (2015), Pillay (2016), Mondo (2016) and Guillamón et al. (2021). These are discussed below.

(a) Petty corruption

This type of corruption involves accepting bribes with small amounts of money changing hands (Pillay, 2016; Angelucci & Russo, 2022). Although the amounts are small, damage to the institution (reputational and monetary) is significant (Angelucci & Russo, 2022). This form of corruption occurs within the lower and middle tiers of municipal administration, mainly when officials and residents interact on a daily/weekly basis (Pillay, 2016). Examples of this type of corruption include bribes to process documentation, fines, falsified receipts, the charging of handling fees, etc. (Pillay, 2016).

(b) Grand corruption

Grand corruption entails large-scale illicit dealings involving politicians, high-ranking public officials and private companies (Martinelli, 2022). Its magnitude is reflected not only in financial value but also in the administrative, political and reputational influence of those implicated (Pillay, 2016).

(c) Political corruption

This type of corruption is characterised by political leaders trading their political influence for favours granted, tenders awarded and irregularities in campaign funding (Pillay, 2016). Political corruption ranges from crooked political financing and unresolved conflicts of interest to the embezzlement of funds, state resources abuse,

extensive patronage networks and, ultimately, state capture (Duri, 2020). Because of political corruption, resources are misallocated, and the manner in which municipal decisions are made at all levels is distorted (Check et al., 2019).

(d) Administrative corruption

Administrative corruption, also referred to as management fraud, occurs when municipal management is actively involved in fraudulent practices (Pillay, 2016). As a result of this type of corruption, advantages are given to state or non-state actors by deliberately or intentionally falsifying the prescribed implementation of the existing regulations, rules and laws (Šumah et al., 2020). This type of corruption is perpetrated individually or by a well-organised group (Mousavi & Pourkiani, 2013).

2.6.2 Corruption in South African municipalities

A study conducted in Mozambique, DRC, Zimbabwe, South Africa and Malawi revealed that 62% of respondents believed corruption was increasing. Additionally, 56% of those surveyed reported having to pay a bribe when interacting with government service agencies (Machel & Coombes, 2011, as cited in Ganda, 2020). In 2020, the Top of Form Bottom of Form Corruption Watch reported on how corruption affected South Africa during the Covid-19 lockdown, with 4,780 verified cases of corruption in a single year (Mantzaris et al., 2022). These included maladministration (17%), corruption in procurement (16%), fraud (15%), power (14%), bribery (13%), employment corruption (11%), dereliction of duty (8%) and embezzlement of funds (6%). These corrupt actions were all related to compliance issues, irregularities in SCM and procurement functions (Mantzaris et al., 2022).

In South Africa, the Greater Tzaneen Local Municipality (GTLM) was reported to be faced with unethical behaviour and corrupt practices that included a lack of accountability on the part of public servants (Mamokhere, 2019). An investigation revealed that the GTLM consistently failed to comply with required supply chain management processes in its procurement of goods and services. Auditors identified numerous irregular tenders, totalling more than R40 million, that violated standard procedures. Among the most

egregious violations was the unlawful awarding of a R38 million tar road construction project to Expectra 388, despite the company's failure to submit any formal bid documentation as required by municipal procurement regulations. These findings demonstrated systemic disregard for proper tender processes and financial controls within the municipality's operations (Mamokhere, 2019).

A 2014 investigation uncovered widespread corruption in Johannesburg involving prominent businesses and city officials. According to reports (Pillay, 2016), real estate firms and luxury hotels had struck illegal deals with municipal authorities, totalling around R200 million. These underhanded agreements allowed commercial entities to avoid paying essential service charges, including water and electricity, costing the local government millions in lost revenue. Authorities launched a probe, resulting in the arrest of 18 individuals on fraud charges (Thakali, 2014).

Newcastle Municipality was defrauded of R3 million by a municipal official attached to the office of the Budget and Treasury Department (Transparency International, 2020). The official was responsible for the payment of salaries. He manipulated the payroll system to make salary payments to workers who were no longer employed by the municipality (Transparency International, 2020).

Ngamlana's (2011) research uncovered two disturbing instances of political interference in Eastern Cape municipalities. In the first case, a municipal administrator who dared question the academic credentials of a colleague, who happened to serve as Regional Chairperson for Party X, faced immediate removal from office through the chairperson's political connections. The second case revealed even more blatant manipulation, where a Regional Director improperly influenced appointment panels to select their preferred candidate for Municipal Manager, despite the individual being significantly less qualified than other applicants. Both cases demonstrate how political power was weaponised to override merit-based systems in local government. A similar scenario occurred in Cape Town: when party Z won the elections, the employment contracts of individuals affiliated with party V were terminated (Ngamlana, 2011).

Khayelitsha, the township under study, has also faced numerous corruption-related challenges, particularly with regard to governance. Corruption cases in Khayelitsha, typically involving the mismanagement of public funds, bribery and nepotism, have significantly hindered development and access to basic services for residents (Mgeni, 2022). For instance, allegations of corruption in housing projects have been prevalent, with reports of officials diverting resources meant for low-cost housing or allocating homes to individuals with connections rather than those in dire need (Bodino, 2022). This has exacerbated housing backlogs and left many residents living in informal settlements in the area (Bodino, 2022). Additionally, corruption within local government structures has been a recurring issue (Malemane & Nel-Sanders, 2021). Cases of bribery have been reported in the allocation of business permits, procurement processes, and even in accessing basic services like water and electricity (Zuma, 2022). Such practices disproportionately affect the poor, who are often forced to offer illicit payments to access services meant to be free. The lack of accountability and transparency in local governance perpetuates these issues, undermining public trust (Mgeni, 2022).

There are numerous corruption cases in South Africa, not all of them documented. Corruption contravenes the Batho Pele Principles and derails local and national economic development.

2.6.3 Anti-corruption statutes

The examples cited in the previous sections show that South Africa is indeed battling corruption in municipalities. This is despite the sound statutes that are in place aimed at dealing with corruption in South Africa (Maseko, 2021). The laws promulgated to prevent corruption are discussed below.

(a) Prevention and Combating of Corrupt Activities Act, Act 12 of 2004 (PCCA)

The Act is the primary law that governs bribery and corruption prevention and its enforcement in South Africa. It applies to organisations and institutions based in the country as well as those based outside but doing business in South Africa.

(b) Public Finance Management Act, Act 1 of 1999 (PFMA)

The PFMA was introduced to reform financial governance by establishing transparent, accountable systems for managing public funds, assets, and liabilities across national and provincial governments.

(c) Municipal Finance Management Act, Act 56 of 2003 (MFMA)

The MFMA mirrors the PFMA's reforms at the local government level, establishing frameworks for the sustainable financial governance of municipalities and local institutions. This legislation seeks to enforce transparent accounting practices, clear accountability mechanisms, and defined fiscal responsibilities within municipal operations.

(d) Prevention of Organised Crime Act, Act 121 of 1998

The legislation establishes comprehensive mechanisms to address organised crime, gang-related offences, and money laundering activities.

2.7 Previous studies on good governance in South Africa

South African citizens do not believe that the government has been following good governance principles when supplying public services to the people. Most South Africans believe that there is no transparency and a great deal of corruption in the local government system, and that public officials are not held accountable for their wrongdoing (Mamokhere, 2019). For example, between 2014 and 2021, several articles were written about funds being looted. During the pandemic, over R14.2 billion was looted, funds meant to provide health and other services to the people. The result was widespread community scepticism about the good governance that public officials are supposed to provide. Although Parliament seeks to ensure that there is good governance, transparency and accountability in the South African public service, there is seemingly ongoing corruption in all spheres of government.

Naidoo and Ramphal (2019) conducted a study of the effectiveness of the Batho Pele good governance principles in Ekurhuleni Metro Municipality in Gauteng province. Their

research showed that implementation of these principles was slow and that workers were not knowledgeable about the Batho Pele principles. Another study conducted by Mboweni (2013) in the Greater Taung Local Municipality on the effectiveness of Batho Pele principles since their inception in 1997 alluded to the fact that no follow-up on their effectiveness had been done. A literature search showed that most studies date from 2013 onwards, 16 years after the fact. Mboweni noted that most officials seem not to have a solid understanding of what constitutes good governance, and how to achieve it, resulting in their not achieving their performance targets. Mboweni (2013) also mentioned that although they purported to practise the Batho Pele good governance principles, service delivery to the people was still at a low level.

Venter's (2018) study on Batho Pele implementation at the Western Cape's Department of Agriculture, Forestry and Fisheries (DAFF) uncovered critical challenges. Budget limitations severely hindered adherence to these service delivery principles, mirroring nationwide struggles in municipal compliance. Surprisingly, many staff members were unfamiliar with Batho Pele's core tenets, and management failed to discipline non-compliant officials, highlighting systemic accountability gaps. Another key finding was the language disconnect: while DAFF operates primarily in English, most clients speak Afrikaans, creating communication barriers that undermined service accessibility. Although this research focused on DAFF, its insights resonate with broader investigations into Batho Pele's application at the South African Social Security Agency (Gauteng region).

The Durban Regional Office of the Department of Home Affairs in KwaZulu-Natal also encountered various obstacles to the implementation of good governance principles. Ngidi and Dorasamy (2014) insist that proper training for employees is imperative, and that follow-ups on employees not fully implementing these principles need to be done, followed by disciplinary action. It seems from these and other studies that the implementation of good governance principles poses a challenge for an emerging country like South Africa (Kemp & Vyas-Doorgapersad, 2020). It appears that efforts to implement good governance are being thwarted in most public sectors.

Many South African municipalities are struggling to provide basic services, sparking widespread frustration. Endless protests have been reported in Phulong (Free State), Diepsloot (Gauteng), Harrismith (KwaZulu-Natal), Bolobedu South (Limpopo Province), to cite but a few (Mamokhere, 2019). Communities are demanding better service provision (Chiwarawara, 2024). Public demonstrations over service delivery, especially when violent, threaten the country's economic and democratic progress (Maphumulo, 2016).

2.8 Lack of good governance in the study area

Khayelitsha, a large township in Cape Town, South Africa, is home to over 400,000 people. The township is marginalised in terms of economic development compared to other parts of Cape Town (Ruiters & Jacobs, 2024) and beset by problems associated with poor governance. The persistent collapse of essential services has long plagued Khayelitsha's residents, which has resulted in frequent violent service delivery protests (Malemane & Nel-Sanders, 2021). The township has been a focal point for discussions on urban inequality and post-apartheid social struggle in South Africa. Corruption, maladministration and inefficiency in the governance of Khayelitsha have been persistent issues, often exacerbating the already dire living conditions in the township (Gontsana, 2016). Research by Rodina and Harris (2016) highlights that corruption within local government structures in Khayelitsha has diverted resources meant for service delivery, leaving many residents without access to basic amenities such as electricity, water and sanitation. This misallocation of resources has been linked to mismanagement and fraudulent activities by local government officials, as documented in various publications (Ncapayi, 2019; Ndou, 2019; Kemp & Vyas-Doorgapersad, 2020; Mbandlwa & Mishi, 2020; McDonnell, 2020; Mathiba, 2021; Moosa & Hofmeyr, 2021; Mishi et al., 2022; Ntsikelelo et al., 2020; Vorster & Nwosu, 2024).

The local governance failures in Khayelitsha have provoked frequent service delivery protests (Gontsana, 2016; Rodina and Harris, 2016; Malemane & Nel-Sanders, 2021). According to Malemane and Nel-Sanders (2021), these protests are not merely expressions of frustration but are deeply rooted in the systemic neglect and corruption

that plague the township. The lack of transparency and accountability in local governance has further eroded public trust (Msenge & Nzewi, 2021). A report by Gontsana (2016) underscores how corruption has disproportionately affected the poorest residents of Khayelitsha, perpetuating cycles of inequality and poverty.

Service delivery inefficiencies are compounded by bureaucracy and a lack of involvement on the part of residents (Masiya et al., 2019; Msenge & Nzewi, 2021; Mokoena & Molepo, 2024). The need for the involvement of residents in local governance has been a topical issue, particularly in the Global South, where systemic marginalisation has for generations perpetuated service delivery inequities. Generally, public policies, projects and programmes are designed by local government officials on behalf of local communities. Malemane and Nel-Sanders (2021) investigated strategies to enhance participatory governance in Khayelitsha as a pathway to improved service delivery. Their research demonstrated that actively engaging local residents fosters greater public support for and ownership of municipal interventions, which is a critical factor in ensuring their long-term success. Without the involvement of Khayelitsha residents, a structural vacuum is created, and public programmes, projects, policies and service delivery are bound to fail. According to Malemane and Nel-Sanders (2021), communities in Khayelitsha are excluded from decision-making, and therefore public interventions frequently collapse because of a lack of local buy-in. Mokoena and Molepo (2024) observe that while national and provincial governments have implemented legislation and policies aimed at improving service delivery, their impact has been limited due to corruption and poor implementation at the local level. Moreover, the absence of robust oversight systems has allowed these issues to persist, leaving Khayelitsha residents to bear the burden of poor governance.

Other issues directly or indirectly linked to good governance in Khayelitsha include the high unemployment rate of youths, high crime rates and lack of proper housing (African Centre for Citizenship and Democracy [ACCD], 2020). Statistics prepared by ACCD (2020) ranked crime as the most serious issue. Housing and services were also frequently cited as problems in the township, whereas in sections where residents live in formal

housing, unemployment was regarded as the most pressing issue (ACCD, 2020).

In recent years, the CoCPT Metropolitan Municipality has been awarded clean audit status for local governance (Mbanyele, 2021; BusinessTech, 2022; Du Toit, 2023; Wright et al., 2023). This does not tally, however, with the service delivery dissatisfaction described in this section. Accordingly, it is crucial to determine the level of good governance in Ward 93 K-SST Settlements in Khayelitsha, to determine the reason for this dissonance. As literature focusing on good governance (particularly in Khayelitsha) is scant, it is necessary to provide recent information on governance there, to supply useful information to Khayelitsha local government authorities, with a view to forestalling the violent protests that have plagued the township. Khayelitsha's local governance challenges are clearly intertwined with poor service delivery and corruption. Addressing these issues and ensuring that resources are effectively allocated requires a commitment to accountability, transparency and community participation.

2.9 Conceptual framework

The previous sections discussed relevant literature regarding local government, good governance and identifying factors that promote good service delivery in South African municipalities. It is necessary to turn this literature into an explicit conceptual model, which – as is customary – is presented in diagrammatic form (Chukwuere, 2021) (see below).

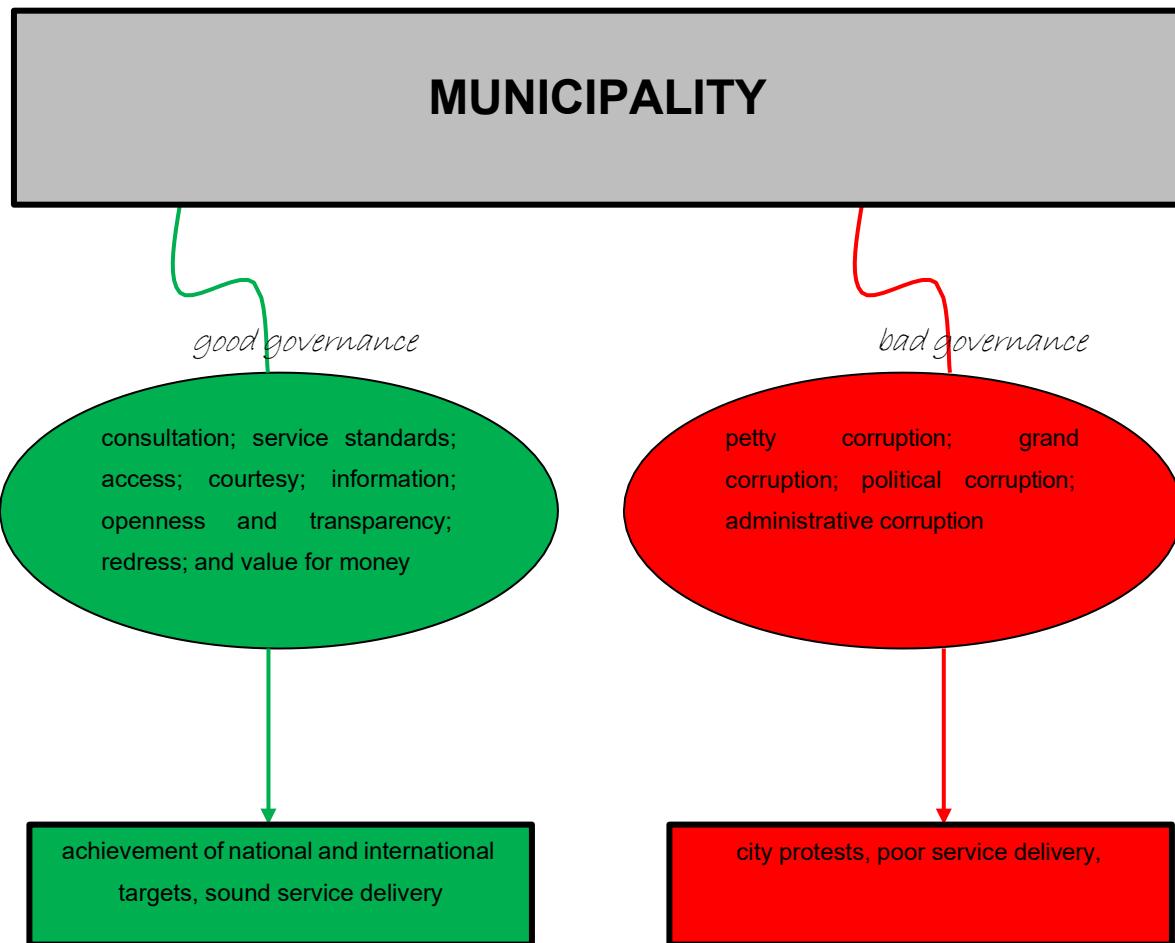


Figure 2.2: Researcher’s model of the conceptual framework

Figure 2.2 depicts two models for running a municipality. When the municipal officials and elected politicians running the municipality are guided by the Batho Pele Principles, they are able to implement good governance and provide good service to the community. By implementing the Batho Pele Principles, they are set up to meet the national targets like the NDP of 2030, and internationally, the UN SDG 16. When municipal officials and elected politicians running the municipality instead engage in corrupt activities, the municipality will be characterised by poor service delivery, protests and an inability to achieve either national or international targets.

2.10 Chapter summary

This chapter has outlined the core principles of effective municipal management. In the South African context, these principles are articulated through the Batho Pele framework, which emphasises consultation, service standards, accessibility, courtesy, information sharing, transparency, redress, and value for money. Good management is backed by strong legislation in the Constitution. Despite this and other strong legislation that calls for municipalities to practice good governance, South African municipalities are often hotbeds of corruption. Several examples of corruption in South African municipalities were discussed. Such activity affects service delivery and is widely condemned by resident communities.

This study will focus on the Cape Town Municipality, specifically ward 94 in the Khayelitsha township area, to determine the extent to which good governance is practised there. In the next chapter, the data collection methods used in the research are described and discussed.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction This chapter outlines the systematic approach adopted to achieve the study's objectives and answer the research questions. The chapter details the specific methodological strategies employed in the research, including target population identification, sample selection, data collection, analytical procedures, and considerations for validity and ethical compliance. By presenting a clear and structured methodology, this chapter establishes a foundation for credible and reliable research outcomes.

3.2 Research Methodology

Research methodology refers to the structured approach employed to investigate a research problem, encompassing both the theoretical foundations and the practical techniques applied within a specific field of study. It provides a framework for systematically gathering, analysing and interpreting data to ensure valid and reliable results (Hazari, 2023). Research methodology thus involves assessing, explaining and justifying the choice of research techniques and methodologies for a certain research topic (Bradshaw et al., 2017). Saunders et al. (2019:4) define research methodology more succinctly as a systematic way of solving research problems. It typically involves the theoretical examination of various methods and principles relevant to a particular field of study (Creswell & Creswell, 2018).

3.3 Research approach

This is a general procedure or plan for conducting research (Mulisa, 2022). In some cases, a research approach may simply imply data collection and data analysis methods in general, and the differences between quantitative and qualitative methods in particular. This study follows Saunders et al.'s (2019) classification of research into deductive, abductive and inductive approaches or logics.

This study adopts a deductive approach. The logic involved is that the researcher identified the problem, studied what other researchers had done and said, read about existing theories, and then formulated research questions based on the literature. According to available sources, most municipalities, such as Ditsobotla, Swellendam, Renosterberg, Johannesburg and Tshwane, to mention but a few, are struggling to achieve good governance because of corruption (Asefa & Huang, 2015; Van der Walddt, 2017; Gumede, 2020; Chiwarawara, 2021; Wright, 2021; Chitimira et al., 2022). Against this background, the present study focuses on the CoCPT Metropolitan Municipality, specifically targeting Khayelitsha Township, to determine the quality of governance there.

3.4 Research paradigm

A research paradigm provides a foundational framework for investigating and interpreting social phenomena (Park et al., 2020). Within social science research, three primary paradigms guide scholarly inquiry: positivist, interpretivist, and pragmatist (Myers, 1997; Dawadi et al., 2021). The positivist paradigm aligns with quantitative methodologies, emphasising empirical observation and measurable data. In contrast, the interpretivist paradigm underpins qualitative research, prioritising subjective meaning and contextual understanding. Meanwhile, the pragmatist paradigm adopts a flexible approach, integrating both quantitative and qualitative methods within mixed-methods research (Kivunja & Kuyini, 2017).

This study was conducted within the positivist paradigm, using numbers to analyse responses and thereby rendering the research results structured, measurable and quantifiable. The researcher chose the positivist paradigm to prioritise objectivity, predictability, quantification, verification, and practical application. This was achieved by collecting numerical data, using structured methods such as a questionnaire, and applying statistical analysis to produce measured and reliable results.

3.5 Research design

This serves as the master blueprint guiding the entire investigative process, systematically structuring how the study will be conducted to resolve the identified

research problem (Creswell & Creswell, 2018). As Kumar (2018) emphasises, the blueprint serves as both an architectural plan and a tactical approach for completing the study, while ensuring that the data collected responds directly to the core research questions. In developing this methodological roadmap, scholars strategically integrate multiple disciplinary perspectives to create a comprehensive approach to the subject matter. The resultant multidimensional design requires careful consideration of various methodological elements to maintain both coherence and effectiveness throughout the research journey.

Contemporary research practice embraces two complementary methodological frameworks: qualitative and quantitative (Creswell & Creswell, 2018; Kumar, 2018; Ghanad, 2023). These distinct yet often interconnected paradigms offer researchers different lenses for examining phenomena. The qualitative tradition emphasises rich, contextual understanding through the analysis of verbal data, visual materials and narrative accounts (Mulisa, 2022). This approach prioritises capturing participants' lived experiences and subjective interpretations (Meyer & Schutz, 2020), typically employing interactive techniques (Mwita, 2022).

In contrast, the quantitative paradigm employs numerical measurement and statistical analysis to establish patterns and relationships (Ghanad, 2023). Through carefully designed sampling strategies and mathematical modelling, quantitative researchers aim to produce findings that can be generalised from studied samples to broader populations. The approach systematically transforms observable realities into measurable variables suitable for rigorous statistical examination. The two approaches can be integrated in a mixed methods approach (Creswell & Creswell, 2018; Åkerblad et al., 2021; George, 2022; Mulisa, 2022).

This research employed a quantitative methodology, using statistical analysis of sample data to draw conclusions that can be generalised to the broader target population (Barella et al., 2024). The data collected assumes numeric form, and graphs, charts and tables are used to visualise the findings. The data is subjected to statistical analysis. The

researcher chose a quantitative research approach in part because she was working with a large sample. Utilising a quantitative research approach allowed for the systematic measurement and quantification of various governance indicators such as transparency, accountability, effectiveness and responsiveness (Bauer et al., 2021). This was achieved by collecting numerical data from questionnaires and analysing it statistically to identify relationships, trends and gaps in governance performance. Standardised tools such as Likert scales ensured objective comparisons across dimensions such as transparency or accountability.

In quantitative research, four research designs are distinguished: experimental, descriptive, correlational, and quasi-experimental/causal-comparative (Apuke, 2017; Creswell & Creswell, 2018). The researcher decided on a descriptive research design to summarise the perceptions of the youth and municipal officials without manipulating the data. A descriptive research design for studying good governance focuses on systematically describing and understanding governance practices and institutions, and their impact on society. Using a descriptive research design can afford comprehensive insights into the complexities of governance dynamics and effectiveness.

3.6 Data collection

3.6.1 Brief description of the study area

Khayelitsha is situated 30 km from the city centre of Cape Town and covers an area of about 47 km² (Super, 2015). Established in 1983, it has a population of approximately 400,000 people, residing in six wards (Wards 94-99) (Stats SA, 2022). Khayelitsha falls under the substructure of Tygerberg within the CoCPT Metropolitan Municipality. This study was carried out in Ward 93 of the Khayelitsha location Town Two area (hereafter referred to as Ward 93 K-SST Settlements).

3.6.2 Target population

The target or study population is the larger group from which any sample is drawn for research purposes (Hossan et al., 2022). By carefully defining the study population, a researcher can ensure the validity of the research findings and confirm their applicability

to the individuals being studied (Ackerman et al., 2019; Hossan et al., 2022). The target population for this study consisted of municipal officials working in Ward 93 K-SST Settlements and young people aged between 20 and 35 years living in the same ward. Although population statistics for 2022 specific to Ward 93 are not publicly accessible, recent population data for the broader province is available. The researcher therefore utilised this figure to estimate a target population of 35,331.

3.6.3 Sampling

Sampling refers to the process of selecting a representative subset or sample from a target population to make statistical inferences about the characteristics of that population. As a research technique, sampling enables investigators to estimate unknown parameters, predict outcomes, and identify patterns within the broader population while optimising resource efficiency (Creswell & Creswell, 2018; Saunders et al., 2019; Trivedi, 2020). Probability and non-probability sampling methods are distinguished (Creswell & Creswell, 2018; Saunders et al., 2019; Trivedi, 2020; Hossan et al., 2022). Probability sampling is characterised by the random selection of participants from the study population. Each member of that population has a statistically identical chance of sample inclusion (Stratton, 2023). Non-probability or purposive sampling involves the researcher selecting participants from a population that they are interested in studying according to certain criteria (Stratton, 2023).

This study employed a purposive (judgmental) sampling strategy, a non-probability approach for selecting youth participants and municipal officials according to their relevance to the research objectives. Unlike random sampling, this method prioritises information-rich cases that are most likely to provide insight into the core phenomena under investigation (Campbell et al., 2020). The strength of purposive sampling stems from its intentional focus on participants who possess specialised knowledge, lived experience or decision-making authority pertinent to the study. By aligning sample selection with the central aims of the inquiry and thus concentrating on key informants, researchers can conduct an in-depth exploration of critical issues (Nyimbili & Nyimbili, 2024). Before initiating purposeful sampling, it was imperative to determine the criteria to

be used in selecting the sample. For the current study, municipal officials had to be employed by the CoCPT Metropolitan Municipality working in Ward 93 K-SST Settlements; the youth had to be resident in that Ward, and the committee members responsible for the same Ward.

Determining an adequate sample size is crucial for ensuring the reliability of the research results. The Central Limit Theorem (CLT) provides a statistical foundation for selecting appropriate sample sizes (Kwak & Kim, 2017). According to the CLT, regardless of the population distribution, the sampling distribution of the sample mean will tend to approximate a normal distribution as the sample size increases, typically becoming approximately normal when the sample size is $n \geq 30$ (Zhang et al., 2023). Therefore, a sample of 100 youths not only meets but exceeds this widely accepted minimum threshold. This signifies that the sampling distribution of the mean is approximately normal, enabling the application of statistical tests that assume normality (Demir, 2022). A sample size of 100 enhances the precision of estimates and increases the power of statistical tests, making it sufficiently robust for most inferential statistical analyses (Creswell & Creswell, 2018).

3.6.4 Research instrument

The questionnaire performs a valuable function in obtaining comprehensive data that can be easily compared, say, by district, age or gender, and with other studies (Fairclough & Thelwall, 2022). Questionnaires with closed- and open-ended questions served as the research instrument in this study (see Appendices 2, 3 and 4). These questionnaires were administered by the researcher to the youth and left with the municipal officials for them to complete on their own, at a time convenient to them.

3.6.5 Data analysis

The goal of data analysis is to use raw data to gain knowledge or enable interpretation of an event or situation (Islam, 2020). Data from the questionnaires was coded and entered into Microsoft Excel. The COUNTIF function in MS Excel was used to aggregate the data to present meaningful information for further analysis by statistical software (SPSS). To

enhance readability, the results were displayed in tables, graphs, and charts.

3.7 Ethical considerations

A researcher conducting a study that includes citizen participation must ensure that the rights and welfare of participants are protected throughout the research process (Fleming & Zegwaard, 2018; Hasan et al., 2021). The researcher applied for ethical clearance from the Ethics Committee at CPUT before conducting the study, and the ethical approval certificate is attached as Appendix 5. Figure 3.1 summarises the ethical considerations that were adhered to in this study.

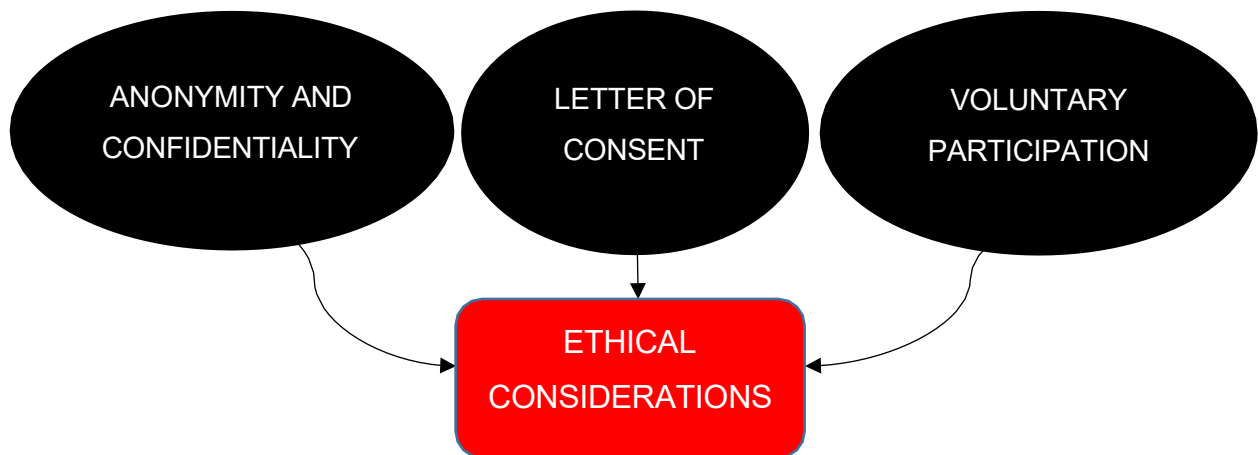


Figure 3.1: Summary of ethical considerations

3.7.1 Letter of consent

Fleming and Zegwaard (2018) note that before participating in research, the participants must openly consent to participate. A letter of consent that participants were required to sign (Appendix 1) explained the purpose of the research, pointing out that it was for academic purposes only (see 3.7.3, below).

3.7.2 Anonymity and confidentiality

The researcher assured the participants that their identity would be protected. Their anonymity was assured by assigning them arbitrary numbers, such as Participant 1. The researcher had no vested interest in any groups, organisations or situations canvassed

in the research.

3.7.3 Voluntary participation

Prior to their involvement in the study, all the participants received comprehensive information regarding the research objectives and methodology. Informed consent was obtained in compliance with institutional ethical requirements, with each participant providing written authorisation through a standardised consent form (Appendix 1). This document outlined the study's purpose and procedures, confidentiality safeguards and participant rights, including the freedom to decline participation, withdraw at any time, or skip specific questions without penalty. To ensure full understanding, the consent process incorporated both verbal explanations and written documentation. Participation was entirely voluntary, with no form of coercion employed, and all individuals engaged in the research of their own free will.

3.8 Summary

This chapter has described in detail the research methodology employed in the execution of the research. The study adopted a deductive approach: the researcher identified the problem, studied what others had written on the topic of good governance, and then formulated research questions. A quantitative methodology was utilised through administering questionnaires containing closed- and open-ended questions to 100 youths, 5 municipal officials and 4 ward committee members from Ward 93 K-SST Settlements. Data was collected following ethical protocols that were discussed in this chapter. The next chapter presents the findings of the study.

CHAPTER FOUR

DATA ANALYSIS AND INTERPRETATION

4.1 Introduction

The previous chapter outlined the methods of data collection and analysis, describing how a quantitative approach was adopted and questionnaires were utilised to gather data. This chapter focuses on analysing and interpreting the data collected. Although the individual identities of the participants were not captured, their demographic characteristics were recorded. These included gender, race and the number of years they had been living in the area under study, as well as years of work experience for the municipal officials. Questionnaires were administered to three respondent groups: youth (n = 100), municipal officials (n = 7) and ward committee members (n = 4). Young people were selected for participation because they are key stakeholders in community development. Although they are often underrepresented in decision-making, their perspectives reflect future governance needs (Maphosa & Moyo, 2024; Meyer & Chetty, 2024). The sample size of 100 satisfies the CLT, which maintains that with a sample size ≥ 30 , the sampling distribution approximates normality, ensuring reliable statistical inferences.

Municipal officials' insights as policymakers provide an authoritative perspective on governance practices in the Ward, helping to verify the accuracy of youth-reported data. This triangulation strengthens the findings by comparing institutional viewpoints (the municipal officials) and grassroots perceptions (youth), reducing bias and enhancing credibility. While the official sample is small due to the constricted nature of positions in the higher Ward offices, their expertise offers in-depth insight, balancing the impressions of the youth. Ward committee members are part of the local government structure, working closely with municipal officials and acting as a link between the community and the municipality while representing the interests of their ward.

The demographic information is presented in Section A of the chapter, and the data gathered to address the research questions is presented in Section B. The findings are first outlined to provide a clear empirical foundation before being interpreted through the lens of existing academic discourse. Allowing the raw data to speak for itself before engaging in critical analysis should help to ensure objectivity.

SECTION A

4.2 Demographic details

4.2.1 Residents

The gender ratio of the youth who participated in this study was biased towards males in the ratio of 60:40 (Table 4.1). With regard to race, all respondents were black. Respondents had lived in Ward 93 K-SST Settlements for less than 5 years (10%); 5-9 years (26%); 10-14 years (15%); 15-19 years (36%) and 20+ years (13%) (Table 4.1).

Table 4.1: General information about residents

Variable	Category	Frequency	Percentage (%)
Gender	Male	60	60
	Female	40	40
	Other	0	0
Race	Black	100	100
	Coloured	0	0
	Indian	0	0
	White	0	0
	Other	0	0
Resident Years (years)	<5	10	10
	5-9	26	26
	10-14	15	15
	15-19	36	36
	20+	13	13

4.2.2 Municipal officials

The gender ratio of the municipal officials who participated in this study was slightly biased towards males, who constituted 57% of the total number of municipal officials, with the remaining 53% being female (Table 4.2). All the officials were black, and most (80%) had been working in the Ward for less than 15 years (see Table 4.2).

Table 4.2: General information about municipal officials

Variable	Category	Frequency	Percentage (%)
Gender	Male	4	57
	Female	3	43
	Other	0	0
Race	Black	7	100
	Coloured	0	0
	Indian	0	0
	White	0	0
	Other	0	0
Qualifications	NQF6	2	29
	NQF7	5	71
Work experience (Years)	< 5	2	29
	5-9	2	29
	10-14	2	29
	15-19	1	14
	20 +	0	0

4.2.3 Ward Committee Members

The gender ratio of the ward committee members who participated in this study was biased towards males, who constituted 75% of the total number of ward committee members. All the ward committee members were black and all had been working in the ward for between 5 and 9 years (Table 4.3).

Table 4.3: General information about ward committee members

Variable	Category	Frequency	Percentage (%)
Gender	Male	4	75
	Female	1	25
	Other	0	0
Race	Black	4	100
	Coloured	0	0
	Indian	0	0
	White	0	0
	Other	0	0
Work experience (Years)	< 5	0	0
	5-9	4	100
	10-14	0	0
	15-19	0	0
	20 +	0	0

SECTION B

4.3 Understanding of local government concepts

4.3.1 Youth

Overall, the youth residing in Ward 93 K-SST Settlements showed an understanding of the local government principles of good governance, public management, transparency and accountability, with more than 70% confirming that they understood all of them. A small proportion of respondents ($\leq 30\%$) demonstrated limited knowledge of local government principles (see Fig. 4.1, below).

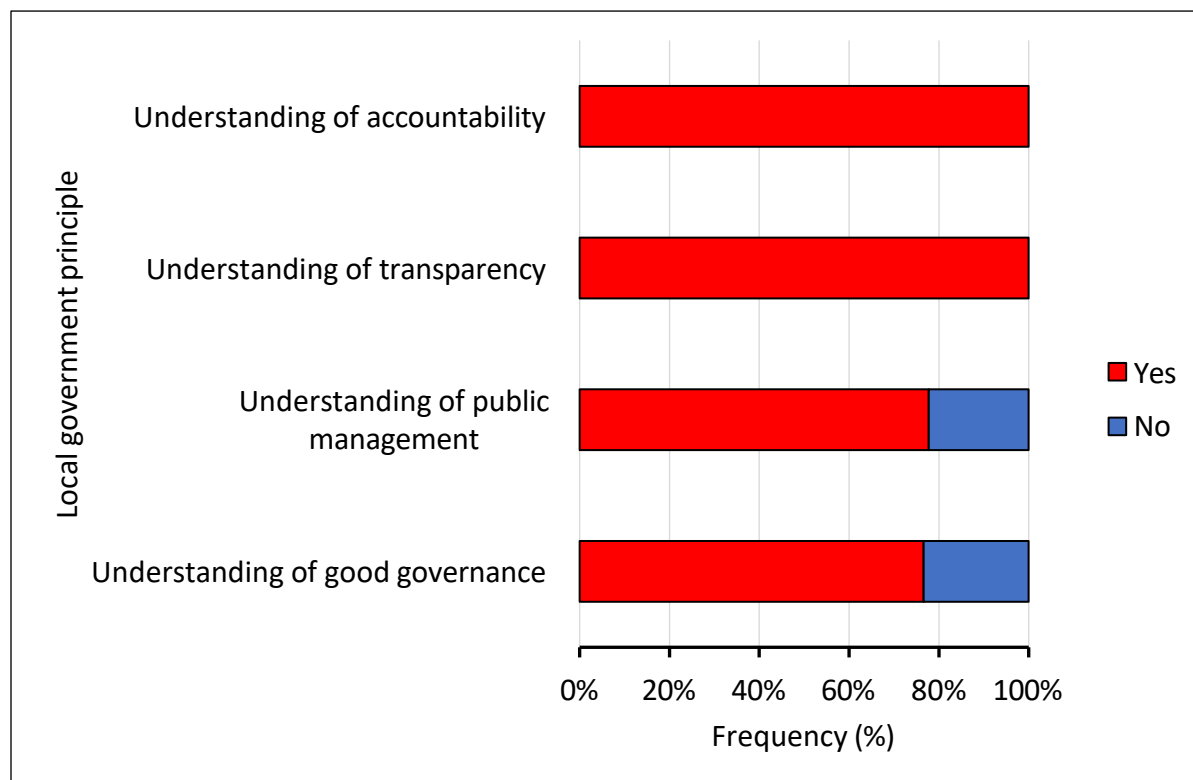


Figure 4.1: Level of understanding of youth concerning local government concepts

4.3.2 Municipal Officials and Ward Committee Members

All the municipal officials (n = 7) and ward committee members (n = 4) who participated in this study showed an understanding of the local government concepts of good governance, public management, transparency and accountability.

4.3.3 Interpretation of results regarding the level of understanding of local government principles

Overall, all the sampled groups evinced an understanding of local government principles. It would have been a source of concern if a significant percentage of the municipal officials who were running the municipality had no understanding of local government principles. Good governance is considered a major way of reducing poverty, promoting sustainable development and maintaining peace in an area (Malemane & Nel-Sanders, 2021). It requires adherence to the rule of law, responsive and inclusive institutions, and efficient public service provision (Asefa & Huang, 2015). It is primarily the municipal officials who create an environment that enables the residents to experience good governance

(Malemane & Nel-Sanders, 2021). Good governance is linked with the other governance concepts of public management, transparency and accountability. This is probably why the results show that these principles were similarly understood by all the respondent groups. Local government principles are supported by South Africa's legislative instruments (described in Chapter 2) that aim to transform local governments in South Africa into viable and effective entities.

4.4 Performance of Ward 93 K-SST Settlements

For this section, the participants were required to rate the performance of Ward 93 K-SST Settlements with respect to service delivery, transparency, accountability, legislative compliance and participation. The responses made available in the questionnaire ranged from 'strongly agree' to 'strongly disagree' (Appendices 2, 3 and 4). Responses that 'agreed' (agree and strongly agree) were combined to represent a dataset that was compared with a 'disagreed' (disagree and strongly disagree) combined dataset. The datasets were compared using 5×2 contingency tables, and differences between the number of people who agreed and disagreed were tested using a chi-squared test. The subsections below present the ratings derived from the responses of youth, municipal officials and ward committee members.

4.4.1 Rating by youth on good governance concepts

All the youth agreed (100%, comprising 80% that strongly agreed and 20% that agreed) that service delivery in the ward was poor (Fig. 4.2). Survey responses revealed significant concerns regarding transparency, with 83% of the youth (77% strongly agreeing and 6% agreeing) indicating poor transparency in decision-making processes. A small minority of the youth (4%) remained uncertain, and 3% perceived municipal officials as operating transparently in the ward. With regard to accountability, all respondents expressed dissatisfaction with current accountability mechanisms, with 90% strongly agreeing and 10% agreeing that accountability standards were poor. On legislative compliance, 90% of the youth (75% strongly agreeing and 15% agreeing) indicated that municipal officials fail to adhere to established legislation and policies, while 10% remained uncertain about the compliance levels of the ward. Lastly, all the youth

agreed (100%, comprising 95% that strongly agreed + 5% that agreed) that their participation in municipal meetings and decisions concerning the ward was poor (Fig. 4.2).

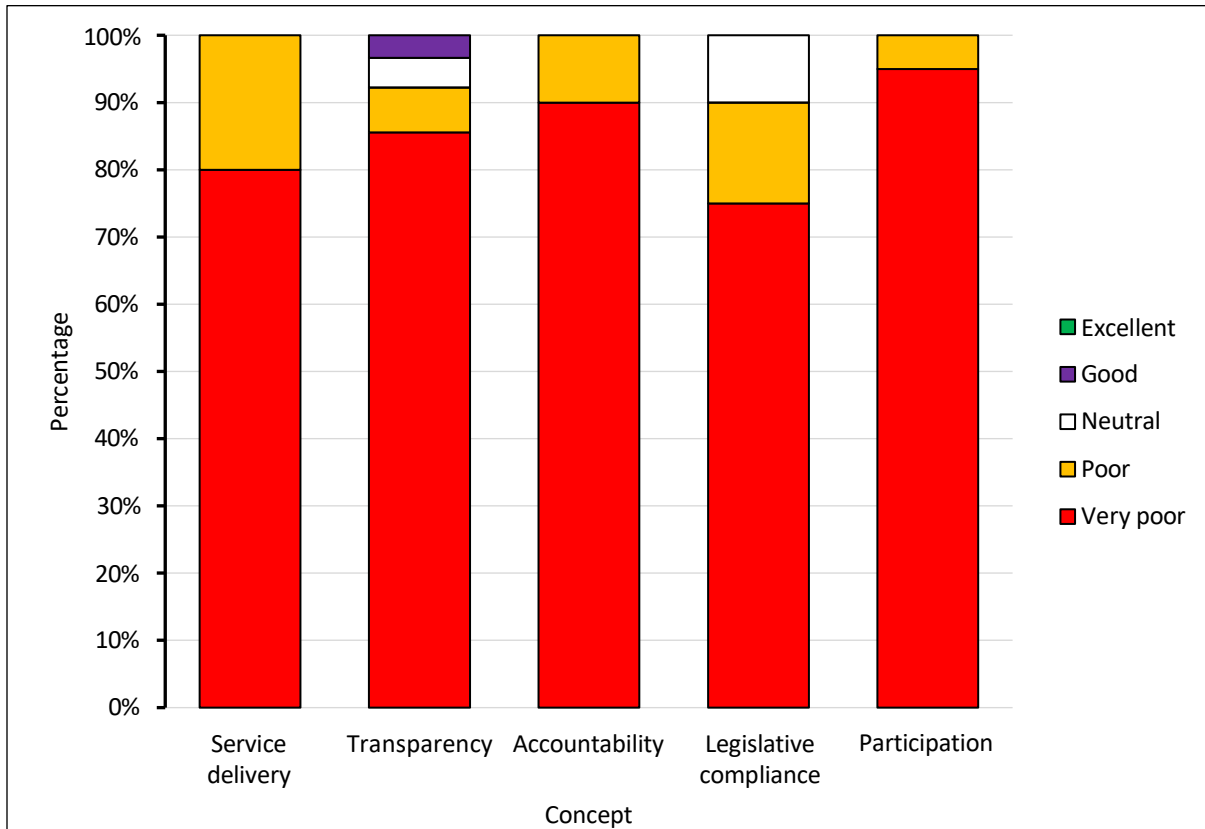


Figure 4.2: Youth ratings of the performance of Ward 93 K-SST Settlements on service delivery, transparency, accountability, legislative compliance and participation.

For statistical analysis, the focus was on youth who ‘agreed’ (agree + strongly agree) or ‘disagreed’ (disagree + strongly disagree), as respondents who were unsure comprised a small minority. When the percentages for these two responses are compared, the number of young people who regarded the local government concepts of service delivery, transparency, accountability, legislative compliance and participation as poor were significantly higher ($p < 0.05$) than those who thought otherwise (Fig. 4.3).

Tests	Residuals	Chi squared	
Rows, columns:	3, 5	Degrees freedom:	4
Chi ² :	29.367	<i>p</i> (no assoc.):	6.5825E-06
Monte Carlo <i>p</i> :	-1		

Figure 4.3: Chi-squared test on differences between youth who agreed and disagreed

4.4.2 Rating by municipal officials

On the other hand, all the municipal officials agreed that service delivery in the ward was good (Fig. 4.4). Regarding transparency, the municipal officials confirmed that their municipal operations were transparent, with 77% strongly agreeing and 23% agreeing with this assertion. On accountability, all the municipal officials expressed satisfaction with current accountability mechanisms and their legislative compliance. Lastly, all municipal officials agreed that the participation of youth in municipal meetings and decisions concerning the ward was poor (Fig. 4.4).

When the responses of municipal officials were compared, a statistical test was deemed unnecessary as all the responses were 100% in agreement, which meant that there was zero variability to analyse. The unanimity among municipal officials clearly demonstrates significant differences from the youth, without requiring statistical validation.

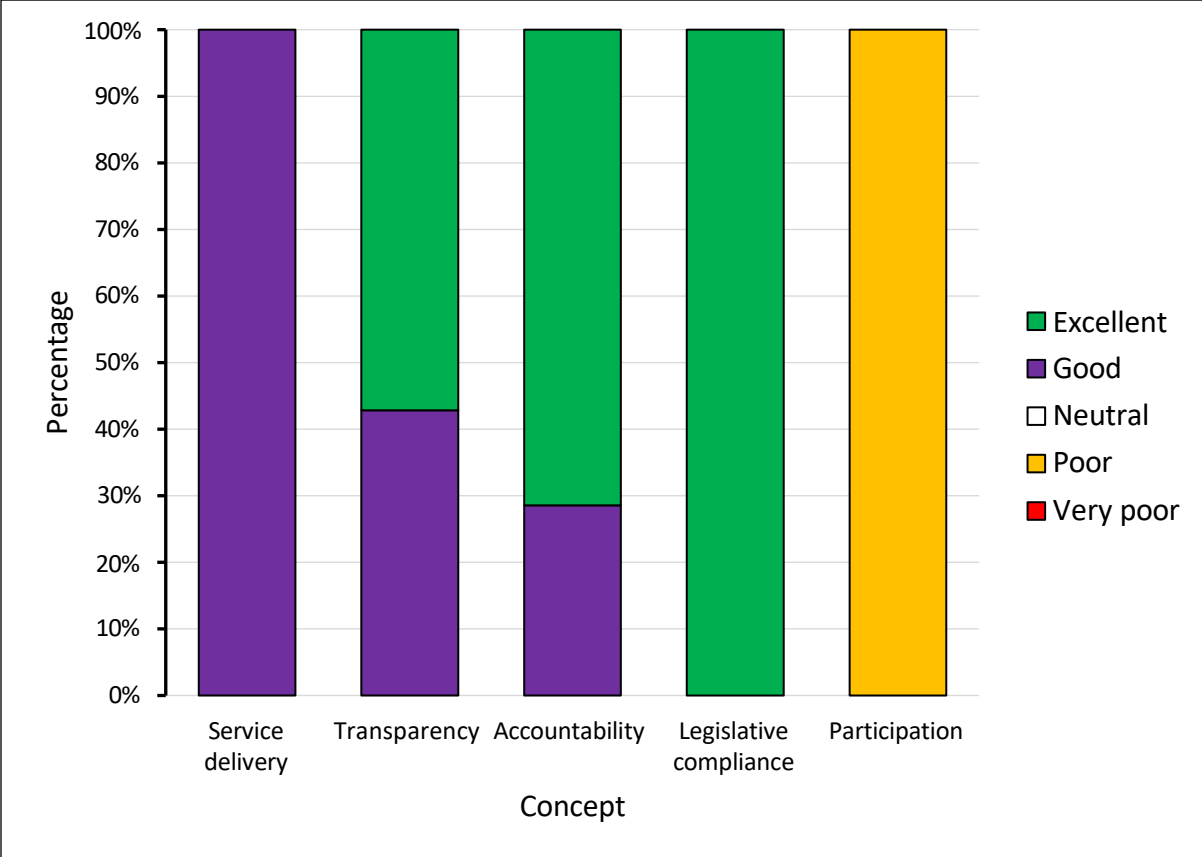


Figure 4.4: Municipal officials’ ratings of the performance of Ward 93 K-SST Settlements on service delivery, transparency, accountability, legislative compliance and participation

4.4.3 Rating by ward committee members on good governance concepts

All the ward committee members agreed (100%, comprising equal frequencies of members who strongly agreed and agreed) that service delivery in the ward was poor (Fig. 4.5). Regarding transparency, all the ward committee members confirmed that municipal operations in the ward were transparent, with 75% strongly agreeing and 25% agreeing. On accountability, all the ward committee members expressed satisfaction with current accountability mechanisms and their legislative compliance. Lastly, all ward committee members agreed that the participation of youth in municipal meetings and decisions concerning the ward was poor (Fig. 4.5). Similar to municipal officials, there was no need to conduct a statistical test as the responses showed 100% agreement.

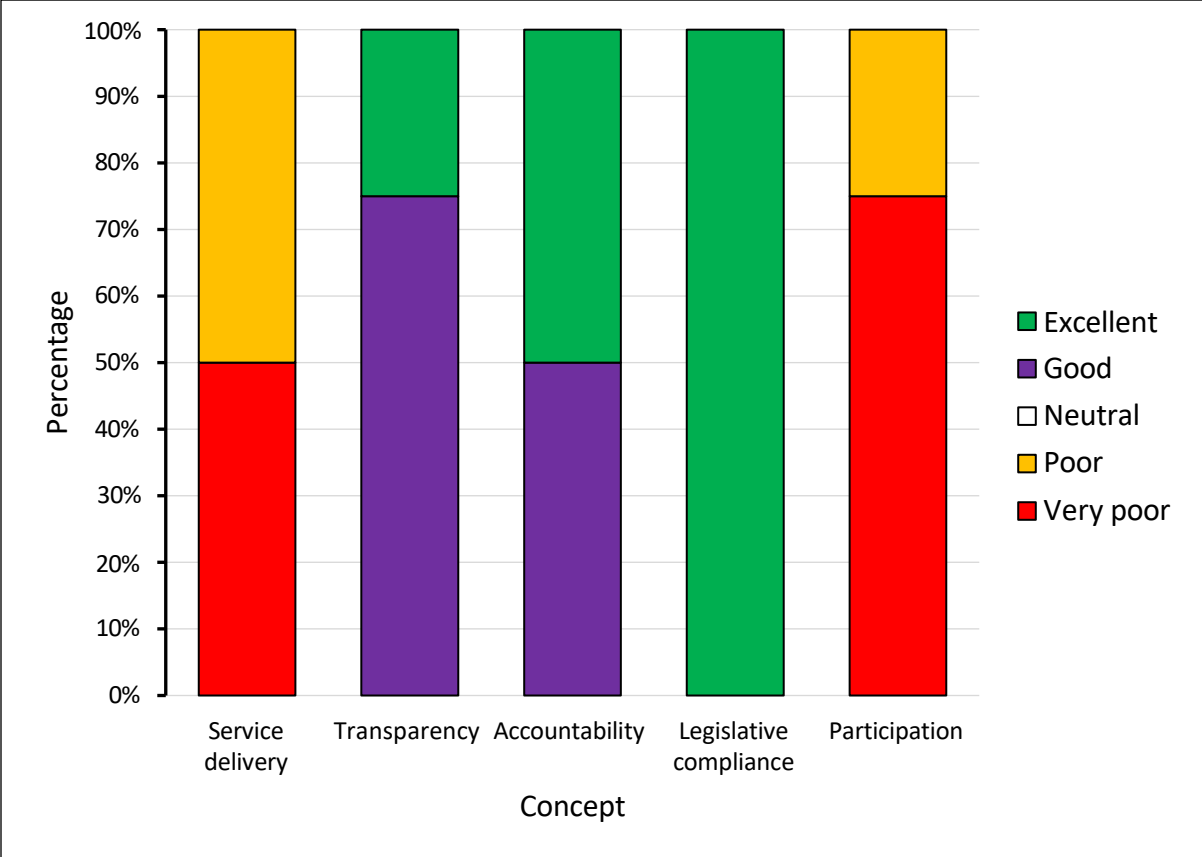


Figure 4.5: Ward committee ratings of the performance of Ward 93 K-SST Settlements on service delivery, transparency, accountability, legislative compliance and participation

4.4.4 Interpretation of results on the performance of Ward 93 K-SST Settlements

Municipalities that perform well are characterised by sound financial and management disciplines and the conduct of governance in accordance with the applicable legislation (BusinessTech, 2022). Data collected from the sampled groups evinced contrasting views on good governance in Ward 93 K-SST Settlements. While municipal officials and ward committee members generally viewed governance practices as good, the youth consistently reported deficiencies across the five critical concepts of service delivery, transparency, accountability, legislative compliance and public participation. This disparity indicates a significant disconnect between the perceptions of ward management and the experience of young residents.

Tjiptoherijanto (2018) emphasises that such contrasting views often stem from skewed power dynamics, in terms of which those in authority – the municipal officials and ward committee members – overestimate the performance of their ward while the youth experience systemic exclusion from the supposed benefits. The uniform criticism across all governance concepts by the youth is corroborated by several studies showing that repeated failures by local government have eroded public confidence (Azeez, 2018; Mlambo et al., 2019; Burchardt, 2022; Mamokhere, 2023). Conversely, positive self-assessment by municipal officials may be due to vested interests in maintaining a positive image in the ward and legitimising their leadership. Such assessments may reflect a normative stance rather than an objective assessment. Lerusse and Van de Walle (2022) examined how municipal officials in Belgium behave in situations when their preferred governance decisions conflict with good governance principles. According to Lerusse and Van de Walle (2022), municipal officials prioritise their governance preferences and deliver biased reports of success to their communities and offices higher up. This distortion is intended to show the public that the ward upholds good governance principles. However, in the absence of community-based evaluations and independent audits, these claims appear to be biased. Municipal officials may selectively highlight achievements in the ward, while downplaying deficiencies, thus masking issues raised by the youth.

The responses of ward committee members corroborate those of municipal officials. This likely stems from the close association of ward committee members and municipal officials and their shared vested interests (Ragolane & Malatji, 2024). Ward committee members may be unduly influenced or ‘captured’ by the municipal officials (Mnqayi, 2021), meaning their decisions on ward matters will be swayed by what the municipal officials desire. Such embedded participation structures often reproduce official narratives rather than challenge them (Dror et al., 2018). They raise questions about the extent to which ward committee members are genuinely there to represent the community’s interests.

The responses of the municipal officials and ward committee members correspond with reports in the media and the scholarly literature that rate the CoCPT Metropolitan Municipality in South Africa highly (Mbanyele, 2021; Du Toit, 2023; Wright et al., 2023). The CoCPT Metropolitan Municipality's uniquely high performance is reflected across almost all service delivery functions within its mandate (Wright et al., 2023). Besides the CoCPT Metropolitan Municipality, the Western Cape Province generally performs better than other provinces. South Africa's democratic transition initially inspired optimism for rapid transformation in local townships, yet tangible progress has remained disappointingly gradual. Nowhere is this stagnation more evident than in Khayelitsha, where the promise of meaningful change continues to elude realisation decades after apartheid's end (Chiwarawara, 2021). The CoCPT Metropolitan Municipality has been accused of allocating resources to wealthier parts of the Metro (Chiwarawara, 2021; Mbanyele, 2021). This suggests that areas inhabited by people of low socioeconomic status remain isolated from resources and will continue to perform badly. Khayelitsha residents have often protested about poor governance and service delivery: for example, in 2013, and more recently, in 2020, when the protest led to three buses and a private car being torched (Mlamla, 2020). Issues that involve good governance have to be managed regardless of the available resources.

4.5 Correlation between ward governance and the livelihoods of the youth

All three groups of respondents agreed to the assertion that ward governance affects the lives of young residents (Fig. 4.6). All the respondents were required to rate on a scale of 1 to 5 the extent to which they agreed with the contention that governance decisions in the ward significantly impacted the welfare of the youth. This study did not enquire as to whether the effects were positive or negative.

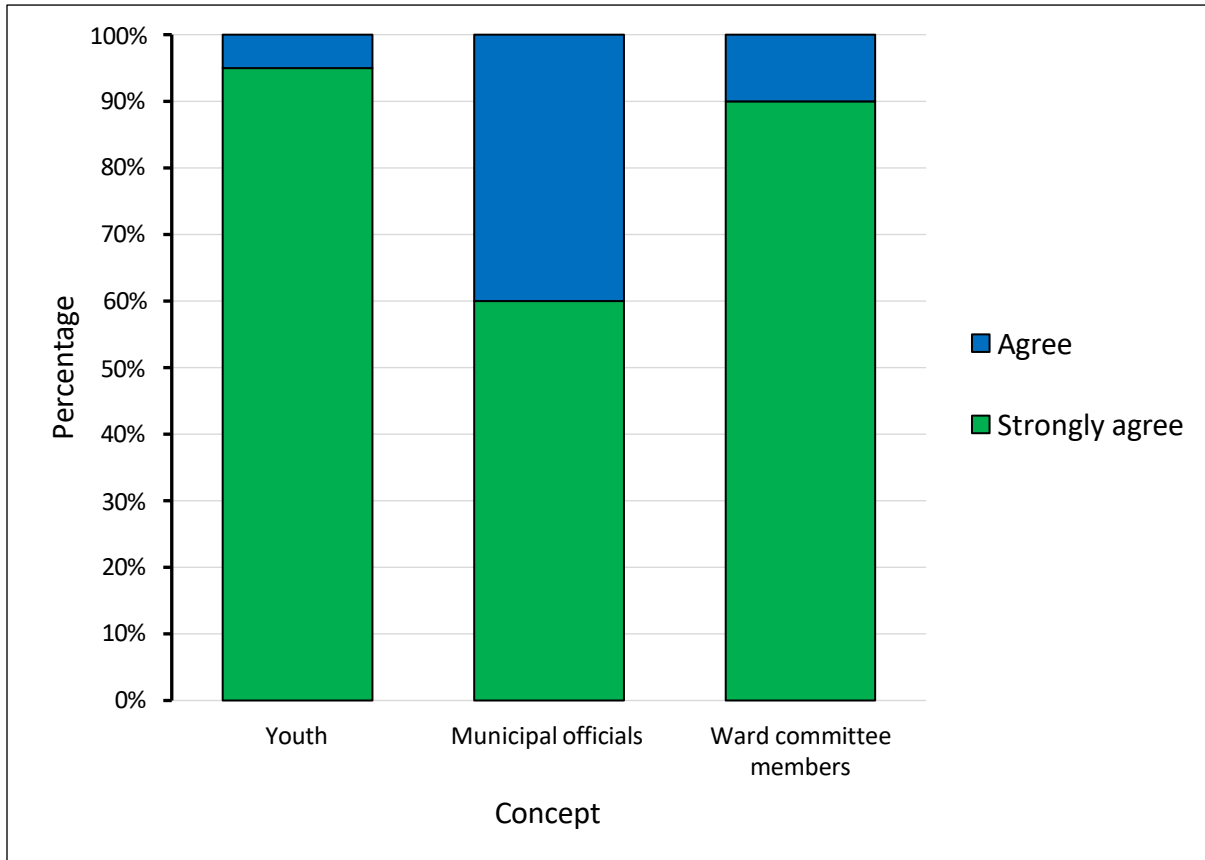


Figure 4.6: The effects of governance on youth livelihoods in Ward 93 K-SST Settlements

4.5.1 Interpretation of results regarding the effects of governance on youth livelihoods in Ward 93 K-SST Settlements

The data indicate a strong consensus among all sampled groups that decisions taken by local governance structures in the ward affect the youth. While this confirms the importance of the youth in ward governance matters, the study does not clarify whether these effects are negative or positive, leaving room for further interpretation.

On the positive side, local government decisions that prioritise youth development can lead to improved access to education, skills training and employment opportunities (Trivelli & Morel, 2020; Mnqayi, 2021). For instance, initiatives like the Fostering Local Wellbeing (FLOW) programme in Bergrivier Municipality (Western Cape Province) and the Greater Kokstad Municipality in KwaZulu-Natal Province between 2014 and 2016

(Ziervogel, 2019). The FLOW programme aimed to capacitate the youth in the municipality through developing transformative and adaptive capacity in the face of the increasing economic inequalities and climate change (Ziervogel, 2019). A local ward may make positive decisions to engage with NGOs to provide opportunities such as scholarships. An example is Umthombo Youth Development Foundation (UYDF), which provides educational support for marginalised youth to pursue careers in health (Campbell et al., 2015). The UYDF has been running this scholarship scheme since 1999 (Campbell et al., 2015).

Conversely, decisions with a negative impact marginalise the youth, leading to a sense of disenfranchisement and social unrest. A notable example is the lack of youth recreational facilities in many South African wards, contributing to alarming levels of drug abuse and crime (Ndhlovu & Tanga, 2021). Decisions that are regarded as signs of poor governance have often led to protests, with the burning of tires by mainly young protesters becoming a common sight in South Africa. Recently, in Nquthu wards, KwaZulu-Natal Province, residents blocked a main road, demanding that the local district council prioritise the repair of roads leading from the wards to town (Motaung, 2025). Thus, while the influence of local governance is clear, its decisions either result in the ward officials being celebrated by the community, or – as is mostly the case in South Africa – being excoriated and threatened.

4.6 Challenges faced by Ward 93 K-SST Settlements in promoting good governance

Similarly, to the results reported in Section 4.4, data on challenges faced by the municipality in promoting good governance differed according to the group of respondents. The youth sample unanimously “strongly agreed” that corruption, a lack of accountability and transparency, ineffective laws, and lack of engagement were major concerns in Ward 93 K-SST Settlements. Conversely, municipal officials strongly opposed these perceptions, with 100% “strongly disagreeing” on most counts except for a shared concern regarding the “lack of engagement”. Ward committee members also denied that corruption, accountability and transparency issues were undermining the

good governance of Ward 93 K-SST Settlements. But the committee members did recognise the absence of effective laws and engagement.

4.6.1 Interpretation of results on challenges faced in Ward 93 K-SST Settlements in promoting good governance

There is a significant disconnect between the perceptions of the different population groups sampled regarding the challenges faced by Ward 93 K-SST Settlements in promoting good governance. The youth's allegations of corruption, lack of accountability, transparency, ineffective laws, and poor engagement are serious issues, indicative of a high level of dissatisfaction with and mistrust of municipal government. The absence of accountability, transparency, effective laws and engagement creates opportunities for corruption. Corruption is indubitably a concerning challenge in South Africa's public sector (Fourie & Malan, 2022), as the country has a Corruption Perceptions Index (CPI) of 44/100 (Vyas-Doorgapersad, 2022). Poor governance associated with the embezzlement of public funds, maladministration and various forms of corruption has affected numerous municipalities in South Africa (Krah & Mertens, 2020; Chitimira et al., 2022; Maduku et al., 2024). Contract scams through the award of tenders are often reported in the media, and the resultant projects are poorly executed, or worse, not executed at all (Mbatha, 2020). There is a popular myth propagated by municipal officials that 'municipalities are always short of funds' (Gumede, 2020). But the truth is that any shortage of funds is mainly attributable to alarming levels of corruption (Fourie & Malan, 2022).

Many municipalities in South Africa have not passed their annual financial audits because of corruption or spending that is "wasteful" or unaccounted for (Maduku et al., 2024). This has often impacted the service delivery mandate of municipalities (Maduku et al., 2024). As reported earlier in this study, the Western Cape Province often receives clean financial audits. While these audit reports paint a favourable picture of governance, municipalities such as Khayelitsha with marginalised wards suggest otherwise. Corruption appears deeply embedded at the ward level, often hidden beneath formal structures and overlooked in broader municipal assessments. The provincial and national governments

that should serve to check and curb corruption are themselves not free from corrupt activities (Mathiba, 2021).

In contrast, municipal officials completely rejected claims that corruption or a lack of accountability and transparency were challenges faced in the ward. All they were prepared to acknowledge as challenges were that the laws were ineffectual and that engagement with the community was neglected. Ward committee members shared the same sentiments. As argued above, self-assessments in cases like these are often biased. Local government officials are evidently extremely cautious about acknowledging corrupt practices within the ward stemming from a lack of accountability and transparency.

The complaint about ineffective laws in the ward could arise from the vague nature of certain policies at the municipal level. Although South Africa boasts a strong constitution and comprehensive legislative frameworks that promote good governance, there is substantial room for inconsistency in their implementation at the ward level. Local policies frequently lack clarity, being vulnerable to misinterpretation, selective enforcement, or complete disregard. This disconnect between national legal standards and local practice undermines accountability and transparency and leads to corruption. For governance to be effective, local government policies must clearly align with constitutional principles and be communicated in such a way that promotes understanding and compliance.

Lack of engagement was a shared concern among all the respondent groups. This challenge was also presented in Section 4.2 under the theme of poor participation. Overall, for municipalities in South Africa to deliver effective and efficient services, they must involve the public to inform them about the municipal services they offer and listen to their dissatisfactions (Matloga et al. 2024). Despite South Africa's constitutional requirement that the public participate in governance, many municipalities fail to meaningfully involve the public in decision-making processes (Ragolane & Malatji, 2021). Key decisions on service delivery, development projects, budgets, tenders, procurement and policies are often made without the input of the public, leading to the misallocation of

resources and a lack of accountability (Thusi & Selepe, 2023). Political interference, corruption and limited public education further exclude the youth.

The absence of meaningful public participation, particularly in financial processes and other local governance matters, undermines service delivery and creates opportunities for municipal officials to manipulate accounting practices (Mamokhere, 2023). The low participation of the youth in local governance issues was also reported by Maphosa and Moyo (2024) in the Mogale City Local Municipality, Gauteng Province. This situation conduces to the repeated protests that have occurred in several municipalities in South Africa. According to Masiya et al. (2019) and a report by Love (2025), youth participation in local governance issues continues to decline, with the youth claiming that their views are disregarded by municipal officials. Strengthening public participation mechanisms is therefore crucial for improving service delivery, governance, and trust in South African local authorities.

4.7 Measures to address the challenges faced in Ward 93 K-SST Settlements in promoting good governance

In this section, participants were asked to confirm whether Ward 93 K-SST Settlements were implementing measures to address the challenges highlighted in Section 4.6. All the youth responded that they were not aware of any measures implemented in the ward to promote good governance. Contrary to this, all the municipal officials and ward committee members claimed that there were indeed measures being taken to address the challenges faced in the ward.

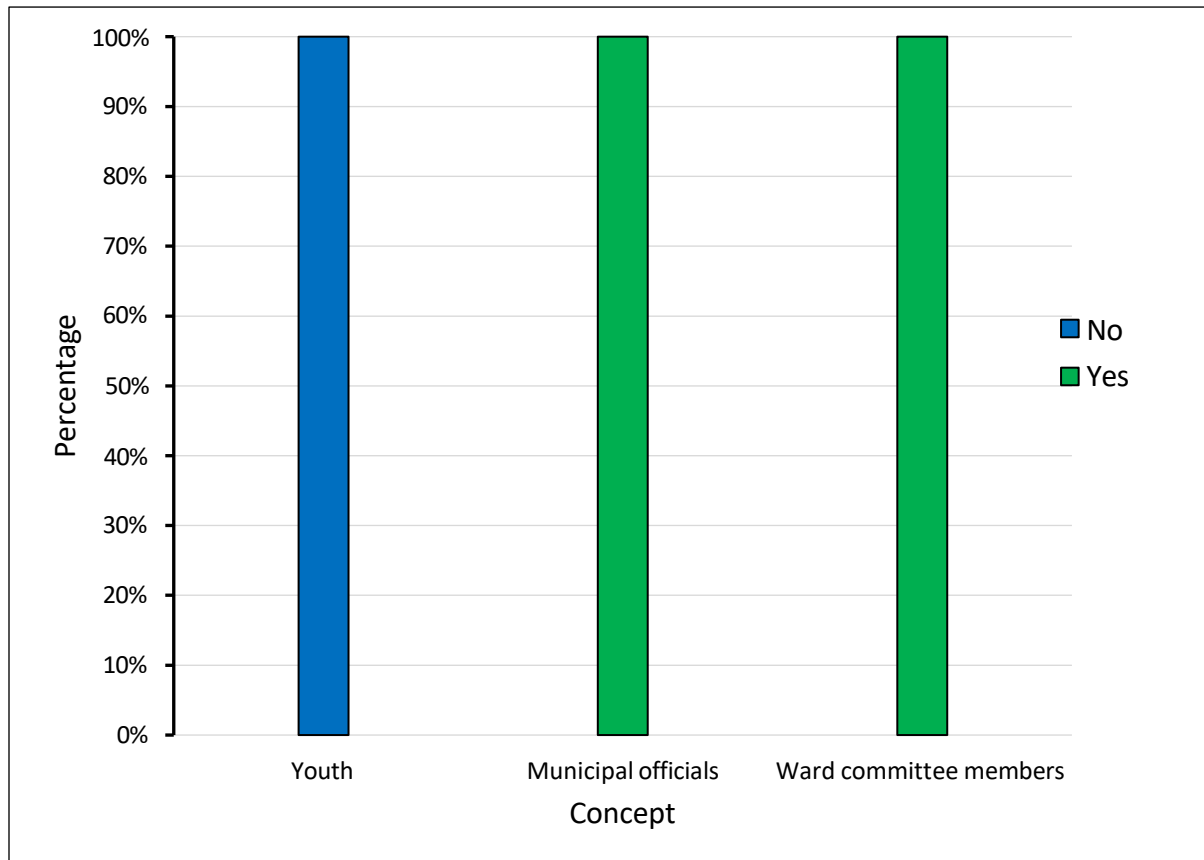


Figure 4.7: Availability of measures to address the challenges faced in Ward 93 K-SST Settlements in promoting good governance

Participants were requested to suggest measures that might promote good governance in Ward 93 K-SST Settlements. The measures proposed by the sampled groups included the training of municipal officials, strict municipal laws and the arrest of corrupt officials, involving citizens in accounting and budgetary processes, creating awareness about good governance, and establishing a monitoring and evaluation framework. The sampled groups all believed that these measures could promote good governance.

4.7.1 Interpretation of results concerning measures to promote good governance in Ward 93 K-SST Settlements

Training and development empower employees with the essential competencies and expertise needed to execute their job responsibilities effectively (HR helpboard, 2022). This is promoted by the Skills Development Act, 97 of 1998. The training of municipal

officials in the ward should make them more aware of their mandates (Ryklief & Tengeh, 2022). The municipality needs to provide training for its employees to create a workforce that equitably caters for all societal needs, as mandated by legislation, through a citizen-oriented service delivery approach (Ryklief & Tengeh, 2022).

On the issue of stricter municipal laws to promote good governance, it must be pointed out that South Africa has clear and well-defined laws and policies that constitute a framework for a democratic, developmental and accountable local government system (South Africa, 1996). Despite this, a perceived lack of responsiveness on the part of municipal officials towards residents, as well as cases of maladministration and corruption involving municipal officials, all contribute to the perception that municipal councils are not practising good governance. It is the failure to enforce municipal laws that is often cited as the problem (Mathebula, 2014; Mamokhere, 2019; Mantzaris et al., 2022). Citizens' dissatisfaction with municipal service delivery has reached critical levels because its failure is widely regarded as the result of corrupt practices that typically go unpunished or are not even noticed (Maphumulo, 2016; South Africa. Department of Cooperative Governance, Human Settlements and Traditional Affairs, 2017; Felton et al., 2023). South Africans no longer trust the government to be genuinely committed to combatting corruption. There is an urgent need for stringent, decisive action against municipal officials involved in corruption, and for more severe consequences for those found guilty. There must be secure channels for residents to report corruption to the authorities (Felton et al., 2023).

Involving citizens was highly recommended by all sampled groups as a measure to promote good governance. For instance, all the groups maintained that the youth should be involved in accounting and budgetary processes in the ward. The involvement of the youth in decision-making processes would create an enabling and inclusive environment (Van der Waldt, 2017; Malemane & Nel-Sanders, 2021). South African legislation compels municipalities not only to consult citizens but also to include them as an integral element in municipal management (De Vries & Ile, 2021). The participation of citizens is emphasised throughout the Municipal Systems Act, and Section 4 of the Act expressly

encourages the involvement of citizens in service provision by insisting on community consultation on the level, quality, variety and impact of municipal services (De Vries & Ile, 2021). The mandatory involvement of citizens in aspects of local government is attested to in various sources and is effectively a core provision in the applicable South African legal framework (Ngunjiri et al., 2023). The inclusion of citizens in financial and budgetary processes, procurement processes, service delivery and construction has been shown to promote good governance and enhance the performance of municipalities (Ngunjiri et al., 2023). In India and elsewhere, the engagement of citizens is increasingly serving to curb corruption and to hold municipal officials accountable through programmes such as public interest litigation assets, citizen report cards, liabilities disclosure and monitoring (Bhargava, 2015). Public participation tends, however, to be hampered by administrative stonewalling. In Zimbabwe, Kenya, Tunisia and South Africa, for instance, municipal officials are often reluctant to provide residents with the information they request (Ngunjiri et al., 2023). This is reflected in this study by the fact that municipal officials did not overwhelmingly support the involvement of citizens. Municipal officials provide bulky budgeting and planning documents written in technical language that is difficult for residents to understand, and they are typically provided with these documents only hours before formal public forums are convened. This practice ensures that residents cannot effectively prepare and provide meaningful contributions to budgeting, planning and service delivery processes (Ngunjiri et al., 2023).

In this study, all the sampled groups overwhelmingly supported the creation of awareness campaigns to promote good governance. Well-designed awareness initiatives serve as critical instruments for social change by systematically informing and shaping public understanding of key issues. As outlined in the *SDG accountability handbook* (2020), these campaigns perform a dual function: they enhance civic knowledge while strategically encouraging behavioural and attitudinal shifts aligned with development objectives. Particularly impactful is their ability to harness commitment from the youth, transforming grassroots perspectives into influential advocacy that can pressure policymakers and reshape political agendas (*SDG accountability handbook*, 2020). An example of an awareness campaign is Eskom's placement of electricity usage

notifications on South African TV channels to encourage citizens to switch off appliances not in use to regulate national electricity consumption. In some municipalities in South Africa, municipal officials parade with loudspeakers, encouraging citizens to safeguard their wards by safely disposing of waste and conserving water. Through these awareness programmes, communities are also alerted to issues of corruption and where to report them. In North-West's Bojanala District Municipality, a community member expressed his frustration with the government's inconsistency. When it wants to increase taxes, government representatives visit the communities and explain the increase, but when it comes to corruption matters, the government does not think it necessary to engage the people (Transparency International, 2019). It is therefore important to conduct awareness campaigns on all issues affecting residents.

Information technology tools are often used to discharge responsibility with respect to transparency and accountability, including local government websites and social media pages such as Facebook, X and YouTube (Song & Lee, 2016; Tavares & Da Cruz, 2017). Because of their low socioeconomic status, Ward 93 K-SST Settlements residents might not be able to access information made available by municipal authorities on the internet. This means there is a need for physical meetings at which municipal officials can present administrative and financial information to residents to ensure transparency and accountability.

All the respondent groups agreed that there was a need for monitoring and evaluation to promote good governance in Ward 93 K-SST Settlements. Transparency and accountability are characteristics of good governance, whilst monitoring and evaluation comprise a strategy for attaining good governance (Samaratunge & Alam, 2021; Sofyani et al., 2021). It can be said that a symbiotic relationship exists between good governance and monitoring and evaluation (Ojok & Basheka, 2016; Hausenkamph et al., 2022), in that good governance creates a platform and an enabling environment for monitoring and evaluation (Agrawal et al., 2016; Hausenkamph et al., 2022). Effective governance requires a commitment to continuous institutional improvement through systematic performance evaluation, experiential learning, and evidence-based programme

enhancement (Agrawal et al., 2016). This is only possible through better management, planning and implementation, which, again, creates an enabling environment for monitoring and evaluation (Agrawal et al., 2016). The importance of monitoring and evaluation in South African municipalities is reflected in how these processes have been incorporated into definitions of municipal legislative and executive authority. Section 11(3) of the Municipal Systems Act states that municipal councils should monitor their executive authority by conducting evaluation exercises. It is no wonder that the participants in this study considered monitoring and evaluation an important element in promoting good governance.

4.8 Summary

This chapter presented analysis and interpretation of the data collected. Demographic data on the respondents was reported first, indicating their gender, race and number of years of residence and experience in Ward 93 K-SST Settlements. This was followed by data pertaining to the objectives of the study. Overall, all the population groups showed an understanding of local government principles of good governance, public management, transparency and accountability. They differed sharply when it came to assessment of actual performance, with the youth characterising the municipal performance as poor with respect to service delivery, transparency, accountability, legislative compliance and participation. On the other hand, municipal officials and ward committee members maintained that the ward was performing well except on the issue of engagement. All the sample groups confirmed that decisions made by the ward had an impact on the lives of the youth. As challenges to the promotion of good governance, the young residents identified corruption, lack of accountability, lack of transparency, ineffective laws, and lack of engagement. Conversely, municipal officials and ward committee members ignored these issues. Moreover, municipal officials confirmed that the ward had measures in place to address the challenges to good governance it faces. This was not the case with the youth, who claimed that there were no such measures. To address the challenges, participants suggested that municipal officials be trained, that municipal laws be strictly enforced and corrupt officials arrested. Citizens should be involved in ward governance decisions through engagement and participation. The next

chapter reflects on the objectives presented in Chapter 1 in order to provide conclusions and recommendations based on the research findings presented in this chapter.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

Local governments play a vital role in shaping community development and ensuring that residents have consistent access to essential services. The notion of good governance has gained traction as a key standard for measuring public service delivery and has been embraced by many democratic nations, including South Africa. Yet many municipalities across South Africa stand accused of failing to deliver basic services effectively. Communities in various regions continue to face challenges with accessing necessities such as electricity, clean water, proper sanitation and waste management. Motivated in part by rising community unrest and protests linked to inadequate service delivery, this study aimed to assess the extent to which good governance is being practised in Ward 93 K-SST Settlements, focusing on aspects such as transparency, accountability, citizen participation, and adherence to legislative frameworks. This chapter reflects on the research results in relation to the objectives presented in Chapter 1 to reach conclusions and make recommendations.

5.2 Objective-based conclusions

5.2.1 Current status of good governance in Ward 93 K-SST Settlements

The first objective was to determine the current status of good governance in Ward 93 K-SST Settlements. Overall, the groups of respondents appeared to have a good understanding of the good governance concepts of service delivery, transparency, accountability, legislative compliance and participation. Together, these facets are vital for a functioning ward in which the service delivery needs of the residents are being met. Failure to meet these needs often results in protests like those that continue to plague a number of South African municipalities.

This was a commendable finding in that it meant that all the sampled groups were

knowledgeable about the subject addressed by the survey. It would have been a concern if a significant percentage of the sampled groups had indicated that they did not understand these key concepts. Central to the concepts is the notion of good governance, a major means of reducing poverty, promoting sustainable development and maintaining peace in local governments (Malemane & Nel-Sanders, 2021). The null hypothesis associated with this objective was: “There is good governance in Ward 93 K-SST Settlements characterised by good service delivery, accountability, transparency and inclusion of youths”. This is rejected based on data from the youth, and accepted based on data from municipal officials and ward committee members.

5.2.2 How governance in Ward 93 K-SST Settlements affects the youth

The unanimous agreement across all the sampled population groups that ward governance affected the lives of the youth highlights the significance of local governance in shaping their socio-economic circumstances. Although confirming the perceived impact, the study did not ascertain whether these effects were predominantly negative or positive, nor did it assess the extent to which the youth had directly experienced such impacts. The existing literature, however, suggests that ward governance can either empower youth through inclusive policies, employment opportunities, and participatory decision-making (Trivelli & Morel, 2020; Mnyayi, 2021); or marginalise them through inefficiency, exclusion or corruption (Ndhlovu & Tanga, 2021; Motaung, 2025). Future research should therefore investigate the nature and magnitude of these impacts, as well as the lived experience of young people, to inform targeted policy interventions. Strengthening ward governance accountability, youth representation and service delivery remain crucial to ensuring that the influence of governance on the lives of young people is constructive rather than detrimental. A deeper empirical analysis will help tailor local governance strategies to effectively address youth needs and foster sustainable development.

5.2.3 Challenges faced by Ward 93 K-SST Settlements in promoting good governance

The third objective was to determine the challenges to promoting good governance faced by Ward 93 K-SST Settlements. The youth regarded corruption, a lack of accountability and transparency, ineffective laws and poor engagement as serious challenges in the ward. The latter four are precursors or preconditions for corruption. The issue of corruption is widely documented in South Africa, and cases of corruption, particularly in local government, frequently top the news headlines. Poor governance in many municipalities in South Africa includes the embezzlement of public funds, maladministration and corruption. In this study, however, the municipal officials and ward committee members maintained that accountability and transparency were not challenges. This perspective contrasts sharply with the concerns raised by the sample of young residents when they identified governance deficiencies. This contradiction may reflect institutional denial.

All the sampled groups acknowledged the lack of effective laws and the lack of engagement as challenges in the ward. The perceived absence of effective laws stems from the ambiguity of local government policies coupled with the failure to enforce such laws as do exist. A challenge cited by all the sampled groups in this study was the lack of engagement and participation on the part of the community. This is a source of concern, especially as the youth emphasised how little they were engaged in ward governance matters. The issue has been a growing concern in South Africa as studies have shown that youth participation in municipal matters has been declining. The youth have been losing confidence in local government and do not see the point of participating in meetings that they are invited to, as they feel that their opinions are not considered.

5.2.4 Measures in place to address the challenges to good governance in Ward 93 K-SST Settlements

The last objective was to determine what measures were in place to address challenges to good governance in Ward 93 K-SST Settlements. All the municipal officials confirmed the existence of measures to address the challenges to good governance faced in Ward

93 K-SST Settlements. On the other hand, all the youth denied that any such measures existed. They suggested that municipal officials be fully trained, that municipal laws be strictly enforced and that corrupt officials be brought to book. They also proposed involving the youth in accounting and budgetary processes, creating awareness of good governance, and establishing a monitoring and evaluation framework. The proper training of municipal officials would make them more aware of their responsibilities, increase productivity and boost morale, at the same time fostering a culture of innovation, trust and cooperation. Legislation in South Africa offers a framework for a democratic, developmental and accountable local government system, but the framework is not complemented by the enforcement of municipal laws (Mamokhere, 2019; Mantzaris et al., 2022). Residents are increasingly dissatisfied with the indolence, incompetence or outright corruption on the part of municipal officials, which gets in the way of service delivery (Mamokhere, 2022; Felton et al., 2023). Involving the youth was highly recommended for the promotion of good governance. By being involved, young people could help build an inclusive space for participation in governance. The participation of citizens in local government is emphasised in the relevant Acts, and research has shown that this improves the performance of municipalities. All three groups of respondents strongly supported the notion of awareness campaigns to promote good governance. Awareness campaigns are important as they seek to inform and educate citizens about an issue with the intention of influencing their attitudes, beliefs and behaviour towards achieving a defined goal. Through awareness promotion programmes, residents get to know about issues affecting their wards and municipalities. Lastly, all the participant groups agreed that there was a need for monitoring and evaluation to promote good governance in Ward 93 K-SST Settlements. Good governance in turn creates a platform and enabling environment for monitoring and evaluation.

5.3 Overall conclusion

Good governance is a multidimensional process involving significant political and socioeconomic factors. Its goal is the transformation of communities through human advancement in all its dimensions. Good governance is in line with the achievement envisaged in the UN's SDG 16, which is specifically dedicated to strengthening

institutions to promote good governance. It is commendable that the Constitution of South Africa supports the concepts of good governance, public management, transparency, accountability and service delivery. However, issues of poor service delivery and governance continue to plague municipalities in South Africa.

This is why it was appropriate to examine the case of Ward 93 K-SST Settlements, a poor community in Khayelitsha, CoCPT Metropolitan Municipality, to determine how the ward is executing its good governance mandates. To obtain comprehensive quantitative data and determine how viewpoints converged or diverged, it was important to examine the perspectives of younger residents, municipal officials and ward committee members. The results of the study indicate that local government in Ward 93 K-SST Settlements is not performing well in terms of good governance according to the youth, but is performing well according to the municipal officials and ward committee members. The youth and other sampled groups had contrasting views on the challenges that affect good governance in the ward. The youth acknowledged that there was corruption, a lack of accountability and transparency, ineffective laws, and poor engagement in the ward, while the other sampled groups disagreed with these assertions, only assenting to the negative impact of ineffective laws and poor engagement. The sampled groups also had contrasting responses on whether measures were in place to address these challenges. It was suggested that municipal officials be properly trained, that municipal laws be strictly enforced, that corrupt officials be arrested and punished, and that youth be involved in ward governance matters. The creation of good governance awareness programmes and the establishment of a monitoring and evaluation framework were also proposed as measures to promote good governance in the ward.

5.4 Recommendations

This section presents the recommendations that arise from the study's major findings on good governance in Ward 93 K-SST Settlements, divided for convenience' sake into sections on youth, municipal officials, ward committee members, and further studies.

5.4.1 Recommendations for youth

The results showed that the youth understood the local government concepts of good governance, public management, transparency, accountability and service delivery. This important finding indicates that the youth had sufficient knowledge to contribute usefully to ward meetings aimed at improving residents' livelihoods. The youth should develop a positive attitude towards participating in ward meetings so that they can air their concerns and views on matters of governance. It is strongly recommended that the youth of Ward 93 K-SST Settlements get involved in the development of the ward and the municipality at large. Municipal meetings afford the residents an opportunity to discuss and debate municipal issues in a diplomatic manner, rather than through violent protests that can derail any progress being made. Developing a positive attitude towards municipal issues is a huge step for residents towards bridging the gap between themselves and municipal officials.

5.4.2 Recommendations for municipal officials

The results showed that municipal officials understood the local government concepts of good governance, public management, transparency, accountability and service delivery. The main issues that inevitably arose in this context are those that have to do with corruption, maladministration, transparency and accountability. The lack of transparency and accountability, coupled with corruption and ineffective service delivery, will ultimately cripple the ward if the officials do not pay particular attention to these matters. Municipal officials in Ward 93 K-SST Settlements therefore need to conduct their duties in the manner prescribed by the Constitution of South Africa. The results showed that youth participation in local governance in the ward was non-existent. This is of concern as the involvement of residents in municipal decisions is required by the Constitution. Their rights and interests need to be safeguarded, and municipal officials should prioritise their participation. Providing youth with a platform or platforms where municipal issues can be discussed can help them become aware of financial flows, budget allocation and expenditure in a way they can make work for them. Municipal officials should also be doing more to close the gap between themselves and the communities that they serve. This can be achieved through enhancing residents' sense of identity, belonging and

responsibility, and welcoming and stimulating their participation.

5.4.3 Recommendations for ward committee members

Ward committee members must prioritise transparency and community trust by actively representing the needs of the communities rather than being perceived as sharing the interests of municipal officials. To avoid scepticism, ward committee members should maintain consistent public engagement through clear reporting, regular meetings and demonstrable advocacy for community-driven projects. Ward committee members must provide real-time, accurate updates on matters of ward governance to ensure that communities stay informed. These include project timelines, municipal decisions and budgets. By upholding integrity, ensuring accessibility of information, and remaining visibly responsive to grassroots concerns, ward committees can strengthen credibility and foster meaningful community participation in local governance.

5.5 Limitations and recommendations for future research

5.5.1 Limitation of area

The study was conducted in Ward 93 K-SST Settlements in the CoCPT Metropolitan Municipality. Results from this study only apply to the ward and cannot be generalised for the entire province of the Western Cape, nor to the whole of South Africa. The results of the study are nevertheless suggestive of certain patterns of thinking that may be more widely indicative. More areas need to be studied so that comparisons and confirmations can be made.

5.5.2 Limitations of the research approach

The study adopted a quantitative approach and used a closed-ended questionnaire as a research instrument. A closed-ended questionnaire has predetermined responses and, although participants can select any answer from among those provided, this does not necessarily mean that they have understood the question. Future studies may utilise mixed methods by providing a section in the questionnaire that allows participants to express themselves freely. Nonetheless, this study provided sound numerical data on how residents and municipal officials understood local government concepts. The study

also determined the overall performance of Ward 93 K-SST Settlements according to the criteria set by these concepts.

REFERENCES

Ackerman, B., Schmid, I., Rudolph, K.E., Seamans, M.J., Susukida, R., Mojtabai, R. & Stuart, E.A. 2019. Implementing statistical methods for generalising randomised trial findings to a target population. *Addictive Behaviours*, 94:124-132.

African Centre for Citizenship and Democracy (ACCD). 2020. *Reflections on governance and service delivery surveys in Khayelitsha, Langa and Delft*. https://ggln.org.za/index.php?option=com_k2&view=item&id=107:chapter-7-reflections-on-governance-and-service-delivery-surveys-in-khayelitsha-lang-and-delft&Itemid=668 [Accessed 04 March 2025].

Agrawal, R., Kalugampitiya, A., Rinzin, R. & Hashim, K. 2016. *Leveraging monitoring and evaluation systems for good governance. Evaluation for Agenda 2030: Providing Evidence on Progress and Sustainability*: 169-185. <https://ideas-global.org/wp-content/uploads/2017/12/Chapter-11.pdf> [Accessed 04 August 2023].

Åkerblad, L., Seppänen-Järvelä R. & Haapakoski, K. 2021. Integrative strategies in mixed methods research. *Journal of Mixed Methods Research*, 15(2):152-170.

Almarri, K. 2023. The value for money factors and their interrelationships for smart city public-private partnerships projects. *Construction Innovation*, 23(4):815-832.

Amann, J. & Sleight, J. 2021. Too vulnerable to involve? Challenges of engaging vulnerable groups in the co-production of public services through research. *International Journal of Public Administration*, 44(9):715-727.

Amato, C., Jerie, S., Mutekwa, T.V., Shabani, T., Shabani, T. & Muyambo T. 2024. Impacts of solid waste management strategies in urban high-density suburbs: A case of Amaveni suburb, Kwekwe, Zimbabwe. *Discover Environment*, 2(97):1-17.

Angelucci, C. & Russo, A. 2022. Petty corruption and citizen reports. *International Economic Review*, 63:831-848.

Animashaun, O. & Chitimira, H. 2021. The reliance on lifestyle audits for public officials to curb corruption and tax evasion in Nigeria. *Potchefstroom Electronic Law Journal (PELJ)*, 24(1):1-38.

Anshari, M. & Hamdan, M. 2023. Enhancing e-government with a digital twin for innovation management. *Journal of Science and Technology Policy Management*, 14(6):1055-1065.

Apuke, O.D. 2017. Quantitative research methods: A synopsis approach. *Arabian Journal of Business and Management Review*, 6(10):40-47.

Asefa, S. & Huang, W-C. 2015. The challenges of good governance and leadership in developing countries: Cases from Africa and China. In Asefa, S. & Huang, W-C. (eds.). *The political economy of good governance*. Upjohn Institute for Employment Research, 131-153.

Azeez, A. 2018. Democratic consolidation and good governance in Africa: Assessing the incidences of poverty and corruption in four African States. *Bangladesh E-Journal of Sociology*, 15(1):42-58.

Barella, Y., Fergina, A., Mustami, M.K., Rahman, U. & Alajaili, H.M.A. 2024. Quantitative methods in scientific research. *Jurnal Pendidikan Sosiologi dan Humaniora*, 15(1):281-287.

Bauer, G.R., Churchill, S.M., Mahendran, M., Walwyn, C., Lizotte, D. & Villa-Rueda, A.A. 2021. Intersectionality in quantitative research: A systematic review of its emergence and applications of theory and methods. *SSM - Population Health*, 14(100798):1-11.

- Bekele, B. & Ago, F.Y. 2020. Good governance practices and challenges in local government of Ethiopia: The case of Bonga Town administration. *Research in Educational Policy and Management*, 2:97-128.
- Bello, K.B., Jusoh, A. & Md Nor, K. 2021. Relationships and impacts of perceived CSR, service quality, customer satisfaction and consumer rights awareness. *Social Responsibility Journal*, 17(8):1116-1130.
- Benxa, O. 2022. *Focus: public sector: Municipalities and their role in local communities*. <https://www.accountancysa.org.za/focus-public-sector-municipalities-and-their-role-in-local-communities/> [Accessed 06 March 2023].
- Bhargava, V. 2015. Engaging citizens and civil society to promote good governance and development effectiveness. *The Governance Brief*, 23:1-8.
- Bisogno, M. & Cuadrado-Ballesteros, B. 2022. Budget transparency and governance quality: A cross-country analysis. *Public Management Review*, 24(10):1610-1631.
- Bodino, M. 2022. Learning from Cape Town desegregation: Khayelitsha. In *Reframing the role of public open space*. PoliTO Springer Series. Springer, Cham, 93-159.
- Bologna, J. & Ross, A. 2015. Corruption and entrepreneurship: Evidence from Brazilian municipalities. *Public Choice*, 165(1-2):59-77.
- Bracci, E., Papi, L., Bigoni, M., Gagliardo, E.D. & Bruns, H.J. 2019. Public value and public sector accounting research: A structured literature review. *Journal of Public Budgeting, Accounting and Financial Management*, 31(1):103-136.
- Bradshaw, C., Atkinson, S. & Doody, O. 2017. Employing a qualitative description approach in health care research. *Global Qualitative Nursing Research*, 4:1-8.
doi: 10.1177/2333393617742282

Burchardt, M. 2022. Under pressure: South Africa's middle classes and the 'rebellion of the poor'. *Journal of Contemporary African Studies*, 41(1):1-8.

DOI:10.1080/02589001.2022.2035701

BusinessTech. 2021. *This map shows the best and worst run municipalities in South Africa*. <https://businesstech.co.za/news/government/515940/this-map-shows-the-best-and-worst-run-municipalities-in-south-africa/> [Accessed 06 March 2023].

BusinessTech. 2022. *These are the best and worst municipalities in South Africa*. <https://businesstech.co.za/news/government/693053/these-are-the-best-and-worst-municipalities-in-south-africa-2/> [Accessed 04 August 2023].

Campbell, L., MacGregor, G. & Ross, A. 2015. Review of the Umthombo Youth Development Foundation scholarship scheme, 1999–2013: Original research. *African Journal of Primary Health Care and Family Medicine*, 7(1):1-15.

Campbell, S., Greenwood, M., Prior, S., Shearer, T., Walkem, K., Young, S., Bywaters, D. & Walker, K. 2020. Purposive sampling: Complex or simple? Research case examples. *Journal of Research in Nursing*, 25(8):652-661.

Carlsen, L. & Bruggemann, R. 2022. The 17 United Nations' sustainable development goals: A status by 2020. *International Journal of Sustainable Development & World Ecology*, 29(3):219-229.

Channuwong, S. 2018. The relationship between good governance principles and organizational justice: A case study of Bangkok government officials. *Asia-Pacific Social Science Review*, 18:253-266.

Check, N.A., Madise, T., Majozi, N. & Hamada, Y. 2019. The integrity of political finance systems in Africa: Tackling political corruption. *International IDEA Policy Paper No. 20*.

<https://www.idea.int/publications/catalogue/integrity-political-finance-systems-africa>
[Accessed 08 March 2023].

Chien, N.B. & Thanh, N.N. 2022. The impact of good governance on the people's satisfaction with public administrative services in Vietnam. *Administrative Sciences*, 12(1):1-15.

Chitimira, H., Sethunyane, T. & Magau, P. 2022. Overview challenges affecting the promotion of good corporate governance measures in Mahikeng Local Municipality. *Acta Universitatis Danubius (Juridica)*, 18(1):7-22.

Chiwarawara, K. 2021. Service delivery protests and the struggle for urban development in Gugulethu and Khayelitsha, Cape Town. Unpublished doctoral thesis, University of the Western Cape, South Africa.

Chiwarawara, K. 2024. The struggle for housing and basic services in South Africa: A case for service delivery protests. *Social Dynamics*, 50(2):148-165.

Chukwuere, J.E. 2021. Theoretical and conceptual framework: A critical part of information systems research process and writing. *Review of International Geographical Education (RIGEO)*, 11(9):2678-2683.

Coker, D.C. 2022. A thematic analysis of the structure of delimitations in the dissertation. *International Journal of Doctoral Studies*, 17:141-159.

Creswell, J.W. & Creswell, J.D. 2018. *Research design: Qualitative, quantitative, and mixed methods approaches*. 5th edition. Los Angeles: SAGE.

Dawadi, S., Shrestha, S. & Giri, R.A. 2021. Mixed-methods research: A discussion on its types, challenges, and criticisms. *Journal of Practical Studies in Education*, 2(2):25-36.

De la Harpe, S., Rijken, C. & Roos, R. 2008. Good governance. *Potchefstroom Electronic Law Journal (PELJ)*, 11(2):2-15.

Demir, S. 2022. Comparison of normality tests in terms of sample sizes under different skewness and kurtosis coefficients. *International Journal of Assessment Tools in Education*, 9(2):397-409.

De Vries, S. & Ile, I. 2021. Low hanging fruit for improved governance through participatory monitoring and evaluation system in South Africa with specific reference to ward committee's system. *African Journal of Public Affairs*, 12(1):99-113.

Dror, I.E., Kukucka, J., Kassin, S.M. & Zapf, P.A. 2018. When expert decision making goes wrong: Consensus, bias, the role of experts, and accuracy. *Journal of Applied Research in Memory and Cognition*, 7(1):162-163.

Dube, S.M. 2024. Condition assessment of sewerage infrastructure in selected townships in Cape Town, South Africa. Unpublished master's thesis, Cape Peninsula University of Technology, Cape Town, South Africa.

Duri, J. 2020. Overview of corruption and anticorruption in sub-Saharan Africa. *Transparency International*.

https://knowledgehub.transparency.org/assets/uploads/kproducts/SubSaharan-Africa_Overview-of-corruption-and-anticorruption-2020.pdf [Accessed 08 March 2023].

Du Toit, S. 2023. *Cape Town receives a clean audit for the 2021/22 financial year*. Cape Town ETC. <https://www.capetownetc.com/news/cape-town-receives-a-clean-audit-for-the-2021-22-financial-year/#:~:text=The%20City%20of%20Cape%20Town,agenda%20for%2026%20January%202023> [Accessed 06 March 2023].

Everatt, D. & Pieterse, M. 2022. Outsourcing governance: Local government and the future of democracy in South Africa. *Journal of Southern African Studies*, 48(5):787-804.

Fairclough, R. & Thelwall, M. 2022. Questionnaires mentioned in academic research 1996-2019: Rapid increase but declining citation impact. *Learned Publishing*, 35(2): 241-252.

Felton, J., van Wyk-Khosa, S. & Mpani, N. 2023. South Africans call on government to deliver solutions to corruption, poor services. *Afrobarometer Dispatch*. 651:1-13.

Fleming, J. & Zegwaard, K.E. 2018. Methodologies, methods and ethical considerations for conducting research in work-integrated learning. *International Journal of Work-Integrated Learning, Special Issue*, 19(3):205-213.

Fourie, D. & Malan, C. 2022. Addressing the endemic consequences of corruption in the South African Local Government Public Sector. *IntechOpen*:1-16.

Fuzile, L. 2021. Communication tools used by municipalities to communicate with external stakeholders. A case of King Sabatha Dalindyebo municipality (KSD). Unpublished master's thesis, Durban University of Technology, South Africa.

Ganda, F. 2020. The influence of corruption on environmental sustainability in the developing economies of Southern Africa. *Heliyon*, 6(7):1-16.

George, T. 2022. Mixed methods research: Definition, guide & examples. *Scribbr*. <https://www.scribbr.com/methodology/mixed-methods-research/#:~:text=Advantages%20of%20mixed%20methods%20research,-%E2%80%9CBest%20of%20both&text=Combining%20the%20two%20types%20of,the%20weaknesses%20of%20the%20other> [Accessed 03 March 2023].

Ghanad, A. 2023. An overview of quantitative research methods. *International Journal of Multidisciplinary Research and Analysis*, 6(8):3794-3803.

Gontsana, M.A. 2016. *Khayelitsha residents accuse city officials of corruption*. News24. <https://www.news24.com/news24/khayelitsha-residents-accuse-city-officials-of-corruption-20160929> [Accessed 03 March 2023].

Govender, K.K. & Ramodula, T. 2020. A review of the evolution of the local government system in South Africa: Towards developmental local government. *Journal of Public Value and Administrative Insight*, 3(3):50-65.

Green, E. 2019. Why is rubbish building up in Khayelitsha? An investigation into the contestation over Khayelitsha's refuse removal service. *CSSR Working Paper No. 427*. Centre for Social Science Research University of Cape Town. https://humanities.uct.ac.za/sites/default/files/content_migration/humanities_uct_ac_za/1380/files/WP427%2520Green.pdf [Accessed 21 February 2025].

Guillamón, M-D., Cifuentes, J., Faura, U. & Benito, B. 2021. Effect of political corruption on municipal tax revenues. *Revista de Contabilidad Spanish Accounting Review*, 24(2): 231-240.

Gumede, W. 2020. *Municipalities have to clean up their acts. If they don't, post-Covid SA will explode*. University of the Witwatersrand. <https://www.cogta.gov.za/index.php/2022/08/01/municipalities-in-south-africa/#:~:text=There%20are%20257%20municipalities%20in,and%20providing%20infrastucture%20and%20service> [Accessed 04 August 2023].

Hansen, K. & Świdarska, A. 2024. Integrating open- and closed-ended questions on attitudes towards outgroups with different methods of text analysis. *Behavior Research Methods*, 56:4802-4822

Hasan, N., Rana, R.U., Chowdhury, S., Dola, A.J. & Rony, M.K.K. 2021. Ethical considerations in research. *Journal of Nursing Research, Patient Safety and Practice*, 1(1):1-4.

Hausenkamph, D.S., Cuadrado, D.C., Aarvik, P. & Kirya, M. 2022. Anti-corruption, transparency, and accountability in health management information systems: Exploring the potential of the District Health Information Software 2 (DHIS2). *Anti-Corruption Resources Centre*, U4 Issue 2022:9. <https://www.u4.no/publications/anti-corruption-transparency-and-accountability-in-health-management-information-systems.pdf> [Accessed 04 August 2023].

Hazari, A. 2023. Introduction to research methodology. In *Research methodology for allied health professionals: a comprehensive guide to thesis & dissertation*. Singapore: Springer, 1-6.

Hossan, D., Mansor, Z.D. & Jaharuddin, N.S. 2022. Research population and sampling in quantitative study. *International Journal of Business and Technopreneurship*, 13(3):209-222.

HR helpboard. 2022. *Training needs and analysis*. <https://www.hrhelpboard.com/training-development/training-needs-analysis.html> [Accessed 04 August 2023].

Independent Electoral Commission of South Africa (IEC). 2016. *More about municipalities*. <https://www.elections.org.za/content/Elections/2016-Municipal-Elections/More-about-municipalities/> [Accessed 06 March 2023].

Islam, M. 2020. Data analysis: Types, process, methods, techniques, and tools. *International Journal on Data Science and Technology*, 6(1):10-15.

Kemp, M.J. & Vyas-Doorgapersad, S. 2020. Service delivery challenges in Protea Glen, Johannesburg. *Africa's Public Service Delivery and Performance Review*, 8(1):1-11.

Keping, Y. 2018. Governance and good governance: A new framework for political analysis. *Fudan Journal of the Humanities and Social Sciences*, 11:1-8.

Kivunja, C. & Kuyini, A.B. 2017. Understanding and applying research paradigms in educational contexts. *International Journal of Higher Education*, 6(5):26-41.

König, P.D., Felfeli, J., Achtziger, A. & Wenzelburger, G. 2022. The importance of effectiveness versus transparency and stakeholder involvement in citizens' perception of public sector algorithms. *Public Management Review*, 1-22.

<https://doi.org/10.1080/14719037.2022.2144938>

Krah, R.D.Y. & Mertens, G. 2020. Transparency in local governments: Patterns and practices of twenty-first century. *State and Local Government Review*, 52(3):200-213.

Kud, A. 2023. Decentralized information platforms in public governance: Reconstruction of the modern democracy or comfort blinding? *International Journal of Public Administration*, 46(3):195-221.

Kumar, R. 2018. *Research methodology: A step-by-step guide for beginners*. Thousand Hills, CA: Sage.

Kurniawan, F., Rakhmawati, N.A., Abadi, A.B., Zuhri, M. & Sugiyanto, W.T. 2017. Indonesia local government information completeness on the web. 4th Information Systems International Conference 2017, ISICO 2017, 6-8 November 2017, Bali, Indonesia. *Procedia Computer Science*, 124:21-28.

Kwak, S.G. & Kim, J.H. 2017. Central limit theorem: The cornerstone of modern statistics. *Korean Journal of Anaesthesiology*, 70(2):144-156.

Lali, V. 2024. Khayelitsha residents up in arms over poor sanitation and “crumbling” homes. *GroundUp*. <https://groundup.org.za/article/khayelitsha-residents-up-in-arms-over-poor-sanitation-and-crumbling-homes/> [Accessed 20 February 2025].

Lekala, E. 2019. Investigating good local governance for developmental local government: The case of Prince Albert Municipality. Unpublished master’s thesis, Stellenbosch University, South Africa.

Lerusse, A. & Van de Walle, S. 2022. Public officials’ interpretation of conflicting performance information: Goal reprioritization or unbiased decision-making? *Public Management Review*, 25(10):2003-2026.

Love, J. 2025. *Enhancing youth participation in local government in South Africa*. https://pari.org.za/wp-content/uploads/2025/03/enhancing_youth_participation_2025.pdf [Accessed 04 June 2025].

Maduku, H., Zerihun, M.F. & Mlambo, V.H. 2024. Corruption in the SADC region: Experiences and the role of youth in leadership. *Social Sciences and Education Research Review*, 11(2):227-235.

Makoti, M.Z. & Odeku, O.K. 2018. Intervention into municipal affairs in South Africa and its impact on municipal basic services. *African Journal of Public Affairs*, 10(4):68-85.

Malemane, K. & Nel-Sanders, D. 2021. Strengthening participatory local governance for improved service delivery: The case of Khayelitsha. *Africa’s Public Service Delivery and Performance Review*, 9(1):1-11.

Mamokhere, J. 2019. An assessment of reasons behind service delivery protests: A case of Greater Tzaneen Municipality. *Journal of Public Affairs*, 20(2): -7.

Mamokhere, J. 2022. Understanding the complex interplay of governance, systematic, and structural factors affecting service delivery in South African municipalities. *Commonwealth Youth and Development*, 20(2):1-28.

Mamokhere, J. 2023. Sending a message to the top: The influence of service delivery protests on service delivery planning in South African municipalities. *Insights into Regional Development*, 5(2):60-71

Mantzaris, E., Pillay, P. & Jarbandhan, D.B. 2022. Ethics and professionalism against corruption. *African Journal of Public Affairs*, 13(1):1-9.

Maphosa, S. & Moyo, P. 2024. Evaluating youth participation in Mogale City Local Municipality's decision-making processes. *OIDA International Journal of Sustainable Development*, 17(11):81-90.

Maphumulo, Z. 2016. Service delivery protests intensifying in run-up to elections. Johannesburg. *Citypress*. <https://city-press.news24.com/News/service-delivery-protests-intensifying-in-run-up-to-elections20160603/> [Accessed 02 March 2023].

Martinelli, C. 2022. Accountability and grand corruption. *American Economic Journal: Microeconomics*, 14(4):645-79.

Maseko, T. 2021. The feasibility of the victims of corruption's claim for constitutional damages against corrupt public officials in South Africa. *De Jure Law Journal*, 54(1): 127-140.

Mashamaite, K. & Lethoko, M. 2018. Role of the South African local government in local economic development. *International Journal of eBusiness and eGovernment Studies*, 10(1):114-128.

Masiya, T., Mazenda, A. & Davids, Y.D. 2019. Effective public participation in municipal service delivery. *Administratio Publica*, 27(3):27-47.

Mathebula, T. 2014. The role of municipalities in enforcing environmental law: South African perspective. *Mediterranean Journal of Social Sciences*, 5(23):136-143.

Mathiba, G. 2021. Corruption in land administration and governance: A hurdle to transitional justice in post-apartheid South Africa? *Obiter*, 42(3):561-579.

Matloga, S.T., Mahole, E. & Nekhavhambe, M.M. 2024. Challenges of public participation in improving basic service delivery in Vhembe District Municipality, Limpopo, South Africa. *Journal of Local Government Research and Innovation*, 5:a160-a174.

Mazele, O. & Amoah, C. 2022. The causes of poor infrastructure management and maintenance in South African municipalities. *Property Management*, 40(2):192-206.

Mbandlwa, Z. & Mishi, S. 2020. Ward councillors' leadership characteristics and their impact on service delivery: Case of eThekweni metropolitan municipality, South Africa, in 2018. *Journal of Local Government Research and Innovation*, 1:a5.

Mbanyele, S. 2021. The governance performance index: How do South Africa's metros rank? *Good Governance Africa*. <https://gga.org/the-governance-performance-index-how-do-south-africas-metros-rank/> [Accessed 04 August 2023].

Mbatha, N. 2020. *Examining financial management of local government in South Africa: A case study of Alfred Duma Local Municipality in KZN*. Unpublished master's thesis, University of KwaZulu Natal, South Africa.

Mboweni, P.C. 2013. Implementation of Batho Pele principles in the Greater Tzaneen Local Municipality. Unpublished master's mini-dissertation, University of Limpopo.

McDonnell, J. 2020. Municipality size, political efficacy and political participation: A systematic review. *Local Government Studies*, 46(3):331-350.

Meyer, D.K. & Schutz, P.A. 2020. Why talk about qualitative and mixed methods in educational psychology? Introduction to special issue. *Educational Psychologist*, 55(4): 193-196.

Meyer, L. & Chetty, R. 2018. A holistic approach to personal transformation in the youth sector. In Maja, B. & Ngcaweni, B. (eds.). *Youth development in South Africa: Harnessing the demographic dividend (diverse perspectives on creating a fairer society)*. Leeds: Emerald Publishing, 129-143.

Mgeni, S. 2022. *Critical factors inhibiting the functioning of service delivery projects in a selected residential area in the City of Cape Town*. Unpublished master's thesis, Cape Peninsula University of Technology, Cape Town, South Africa.

Mhango, C.T. & Chirwa, G.C. 2018. Government health expenditure and health outcomes in Malawi: Does governance matter? *Journal of Public Administration and Development Alternatives (JPADA)*, 3(1):1-14.

Mishi, S., Mbaleki, N. & Mushonga, F.B. 2022. Financial mismanagement and efficiency trade-off in local municipalities: Lessons from Eastern Cape, South Africa. *Journal of Local Government Research and Innovation*, 3(a68):1-13.

Mlambo, D.N., Mubecua, M.A., Mpanza, S.E. & Mlambo, V.H. 2019. Corruption and its implications for development and good governance: A perspective from post-colonial Africa. *Journal of Economics and Behavioral Studies*, 11(1):39-47.

Mlamla, S. 2020. *Buses, truck torched and roads blocked in Khayelitsha service delivery protest*. <https://www.iol.co.za/capeargus/news/buses-truck-torched-and-roads->

blocked-inkhayelitsha-service-delivery-protest-1b292b10-ae56-40e3-8ce4-d72ab908c1e3 [Accessed 04 August 2023].

Mnqayi, S.K.X. 2021. *Enhancing service delivery*: The role and capacity of municipal ward committees, in KwaDukuza Municipality in the KZN province. Unpublished Master of Technology in Public Management. Durban University of Technology, Durban.

Mohatle, S.A. & Phori, J.R. 2022. Enhancing Batho-Pele principles in the context of school administration clerks: The quest for public service excellence. *Conference on Education and New Developments*, 414-417.

Mojapelo, M., Modiba, M. & Saurombe, N. 2021. Applying Batho Pele principles in South African public archives: Do public programming initiatives count? *Information Development*, 39(2):1-19.

Mokoena, N.P. & Molepo, J.N. 2024. Participation in local economic development: Insights from Benoni, South Africa. *Journal of Local Government Research and Innovation*, 5(a162):1-11.

Mondo, B.V. 2016. Measuring political corruption from audit results: A new panel of Brazilian Municipalities. *European Journal on Criminal Policy and Research*, 22(3):477-498.

Moosa, M. & Hofmeyr, J. 2021. South Africans' trust in institutions and representatives reaches new low. *Afrobarometer Dispatch*, 474:1-17.

Motaung, B. 2025. South Africa: Protest over unsafe dirt roads in rural KwaZulu-Natal. *GroundUp*. <https://allafrica.com/stories/202506050203.html> [Accessed 02 June 2025].

Mousavi, P. & Pourkiani, M. 2013. Administrative corruption: Ways of tackling the problem. *European Online Journal of Natural and Social Sciences*, 2(3):178-187.

Msenge, P. & Nzewi, O. 2021. A proposed citizen participation–public trust model in the context of service delivery protests in South African local government. *Journal of Local Government Research and Innovation*, 2:1-10.

Mubangizi, J.C. 2021. A human rights based approach to fighting corruption in Uganda and South Africa: Shared perspectives and comparative lessons, *SciFlo*, 24:225-247. <https://doi.org/10.17159/2077-4907/2020/ldd.v24.10>.

Mulisa, F. 2022. When does a researcher choose a quantitative, qualitative, or mixed research approach. *Interchange*, 53:113-131.

Munzhedzi, P.H. 2020. An evaluation of the application of the new public management principles in the South African municipalities. *Journal of Public Affairs*, 21(1):1-8.

Mwita, K.M. 2022. Strengths and weaknesses of qualitative research in social science studies. *International Journal of Research in Business and Social Science*, 11(6):618-625.

Myers, M.D. 1997. Qualitative research in information systems. *MIS Quarterly*, 21(2): 241-242.

Ncapayi, F. 2019. People must take back the municipalities. *Mail & Guardian*. 8 March. <https://mg.co.za/article/2019-03-08-00-people-must-take-back-the-municipalities/> [Accessed 22 February 2025].

Ndhlovu, G.N. & Tanga, P.T. 2021. Youth and gang violence in African townships: Exploring the link to exclusion from recreational facilities. *Southern African Journal of Social Work and Social Development*, 33(3):1-20.

Ndou, C. 2021. KZN government departments' unauthorised spending justified, says Scopa. *The Witness*. 13 April.

<https://www.citizen.co.za/witness/news/kzn/kzn-government-departments-unauthorised-spending-justified-says-scopa-20210413/> [Accessed 22 February 2025].

Ngamlana, N. 2011. *Politics and administration: The blurred line*. Online.
<http://www.afesis.org.za/Local-Governance-politics-and-administration-the-blurred-line>
[Accessed 12 July 2024].

Ngidi, T.L. & Dorasamy, N. 2014. Imperatives for good governance: A case study of the implementation Batho Pele principles at Durban home affairs regional level. *Journal of Social Sciences*, 38(1):9-21.

Ngunjiri, M.W., Check, N.A., Abdelkarim, O.B., Chakunda, V. & Hassan, I. 2023. Citizen participation in local governance in Africa: A selection of case studies. *International IDEA*, Strömsborg, Sweden, 135.

Nicholson, J. 2001. Bringing health closer to people. Local government and the district health system. *The Health Systems Trust*, 1-44.

Nor, R., Gani, A.J.A., Saleh, C. & Amin, F. 2022. Organizational commitment and professionalism to determine public satisfaction through good governance, public service quality, and public empowerment. *International Review on Public and Nonprofit Marketing*, 19:191-217.

Ntsikelelo, B., Nomarwayi, T. & Bradshaw, G. 2020. Electoral violence and municipal demarcation in South Africa, 1994–2019: A violent service delivery protests perspective. *Gender and Behavior*, 18(1):14857-14871

Nyimbili, F. & Nyimbili, L. 2024. Types of purposive sampling techniques with their examples and application in qualitative research studies. *British Journal of Multidisciplinary and Advanced Studies*, 5(1):90-99.

Odeku, O.K. 2019. Unmasking life-style audit as a proactive mechanism to root out corruption: The case of South Africa. *Journal of Legal, Ethical and Regulatory Issues*, 22(6):1-13.

Ojok, J. & Basheka, B.C. 2016. Measuring the effective role of public sector monitoring and evaluation in promoting good governance in Uganda: Implications from the Ministry of Local Government. *Africa's Public Service Delivery and Performance Review*, 4(3):1-30.

Pareek, U. & Sole, N.A. 2022. Quality of public services in the era of guaranteed public service delivery. *Indian Journal of Public Administration*, 68(2):160-173.

Park, Y., Konge, L. & Artino, A.R. 2020. The positivism paradigm of research. academic medicine. *Journal of the Association of American Medical Colleges*, 95(5):690-694.

Parliamentary Monitoring Group. 2021. *Local government legislation*.
<https://pmg.org.za/blog/Local%20Government%20Legislation> [Accessed 06 March 2023].

Pillay, P. 2016. Ethics and accountability in South African municipalities: The struggle against corruption. *African Journal of Public Affairs*, 9(2):115-126.

Pomeranz, E.F. & Stedman, R.C. 2020. Measuring good governance: Piloting an instrument for evaluating good governance principles. *Journal of Environmental Policy and Planning*, 22:428-440.

Ragolane, M. & Malatji, T. 2024. Enhancing public participation through ward councillors and committees in the Greater Tzaneen Municipality. *Social Sciences and Education Research Review*, 11(1):340-350.

Rahman, M.M. 2013. The paradigm from traditional public administration to new public management system in Bangladesh: What do reform initiatives stand for? *Advances in Economics and Business*, 1(3):297-303.

Reddy, P.S. 2016. The politics of service delivery in South Africa: The local government sphere in context. *TD: The Journal for Transdisciplinary Research in Southern Africa*, 12(1):1-8.

Rodina, L. & Harris, L.M. 2016. Water services, lived citizenship, and notions of the state in marginalised urban spaces: The case of Khayelitsha, South Africa. *Water Alternatives*, 9(2):336-355.

Ruiters, G. & Jacobs, K. 2024. 'Hai, Man! ... We don't have democracy!' The transport crisis and working-class de-citizenship in South Africa: Khayelitsha, Cape Town. *Journal of Asian and African Studies*, 1-17. <https://doi.org/10.1177/00219096241235>

Ryklief, M.Y. & Tengeh, R.K. 2022. The importance of training and development for government officials in South Africa. *International Journal of Research in Business and Social Science*, 11(6):642-656.

Saba, C.S., Ngepah, N. & Ohonba, A. 2022. Employment impact of national, provincial and local government capital in South Africa: An aggregate and sectoral perspective. *Cogent Economics & Finance*, 10(1):1-28.

Samaratunge, R. & Alam, Q. 2021. Accountability and transparency in emerging countries: Governance, democratic currents and change. *Public Administration and Development*, 41(4):147-156.

Sartorius, K. & Sartorius, B. 2016. Service delivery inequality in South African municipal areas: A new way to account for inter-jurisdictional differences. *Urban Studies*, 53(15): 3336-3355.

Saunders, M., Lewis, P. & Thornhill, A. 2019. *Research methods for business students*. 8th edition. Harlow: Pearson.

Schmiegel, L.M. 2021. SDG6: Access to clean, safe water: A case study of Khayelitsha Township, Cape Town. *ESR Review*, 22(03):16-21.

SDG Accountability Handbook. 2020) Raising awareness through public outreach campaigns. *TAP Network*. <https://sdgaccountability.org/wp-content/uploads/2019/05/Raising-Awareness.pdf> [Accessed 04 August 2023].

Sebola, M.S. 2021. Monitoring for good governance in South Africa: The complex of a fair public administration. *Acta Universitatis Danubius*, 13(1):39-55.

Simelio-Solà, N., Ferré-Pavia, C. & Herrero-Gutiérrez, F.-J. 2021. Transparent information and access to citizen participation on municipal websites. *Profesional De La información*, 30(2):1-13.

Smit, W., de Lannoy, A., Dover, R.V.H., Lambert, E.V., Levitt, N. & Watson, V. 2016. Making unhealthy places: The built environment and non-communicable diseases in Khayelitsha, Cape Town. *Health & Place*, 39:196-203.

Sofyani, H., Suryo P. & Zakiah S. 2021. Do accountability and transparency promote community trust? Evidence from rural government in Indonesia. *Journal of Accounting & Organizational Change*, 18:397-418.

Solomon, J. 2020. *Corporate Governance and Accountability*. John Wiley & Sons.

Song, C. & Lee, J. 2016. Citizens' use of social media in government, perceived transparency and trust in government. *Public Performance and Management Review*, 39(2):430-453.

South Africa. 1996. *The Constitution of the Republic of South Africa*. Pretoria: Government Printer.

South Africa. 1998. *White Paper on Local Government*. Pretoria: Government Printer.

South Africa. Department of Cooperative Governance, Human Settlements and Traditional Affairs. 2017. *Municipal service delivery protests within the context of developmental local governance in Limpopo Province*. Polokwane: Government Printer.

Stats SA. 2022. *Khayelitsha*. https://www.statssa.gov.za/?page_id=4286&id=328 [Accessed 04 August 2023].

Stratton, S.J. 2023. Population sampling: Probability and non-probability techniques. *Prehospital and Disaster Medicine*, 38(2):147-148.

Šumah, S., Borošak, M. & Šumah, A. 2020. Administrative corruption. *American Journal of Humanities and Social Sciences Research*, 4(12):143-149.

Sumaya, A. 2022. Perceptions of youth on waste management in Khayelitsha, Cape Town, South Africa. Unpublished master's thesis, Cape Peninsula University of Technology, Cape Town, South Africa.

Super, G. 2015. Violence and democracy in Khayelitsha, governing crime through the 'community'. *Stability: International Journal of Security & Development*, 4(1):1-20.

Tavares, A.F. & da Cruz, N.F. 2017. Explaining the transparency of local government websites through a political market framework. *Government Information Quarterly*, 37(3):101249.

Thakali, T. 2014. City of Joburg defrauded of R200m. *Saturday Star*. 19 July.

Thapa, I. 2020. Public administration: Meaning, scope and its nature. *Public Administration*, 1-9.

Thusi, X. & M Selepe, M. 2023. The impact of poor governance on public service delivery: A case study of the South African local government. *International Journal of Social Science Research and Review*, 6(4):688-697.

Tjiptoherijanto, P. 2018. Good governance: From different perspective. *International Journal of Development and Sustainability*, 7(11):2597-2604.

Touchton, M., Wampler, B. & Peixoto, T. 2021. Of democratic governance and revenue: Participatory institutions and tax generation in Brazil. *Governance*, 34:1193-1212.

Transparency International. 2019. Raising public awareness on anti-corruption in South Africa. <https://www.anticorruptionpledgetracker.com/case-study/raising-public-awareness-on-anti-corruption-in-south-africa/> [Accessed 04 August 2023].

Transparency International. 2020. *Hawks arrest municipal official on corruption charges*. <https://www.gov.za/speeches/hawks-arrests-municipal-official-r3-million-fraud-23-oct-2020-0000> [Accessed 08 March 2023].

Trivedi, C. 2020. Probability sampling in research. *Social Science Concepts*. <https://conceptshacked.com/probability-sampling/> [Accessed 02 February 2022].

Trivelli, C. & Morel, J. 2020. Rural youth inclusion, empowerment, and participation. *The Journal of Development Studies*, 57(4):635-649.

United Nations (UN). 2015. Resolution adopted by the General Assembly on 25 September 2015. Transforming our world: the 2030 Agenda for Sustainable Development. General Assembly. Seventieth session Agenda items 15 and 116.

https://www.un.org/ga/search/view_doc.asp?symbol=A/RES/70/1&Lang=E [Accessed 03 March 2023].

Van der Waldt, G. 2017. *UJ internal handbook: Good governance and sustainability in Africa*. University of Johannesburg, Johannesburg.

Venter, J. 2018. *An examination of the implementation of selected batho pele principles: A case study of the Western Cape Department of Agriculture, Forestry and Fisheries (DAFF) and its selected clients*. Master's Thesis, University of the Western Cape.

Vorster, H. & Nwosu, L. 2024. Evaluating policies and regulations used to control corruption among accounting officers in the public sector of South Africa: A systematic literature review. *Frontiers in Sociology*, 9(1371287):1-14.

Vyas-Doorgapersad, S. 2022. Organisational ethics management to combat corruption in the South African public sector. *Business Ethics and Leadership*, 6(3):14-22.

Winston, N. 2022. Sustainable community development: Integrating social and environmental sustainability for sustainable housing and communities. *Sustainable Development*, 30(1):191-202.

Wipulanusat, W., Panuwatwanich, K., Stewart, R.A. & Sunkpho, J. 2019. Drivers and barriers to Australian public service: A qualitative thematic analysis. *Engineering Management in Production and Services*, 11(1):7-22.

World Health Organisation (WHO). 2022. *Human rights*. <https://www.who.int/news-room/fact-sheets/detail/human-rights-and-health> [Accessed 03 March 2023].

Wright, J.S. 2021. Legal perspectives on the prevention and minimisation of corruption for sustainability in South African municipalities. Unpublished doctoral thesis, North-West University, Potchefstroom, South Africa.

Wright, C., Primo, N., Delbridge, V. & Fortuin, K. 2023. Data and research as key enablers of city outcomes: A case study of the City of Cape Town (2000-2022). *Cities that work*. https://www.theigc.org/sites/default/files/2023-01/Wright%20et%20al%20Case%20Study%20January%202023_0.pdf [Accessed 04 August 2023].

Xolani, T., Mkhize, N. & Mlambo, V.H. 2022. The meaning of service delivery protest: A case study of South African local government. *Humanities and Social Sciences*, 29(4): 131-140.

Yet, M., Manuel, P., DeVidi, M. & MacDonald, B.H. 2022. Learning from experience: Lessons from community-based engagement for improving participatory marine spatial planning. *Planning Practice & Research*, 37(2):189-212.

Yoon, D.J., Muir (Zapata), C.P., Yoon, M.H. & Kim, E. 2022. Customer courtesy and service performance: The roles of self-efficacy and social context. *Journal of Organizational Behavior*, 43(6):1015-1037.

Zaitul, Z., Ilona, D. & Novianti, N. 2023. Good governance in rural local administration. *Administrative Sciences*, 13(1):1-19.

Zhang, X., Astivia, O.L.O., Kroc, E. & Zumbo, B.D. 2023. How to think clearly about the central limit theorem. *Psychological Methods*, 28(6):1427-1445.

Zheng, X. 2022. The trend prediction of the new public management model based on the discrete dynamic evolution model. *Security and Communication Networks*: 1-14. <https://doi.org/10.1155/2022/3398392>

Ziervogel, G. 2019. Building transformative capacity for adaptation planning and implementation that works for the urban poor: Insights from South Africa. *Ambio*, 48: 494-506.

Zuma, L. 2022. An exploration of the dynamics and nature of poverty: The case of Khayelitsha, 2010 - 2018. Unpublished Bachelor of Science thesis, University of the Western Cape, Cape Town, South Africa.

APPENDICES

APPENDIX 1: Informed consent form



Cape
Peninsula
University
of Technology

Category of Participants (tick as appropriate):

<i>Municipal official</i>	<input type="checkbox"/>	<i>Resident</i>	<input type="checkbox"/>
---------------------------	--------------------------	-----------------	--------------------------

You are kindly invited to participate in a research study being conducted by **Bazisiwe Kakaza** from CPUT.

Selection criteria

You were selected as a possible participant in this study because you are either a municipal official municipal officials employed by the City of Cape Town Municipality working in Khayelitsha location Town Two areas Ward 93 OR a resident from the same location as well.

Title of the research

AN EVALUATION OF GOOD GOVERNANCE IN TOWN TWO-SST SETTLEMENTS IN WARD 93, KHAYELITSHA, CAPE TOWN METROPOLITAN MUNICIPALITY

A brief explanation of what the research involves:

Good governance has emerged as a concept that serves as a benchmark for service delivery standards in the public sector and has been adopted by most democratic countries, including South Africa. Owing to the service delivery protests that have plagued South African municipalities, this study is conducted in Ward 93 of Khayelitsha location in the City of Cape Town Metropolitan Municipality to evaluate the ward based on good governance. In the realm of service delivery to the public, the reason of conducting this study is to gain a thorough understanding of governance and service delivery in Ward 93 from both the municipality's side and the residents' side. The data collected from this research is important to identify how Ward 93 is performing with regards to good governance. Findings from this study can in the future aid in public management to develop more strategies that may improve good governance, transparency and accountability in local governments. This study also contributes to a body of literature in the field of public management and governance which can be used for data comparative purposes between municipalities with other studies.

Kindly tick the appropriate column in the table below before participating in the research

Statement	Yes	No
1. I understand the purpose of the research.		
2. I understand what the research requires of me.		
3. I volunteer to take part in the research.		
4. I know that I can withdraw at any time.		
5. I understand that there will not be any form of discrimination against me as a result of my participation or non-participation.		
6. Comment:		

Please sign the consent form. You will be given a copy of this form on request.

Signature of participant	Date

Researchers

Names	Contact details:
Bazisiwe Kakaza	Cell no. +27 60 184 0944 Email address: 214312925@mycput.ac.za

APPENDIX 2: Questionnaire for Youth

TITLE OF RESEARCH: AN EVALUATION OF GOOD GOVERNANCE IN TOWN TWO-SST SETTLEMENTS IN WARD 93, KHAYELITSHA, CAPE TOWN METROPOLITAN MUNICIPALITY

Instructions

- Please mark applicable box with an X

SECTION A: DEMOGRAPHIC DETAILS

1. Please indicate your gender

Male	Female	Other

2. Highest Qualification obtained

NQF LEVEL 6	NQF LEVEL 7	NQF LEVEL 8	NQF LEVEL 9	NQF LEVEL 10

3. Race

Black	Coloured	Indian	White	Other

4. How long have you been staying in two-SST Settlements in Ward 93, Khayelitsha, Cape Town?

1-5 years	6-10 years	11-14 years	15-19 years	20+ years

SECTION B: Research Questions

5. Do you understand the following principles in local government?

	YES	NO	UNSURE
Good governance			
Public management			
Transparency			
Accountability			

6. On a scale of 1 to 5, where 1 = Very Poor and 5 = Excellent, how would you rate the overall quality of governance in two-SST Settlements, Ward 93, Khayelitsha, Cape Town in terms of transparency, accountability, and service delivery and public engagement. Tick the appropriate box.

	Very poor	Poor	Neutral	Good	Excellent
Transparency					
Accountability					
Service Delivery					
Public engagement					

7. On a scale of 1 to 5, where 1 = Strongly Disagree and 5 = Strongly Agree, to what extent do you agree that government decisions in Ward 93 significantly impact the welfare (e.g., education, jobs, safety) of youth.

Strongly agree	Agree	Unsure	Strongly disagree	Disagree

8. Rate the challenges faced in Ward 93, Khayelitsha, Cape Town in the promotion of good governance.

	Strongly agree	Agree	Unsure	Strongly disagree	Disagree
Corruption					
Lack of accountability					
Lack of transparency					
Lack of effective laws and institutional control					
Lack of engagement by the Ward officials					
Other (<i>specify</i>)					

9. Are the two-SST Settlements in Ward 93 implementing measures to address the challenges that affect the promotion of good governance? Tick the appropriate box.

Yes	No	Do not know

10. Rate the importance of measures that need to be implemented for good governance to be established in two-SST Settlements in Ward 93, Khayelitsha, Cape Town.

	Strongly agree	Agree	Neutral /unsure	Strongly disagree	Disagree
Training of municipal officials					
Strict municipal laws and arresting corrupt officials					
Involving citizens in accounting and budgetary processes					
Creating awareness about good governance					
Establishing monitoring and evaluation framework					

THANK YOU FOR YOUR PARTICIPATION

APPENDIX 3: Questionnaire for Municipal Authorities

TITLE OF RESEARCH: AN EVALUATION OF GOOD GOVERNANCE IN TOWN TWO-SST SETTLEMENTS IN WARD 93, KHAYELITSHA, CAPE TOWN METROPOLITAN MUNICIPALITY

Instructions

- Please mark applicable box with an X

SECTION A: DEMOGRAPHIC DETAILS

1. **Please indicate your gender**

Male	Female	Other

2. **Highest Qualification obtained**

NQF LEVEL 6	NQF LEVEL 7	NQF LEVEL 8	NQF LEVEL 9	NQF LEVEL 10

3. **Race**

Black	Coloured	Indian	White	Other

4. **How long have you been employed by the City of Cape Town stationed in two-SST Settlements in Ward 93, Khayelitsha, Cape Town?**

1-5 years	6-10 years	11-14 years	15-19 years	20+ years

SECTION B: Research Questions

5. **Do you understand the following principles in local government?**

	YES	NO	UNSURE
Good governance			
Public management			
Transparency			
Accountability			

6. On a scale of 1 to 5, where 1 = Very Poor and 5 = Excellent, how would you rate the overall quality of governance in two-SST Settlements, Ward 93, Khayelitsha, Cape Town in terms of transparency, accountability, and service delivery and public engagement. Tick the appropriate box.

	Very poor	Poor	Neutral	Good	Excellent
Transparency					
Accountability					
Service Delivery					
Public engagement					

7. On a scale of 1 to 5, where 1 = Strongly Disagree and 5 = Strongly Agree, to what extent do you agree that government decisions in Ward 93 significantly impact the welfare (e.g., education, jobs, safety) of youth.

Strongly agree	Agree	Unsure	Strongly disagree	Disagree

8. Rate the challenges faced in Ward 93, Khayelitsha, Cape Town in the promotion of good governance.

	Strongly agree	Agree	Unsure	Strongly disagree	Disagree
Corruption					
Lack of accountability					
Lack of transparency					
Lack of effective laws and institutional control					
Lack of engagement by the Ward officials					
Other (<i>specify</i>)					

9. Are the two-SST Settlements in Ward 93 implementing measures to address the challenges that affect the promotion of good governance? Tick the appropriate box.

Yes	No	Do not know

10. Rate the importance of measures that need to be implemented for good governance to be established in two-SST Settlements in Ward 93, Khayelitsha, Cape Town.

	Strongly agree	Agree	Neutral /unsure	Strongly disagree	Disagree
Training of municipal officials					
Strict municipal laws and arresting corrupt officials					
Involving citizens in accounting and budgetary processes					
Creating awareness about good governance					
Establishing monitoring and evaluation framework					

THANK YOU FOR YOUR PARTICIPATION

APPENDIX 4: Questionnaire for Ward Committee Members

TITLE OF RESEARCH: AN EVALUATION OF GOOD GOVERNANCE IN TOWN TWO-SST SETTLEMENTS IN WARD 93, KHAYELITSHA, CAPE TOWN METROPOLITAN MUNICIPALITY

Instructions

- Please mark applicable box with an X

SECTION A: DEMOGRAPHIC DETAILS

1. Please indicate your gender

Male	Female	Other

2. Highest Qualification obtained

NQF LEVEL 6	NQF LEVEL 7	NQF LEVEL 8	NQF LEVEL 9	NQF LEVEL 10

3. Race

Black	Coloured	Indian	White	Other

4. How long have you been a ward committee member in two-SST Settlements in Ward 93, Khayelitsha, Cape Town?

1-5 years	6-10 years	11-14 years	15-19 years	20+ years

SECTION B: Research Questions

5. Do you understand the following principles in local government?

	YES	NO	UNSURE
Good governance			
Public management			
Transparency			
Accountability			

6. On a scale of 1 to 5, where 1 = Very Poor and 5 = Excellent, how would you rate the overall quality of governance in two-SST Settlements, Ward 93, Khayelitsha, Cape Town in terms of transparency, accountability, and service delivery and public engagement. Tick the appropriate box.

	Very poor	Poor	Neutral	Good	Excellent
Transparency					
Accountability					
Service Delivery					
Public engagement					

7. On a scale of 1 to 5, where 1 = Strongly Disagree and 5 = Strongly Agree, to what extent do you agree that government decisions in Ward 93 significantly impact the welfare (e.g., education, jobs, safety) of youth.

Strongly agree	Agree	Unsure	Strongly disagree	Disagree

8. Rate the challenges faced in Ward 93, Khayelitsha, Cape Town in the promotion of good governance.

	Strongly agree	Agree	Unsure	Strongly disagree	Disagree
Corruption					
Lack of accountability					
Lack of transparency					
Lack of effective laws and institutional control					
Lack of engagement by the Ward officials					
Other (<i>specify</i>)					

9. Are the two-SST Settlements in Ward 93 implementing measures to address the challenges that affect the promotion of good governance? Tick the appropriate box.

Yes	No	Do not know

10. Rate the importance of measures that need to be implemented for good governance to be established in two-SST Settlements in Ward 93, Khayelitsha, Cape Town.

	Strongly agree	Agree	Neutral /unsure	Strongly disagree	Disagree
Training of municipal officials					
Strict municipal laws and arresting corrupt officials					
Involving citizens in accounting and budgetary processes					
Creating awareness about good governance					
Establishing monitoring and evaluation framework					

THANK YOU FOR YOUR PARTICIPATION

APPENDIX 5: Ethics Certificate from CPUT



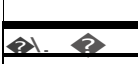
P.O. Box 19061 Bellville 7535
Symphony Road Bellville 7535
South Africa

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

The Faculty's Research Ethics Committee (FREC) on **16 October 2024**, ethics **Approval** was granted to **Kakaza Bazisiwe 214312925** for a research activity for a **Master in Public Management and Governance** at Cape Peninsula University of Technology.

Title of dissertation/thesis / project:	An Evaluation of Good Governance in Town Two-SST Settlements in Ward 93, Khayelitsha, Cape Town Metropolitan Municipality Lead Supervisor (s): Ms Whitaker
--	--

Decision: APPROVED

	20.11.2024
Signed: Chairperson: Research Ethics Committee	Date

The proposed research may now commence with the provisions that:

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

Clearance Certificate No | 2024_FBMSREC_ST08

APPENDIX 6: Permission letter to conduct research



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CORPORATE SERVICES

Mr Jongihlanga Joseph France
Subcouncil 9 Manager
T: 021 400 5537
E: Jongihlanga.France@capetown.gov.za

DAIE 09/02/2024
To Cape Peninsula University of Technology

TO WHOM IT MY CONCERN

Permission to conduct research for Ms Bazisiwe Kakaza

The above Subcouncil Manager of Subcouncil 9 for ward 93 at SST Informal settlement, herewith grants Ms. Bazisiwe Kakaza permission to conduct her research in ward 93 (SST) (AN EVALUATION OF GOOD GOVERNANCE IN TWO-SST SETTLEMENTS IN WARD 93, KHAYELITSHA, CAPE TOWN METROPOLITAN MUNICIPALITY)

This letter is to show my full consent and support to meet her academic purpose.

I write this letter at my capacity as the Subcouncil Manager of Subcouncil 9, hoping that it will definitely work in her favour.

Jongihlanga Joseph : JF + 0214005537
France 09/02/2024
(Signature and date)
Subcouncil 9 Manager
Citizen Interface

CIVIC CENTRE IZIKO LEENKONZO ZOLUNTU BURGERSENTRUM
12 HERTZOG BOULEVARD CAPE TOWN B001 PO BOX 296 CAPE TOWN 6000
www.capetown.gov.za

Making progress possible. Together.