

Cape Peninsula University of Technology
Faculty of Business and Management Sciences

The impact of social entrepreneurs on community development in the
Cape Metropolitan area (Western Cape South Africa)

By

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ABSTRACT

Social entrepreneurship is well positioned in tackling socio-economic problems in poor communities. Besides transforming the market, the impact of social entrepreneurship is becoming more important for the world to improve social challenges and provide social innovation solutions that are sustainable and effective. Regardless of the positive performance of activities implemented by social entrepreneurs in tackling socio-economic issues in the Cape Metropolitan area, their impact on community development remains unknown and is negatively perceived by the communities. This study sought to develop an understanding from communities of how social entrepreneurship impacts their development and to determine its social impact. The study investigated the impact of social entrepreneurship on community development in order to improve interaction among stakeholders. The research questions were: What impact do social entrepreneurs have on communities? How can social entrepreneurship improve development in communities? What forms of support do social entrepreneurs need in order to effectively develop communities? A mixed method approach (qualitative and quantitative) was used to collect data through semi-structured questionnaire and interview to determine the needs and capture the views of stakeholders regarding the impact of social entrepreneurs on community development. Social entrepreneurship is a tool that can tackle deprived communities' problems, especially in the Cape Metropolitan areas of Khayelitsha and Gugulethu where socio-economic problems such as health, education, and others are increasing. Social entrepreneurs' activities are laid to develop the community as they provide comprehensive care, support the most vulnerable communities and strive to improve the quality of health, education and unemployment. It was found that improvements through training, educating and facilitating communities' engagement in different activities such as home-based care and developing children mentality in creating space for every person to develop their needs is what could promote and impact community development. However, it was also found that social entrepreneurs sometimes use resources or methods of monitoring that are deemed useless to attain their objectives. It is commended that social entrepreneurs involve local people in the process of

community development in order to have more control and balance on what should develop the community. Instead of waiting for local people to come to social organisations in order to find out what programmes can satisfy their needs, social entrepreneurs should rather take their programmes to local people via any means of door-to-door distribution of detailed flyers, social media or events. To support community development, social entrepreneurs need to involve local people who know their needs and how they are supposed to be addressed. Social entrepreneurs have to keep in mind that community development has to involve those classified as beneficiaries trapped within the socio-economic problem. A plan to continue community development in areas such as Khayelitsha and Gugulethu has to be clearly defined using means that the population will understand.

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DEDICATION

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GLOSSARY

Social entrepreneurship: “The process of identifying, evaluating and exploiting opportunities aiming at social value creation by means of commercial market-based activities and the use of a wide range of resource” (Bacq & Janssen, 2011:376). A social entrepreneur is a person, the architect doing social entrepreneurial efforts; it is a visionary person with imaginary drive who uses it to promote community improvement leading to community transformation (Swedberg, 2009:99).

Community development: Practice where members of a living area decide to collectively put action in order to generate solutions to common problems (Dhesi, 2010:703).

Social innovation: “The new ideas that seek to develop ways to improve the society” (Barki et al., 2015:380).

Social value creation: Encompasses honest behaviour, selfless objectives and the promotion of a social purpose to bring freedom, equality and tolerance (Peredo & McLean, 2006:56).

Market orientation: the most positively notion estimated and the one that provide social entrepreneurship with an aspect of business as a discipline, improvement and willingness to work. (Nicholls, 2010:611).

Impact: a noticeable effect or influence of an event or activities (Oxford dictionary, 2009).

ABBREVIATION

SE:	Social entrepreneurs
SEhip:	Social entrepreneurship
CD:	Community development
SO:	Social organisation

CHAPTER 1: INTRODUCTION

1.1 Introduction

This chapter explains the focus of the study in terms of the overview, research problem, research objectives, research questions and significance of the research. It provides background information on social entrepreneurship (SEhip), entrepreneurship activities and measurement of the impact of SEhip on community development (CD). The chapter concludes with an outline of the thesis as a whole.

1.2 Overview

Today, many problems surround communities that are linked to CD. SEhip is booming as a pioneer in tackling these problems in poor communities (Barki, Comini, Cunliffe & Rai, 2015:381). Whether they are individuals or charitable organisations, social entrepreneurs (SE) are recognised as a powerful change agent for developing communities (Dees, 2001:4). SEhip acts as a bridge between businesses and traditional business (Barki, Comini, Cunliffe & Rai, 2015:380). Besides transforming the market, the influence of SEhip is becoming more important for the world to improve social challenges and to provide social innovation solutions that are more sustainable and effective (Sassmannshausen & Volkmann, 2013:3). It is important to develop an understanding from communities of how SEhip impacts community development and determine the importance of SE's impact in terms of their contribution to CD. The significance is that stakeholders must be aware of the impact of SEhip in order to appreciate the value of the contribution made by SEs.

SEs sees opportunities and potential in investing in communities' development. According to Yunus (2007:6-10), in this era when organisations and governments are failing to provide basic services to communities, SEhip has come alive in tackling these problems that go beyond socio-economic sectors such as health, education, housing, climate change and clean water. In Bangladesh, according to Yunus, Moingeon and Lehmann-Ortega (2010:308); Yunus made impact through SEhip by empowering women with his Grameen Bank idea. Nowadays, the idea has been used all over the

world, known as micro-finance and thousands of SEs are tackling a range of problems globally to assist poor communities.

The Cape Metropolitan area presents a range of problems related to the socio-economic sector such as education, health and housing, which SEs see as opportunities to foster change (Malunga, Iwu & Mugobo, 2014:23). From the vibrant potential that SEhip presents for social entrepreneurial activities to proliferate in the country, they need to design programmes with clear objectives, ensure they are measurable and assess sufficient outcome, have to be implemented. However, it is challenging to measure the impact of SEhip activities at first sight because impact takes some time to be visible. The outcomes of clearly defined programmes undertaken by SEs have to be sufficiently assessed to give an appropriate target of aligning social impact measurement (Jafta, 2013:1).

1.3 Background to the research problem

SEhip has been described as one of the defining trends of the twenty-first century (Mair, 2010:3). In the past two decades, SEhip has become a stylish phenomenon often shown by success stories across the world in diverse fields such as education, health, culture and others (Light, 2010:351-355). According to Dees (2001:1), the notion of SEhip is well suited to this era; further, the authors point out the importance of innovative actions of SEs leading to the resolving of social problems, while the government and charitable efforts of traditional organisations are falling short in alleviating current social requirements. An entrepreneurial activity is the process by which the efforts of individuals are united with those of certain types of organisations to solve socio-economic problems of disadvantaged areas (Urban, 2008:349; Mair & Marti, 2006:36).

SEhip is a venture that recognises the needs of society and provides it with services to alleviate the needs. In the Cape Metropolitan area, government is unable to fulfil its responsibility in providing for communities. SEs can lead the process and address communal issues where the government, traditional market or public approach have

been unsuccessful (Urban, 2008:347). SEhip is important in South Africa because SEs' development problems go beyond economics as the country is among the most unequal societies in the world (Jafta, 2013:1). Malunga et al. (2014:24) state that there is still no indication of the contribution of SEhip to developing the Cape Metropolitan area. The measure of SEhip's impact on the community is at the heart of several points of concern surrounding the immense challenge that addresses SEs capacity through CD. The more uncertain the impact remains the failure the field presents to community.

According Clark and Brennan (2012:26), assessing the impact of SEhip in the Cape Metropolitan area is a critical exercise to point out a direction for stakeholders in order to value outcomes associated with the development of communities. Despite the multitude of challenges, impact assessment of SEhip is not impossible as it can produce transparency to improve relations with communities if they are aware of what SEs' mission is as it relates to the field (Eva, Judith & Spiess-Knafl, 2013:105). Parnson (2011:40) defines social impact assessment as the process of discovering a point in which a single unique social issue has been alleviated by the efforts of the activities of a defining organisation. Impact assessment can be seen as an arm of CD initiative as the assessment can be used as a solution and responses instrument by internal or external participants (Madan, 2007:2).

Public protests have become a common feature of life in South Africa. In a number of instances, however, protesters have expressed concerns that fall outside the responsibilities of local government. The absence of essential services in the Cape Metropolitan area such as education, health, culture and clean water has pushed people to continue expressing their anger through violent protests to attract government attention for CD.

In Europe, for example, Social Business Initiative (SBI) acknowledges that SEs are innovators and bring community transformation. SEhip incorporates procedures to develop the visibility and recognition of social enterprises as well as improve social enterprises' access to funding. In some European Union (EU) countries such Italy and

the United Kingdom, enabling legislation has expanded interest in SEhip widely and rapidly. Some EU countries are urging the development of comprehensive strategies and stepping up of determination to stimulate social enterprises, adopting full use of EU structural funds for this purpose (Andor, Barnier & Tajani, 2013:91).

SEhip predominantly concentrates on problems related to community health, education, culture, deprivation, insecurity, deprivation and unemployment which are frequently associated with marginalised societies (Westall, Ramsden & Foley, 2000:17). Conducting SEhip impact assessment is necessary for transparency as it allows SEs to use the outcome in their strategy development as feedback instrument (Madan, 2007:2). After a study based on literature analysis on SEhip and CD, Malunga et al. (2014:24) suggest that an experimental study into the impact of SEs on CD is essential. This dissertation explores the necessity scale of SEhip on CD. The study focuses on SEs' impact, particularly where they operate, to determine the importance they have to CD and ascertains challenges they face in their mission to alleviate socio-economic issues and finding out what support is required to develop communities.

1.4 Statement of research problem

SEhip might be used to address socio-economic problems facing South Africa. The field of SEhip might also be used as a strategic tool in building social cohesion in the Cape Metropolitan area (Lekhanya, 2015:67). Regardless of the positive performance of activities implemented by SEhip in tackling socio-economic issues in the Cape Metropolitan area, the impact of SEs on CD remains unknown fully and negatively perceived by communities. Partial knowledge of the scope of their impact makes it difficult for the field to contribute to development, improve cohesion in communities, gain support from communities and create institutions.

Madan (2007:2) views social impact assessment as a progressive study and improvement support that brings the CD initiative to life. CD requires regrouping SEs that have the ability to bring community resources together with the aim of achieving their settled objectives (Dhesi, 2010:705).

SEhip could help South Africa in tackling developmental problems and addressing deprivation of social unity (Jafta, 2013:1). The outcomes of SEs' activities have created some misunderstanding regarding SEhip's impact on CD. More people are focused on the outcome of a growing numbers of SEhip activities than on its impact and the unclear impact they have explains why SEs do not receive support from the communities or environments in which they operate such as in the Cape Metropolitan.

The unclear impact on communities' development in the Cape Metropolitan area has largely contributed to the negative view of the SEhip field and their potential to alleviate socio-economic problems. From this perspective, the problem behind SEs attaining their mission in developing communities resides in how communities perceive SEs' impact. Achleitner, Luts, Mayer and Spiessknafl (2013:105) state that there are still procedures available to bring about the success of SEhip. The impact of SEhip on CD is not fully researched. This research is essential to bringing about proper understanding of SEhip activities to pursue their mission of innovation.

1.5 Research objectives

The objectives of the study were to:

- Ascertain the impact of SE on communities in the Cape Metropolitan area.
- Assess how SEhip improves development in communities.
- Determine forms of support needed by SEs in order to effectively develop communities.

1.6 Research questions

The research questions of the study were:

- What impact do SEs have on communities?
- How can SEhip improve development in communities?
- What forms of support do SEs need in order to effectively develop communities?

1.7 Preliminary literature review

According to Dees (2001:1), SEhip was first used in 1970, but the phenomenon of an organisation with a social purpose had existed long before the spread of SEhip. Rapid development in SEhip in the twenty-first century has brought many scholars and researchers to pay attention to the field (Perrini, Vurro & Costanzo, 2010:515). Over the years, many authors have tried to produce a clear definition of SEhip. However, up to now, there is no agreement on how SEhip is defined (Light, 2010:352; Ribeiro-Soriano & Castro-Giovanni, 2012:333). Despite its popularity, research conducted by Choi and Majumdar (2014:5-7) illustrates that academics and specialists still do not agree on the meaning of SEhip. Ferri and Urbano (2014:29) and Chell, Nicolopoulou & Karataş-Özkan (2010:485) indicate that the number of meaningful definitions of the concept of SEhip has increased. For these authors, SEhip is different to individuals in different areas regarding the arena and other contexts that take place such as culture, labour and market. Further, Friedman and Desivilya (2011:497) illustrate different meanings of SEship in the context of Anglo-Saxon and European tradition. Bacq and Janssen (2011:376) define it as “the process of identifying, evaluating and exploiting opportunities aiming at social value creation by means of commercial market-based activities and the use of a wide range of capital and resources”, while Choi and Majumdar (2014:372) conceptualise it as: “a collection of concepts pointed toward a representation of the combined quality of certain sub-concepts”.

1.7.1 Social organisation

Over the past decade, the world has witnessed tremendous growth of SOs. Galera and Borzaga (2009:214) state that not all well-planned ideas that aim to pursue a social goal are taken under the umbrella of a SO. A study by Kerlin (2012:85) points out that, within the window of progressive growth of a SO and its positive way of changing the globe, people have displayed many ways to describe the concept of SO and attached a meaning to use it. Kerlin (2013:84) defines SO as a non-governmental and market-based approach used for the purpose of social issues. Furthermore, the author describes a SO as an entity that creates meaningful projects aimed at raising revenue only for social activities. Galera and Borzaga (2009:214) point out that SOs are entities

that focus more on deprived areas by fixing the needs of particular segments of society to create a common interest. Further, the authors illustrate that the creation of social interest in a deprived society tends to bring change and opportunity to those affected by social issues.

From the perspective of identifying SOs, a study by Haugh (2005:346) described SOs as entities that operate in a self-regulating format that tend to take different legal forms. Further, the author agrees that SOs design their objectives to fully tackle social and economic issues in deprived societies. Galera (2007:2) indicates that SOs create ventures that are aimed at bringing change in communities by providing social services and work integration that aim to develop the course of life for disadvantaged communities such as health, education, culture and the general economy.

1.7.2 Social entrepreneur

A clear understanding of what SEs are and what they do gives a clear picture of individuals involved with social activities. In many cases, those involved with social activities are identified as SEs or social workers. These individuals, according to Haugh (2005:346), are people with intrinsic creativity that tend to fill, in a meaningful way, the gap of social problems left by government, private and public organisations. Further, the author agrees with the view of scholarly analysis regarding the importance of individuals' vital characteristics in the success of SEhip. These characteristics are believed not only to transform or solve the problems of particular sector, but also to maintain a sustainable transformation for a better life.

According to Galera and Borzaga (2009:215), SEs are “agents of change” because their initiatives of creating and implementing innovative solutions is centred on social problems and needs that are highly invisible to other sectors. Galera and Borzaga (2009:215) and describe SEs as leaders on the ground whose objectives are fulfilling social change, while their status is firmly recognised as non-profit activities. Abu-Saifan (2012:22) view SEs as actors bonded to deliver social value throughout their activities without the intention of setting a minimum return or profit.

1.7.3 Some organisations in Cape Metropolitan area known for social entrepreneurship

According to the Department of Social Development of South Africa (DSDSA, 2011:1), the Cape Metropolitan area has the following registered non-profit organisations known for their SEhip activities.

JL Zwane Centre is one of the institutions that believe in developing human capital. The JL Zwane Centre, situated in Gugulethu, is a well-recognised non-profit organisation established in 1994. Its objective is to improve and empower the communities of Gugulethu and surrounding areas through training and development, partnerships with caring individuals, organisations and companies.

Take Control South Africa was established in 2012 as a non-profit organisation operating in Gugulethu in the environmental sector, engaged in controlling pollution. The organisation's objective is to maintain a clean environment by promoting clean water, recycling programmes and global warming. Acting in the development and housing sector, Tankiso Skill Development Project is a well-known non-profit organisation whose objective is to boost employment by introducing training programmes. The organisation supports and provides on-the-job training, internships, and other training programmes to the deprived community.

FAMSA was established in 1998 as a non-profit organisation operating in Khayelitsha in the counselling services sector. It is engaged in assisting individuals, families, organisations, communities and societies to build restore and endure functional relationships through relationship counselling. FAMSA's purpose is to vigorously contribute towards the creation of healthy and effective functional families as the cornerstone of a stable, prosperous society and nation.

1.7.4 Conceptualising of social entrepreneurship

From their definition, Choi and Mjumdar (2014:367) call for involvement of multiple sub-concepts to identify SEhip. They describe SE, social value, social innovation, SO and market orientation as clusters to conceptualise SEhip. The authors define a cluster concept as a conglomerate of multiple notions that represents the important possessions of SEhip notion. Furthermore, Gaut (2000:27) points out that the particularity of cluster is adequate to the entity to be viewed as an example of notions, even if there are fewer objects to all properties. From the viewpoint of Choi and Mjumdar (2014:368), the field of SEhip and social enterprises is a collection of notions pointing towards SEhip as a represented, joined value of certain sub-concepts such as social value creation, the SE, the SO, market orientation and social innovation that must be put together.

1.7.5 Dilemmas of social entrepreneurship

Barki, Comini, Cunliffe, Hart and Rai (2015:381) state that an important focus of the SEhip discussion lies in the difficulty or dilemmas surrounding the definition. Since the appearance of the concept, SEhip and social businesses have brought many contradictions in the concept that makes it difficult to clarify. According to Mackey and Sisodia (2013:11), despite the number of success activities and possibilities, the concept of SEhip still presents many doubts about the positive impact the field might create. For instance, it will be difficult for traditional organisations to not seek profit, but there is always tension between social impact and profit generation and organisations with a social purpose usually are affected by these tensions (London & Hart. 2011:n.p; Crane, Palazzo, Spence & Matten, 2014:130).

1.7.6 Social innovation of social entrepreneurship

Doing different things is what many authors believe SEhip is all about. Understanding social innovation process therefore, resides in the importance attributed to the concept (Lettice & Parekh 2010:139-158). These authors define social innovation as “new ideas that seek to develop ways to improve the society”. Social innovation study is constructed on social creation, SE and SEhip organisation (Mair, Battilana & Cardenas,

2012:368). The authors illustrate that social innovation is established as a sub-concept of SEhip and plays the role of persuading change in communities. Positive value in SEhip contributes to the internal change of the notions (Barki et al., 2015:380).

1.7.7 Social value creation of social entrepreneurship

Creating social value has been considered as a requirement for SEhip (Peredo & McLean, 2006: 56-65). Austin, Stevenson and Wei-Skillern (2006: 1-22) and Barki et al. (2015:387) state that the aspect of social value creation describes the field as SEhip based on its main beliefs, which are social vision and mission. Nicholls and Cho (2008:99) view 'social' itself as a very difficult, unclear and challenged notion. The authors note that it is very demanding to consider or evaluate the degree of what social value essentially requires and what actions or development have to be put in place in generating community significance. Murphy and Coombes (2009:326) describe the concept of social value creation as a value overloaded concept that encompasses honest behaviour, selfless objectives and the promotion of a social purpose to bring freedom, equality and tolerance.

1.7.8 The social entrepreneur

The SE is referred to as an individual by several authors (Swedberg, 2009:99). By definition, a SE is regarded as a person, the architect making social entrepreneurial efforts and a visionary with imaginary drive who promotes community improvement and transformation (Svedberg, 2009:99). According to Bacq and Janssen (2011:377), apart from recognition of many adventures of SEhip, people exercising social activities have been shown to be important in shaping and carrying out innovative actions. Barki et al. (2015:381) and Bacq and Janssen (2011:362) remark that as a sub-concept of SEhip, the concept of SE remains difficult as it is not being easy to identify who is a SE, an individual with vision, change-maker or an innovator. However, other authors believe the sub-concept of SEhip activities make it more difficult to clearly define an individual as a SE.

1.7.9 The social entrepreneurship organisation

According to Chell, Nicolopoulou and Karatas-Özkan (2010:486), the SEhip context occurs in the organisation. SEhip can be located and occurs in any form of organisation in the public and private sectors. Many authors have indicated that a SEhip organisation might be run in different forms (profitable, non-profitable or hybrid) and in different legal forms such as “Community Interest Company” (CIC) in the United Kingdom (Elkington & Hartigan, 2008:373, Murphy & Coombes, 2009:325, Bacq & Janssen, 2011:386-387, Barki et al., 2015:380).

1.7.10 Market orientation

According to Nicholls (2010:611), as a sub-concept of SEhip, market orientation is often linked with effectiveness and efficiency through commercial activities. Further, the author points out that the characteristics of the notion of SEhip are positively estimated and provide SEhip with an aspect of business as a discipline. Barki et al. (2015:381) are of the view that besides complexity, the concept of market orientation has the potential to drive its own diverse agenda. The concept might be aligned to profit-oriented activities that produce revenue to maintain sustainability of SEhip actions and support of the organisation.

1.8 Research design and methodology

“Research design provides a framework for the collection and analysis of data” (Bryman & Bell, 2015:49). The data gathered consisted of a mixture of qualitative and quantitative types since, for the purpose of this research, mixed methods approach was chosen as appropriate to determine the needs and capture views of stakeholders regarding the impact of SE on CD. The rationale for a combination of quantitative and qualitative methods was because it enables one to understand the efforts of entrepreneurs without focusing on specific concepts. The impact of SEs was mentioned as unique and eliciting knowledge of participants could generate a good picture of the reality of social entrepreneurial activities.

1.9 Delineation of the research

As in all pragmatic studies, the boundaries of the study need to be identified. The parameters of the study were as follows:

- The study focused only on the impact of SEhip on CD.
- Only individual entrepreneurs, SE, communities of Khayelitsha and Gugulethu in the Cape Metropolitan Western Cape were involved.
- All participants were requested to respond using the English language only.

1.10 Significance of the research

This study investigated the impact of SEhip on CD in order to improve interaction among stakeholders. The study is beneficial to SEs as they can use the outcomes as guidelines in their pursuit of development. It would also benefit SEs by highlighting their developmental role and improving collaboration between internal and external stakeholders. The selected communities could also benefit as they might obtain better services, attract SEs.

1.11 Outline of the dissertation structure

The dissertation is structured as follows:

Chapter One

The introduction, overview and background of the study were given, addressing the following: background to the research problem; statement of the research problems; research objectives; research questions; preliminary literature review; research design and methodology; delineation of the research and significance of the research

Chapter Two

In this chapter, the discussion focuss on a recent and past research on SEhip, impact assessment and CD necessary for empowering and innovating society.

Chapter Three

In this section the research design, methodology, and the methods of research are discussed. It will explain open-ended and closed-ended questions, qualitative and quantitative research methods, and discuss the method used to gather data.

Chapter Four

Responses from questionnaires administered and interviews conducted with residents of communities of Gugulethu and Khayelitsha in Cape the Metropolitan are presented in this chapter. The data are analysed and statistics provided.

Chapter Five

In this chapter, an attempt is made to address the research questions. The chapter concludes with recommendations and a conclusion to the study.

The next chapter reviews literature on social entrepreneurship.

CHAPTER 2: LITERATURE REVIEW - OVERVIEW OF RECENT AND PAST RESEARCH

2.1 Introduction

The literature review provides an overview of recent and past research on SEhip activities necessary for CD with regard to poor communities' innovation, development and cohesion. It also includes a discussion on the lack of social impact in these communities surrounded by socio-economic problems such as health, housing, and education, among others. The review covers the overall beliefs of SEhip as well as differences between SEhip conceptions that mapped out the internal different meanings such as 'entrepreneur', evolution of entrepreneurship, social entrepreneurship, social organisations, social entrepreneurs, impact of social entrepreneurship on community development and social enterprises impact assessment.

Bacq and Janssen (2011:376) define SEhip as "the process of identifying, evaluating and exploiting opportunities aiming at social value creation by means of commercial market-based activities and the use of a wide range of resource", while, Choi and Mjumdar (2014:5-7), define it as follows: "SEhip is a cluster concept which implies that SEhip is a representation of the combined quality of certain sub-concepts".

2.2 Meaning of 'entrepreneur'

The term 'entrepreneur' is difficult to define. To understanding what SEhip means or does, one must take a step back to understand the root of the word 'entrepreneur'. Dees' view (2001:1) is that it is incorrect to limit the term 'entrepreneur', which has a rich history and much more meaningful significance, to mean only 'the starting of business'. According to Dees (2001:1), the term 'entrepreneur' made its appearance in the seventeenth century. It originated from French economics. It is viewed as an individual who undertakes important projects and activities to stimulate economic progress by attempting new ventures or ways of doing things.

Rey (1994:700) explains that in the thirteenth century, the term 'entrepreneur' was first used in different forms such as 'empreneur' and then took its current definitive spelling by the fifteenth century. Further, the author quotes Champlain as using the term 'entrepreneur', stating that "he was going on a trip to see the country and what entrepreneurs would do there".

Around the nineteenth century, French economist, Jean Baptiste, clarified the meaning of 'entrepreneur' by writing: Entrepreneurs change the course of resources out of an area of lower or higher production. For the economist, the concept of entrepreneur creates value and greater yields. Defining the term "entrepreneur" requires a closer look at what characterises the activity system of an entrepreneur (Filion, 2011:41-52). Further, the author points out that from a repeated review of studies, entrepreneurs stand for their ability to act independently and to conceive and implement activities. As an opportunistic person, the author adds that an entrepreneur is a person who is able to translate thought into action.

Some authors define entrepreneurship as: "the dynamic process of identifying economic opportunities and acting upon them by developing, producing and selling goods and services" (OECD Economic Survey, 1997:n.p) and "an enterprising individual who displays the readiness to take risks with new or innovative ideas to generate new products or services" (Ahmad & Seymour, 2008:5). Departing from what the meaning of 'entrepreneur', the economist, Joseph Schumpeter redirected his study to focus on determining the efforts of an entrepreneur for innovation and improvement. In his study, Schumpeter defines an entrepreneur as "a force of creative destruction which carried out new combinations thereby helping or rendering old industries obsolete.

For Filion (2011:41-52), the concept 'entrepreneur' is derived from the French verb 'entreprendre', which means "to undertake". Further, the author states that 'entrepreneur' is divided into two parts, 'entre', meaning 'between', and 'preneur', meaning 'taker', which the author combines as a 'between-taker' or "go-between". Research by Filion (2011:41-52) mentions that in many circumstances, being

opportunistic, entrepreneurs are involved in undertaking different activities in the course of adding more value to what has been existing or bringing about new ideas through initiating, implementing and developing their activities using a limited number of resources to generate some reward. A study by Goffee and Scase (1987:1) expresses the view that nowadays entrepreneurs seem to be more important than before. Individual entrepreneurs are perceived as popular protagonists who take risk, innovate and create wealth in their sector. Dees (2001:1) agrees with Schumpeter on the perception of an individual entrepreneur is one who starts a new business and seeks profit. However, the starting of a business is not the essence of entrepreneurship.

2.3 Evolution of entrepreneurship

Entrepreneurial perspectives and roles have increased in range nowadays and include certain ventures that make the phenomenon more difficult to describe. Historically speaking, the concept of entrepreneurship made its appearance during the eighteenth century, with a number of economists limiting the meaning to “starting one’s own business” (OECD, 2003:n.p.).

In the nineteenth century, research conducted by Bygrave and Hofer (1891:13) defined the concept of entrepreneurship as a phenomenon encompassing a number of purposes or occupations, activities related to opportunity and establishment of businesses to pursue the total activity (Sahay & Sharma, 2008:4). Later, in the twentieth century, the Schumpeter modernised the definition of entrepreneurship. For him, the concept of entrepreneurship is to bring new ventures to combine enterprises and individuals who are ready to carry out those new ventures (Schumpeter, 1934:n.p). Schumpeter linked the concept to the creation of a new venture where he further described: “introduction of a new product, introduction of a new method of production, opening of a new market, the conquest of a new source of supply and the carrying out of a new organisation of industry” (Iversen et al., 2008:6).

Mugobo and Ukpere (2012:828) view the concept of entrepreneurship as a wheel integrated to manage internal and external activities of an enterprise. According to the

authors, the sustainability of these activities cannot be laid on entrepreneurship. Furthermore, Shane and Venkataraman (2000:n.p.) illustrate that the use of entrepreneurship as a function involve not only the creation of new ventures, but also an alteration of the market by introducing new products and strategies. Using Petrin's (1994:n.p.) thoughts, Mugobo and Ukpere (2012:828) state that the concept of entrepreneurship nowadays is important for the wealth of the economy. For the authors, entrepreneurship serves as a mechanism that propels the quality of individual life, economy and environment.

Reynolds (2005:359) views the conceptualisation of entrepreneurship and entrepreneurial activity as the birthplace of opportunity and the conception of new economic ventures that pass through the development of a new business. Cuervo, Ribeiro and Roig (2007:3) explain that the concept of entrepreneurship usually takes its origin of discussion under the study of entrepreneurial factors which the author outlines as: entrepreneurial function, entrepreneurial initiative, entrepreneurial behaviour and entrepreneurial spirit.

2.3.1 Entrepreneurial function, initiative, behaviour and spirit

According Shane and Venkataraman (2000:217), the entrepreneurial function is a new search for opportunity through developing a certain activity or creation of an enterprise; the authors see the entrepreneurial function as an assessment and exploitation of an opportunity. According to Cuervo, Ribeiro and Roig (2007:3), entrepreneurial initiative is an inventiveness and fantasy that an individual undertakes to come out with the new venture or opportunity to anticipate the market or develop the ability to innovate; this combination abounds the concept of risk-taking and renewal.

Cuervo, Ribeiro and Roig (2007:3) and Miller (1983:770) associate entrepreneurial behaviour to the performance of management that not only achieves innovation and risk taking, but also pro-activeness. Further the authors point out that entrepreneurial spirit is a concept that highlights a certain exploration that pursues innovation and is different from opportunity management or exploitation. Eckhardt and Shane (2003:333) point out the reason behind different descriptions of entrepreneurship by viewing the identification

and assessment of opportunity, availability of resources and strategy as key values that make the concept more dispersed.

Regarding entrepreneurial activity, research by Kihlstrom and Laffont (1979:719) and McClelland (1961:n.p.) indicate pointed that the idea behind the appearance of entrepreneurial activity lies in three indications, identified as:

- A connection to the motivation of the individual who is willing to take risks and craves the need for achievement.
- A focus on economic and environmental factors that give opportunities to the individual to start a new venture, such as promoting market dimension, technology, dynamic change and demography.
- Association with the fundamental function of institution and a direct link to culture and societal values.

Entrepreneurship, as described by economists nowadays, is very important for economic growth as it manifests its presence in a meaningful and different ways. The concept of entrepreneurship turns up to be present in all entities, private or public, profit or non-profit organisation, whatever their size.

2.4 Social entrepreneurship

According to Dees (2001:1), SEhip was first used in 1970, but the phenomenon of an organisation with a social purpose had existed long before the spread of SEhip. Rapid development in SEhip in the twenty-first century has brought many scholars and researchers to pay attention to the field (Perrini, Vurro & Costanzo, 2010:515). Over the years, many authors have tried to produce a clear definition of SEhip. However, up to now, there is no agreement on how SEhip is defined (Light, 2010:352; Ribeiro-Soriano & Castro-Giovanni, 2012:333). Despite its popularity, research conducted by Choi and Majumdar (2014:5-7) illustrates that academics and specialists still do not agree on the meaning of SEhip. Ferri and Urbano (2014:29) and Chell, Nicolopoulou & Karataş-Özkan (2010:485) indicate that the number of meaningful definitions of the concept of SEhip has increased. For these authors, SEhip is different to individuals in different

areas regarding the arena and other contexts that take place such as culture, labour and market. Further, Friedman and Desivilya (2011:497) illustrate different meanings of SEship in the context of Anglo-Saxon and European tradition. Bacq and Janssen (2011:376) define it as “the process of identifying, evaluating and exploiting opportunities aiming at social value creation by means of commercial market-based activities and the use of a wide range of capital and resources”, while Choi and Majumdar (2014:372) conceptualise it as: “a collection of concepts pointed toward a representation of the combined quality of certain sub-concepts”. According to the study conducted by Lombard and Strydom (2011:327), SEhip is an actor that provides social work with the purpose to activate populations in developing their own environment.

In the past, researchers focused on producing a definition of the field. Nowadays, the shift in SEhip focuses on the purpose of social change by innovating and creating change in communities, rather than maximising profit as the main true reward (Shaw, Gordon, Harvey & Maclean, 2011:276). Evident in the number of recognised topics dominant within research, SEhip is necessary as an innovation field of scientific research encouraged by economic and environmental change (Kraus, Filser, O’Dwyer & Shaw, 2013:276). Many academics have pointed out in their studies the current variances concerning SEhip notions and contributed to building the internal diversity in the literature (Hill, Kothari & Shea, 2010:18).

A study by Galera and Borzaga (2009:210) mentioned difficulty in giving a single clear definition that can be attached to the notion of SEhip. For the authors, the multiple definitions elaborated by different authors for the notion of SEhip has complicated the difficulty regarding what the concept of a social organisation (SO) and SEhip mean to different people. Peredo and McLean (2006:56) note that specific elements such as “problem solving and “sustainable social value” mentioned by Johnson (2000:2) and Dees, 1998:54) are recur in different research studies as elements that contribute to the nature of SEhip and serve to separate SEhip from other forms of entrepreneurial activities.

2.4.1 Conceptualising social entrepreneurship

From their definition, Choi and Mjumdar (2014:367) call for involvement of multiple sub-concepts to identify SEhip. They describe SE, social value, social innovation, SO and market orientation as clusters to conceptualise SEhip. The authors define a cluster concept as a conglomerate of multiple notions that represents the important possessions of SEhip notion. Furthermore, Gaut (2000:27) points out that the particularity of cluster is adequate to the entity to be viewed as an example of notions, even if there are fewer objects to all properties. From the viewpoint of Choi and Mjumdar (2014:368), the field of SEhip and social enterprises is a collection of notions pointing towards SEhip as a represented, joined value of certain sub-concepts such as social value creation, the SE, the SO, market orientation and social innovation that must be put together.

2.4.2 Dilemmas of social entrepreneurship

Barki, Comini, Cunliffe, Hart and Rai (2015:381) state that an important focus of the SEhip discussion lies in the difficulty or dilemmas surrounding the definition. Since the appearance of the concept, SEhip and social businesses have brought many contradictions in the concept that makes it difficult to clarify. According to Mackey and Sisodia (2013:11), despite the number of success activities and possibilities, the concept of SEhip still presents many doubts about the positive impact the field might create. For instance, it will be difficult for traditional organisations to not seek profit, but there is always tension between social impact and profit generation and organisations with a social purpose usually are affected by these tensions (London & Hart. 2011:n.p.; Crane, Palazzo, Spence & Matten, 2014:130).

2.4.3 Social innovation of social entrepreneurship

Doing different things is what many authors believe SEhip is all about. Understanding social innovation process therefore, resides in the importance attributed to the concept (Lettice & Parekh 2010:139-158). These authors define social innovation as “new ideas that seek to develop ways to improve the society”. Social innovation study is constructed on social creation, SE and SEhip organisation (Mair, Battilana & Cardenas,

2012:368). The authors illustrate that social innovation is established as a sub-concept of SEhip and plays the role of persuading change in communities. Positive value in SEhip contributes to the internal change of the notions (Barki et al., 2015:380).

2.4.4 Social value creation of social entrepreneurship

Creating social value has been considered as a requirement for SEhip (Peredo & McLean, 2006: 56-65). Austin, Stevenson and Wei-Skillern (2006: 1-22) and Barki et al. (2015:387) state that the aspect of social value creation describes the field as SEhip based on its main beliefs, which are social vision and mission. Nicholls and Cho (2008:99) view 'social' itself as a very difficult, unclear and challenged notion. The authors note that it is very demanding to consider or evaluate the degree of what social value essentially requires and what actions or development have to be put in place in generating community significance. Murphy and Coombes (2009:326) describe the concept of social value creation as a value overloaded concept that encompasses honest behaviour, selfless objectives and the promotion of a social purpose to bring freedom, equality and tolerance.

2.4.5 Role of social entrepreneurship

From Dees' study (2001:1), it is clear SEship plays an important role in society or environments concerning development. For the author, the concept of SEhip does change, innovate and determine the value of society. Furthermore, the author calls a SE a "change agent". According to Cherem (2013:1), the importance of the existence of SEhip resides in placing greater opportunities on certain communities in either developed or emerging countries through systematic change that actors bring in the society by selling products and delivering services. The author indicates that the wide range of social services in these communities can give a greater opportunity to SEs such that they can bring about change. A study by McElnea (2005:1) shows SEhip as a change agent present in many communities and a vital provider of resources necessary for these communities to overcome their inequality. Moreover, the author points out that the roles related to SEhip also propel the needs of the economy by introducing more jobs and new ventures. Dees (2001:4) states that SEhip plays a part in adopting a

mission to create and sustain social value; recognising and persistently pursuing new opportunities to help that mission; engaging in a process of continuous innovation, adaptation and learning; acting confidently without being limited by resources currently in hand; and displaying sensitive accountability to the constituencies served and for the outcomes created.

- **Adopting a mission to create and sustain social value**

Kiser, Leipziger and Shubert (2014:2), explain the importance or role a mission plays in any organisation by providing an example connected to Ford manufacturing. Ford states that it “does redefine its mission, to imagine different future in which it will provide flexible solutions, rather than only manufacturing cars” (Ford, 2015:4). The term ‘mission’ creates a gap between SEhip and other forms of business entrepreneurs (Dees, 2001:4). For the author, the gap behind the term is based on the perception of SE or the mission. Redefinition of mission clarifies everything for SE because it is fundamental for social development or improvement. Furthermore, the author pointed the sustain value of SEhip as to what he believes making service and profit for the communities they serve and developing a long-term impact related to communities’ improvement.

- **Recognising and relentlessly pursuing new opportunities**

Mair and Marti (2006:37) provide a view of SEhip by describing the concept as combination of processes that develop value to explore opportunities that encourage community change. Research by Bacq and Jansen (2011:388) indicates that the process of contemplating the exploitation of an opportunity aims to create social change through market-based activities, while Dees (2001:4) illustrated how SEhip capitalises on socio-economic problem as opportunity, other businesses see as problematic. Further, the author points out that, determination of SEhip is not limited to the social aspect. The author’s view is that besides the social need, SEhip also focuses its vision on fully achieving development by changing the environment. Dees (2001:4) calls for persistence as an important principle that moves SEhip and SEs’ willingness to do so to

change the course of individual life and the economy in the environment social entrepreneurship is undertaken and proposes commitment to overcome challenges.

- **Engaging in a process of continuous innovation, adaptation and learning**

In a study conducted by Kiser, Leipziger and Shubert (2013:5), the authors quote Philip Mirvis, Bradley Googins and Cheryl Kiser as follows: "Innovation is active, not reactive; creative not routinized; and aimed at breakthroughs, not incremental change." According to Kiser et al. (2013:5), a designed vision is set as a primary characteristic required to be implemented by a social innovator when it comes to develop a new product or change the course of existing business.

The study by Dees (2001:4) recognises the innovative SEs carry out. Development of new ventures and introduction of new ideas in existing ventures provide SEs with access to resources as long as they embrace creativity in the society. Dees' (2001:4) study points out that SE innovation describes certain ways of how programmes or resources are structured and how programmes are continuously elaborating, exploring and learning.

- **Acting confidently without being limited by resources currently in hand**

Mair and Ganly (2010:189) highlight innovative uses of resources as a common point between SE when it comes to elaborating, innovating or implementing a new or an existing venture to pursue opportunities that capitalise change in the environment. According to Dees (2001:5), confidence over resources by SEs when conducting their activities is the interconnection with other partnerships. This connection drives SEs to remain positive. By exploring the resources option, SEs control their limited resources by constantly collaborating with others to develop other strategies capable of maintaining and supporting the adoption of the social setting mission.

- **Exhibiting a sensitive sense of accountability to the constituencies served and for the outcomes created**

A study by Imperatori and Ruta (2006:107) indicates the market SEs operate in does not match other sectors such as traditional non-profit organisations. The authors highlight the reason behind how SEs procure resources. Furthermore, they point out that SEs lean on not-for-profit organisations to acquire resources that maintain their courses in the creation of ventures and keep their mission on track.

Edwards and Hulme (1996:967) underline the importance of how the accountability information process shapes an actor's decisions and actions and the responsibility for social change in economic performance. Dees (2001:5) mentions that the responsibility of SEs is tied to their investors, people they serve and improvement of the community and return on investment, which are incorporated into SE's mission to help them understand their value. Furthermore, the author indicates that close connection to the community and investors enables SEs to comprehensively understand what these actors expect from them.

2.4.6 Social entrepreneurial organisations in the Cape Metropolitan area

- **The social entrepreneurship organisation**

According to Chell, Nicolopoulou and Karatas-Özkan (2010:486), the SEhip context occurs in the organisation. SEhip can be located and occurs in any form of organisation in the public and private sectors. Many authors have indicated that a SEhip organisation might be run in different forms (profitable, non-profitable or hybrid) and in different legal forms such as "Community Interest Company" (CIC) in the United Kingdom (Elkington & Hartigan, 2008:373, Murphy & Coombes, 2009:325, Bacq & Janssen, 2011:386-387, Barki et al., 2015:380).

According to the Department of Social Development of South Africa (DSDSA, 2011:1), the Cape Metropolitan area has the following registered non-profit organisations known for their SEhip activities.

Khumbuli Khaya Sport Tournament Arts and Culture, Masters of Arts and Prosperity and Academy of Project Management for Early Childhood Development Centres are

non-profit organisations established in 2012 in the Cape Metropolitan area within the sector of development and housing economics under the theme “community neighbourhood organisation”. These organisations’ objectives were designed to tackle economic, social and CD problems to improve life of deprived population of Khayelitsha such as local development organisations, squatters’ associations and poor people’s cooperatives.

JL Zwane Centre is one of the institutions that believe in developing human capital. The JL Zwane Centre, situated in Gugulethu, is a well-recognised non-profit organisation established in 1994. Its objective is to improve and empower the communities of Gugulethu and surrounding areas through training and development, partnerships with caring individuals, organisations and companies.

Take Control South Africa was established in 2012 as a non-profit organisation operating in Gugulethu in the environmental sector, engaged in controlling pollution. The organisation’s objective is to maintain a clean environment by promoting clean water, recycling programmes and global warming. Acting in the development and housing sector, Tankiso Skill Development Project is a well-known non-profit organisation whose objective is to boost employment by introducing training programmes. The organisation supports and provides on-the-job training, internships, and other training programmes to the deprived community.

FAMSA was established in 1998 as a non-profit organisation operating in Khayelitsha in the counselling services sector. It is engaged in assisting individuals, families, organisations, communities and societies to build, restore and endure functional relationships through relationship counselling. FAMSA’s purpose is to vigorously contribute towards the creation of healthy and effective functional families as the cornerstone of a stable, prosperous society and nation.

Community development initiatives in Cape Metropolitan area attributed to social organisations

- **The Cape Town Carnival**

The Western Cape is one of the regions with immense inequality and lack of social capital in South Africa (Punt et al., 2005:1), while Jafta (2013:1) indicates that South Africa is in need of initiatives that will change the course of cohesion and CD. These are of the view that the Western Cape, particularly Cape Metropolitan area, has done just that, by introducing an initiative in the form of SEhip that drives change in cultural expression and CD. Such an initiative is the Cape Town Carnival. Jafta (2013:1) argues that the implementation of the Cape Town Carnival initiative in the Cape Metropolitan area has set a great social economic development trend by involving numbers of volunteers and small and large businesses to not only create ventures, but also promote social cohesion, finance and capital growth. The Cape Town Carnival initiative aims to make available some activities in the form of transferring skills and discovering entrepreneurial talent considered as key actors in maintaining long-term social cohesion and development. This initiative also builds confidence among participants and the community (Jafta, 2013:1).

- **The Mhani Gingi flagship programme**

Gingi (2011:1) states that the meaning of 'Mhani Gingi' is caring. Mhani Gingi is a non-profit organisation specialised in delivering innovative business solutions that maintain sustainable and profitable business towards alleviating social problems in South Africa. The Mhani Gingi organisation stands for a better environment. The Flagship Programme is one of Mhani Gingi's initiatives aimed at encouraging communities to have a healthy nutrition and lifestyle. The initiative does not only provide food support, but also creates employment for members involved in the network. The Flagship Programme has been expanding its support by providing gardeners with cultivation training in the community of Gugulethu and started initiatives of cultivating gardens in different environments such as hospitals, crèches, schools and clinics. The objective of

the initiative is to teach community self-esteem to be able to cultivate gardens, have a better environment and help the community to produce healthy food.

2.4.7 Individuals social entrepreneurs in the Cape Metropolitan area

The social entrepreneur

The SE is referred to as an individual by several authors; by definition, a SE is regarded as a person, the architect making social entrepreneurial efforts and a visionary with imaginary drive who promotes community improvement and transformation (Swedberg, 2009:99). According to Bacq and Janssen (2011:377), apart from recognition of many adventures of SEhip, people exercising social activities have been shown to be important in shaping and carrying out innovative actions. Barki et al. (2015:381) and Bacq and Janssen (2011:362) remark that as a sub-concept of SEhip, the concept of SE remains difficult as it is not being easy to identify who is a SE, an individual with vision, change-maker or an innovator. However, other authors believe the sub-concept of SEhip activities make it more difficult to clearly define an individual as a SE.

According to Watters, Willington, Shutte and Kruh (2012:1), UnLtd South Africa has been giving great support to individuals with a social purpose since 2010. Duplicated from UnLtd UK experience, the initiative was launched to give support from start up to investment level to Cape Town SEs.

- **Lauren O'Donnell (Greenpop)**

Lauren O'Donnell is an active SE operating in Cape Town and around the African continent. Focused on attaining a green environment, Lauren started a unique project aimed at urban greening and reforestation on the continent, called "Treevolution". The entrepreneur believes keeping a green environment and reforesting the environment is what keeps humans in touch with the earth they live. Lauren's "Treevolution" project is aimed at educating communities to provide practical experience in trees care and monitoring them to ensure better life.

- **Siphiwo Rengqe (White Walls Project)**

Siphiwo Rengqe is a recognised SE and a winner of Department of Economic Development and Tourism (DEDAT) competition, Siphiwo is an individual with a social purpose who developed the White Walls Project, which is aimed at selling advertising space on newly-built boundary walls. The project alleviates the problem of privacy and security facing houses built along main roads without boundary walls, Siphiwo started the initiative that innovates business by enabling the white walls project to tackle the cost of building external boundary walls by selling advertising spaces strategically placed at key transport junctions. The project also aims to provide privacy and security for communities

2.5 Social organisations

Over the past decade, the world has witnessed tremendous growth of SOs. Galera and Borzaga (2009:214) state that not all well-planned ideas that aim to pursue a social goal are taken under the umbrella of a SO. A study by Kerlin (2013:85) points out that, within the window of progressive growth of a SO and its positive way of changing the globe, people have displayed many ways to describe the concept of SO and attached a meaning to use it. Kerlin (2013:84) defines SO as a non-governmental and market-based approach used for the purpose of social issues. Furthermore, the author describes a SO as an entity that creates meaningful projects aimed at raising revenue only for social activities. Galera and Borzaga (2009:214) point out that SOs are entities that focus more on deprived areas by fixing the needs of particular segments of society to create a common interest. Further, the authors illustrate that the creation of social interest in a deprived society tends to bring change and opportunity to those affected by social issues.

From the perspective of identifying SOs, a study by Haugh (2005:346) described SOs as entities that operate in a self-regulating format that tend to take different legal forms. Further, the author agrees that SOs design their objectives to fully tackle social and economic issues in deprived societies. The OECD (1999:1) indicates that SOs create ventures that are aimed at bringing change in communities by providing social services

and work integration that aim to develop the course of life for disadvantaged communities such as health, education, culture and the general economy.

2.6 Social entrepreneurs

A clear understanding of what SEs are and what they do gives a clear picture of individuals involved with social activities. In many cases, those involved with social activities are identified as SEs or social workers. These individuals, according to Haugh (2005:346), are people with intrinsic creativity that tend to fill, in a meaningful way, the gap of social problems left by government, private and public organisations. Further, the author agrees with the view of scholarly analysis regarding the importance of individuals' vital characteristics in the success of SEhip. These characteristics are believed not only to transform or solve the problems of particular sector, but also to maintain a sustainable transformation for a better life.

According to Galera and Borzaga (2009:215), SEs are “agents of change” because their initiatives of creating and implementing innovative solutions is centred on social problems and needs that are highly invisible to other sectors. Galera and Borzaga (2009:215) and Johnson (2000:1) describe SEs as leaders on the ground whose objectives are fulfilling social change, while their status is firmly recognised as non-profit activities. Abu-Saifan (2012:22) and Dees (1998:54) view SEs as actors bonded to deliver social value throughout their activities without the intention of setting a minimum return or profit.

2.6.1 Market orientation

According to Nicholls (2010:611), as a sub-concept of SEhip, market orientation is often linked with effectiveness and efficiency through commercial activities. Further, the author points out that the characteristics of the notion of SEhip are positively estimated and provide SEhip with an aspect of business as a discipline. Barki et al. (2015:381) are of the view that besides complexity, the concept of market orientation has the potential to drive its own diverse agenda. The concept might be aligned to profit-oriented

activities that produce revenue to maintain sustainability of SEhip actions and support of the organisation.

2.7 Impact of social entrepreneurship on community development

2.7.1 Community development

For decades, issues of poverty, unemployment and health in certain communities have challenged both the governmental and non-governmental sectors. Recently, these sectors have jointly sought to address and find new approaches to reduce high levels of poverty, unemployment and ill health, which impact on communities' economic life and freedom. The South African context of transformation since 1994 is faced the complex of challenges, including economic, social and poverty alleviation (Seekings, 2014:4). The author further notes the need to evaluate certain initiatives through these challenges required interventions such as CD programmes.

According to Travis, McFarlin, Van Rooyen and Gray's (1999:185), CD in South Africa is one important intervention approach in response to poverty alleviation issues surrounding the community. This is because citizens residing in rural areas have too little and are surrounded by poverty. Social conditions perpetuate violence, illiteracy and ill-health. According to a study by Hart (2012:55), in the South African context, the need for an effective and constructive CD is recognised as important for national development. Flora and Flora (1993:48) show CD relies on interaction between people and joint action, which the author calls "collective agency".

Cavaye (2006:1) suggests a review of CD requires an understanding of what the concept combines, that is, "community" and development. The author provides some definitions in which he defines 'community' as a group of people with a shared identity, neighbourhood and environment. According to research by Weyers (2011:154), the concept of community represents a system that extends with some sub-system that should jointly work to overcome certain issues for a common good. Further, the author states the intervention must take place at the public level, community leaders and members are well placed to identify and deal with these needs and problems. Further,

the author states that mobilisation of the population to alleviate their problems resides in cooperation, with group capacity building as a technique.

At the same time, Weyers (2011:154), defines development as change, improvement and vitality; a directed attempt to improve participation, flexibility, function, attitude and quality of life. The UN Department of Economic and Social Affairs (1963:4) views the complexity of development as involving participation of the people devoted to improving themselves and their environment with as much reliance as possible on their own initiative following the provision of technical ways, which encourage initiatives to be effective. From the ambiguity that surrounds the concept of CD, more disciplines have tried to produce a clearer definition of it. According to Lyon (1989:n.p) and Ledwith (2005:n.p), the concept of CD encompasses concrete and non-concrete facets offering anticipating change in socio-economic conditions and cultures of people living in communities.

As an unpacked word in a series of societal disciplines, 'community development' is defined by the United Nations as a procedure in which skill, ability and effort of participants from non-governmental and governmental units are put together to ameliorate or change the course of economic, social and cultural conditions of communities, integrate them and enable them to contribute to national progress (United Nations Report, 1963:4-57). Further, Hart (2009: 63-64) shows that interchangeable skills and abilities available are needed by participants in the CD sector to empower communities and give initiatives in obtaining better, sustainable life. Furthermore, the author states that the concept of CD in South Africa soil presents a unique way that, in his view, has strength and potential, which focuses on human development and decentralised decision-making to the community. According to Travis, McFarlin, Van Rooyen and Gray (1999:186), CD resides in how the entities perceive their role played in changing the environment. Profitable or non-profitable organisations differ on their perceptions regarding development. Further, the author stated that in these two different entities, the gap between success and failure is residing on how they perceive the ideology of development.

2.7.2 Social and people-centred community development

Jeppe (1985:30) suggests that the confidence of a society and their living standards are likely to be improved through their own work, while Green (2012:27) illustrates that South African society is still facing many issues such as political, social and economic challenges. Furthermore, the author stated that progression in the country is delayed by on-going poverty and inequality. For the author, raising CD as an approach to alleviate socio-economic development problems requires that communities be empowered and capacity be developed through partnerships and networks. Davids (2005:18) shows that social CD in a country places great value on action and increasing the ability of the population to conjointly improve or develop projects. Further, the author states that social implications in decision-making and implementation of these development programmes turn participants into actors in development process where the benefit of development opportunity is shared.

The success of CD is based on a range of contributory factors such as ability, sustainability and ownership shown by participants (Davids, 2005:20). Further, the author states that participation of people contributes to development in different ways: “participation motivates people to become independent with regards to their own development; it is a method of ensuring equity as it provides opportunities for marginalised groups to influence development initiatives”.

2.7.3 Economic Development

According to research by Flora et al. (1992:n.p), economic development regarding CD does not, in certain ways, only improve the quality of life. As part of CD, economic development, in its grand aspect, is mainly conducted to improve employment and the economic base of the community. Cavaye (2006:4) views economic development as part of CD because it involves different elements of CD, which such as participation rethinking and action learn and it is classifying especially to the context that ameliorate the comparative position of the community.

Hall and Midgley (2004:n.p) indicate that, regarding CD, different SEs engage in both direct and indirect economic activities. In the view of the author, the combination of social and economic aspects creates economic opportunity for poor people and improves the basic condition of deprived communities in areas such healthcare, education and nutrition. Lombard (2008:142) illustrate that, either a SE or social worker can dramatically change the economy and contribute to economic development and growth, integrated human, social and economic development.

2.7.4 Cultural condition

A Senegalese, Leopold Sedar Senghor, was the most influential and read poet in Africa. In his novel, Senghor states that “Culture is the be all and end all of development” (Maraña, 2010:3). Marana (2010:3-4) states that the difficulty surrounding the relationship that ties culture to CD could not be better and more caring until the mid-1980s. According to the author, the influence of cultural factors has a great impact on promoting the CD process. Furthermore, the author illustrates that despite several studies by experts, the concept of CD devotes more attention to issues such as economic growth, education and health as human or communities’ development. Nowadays, that devoted attention incorporates cultural factors for analysing CD.

According to Wilson (2015:1), the wholesale neglect of incorporating cultural factors into SEhip practitioners’ initiative remains critical and has always been left out in designing projects. For the author, the mistake of often not incorporating cultural factors into development plans may negatively affect the outcome of development. Nowadays, in the process of CD, culture is viewed as an important factor that most practitioners combine to other factors in order to develop and promote both CD and community building.

2.8 Social enterprises impact assessment

Assessing the impact of SEhip has brought attention to many stakeholders, internal and external. Nowadays, most internal stakeholders seek to innovate and help solve problems related to society’s development worldwide. For these stakeholders, the ability

to measure the impact has become important. The word 'impact' can be defined in many ways from the point of view of organisations or entrepreneurs. Impact reflects the change that occurred due to an organisation or people's action, where these effects are presumed to be positive (Wallman-Stokes, Hovde, McLaughlin & Rosqueta, 2014:2).

In South Africa, Urban (2008:347) illustrates that SEhip has an explicit mandate to satisfy the deficit where government initiatives are unable to deliver. Such challenges are worsened by a social context characterised by massive inequalities in socio-economic, environmental and social effects. According to Barbour (2007:20), Burdge (1995:n.p) illustrates that recognising and understanding policies, plans, programmes and implementation of activities by the social enterprises and government have the potential to influence both the direction and level of social change. It is quite important to consider the social impacts and recognise that social change is an on-going process. Becker (2001:312) shows that the arrangement behind the concept of social impact assessment by the government has a significant consequence on people living in certain areas. According to the author, there are a number of social impact assessment which are explored in social consequences of development. Further, the author points to examples such as legal, management and businesses' social impact assessment. Social impact assessment is one general concept with many meanings. Social impact is an ambiguous association of words that can provide a flow of different definitions; according to Vanclay (2002:183), social impact is the consequence to human populations of any public or private actions that change the ways in which people live and work, relate to one another, are organised to meet their needs and, generally, live and cope as members of society. Impacts are felt at various levels, including individual, family or household, community, organisation or society level. Further, Vanclay's (2002:184) view is that in the sense of theoretical analysis of social impacts at an acceptable level of confidence, it is necessary to go through a baseline assessment. Therefore, the author defines social impact assessment as "The process of analysing (predicting, evaluating and reflecting) and managing the intended and unintended consequences on the human environment of planned Interventions (policies, programmes, plans and projects) and any social change processes invoked by those

interventions so as to bring more sustainable and equitable biophysical and human environment”.

According to the study by Grieco (2015:1), many authors on social impact assessment show its importance to organisations that strive to fulfil their social mission to measure the extent to which they are successful. For many organisations, mostly in the non-profit sector, the most important role of problem solving in their community is the need to assess generated impact accruing to their activities.

Barbour (2007:5) illustrates that, for decision makers, impact assessment is a tool that provides them with adequate and appropriate information, either positive or negative, related to their development in the community. According to Momtaz (2005:34), Du Pisani and Sandham (2006:708), the objective of doing impact assessment is to have an understanding of both the intended and unintended effects of planned action to intervene in the social environment in order to develop a sustainable management plan and to help the proposed action.

In a country such as South Africa, in order for social impact assessment to reach its potential and be optimally effective, it should be fully incorporated within the activities cycles (Aucamp, 2003:4). Barbour (2007) points out that improvement behind social well-being in South Africa must be an issue assessed in social impact assessment by focusing on creating jobs, reducing poverty and innovating communities. Owing to the absence of regulations governing the concept of SEhip activities in South Africa, Barbour (2007:n.p) states that social impact assessment has become a mechanism to be used effectively to overcome socio-economic problems.

2.8.1 Impact in other regions

The European Commission’s multi-method body of research project on SEhip (SEFORIS) conducted a multinational investigation that focused on understanding the impact social enterprises have on CD and innovation of society beyond EU countries (Huysentruyt, et al., 2013:1). According to the authors, the SEFORIS investigation

aimed to determine the key processes behind social enterprises' delivery and innovation around the European community. For the purpose of this research, two of the nine investigations will be used to support the course of understanding the impact of social enterprises in the Cape Metropolitan area.

According to Huysentruyt, et al., (2013:1) Belgium's social enterprises are actively training and creating jobs in deprived communities impacted by the huge scale of evolution in employment. The high scale impact on employment resulted in the training of individuals and creation of ventures for skilled individuals as an operational model. An investigation pointed out that most Belgian social enterprises were reported to have designed a proper indicator that allowed them to track their impact on society. Furthermore, the investigation showed that from the view of Belgian SEs, impact achievement was the constant interest in establishing a strong approach to impact monitoring and measurement. The investigation showed that the origin of the success reducing unemployment resulted from collaboration between public sector actors, non-profit organisations and social investors; when joined forces in 2014, the common objective was to give young individuals the employment they deserve.

2.8.2 Gap in the Cape Metropolitan area

South Africa, particularly the Cape Metropolitan area, has a couple of SEhip pioneers. According to Jafta (2013:20), the Cape Town Carnival is a venture that falls into the classification of SEhip. The author states that launching of the Cape Town Carnival was aimed at seizing the opportunity behind the challenges facing the community's art and culture so as to provide participants with a meaningful diversity and a training opportunity to prosper in design and costumes.

Watters et al. (2012:1) point out that the Greenpop initiative focuses on changing the environment by protecting and maintaining, while also giving opportunities to participants in the community. With its approach on deforestation, the Greenpop initiative aims to create employment opportunities. According to Moily (2012:1), Symphonia, a recognised SE in Cape Town, aims to promote innovation by developing

a leadership programme that gives opportunities to business leaders and school principals to exchange ideas through co-learning and co-action partnerships. Despite the success stories around the Cape Peninsula, Malunga et al. (2013:23) shows that there are still a lot of issues in the Cape Metropolitan area to be addressed. For the author, problems such as health, education, employment and housing in Cape Town deprived areas still need SEhip action to seize opportunities and foster change.

Malunga et al. (2014:24) suggests an empirical investigation of the impact of SE in CD. As the impact of SE on CD around the Cape Metropolitan area remains mostly unclear and not well-received by communities, this study investigates the impact of SE on CD in the area.

2.9 Summary

From previous research done, it is clear that the CD requires SEhip activities working together with the communities after gaining their approval. The term 'entrepreneur' is difficult to define and it is incorrect to limit the term 'entrepreneur' which has a rich history and much more meaningful significance, to mean only 'the starting of business. entrepreneurship is a phenomenon concept encompassing a number of purposes or occupations, activities related to opportunity and establishment of businesses to pursue the total activity. SEship in the context of Anglo-Saxon and European tradition is defined as "the process of identifying, evaluating and exploiting opportunities aiming at social value creation by means of commercial market-based activities and the use of a wide range of capital and resources"; it is also "a collection of concepts pointed toward a representation of the combined quality of certain sub-concepts". SEhip is an actor that provides social work with the purpose to activate populations in developing their own environment.

Not all well-planned ideas that aim to pursue a social goal are taken under the umbrella of a SO. Within the window of progressive growth of a SO and its positive way of changing the globe, people have displayed many ways to describe the concept of SO and attached a meaning to use it. Assessing the impact of SEhip has brought attention

to many stakeholders, internal and external. Nowadays, most internal stakeholders seek to innovate and help solve problems related to society's development worldwide.

In the next chapter, the research design and methodology are discussed.

CHAPTER 3: RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter covers the research design and methodology. It explains the quantitative and qualitative research and the methods used to collect data and focuses on site and participant selection, outlines the data collection methods and results of the study. The data captured and analysis follows. Steps taken to comply with ethical requirements of research are explained.

3.2 Research design and methodology

“Research design provides a framework for the collection and analysis of data” (Bryman & Bell, 2015:49). The data gathered consisted of a mixture of qualitative and quantitative types since, for the purpose of this research, mixed methods approach was chosen as appropriate to determine the needs and capture views of stakeholders regarding the impact of SE on CD. The rationale for a combination of quantitative and qualitative methods was because it enables one to understand the efforts of entrepreneurs without focusing on specific concepts. The impact of SEs was mentioned as unique and eliciting knowledge of participants could generate a good picture of the reality of social entrepreneurial activities.

The following sections explain qualitative and quantitative research and the methods used to collect data. Conducting a local pilot study was done to allow the researcher to ask participants for suggestions and feedback on the survey.

3.2.1 Philosophical assumption

The point of this study was not to explain the concept of SEhip, but to gather an understanding of its impact on CD. The study was focused on interpretivism approach to understand social impact among stakeholders. The services and activities of SE need to be regarded as the point of impact, rather than only as an outcome.

3.2.2 Interpretivism approach

Interpretivism research takes the view that the quality of the study lies in adopting criteria that are in harmony with the epistemological groundwork of the study (Farquhar & Michels, 2015:347). Interpretivism was selected to support the study because it aims to reveal the different opinions raised by individuals in a social environment. According to Zúñiga, O'Donoghue and Clarke (2015:52), "reality is viewed as a social construction which means there can be multiple realities or interpretations of an event". This makes interpretivism suitable to understand a particular and specific situation.

3.2.3 Mixed method research approach

Mixed research approach was used to tackle research questions and problems from different angles by using two relevant approaches to investigate perceptions (Ivankova & Greer, 2015:65). The authors state that mixed methods is a combination of qualitative and quantitative approaches within a study that generates more credible and persuasive conclusions about the research problem.

3.2.4 Quantitative research

Babbie (2010:24-25), states that numeric data is quantitative methods that highlight objective dimensions and numerical analysis of data collected through polls, questionnaires or surveys. Quantitative research focuses on gathering numerical data and generalising it across groups of people.

3.2.5 Qualitative research

Bryman and Bell (2015:38) state that qualitative research is an approach for probing and understanding the meaning individuals or groups attribute to a social issue. It is likely to designate a phenomenon with words, rather than with numbers. Quantitative research is close to a form of social examination that focuses on the way people interpret and make sense of their experience. It is a methodical technique of inquiry and follows the scientific system of problem solving to a significant degree (Thomas, Silverman & Nelson, 2015:21)

3.3 Research site and population type selection

Population refers to the whole pool of individuals or objects about which information is wanted (Peck, Olsen & Devore, 2014:6). The overall population for this study was residents of the Cape Metropolitan area. According to Statistics South Africa, based on the 2011 census, the Cape Metropolitan area had 3.7 million people. The targeted population for this study consisted of adult residents of Khayelitsha and Gugulethu townships, SEs and charitable organisations.

3.3.1 Research site

- **Khayelitsha**

Drawn from the isiXhosa language, “Khayelitsha” which means “New Home”, is a Cape Peninsula township situated 30 km from Cape Town centre. Late in the 1960s, during the breakdown violent and turbulent moment of the last decade of apartheid, Khayelitsha was conceived and found as a home of around 120,000 people. The new phase of development in 1983 attracted more people and the population is still growing (Jonathan, 2015:2). Nowadays, the township extends for almost 45 km² with an accumulation of stand-alone houses and the highest level of densification found in informal settlements. According to the 2011 census, about 46.6% of its stand-alone houses are shacks. This informal settlement area houses almost 10% of the population in the Cape Metropole, which almost 27% of black Africans in the area call home. The census data showed that Khayelitsha is home to approximately 391,749 people with a 2% growth rate from the previous census (Seekings, 2013:n.p.).

Khayelitsha encompasses businesses classified as small economic activities that consist of mostly informal trading. During the 2011 census, 38% of unemployment was recorded among the population aged between 15 to 64 years and is even higher among the youth with the figure pointing at 50% of total unemployment. The design of the township gives only 62% of the 118,809 households’ minimum use of a comfortable piped water line. Seventy-two per cent have straight access to a flush toilet which is connected to the public drain system. About 81% of the population only use electricity for lighting (Jonathan, 2015:3).

- **Gugulethu**

Originally wrongly spelled as 'Guguletu', Gugulethu, which translates to "Our Pride", from the Xhosa language, is a township situated at 20 km from Cape Town centre next to another township called Nyanga. Gugulethu was founded in late 1960s due to high population growth in Langa which was at the time the only home for black Africans (source, year: page). Historically, Gugulethu is regarded as one of its kind and the oldest township set up as a refuge for migrant labour system (Jacobs, 2008:5). Gugulethu is known as one of the fastest-growing townships in the Cape Metropolitan area, which counts for approximately 40% of the population living in informal shacks. A small part of the township has benefited through national housing policies aimed at transforming the township by replacing shacks with state-subsidised housing. Gugulethu according the 2011 census count had 98,468 inhabitants with an estimated 29,577 houses (Teppoa & Houssay-Holzschuch, 2013:51).

The township presents similar socio-economic problems to Khayelitsha, Langa, Nyanga and other surrounding townships. The concern of social, economic and infrastructure accumulation is critical in the Gugulethu area with the high population density the major effect. The township is characterised by underdevelopment, poverty, unemployment and crime. This growing township has a vibrant social life and is also a place of growth for small businesses that focus on black middle-class consumers (Teppoa & Houssay-Holzschuch, 2013:51). However, great change in development has been seen in previous years focused on reducing infrastructural inadequacies and in which a stable amelioration has been recorded in the provision of basic social services. The quality of life for the population in Khayelitsha and Gugulethu is not only predominated by poverty, but also by high levels of deprivation, unemployment, violence and crime (City of Cape Town, 2011:1).

3.3.2 Sample size

A sample is a sub-group of a population carefully chosen for study (Peck et al., 2014:6). The sample size for this study was made of 73 participants, obtained by using the margin of error formula. The targeted population for this sample was residents of

Gugulethu and Khayelitsha townships and SEs and charitable organisations operating in the Cape Metropolitan. The number of participants was as follows:

- ❖ Interviews: 15 interviews were conducted as follows:
 - 5 SEs in Khayelitsha and Gugulethu;
 - 5 social organisations in Khayelitsha and Gugulethu; and
 - 5 residents of the areas SEs are operating in Khayelitsha and Gugulethu.

- ❖ Questionnaires: 58 questionnaires were distributed to townships (Khayelitsha and Gugulethu) located in the Cape Metropolitan area as follows:
 - 2 SEs in Khayelitsha and Gugulethu
 - 6 social organisations in Khayelitsha and Gugulethu
 - 50 residents of the area social entrepreneurs are operating in Khayelitsha and 25 in Gugulethu

3.3.3 Sampling techniques

The sampling technique was by means of non-probability. According to Babbie (2013:199), this technique is relevant when conducting social research where samples are actually selected in particular ways not recommended by probability theory. From this point, sample selection was based on the use of snowball sampling.

3.4 Data collection instruments

By definition, data collection is the process in which primary data is gathered from samples through surveys, questionnaires and interviews so that the research question or problem can be answered to produce original research results (Bryman & Bell, 2015:14). According to Shaffer (2013:7-9), the qualitative approach is centred mainly on ethnography. The qualitative approach was used in this study to examine respondents' views, with interviews being the method of data collection. The quantitative approach was used to investigate and measure attributes and a questionnaire was the method of data collection to answer "what" or "how" questions in relation to the methodology (Shaffer, 2013:7-9).

3.4.1 Interview

An interview is defined as a verbal interaction between two individuals with the objective of obtaining relevant information for the purpose of research (Kumar, 2011:137). The author states that an interview can be an important instrument since it represents more control in procedure. For the purpose of this study, the semi-structured interview method was used because it is designed to extract maximum information based on the prior idea of questions that the study has. The advantage of using a semi-structured interview resides in its modification and completeness. Semi-structured interviews automatically save time and elaboration in analysis. The disadvantage of semi-structured interviews is that they are time consuming in analysis. Difficulty in generalising the findings is another disadvantage (Silverman, 2000:n.p). In this research, interviewing focused on different stakeholders in the area where SEs and SOs are operating.

3.4.2 Questionnaire

A questionnaire is an instrument that combines both quantitative and qualitative items; it is a tool for gathering data in survey research that contains both open- and close-ended questions made available to the population, often from a wide geographical area, to respond directly on the questionnaire itself without interacting with the investigator (Monette, Sullivan & De Jong, 2011:164). A questionnaire was the preferred data collection technique because it was reasonably quick to collect data from stakeholders. The questionnaire was administered in a same way by handing it to participants from the selected townships. Questions regarding stakeholders' status, workplace, contribution, community experience and other questions related to CD were asked using open-and closed-ended questions.

3.4.2.1 Open-ended questions

The business dictionary defines an open-ended question as one that allows respondents to answer in their own words. According to Burns and Grove (2003:n.p.), open-ended questions allow participants in research to come up with their opinions without being prejudiced by the person conducting the research. The rewards of open-

ended questions contain the possibility of determining the answers that individuals give impulsively and to explore deviant responses of the individual to the closed-ended question. According to Reja, Manfreda, Hlebec and Vehovar (2003:159), using open-ended questions has a disadvantage around the requirement for widespread coding and large point non-response. Further, the authors state that open-ended questions produce a much diverse set of answers and more missing data.

3.4.2.2 Closed-ended questions

Closed-ended questions are defined by the business dictionary as questions respondents can answer with a simple “Yes” or “No”. Closed-ended questions are a quantitative data collection tool. They involve a low level of participation of the investigator and a larger number of respondents. Durkheim (2000:44) states that “using closed-ended questions, answers from the participants are limited to a fixed set of responses”. Closed-ended questions, in general, yield a higher percentage of responses. As a drawback, closed-ended questions limit the respondent to the set of alternatives being offered (Durkheim, 2000:44).

3.5 Data analysis

Primary data were captured and analysed. According to Babbie (2010:12), “primary data is data that is unprocessed and which has been obtained directly by the researcher for a particular research project”. Polit and Hungler (2001:383) state that data analysis means to organising, providing structure and eliciting meaning. Microsoft Excel was the main tool for qualitative data analysis. Analysing qualitative raw information is an active and interactive process. Data analysis started soon after conducting the first interview.

3.5.1 Quantitative data

The quantitative data were analysed by allocating all participants with the letter ‘A’ and data attributed to an individual were identified by a number. Questions were represented by the letter ‘Q’. This was indicated as follows: A1 represented a participant and the number one’s responses to the questions. The data are summarised in a table, all answers were represented by number one (1), and attributed to a cell corresponded

to a participant answer. The total of the number in each cell on a row are then accumulated to have a total using sum formula; the total is then converted to an appropriate chart to display respective percentage of the raw data.

Table 3.1: Quantitative data table of social enterprises

	A1	A2	A3	A4	A5	A6	A7	A8	Total	
Q1	Male									
	Female									
	Corporate									
	Other									
Q2	Social entrepreneur									
	Social organisation									
	Employee with social activities									
Q3	NGO									
	NPS									
Q4	Voluntary associations									
	Trusts									
	Section 21									
	Other									
Q5	1-3 years									
	4-10 years									
	11-20 years									
	More than 20 years									
Q6	National									
	Provincial									
	Metropolitan area									
	Local Community									
Q7	Gugethu									
	Khayelitsha									
Q8	Social service									
	Law, Advocate, Politics									
	Development and housing									
	Education and research									
	Business and union									
	Health									
	Environment									
	Cultural									
	Voluntarism promotion									
	Religion									
Q9	People in the community									
	People with low income									
	People with employment barriers									
	Family									
	Disable people									
	Student									
Q10	Social service									
	Law, Advocate, Politics									
	Development and housing									
	Education and research									
	Business and union									
	Health									
	Environment									
	Cultural									
	Voluntarism promotion									
	Religion									
Q11	Yes									
	No									
	Duplication of activities									
	Yes									
	No									
	Monitoring of outcome									
	Yes									
	No									
	Q12	After 1 year								
		After 2 year								
After 3 year										
After 4 year										
After 5 year										
Q13	The time outcome start impacting on community									
	After 1 year									
	After 2 year									
	After 3 year									
	After 4 year									

3.5.2 Validity, reliability and triangulation

According to Polit and Hungler (2001), validity refers to the accuracy of the data. Validity exists when the research findings reflect the perceptions of the people under study. Validity is important in qualitative research, as researchers are able to demonstrate the reality of the participants through detailed description of the discussion.

Reliability refers to stability of data over time and over conditions. A dependable research study should be accurate and consistent. Reliable data are dependable, trustworthy, unflinching, authentic and reputable. Consistency is the main measure of reliability (Polit & Hungler, 2001). These aspects were attained by using recognised research methods discussed under section 3.2 to 3.2.5

Johnson, Onwuegbuzie and Turner (2007:112) refer to triangulation as the use of multiple references to draw conclusions. It involves evidence from different sources, different methods of collecting data and different investigators. The use of triangulation enables the researcher to strive to distinguish between true and false information. The researcher used triangulation to establish the accuracy of data related to the questionnaires. This triangulation of data strengthens research design because the researcher's data has increased creditability and validity.

3.5.3 Delineation

This research was limited to:

- Cape Metropolitan area, specifically Khayelitsha and Gugulethu townships.
- Only SEhip organisations or individual SEs were involved.
- Participants were requested to respond using the English Language.

3.5.4 The position of the researcher

As a Master of Technology in Business Administration student and researcher, the researcher made sure that permission was granted from the Higher Degree Committee academics at the Cape Peninsula University of Technology (CPUT) Cape Town Campus. The questionnaires were directly handed out to SEs at Cape Metropolitan

area particularly at Khayelitsha and Gugulethu townships. SEs were invited to participate. The purpose of the questionnaire was explained and what it will be used for. Furthermore, respondents were assured that all responses would remain confidential. Upon completion, respondents were requested to return the questionnaires directly to the researchers or to the Department of Business Science Secretary for collection of responses within a specific time frame. Respondents were given one month to complete the questionnaires. The use of consistent application of research methodologies as described 3.3 to 3.5.4 helped to limit any bias that could be caused by the position of the researchers.

3.5.5 Ethical considerations

The investigator should protect the subjects' privacy and confidentiality. Other issues that were addressed included:

- Withdrawal: participants could withdraw any time they felt like.
- Plagiarism: use of information from existing documents was acknowledged to comply with the Cape Peninsula University of Technology research ethics requirements.
- Informed consent: agreement to participate was obtained from participants before handing any questions.
- Privacy: the right of participants to privacy was respected secured by the investigator.
- Fair treatment: respect and fair treatment was accorded to all participants.
- Confidentiality: Information was kept secret to participants

3.6 Summary

This chapter describes the research design and methodology. The purpose of a research design is to maximise valid answers to a research question. This was achieved by using qualitative and quantitative approaches that were contextual. Data were collected by means of interviews and open- and closed-ended questions. The questionnaire was limited to the habitants, SOs and individual entrepreneurs of the Cape Metropolitan area (Khayelitsha and Gugulethu) regarding the impact of SEs on

CD. Questionnaires were the easiest and quickest way of collecting data. Quantitative data were captured in tables, while codes and numbers were used to capture qualitative data. The researcher made sense of data by using recognised validity, reliability and triangulation methods to analyse and ensure that the data were trustworthy and confidential. The chapter concluded with observing the principles of anonymity and to ensure that the participants were morally and ethically protected.

The next chapter discusses the research findings.

CHAPTER 4: DATA ANALYSIS AND RESULTS

4.1 Introduction

This section of the research describes analysis of data collected through a questionnaire and interviews. The research questions, interviews and responses of the participants are discussed. It also provides findings from the research results, which allow the researcher to draw conclusions over and make some recommendation.

Khayelitsha has a total of 391,749 inhabitants while Gugulethu has 98,468. A total of 73 participants were predetermined of which fifteen (15) interviews conducted and fifty-eight (58) questionnaires distributed in the area. Of the 15 interviews conducted, nine (9) were recorded and fifty-eight (58) questionnaires were collected.

The purpose of the study was to develop an understanding from communities of how SEhip impacts communities' development and determine the importance of the social impact related to the contribution on CD. The research also pitched on the objectives to ascertain the impact of SEs on communities of in the Cape Metropolitan area, assess how SEhip improves development in communities, and to determine support needed by SE in order to effectively develop communities as mentioned in Chapter 1.

The findings from the research questionnaires and interviews are discussed according to sections. Part 1 focuses on organisations and SEs and Part 2 on inhabitants of the area where the research was conducted (Khayelitsha and Gugulethu). The questionnaire was divided into sections, with Section A collecting quantitative data on respondents' biographical profiles.

4.2 Part one: SE or organisation involved in the research

In this section SOs and SEs' background and demographics are depicted.

4.2.1 Gender

The respondents' demographics according to gender is depicted as follows. Of the n=8 participants, the majority of n=6 (75%) respondents in the study were corporates. The minimum of n=2 (25%) were males exercising activity as individual SEs, and no respondent from female and other. Figure 1 below depicts the respondents' gender.

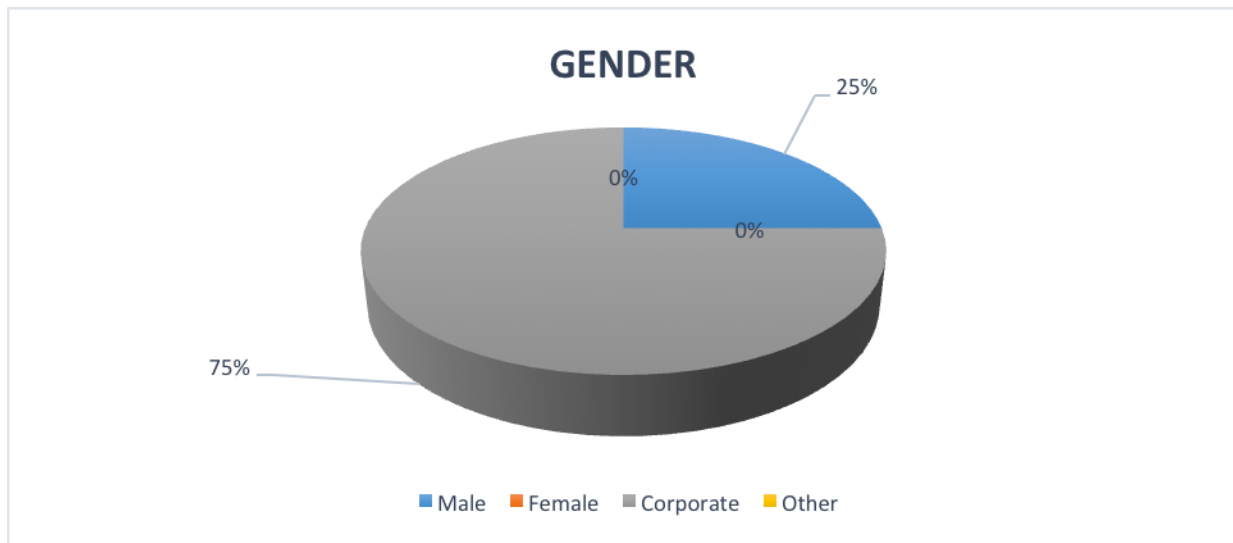


Figure 4.1: Respondents' gender

4.2.2 Status

Table 3 indicates the respondents' demographics regarding status. Eight (8) participants were selected. Of the respondents, n=6 (75%) were social enterprises and only n=2 (25%) were individual SEs. There was no response from employees of institutions with social activity. The results indicate that the majority of respondents in this category were SOs. These results back up the study by Watters et al. (2012:2), which indicated that individual SEs usually only have ideas in their heads that are not implemented even if the ideas are conceived with social intentions to contribute to development and income generation.

Table 4.3: Respondents status

		Frequency	Percentage	Accumulative percentage
Active	SE (individual)	2	25	25
	Social enterprises	6	75	100
	Employees of institutions with social activities	0	0	100
	Total	8	100	

4.2.3 Legal structure of the work is organised: the form and years of activities

The tables below represent the result regarding legal structure, forms and years of activities of the respondents.

Of the respondents, regarding the structure, the majority of n=5 (62%) were non-governmental organisations (NGOs) and non-profit sector organisations (NPSs) represented n=3 (38%).

Table 4.4: Legal structure

		Frequency	Percentage	Accumulative percentage
Valid	NGO	5	68	62
	NPS	3	38	100
	Total	8	100	

The forms under these structures were represented as follows. The majority of n=3 (38%) were shown to be between “Section 21” companies and “voluntary associations” in form. n=1 (12%) was the minimum between “Trusts” form and others.

Table 4.5: Form of structure

		Frequency	Percentage	Accumulative percentage
Valid	Voluntary association	3	38	38
	Trusts	1	12	50
	Section 21 companies	3	38	88
	Other	1	12	100
	Total	8	100	

The results show that n=3 (38%) of respondents were operating in the area the research was conducted (Khayelitsha and Gugulethu) for more than 20 years, n=2 (25%) started their activities less than 10 years, and n=1 (12%) between 10 to 20 years.

Table 4.6: Years of activities

		Frequency	Percentage	Accumulative percentage
Valid	1-3 years	2	25	25
	4-10 years	2	25	50
	11-20 years	1	12	62
	More than 20 years	3	38	100
	Total	8	100	

4.2.4 Geographical focus

The results regarding the geographical area in which the respondents focused for provision of products and services are depicted in Figures 2, 3 and 4. Of the respondents, the majority of n=7 (88%) were providing products and services to the local community, while a one respondent of n=1 (12%) was providing products and services in the Cape Metropolitan area. Since the local community is regarded as the

only vulnerable place that always seeks development, this finding is related to the study of Hall and Midgley (2004:73), which stated that CD resides in the ideas that local people get support from external resources with drive of implementing programmes to meet their needs.

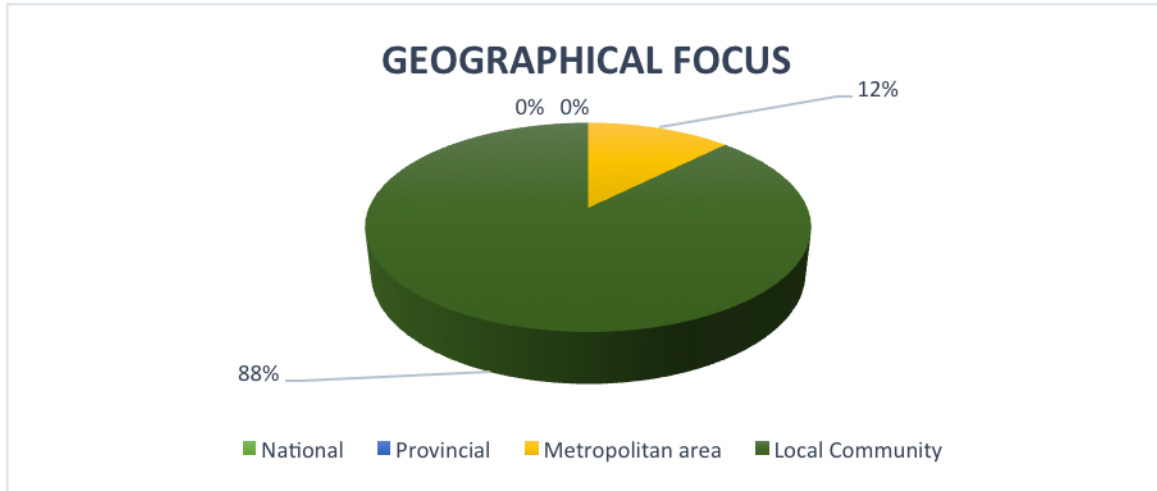


Figure 4.2: Geographical focus

Figure 3 shows the areas SEs have been providing products and services for this research. From the result, the respondents were equally selected from the areas of Khayelitsha and Gugulethu. Of the respondents, an equal number of n=4 (50%) SEs were operating respectively in Gugulethu and Khayelitsha.

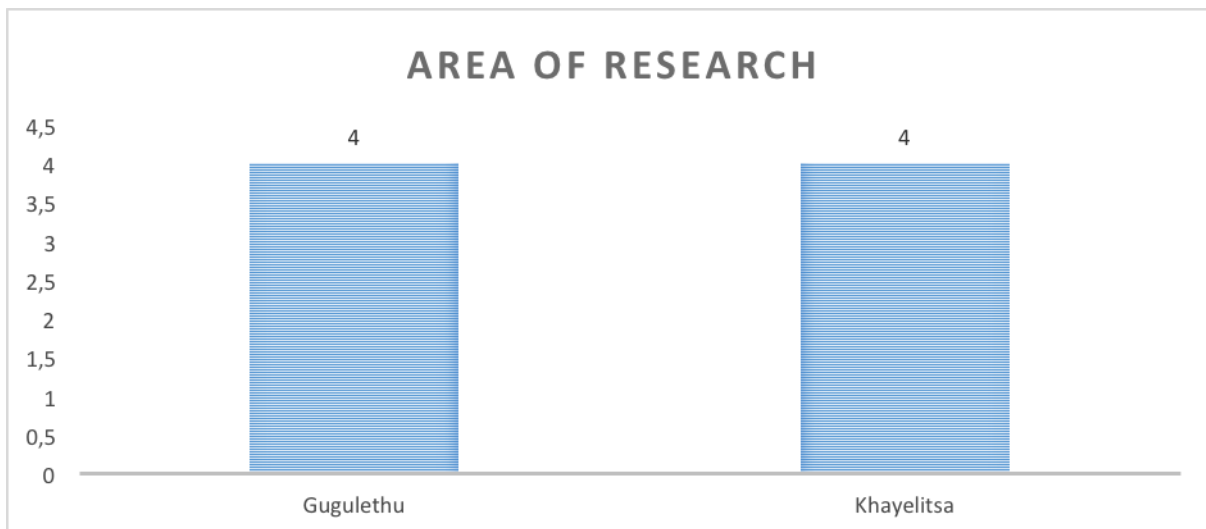


Figure 4.3: Area SE providing products and services for the research

4.2.5 The purpose of social activities in Khayelitsha and Gugulethu

The question was asked to SOs and individual SEs to illustrate their purpose in the selected area (Khayelitsha and Gugulethu). Of the respondents, the research result shows that the common point regarding the purpose of their activities in general was to develop the community by providing comprehensive care and support to the most vulnerable community and strive to improve the quality of health, education and employment in the area. Other purposes were to train, educate and facilitate communities in different activities such home-based care and developing children in creating space for every person to develop talent and realising their dreams through social activities. The research results are similar to Peredo and McLean (2005:12), who state that SEs and their activities are focused on pursuing social goals by bringing change in community in different ways. The aim is to increase social value by contributing to alleviation of socio-economic problems in a given area.

4.2.6 Sectors SEs are undertaking social activities in Khayelitsha and Gugulethu

Regarding the sectors that participants undertake social activities, the results show that the majority of n=6 (25%) respondents focus their activities on “Training and Development”. The results also show that another key sector of activities undertaken by respondents was “Social Services” with n=5 (21%). Thirteen percent (n=3) focused between “Health” and “Religion”, n=2 (8%) on “Education and Research”, n=1 (4%) was focused between “Law, Advocacy and Politics”, “Business and Union”, “Environment and Housing” and “Cultural Voluntarism Promotion Religion”. In CD approach, SEs have to refocus their attention in supporting local people to handle their issues by educating them concerning the issues faced such as health, nutrition, access to medical care, maternal and child health services and establishing a variety of economic projects such as cooperative micro-enterprises, savings associations, adult literacy classes, job training, and job transfer programs to directly and indirectly support economy (Lombard & Strydom, 2011:330).

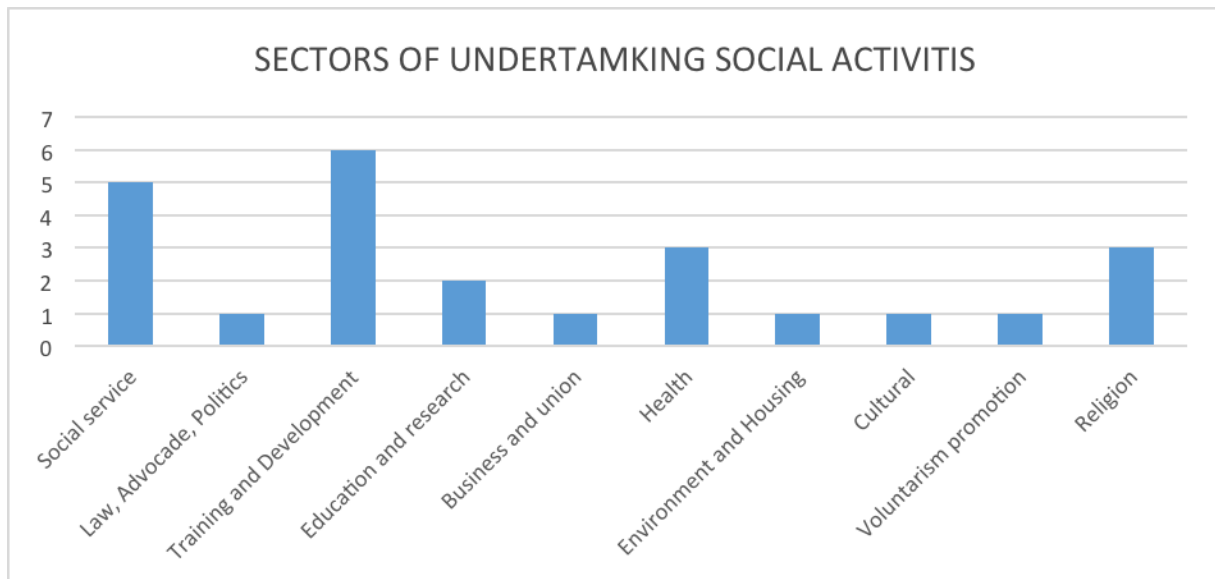


Figure 4.4: Sectors SEs undertake social activities in Khayelitsha and Gugulethu

4.2.7 Groups of beneficiaries

Figure 5 represents different groups that SEs provide training, employment and other services to the communities. The result shows that, of the respondents, a wide range of their services was received by “People in the community” and “People with employment barriers” which respectively representing n=6 (23%). n=5 (19%) was “Family”; n=4 (15%) was “People with low income”; n=3 (12%) was “Disabled people” and n=2 (8%) to “Students”.

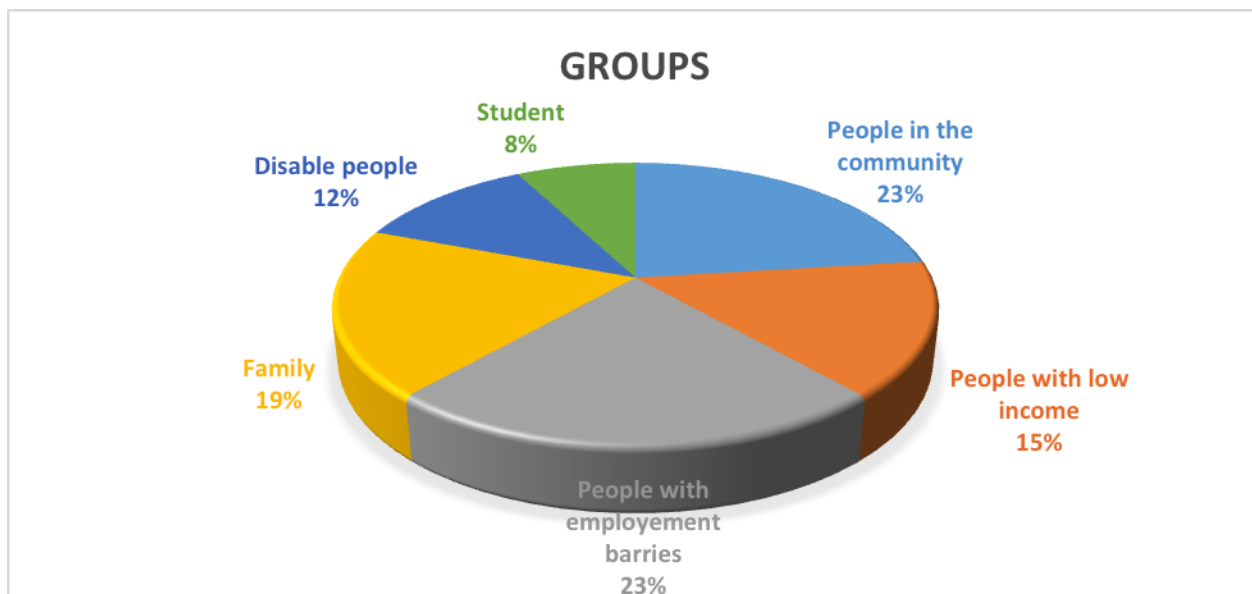


Figure 4.5: Groups of beneficiaries in Khayelitsha and Gugulethu

4.2.8 Services evaluation

Participants involved in providing training and employment provision were asked to provide numbers to illustrate how many people they have trained, have placed in employment or received their services. The result from the respondents shows that from the average time of 26 years, more than 537 people in the community have been trained by the respondents, which gives an average of 21 people a year. The result also shows that average of 2,410 people representing an average of 200 people have received respondents' services in the average time of 26 years and no result was found in "Placed in employment".

4.2.9 Measurement of outcomes

The result from the study shows that the majority of respondents n=7 (87%) measured the outcomes of their activities, and minority of n=1 (13%) do not measure their outcomes. From the result, it was shown that the respondents in general measured their outcomes throughout continuous assessment, monitoring, interviews and the use of evaluation forms, follow-up forms and feedback forms. The table below represents if respondents measure their outcome.

Table 4.7: Measurement of outcomes

		Frequency	Percentage	Accumulative percentage
Valid	Yes	7	87	87
	No	1	13	100
	Total	8	100	

4.2.10 Sectors that yield more impact

Figure 6 indicates results from the study question to participants seeking to identify sectors in which their activities had yielded the most impact. Of the respondents, the result shows that the high impact yielded was on “Social Services” represented n=6 (37%). A respective percentage of impact yielded of n=2 (12%) was between the sectors of “Education and Research”, “Health”, “Cultural Voluntarism promotion” and “Religion”. Unclear what you mean! The results also show that SEs’ activities did not yield impact on sectors such a “Law, Advocacy and Politics”, “Business and Union” and “Environment and Housing”.

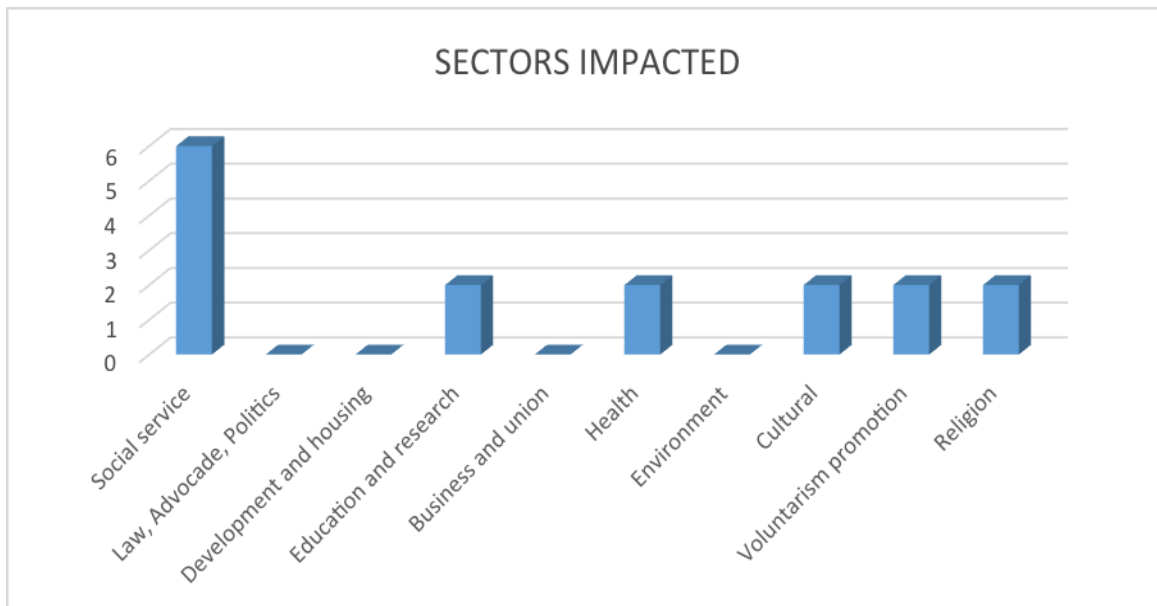


Figure 4.6: Sectors yielded more impacted

4.2.11 The evaluation to increase the quality and quantity of existing programmes

The overall respondents of n=8 (100%) admitted to doing the necessary evaluations to increase the quality and quantity of their existing programme. The table below indicates the results obtained.

Table 4.8: Evaluation to increase quality and quantity of existing program

		Frequency	Percentage	Accumulative percentage
Valid	Yes	8	100	100
	No	0	0	100
	Total	8	100	

The research results show that an average of five (5) activities have been implemented to the existing programme by the respondents. The results show similarity of how the respondents improved existing programmes in terms of quality. The result indicated that generally the respondents improved existing programme quality by supervision, service training, research, seeking support to the community and employment of new social workers.

4.2.12 Duplication of activities

Figure 7 shows the results of whether respondents allowed duplication of their activities by others to extend the outcomes of delivering product or services in their community. Of the respondents, n=5 (62%) indicated that they allowed duplication of their activities; n=3 (38%) responded they do not allow the duplication of their activities.

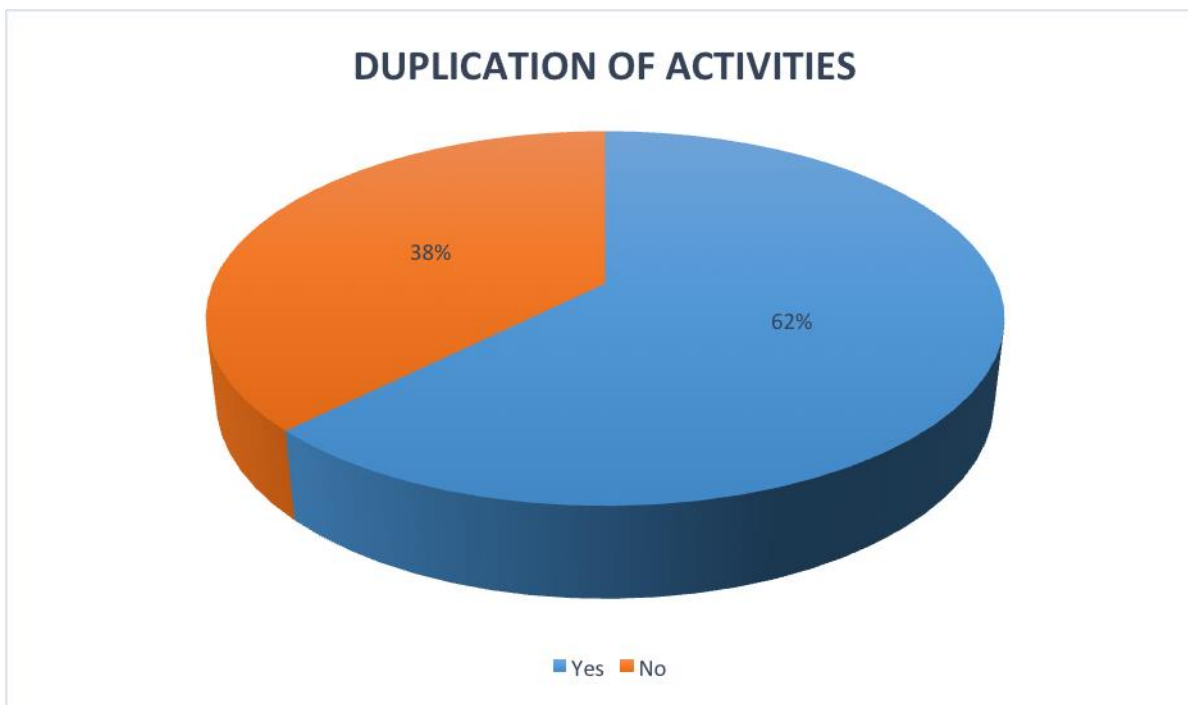


Figure 4.7: Duplication of activities

Further questions were asked about which individuals or groups were allowed to duplicate their activities. It was found that n=5 (62%) that these respondents allowed duplication of their activities to individuals and organisations with the same purpose to the community to carry on their objective.

4.2.13 Monitoring the outcome of activities

Table 9 shows whether participants monitor the outcomes that resulted from their implemented activities. The results show that the overall respondents n=8 (100%) do monitor their outcome.

Table 4.9: Monitoring the outcomes of activities

		Frequency	Percentage	Accumulative percentage
Valid	Yes	8	100	100
	No	0	0	100
	Total	8	100	

From the intensity to how often the outcomes are monitored of the respondents, n=6 (75%) indicated that they “always” monitor their outcomes on a regular basis; n=2 (25%) said they do “sometime” monitor their outcomes. See Figure 8.

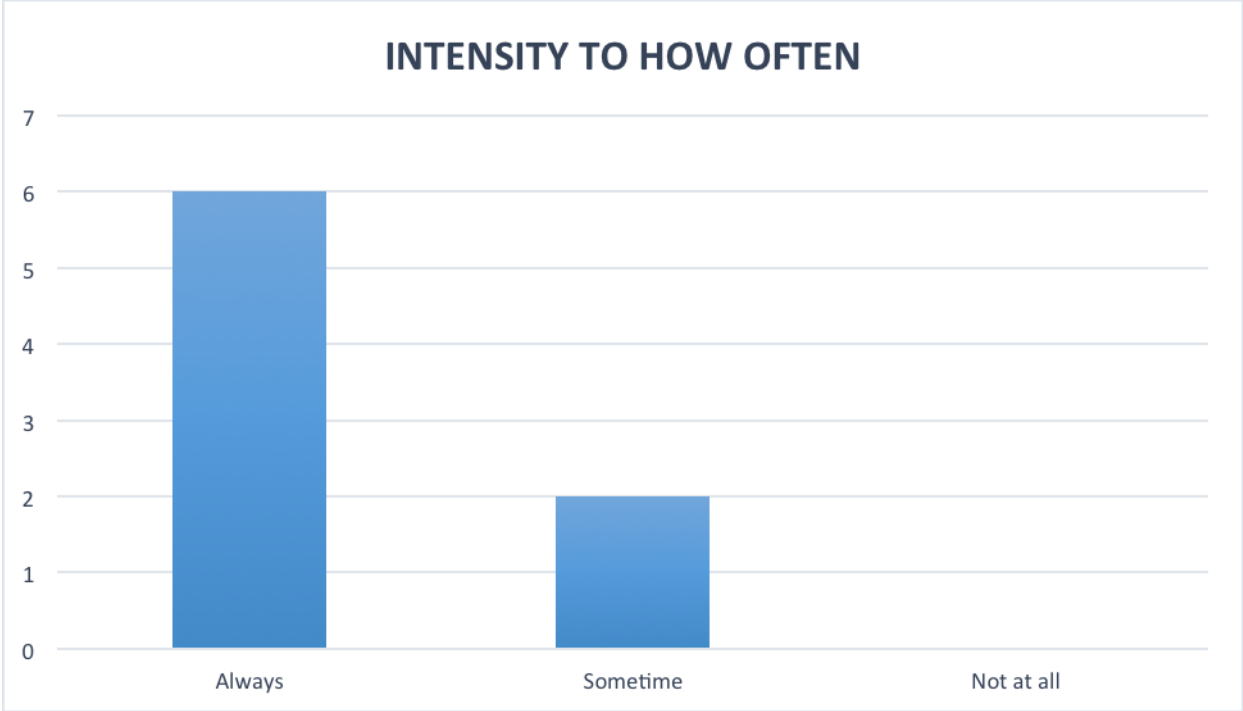


Figure 4.8: Intensity to how often outcomes are monitored

4.2.14 Years activities start impacting on beneficiary

The question was asked to indicate how long it takes for their activities to start impacting on beneficiaries or the community. Of the respondents, the majority of n=6 (75%) indicated that after a year, their activities start to manifest on beneficiaries or the community; a minimum of respondents of n=1 (12.5%) indicated that their activities start to impact on the community after two years, and others (12.5%) said after a period of five years. This is shown Table 9.

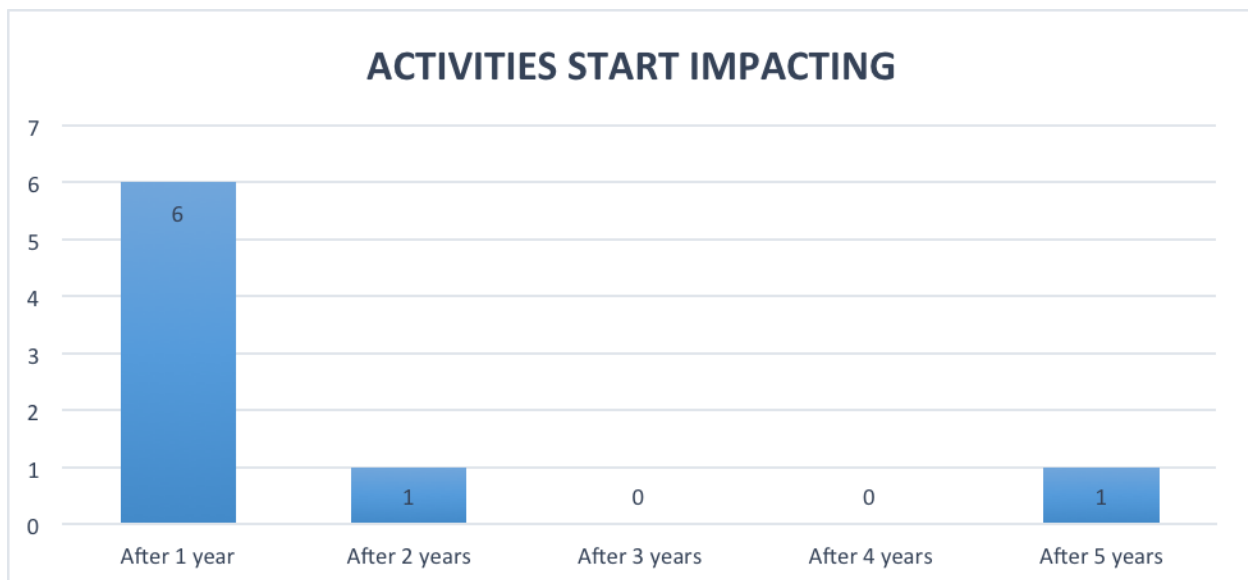


Figure 4.9: Years the activities start impacting on beneficiaries

4.2.15 Specific impacts activities have had on beneficiary

The research result below arises from the question asked relative to the specific impact participant's activities have had on beneficiaries. Of the respondents n=8 (100%), a similarity of specific impacts was observed, respondents indicated that their activities had brought direct change in children delayed from attaining education and the implementation of their activities had increased education practitioners in the community. The result also shows that specific impact such as increase in centre, development of skills, transformation, family relationship and parenting skills could be notified in the community from respondents' activities.

4.2.16 Difference brought through social activities

The question was asked to identify the difference participants had brought to the community through their social activities. The result shows important similarities of the respondents' answers. From the respondents, the difference made through their social activities was reducing poverty by applying intensive awareness around children also to protect them against drugs. The result also shows that another difference was by giving people in the community the sense of working side by side to face their problems together and by adopting improvements.

4.2.17 Impact measurement

The research shows that two groups of respondents produced similar results regarding the question asked on how they measure their impact on CD. Of the respondents, n=5 (62%) answered that the impact on CD measurement was done by using evaluation forms and "looking at agreed indicator". n=3 (38%) said they used monitoring methods by staying closer to committee members and client feedback forms to measure their impact on CD.

4.2.18 The way activities trigger development in the community

The results below are participant's answers responding to how their activities trigger development in the community they operate. Of the respondents, n=5 (62%) said their activities trigger development in the community they operate by making specialists through training and family counselling. n=2 (25%) stated their activities trigger development in the community they operate by bringing awareness and change through acting on information provided, motivation and determination. n=1 (13%) said their activities trigger development by giving a heavy emphasis on the individual contribution and concentrate on what works, by using the community's strength.

4.2.19 Improve development in the community

To improve development in the community, the research shows a common result as the majority of the respondents n=6 (75%) stated that they can improve development in the community they operate in by increasing the number of support workers to reach more

people. Respondents also pointed that, by doing more training and raising efforts in marketing, they will improve development in the community. The least common result was networking with stakeholders.

4.2.20 Form of support needed

The result below shows what forms of support participants need in order to effectively develop communities. The overall respondents n=8 (100%) indicated that they need more funding as support in order to continue development in the community they operate. They also pointed to the need for more volunteers and equipment to strengthen their activities to develop the community.

4.2.21 Rate of impact

Figure 10 depicts the result of overall respondents' rate of impact on CD. The result shows that respondents had made more impact on education which represent the highest rate, and shows low impact on health, economy, housing and culture.

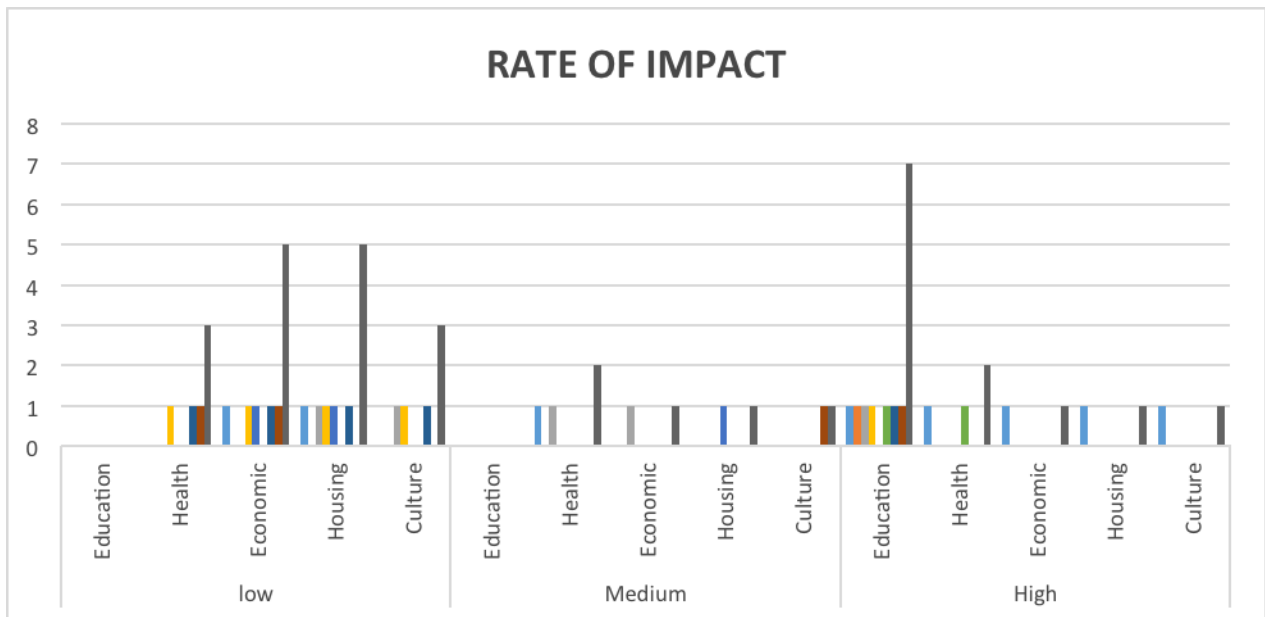


Figure 4.10: Rate of impact

4.1.22: Sustainability of impact

Figure 11 shows the result on sustainability of the impact of overall respondents. The result shows that sustainability of the impact is very high in education and least in health and culture. The figure also shows low sustainable impact rate on health, economic, housing and culture.

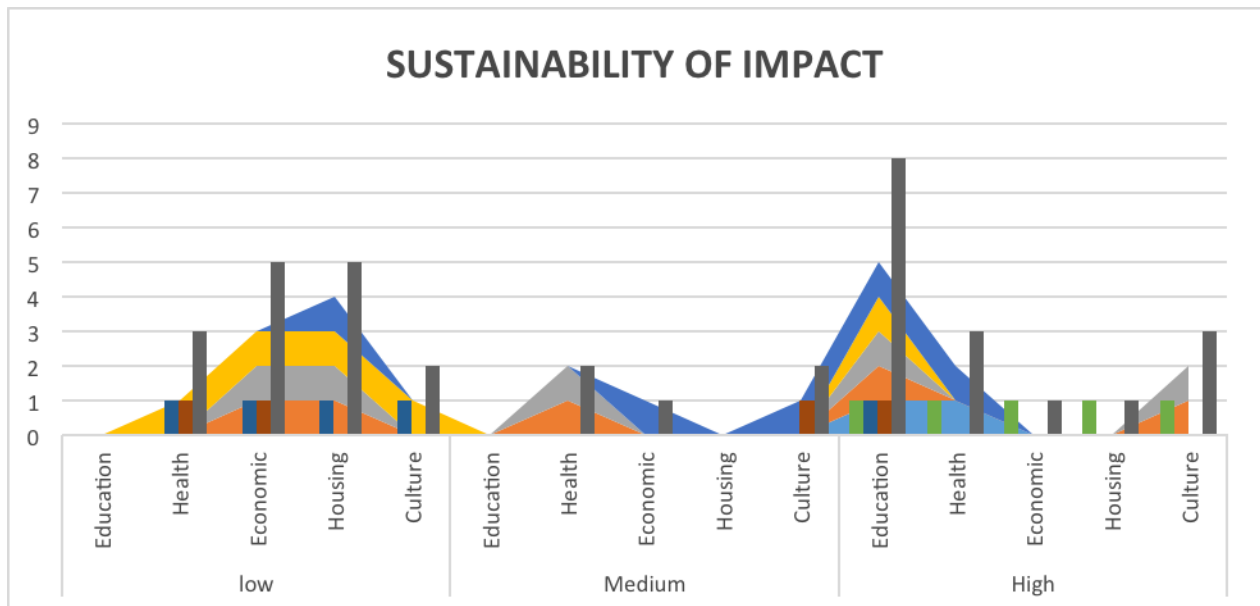


Figure 4.11: Sustainability of impact

4.3 Part two: Populations involved in the research

In this section participants' background and demographics are discussed

4.3.1 Gender

The Figure 12 depicts the respondent's demographic according to the gender. Of the n=50 participants, n=29 of respondents in the study representing (58%) were female while male scored n=21 representing (42%). The study shows that females were more outgoing and willing to participate than man in the area the research was conducted (Khayelitsha and Gugulethu). This research result on gender can be related to Thompson and Conradie (2011:45), who mention that women's willingness to participate in community duties is their instinct as women to protect and secure an

acceptable level of socio-economic what, which will secure the wellbeing of their families.

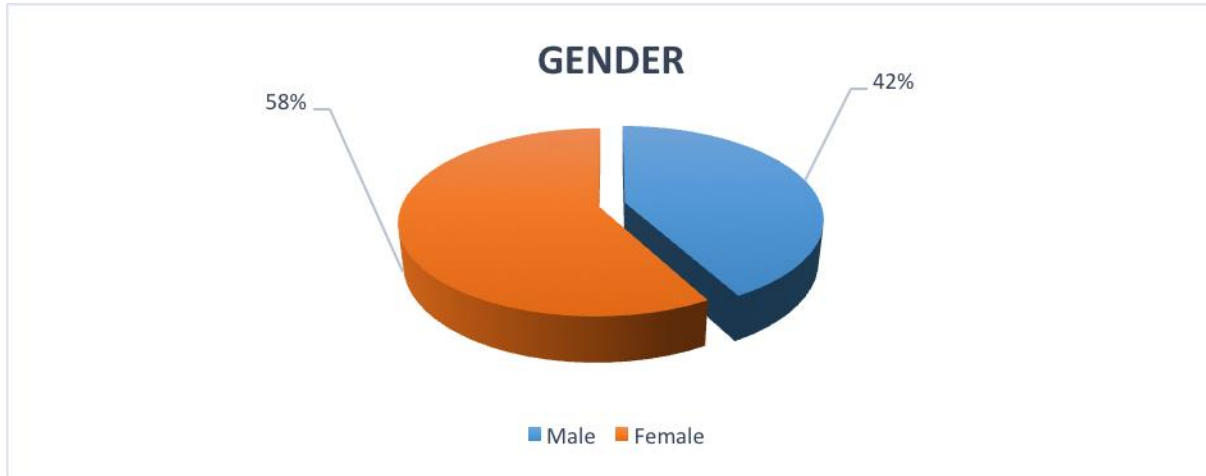


Figure 4.12: Gender

4.3.2 Status

The following Figure 13 indicates the status of the respondents in the research. Of the respondents, the majority of n=39 indicating (78%) where single while n=11 representing (22%) were married.

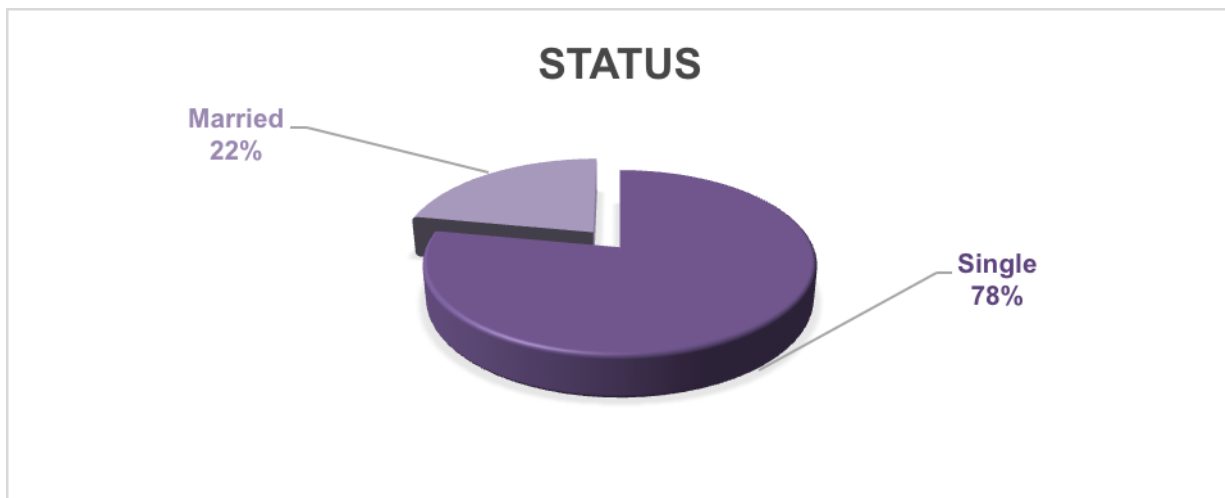


Figure 4.13: Status

4.3.3 Occupation

Regarding participants' occupations, Figure 14 shows that a high level of unemployment among respondents was recorded with n=35 representing (70%), while

n=15 representing (30%) were employed. These results correlate with Mkoka (2012:2), who points out that the creation of favourable business system to alleviate poverty and reduce unemployment among South African youths and the system of economy still presents some drawback as the initiative does not show significant impact in reducing youth unemployment that has reached over 70%. These correlations suited the research as the majority of respondents unemployed were falling between 20 to 30 years age range. Unclear what you mean

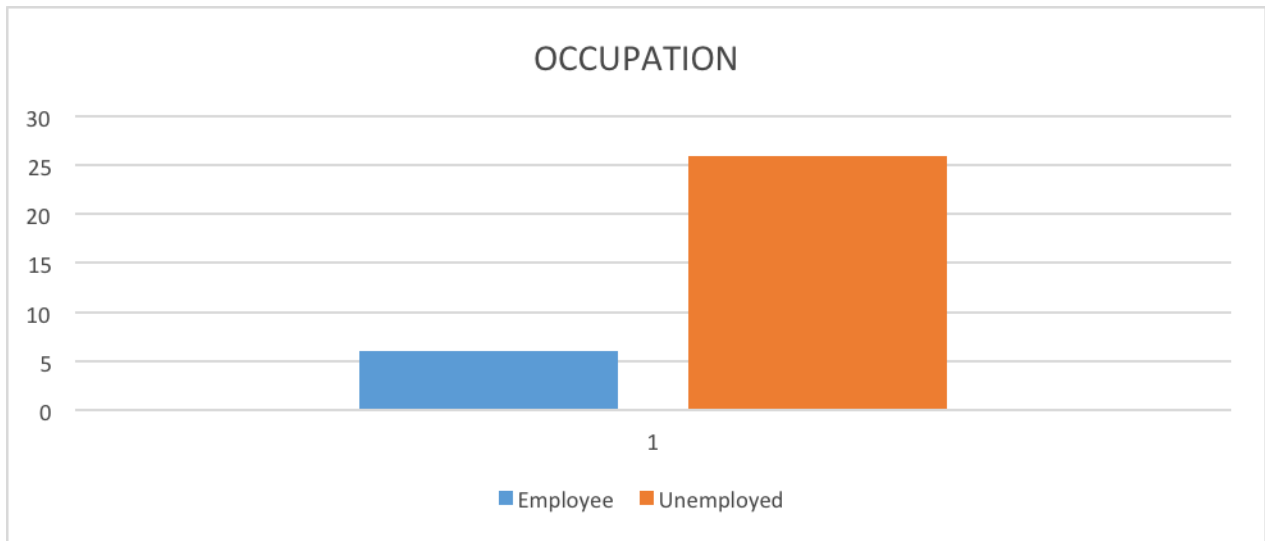


Figure 4.14: Occupation

4.3.4 Participant age

The questionnaire had a category of age designed to describe a respondent's age. Respondents were asked to choose their respective categories of age. Table 10 captures how the age was considered and what the responses were in each of the categories. The table shows that the majority of respondents, n=27 (54%), were aged between 20-30 years. The second-highest category with the frequency of n=13 (26%) were respondents categorised between 30-40 years old. With a frequency of n=7, 14% were over 40 years old and n=3 (6%) were under 20 years old. From the research result, the majority of respondents were young. This result of the can be related to the Velokhaya Life Cycling Academy report which pointed out that more than 50% of the South African population are younger ranging between the age of 20 to 30 years and

are exposed to high levels of poverty and unemployment which turn them to social crime and abuse.

Table 4.10: Participant age

		Frequency	Percentage	Accumulative percentage
Valid	10-20 years old	3	6	6
	20-30 years old	27	54	60
	30-40 years old	13	26	86
	More than 40 years old	7	14	100
	Total	50	100	

4.3.5 Area participants do live

Figure 15 shows the area in which the respondents live. The area of the research was selected and of the respondents, equal selection of n=25 (50%) against n=25 (50%) participants were living respectively in Khayelitsha and Gugulethu.

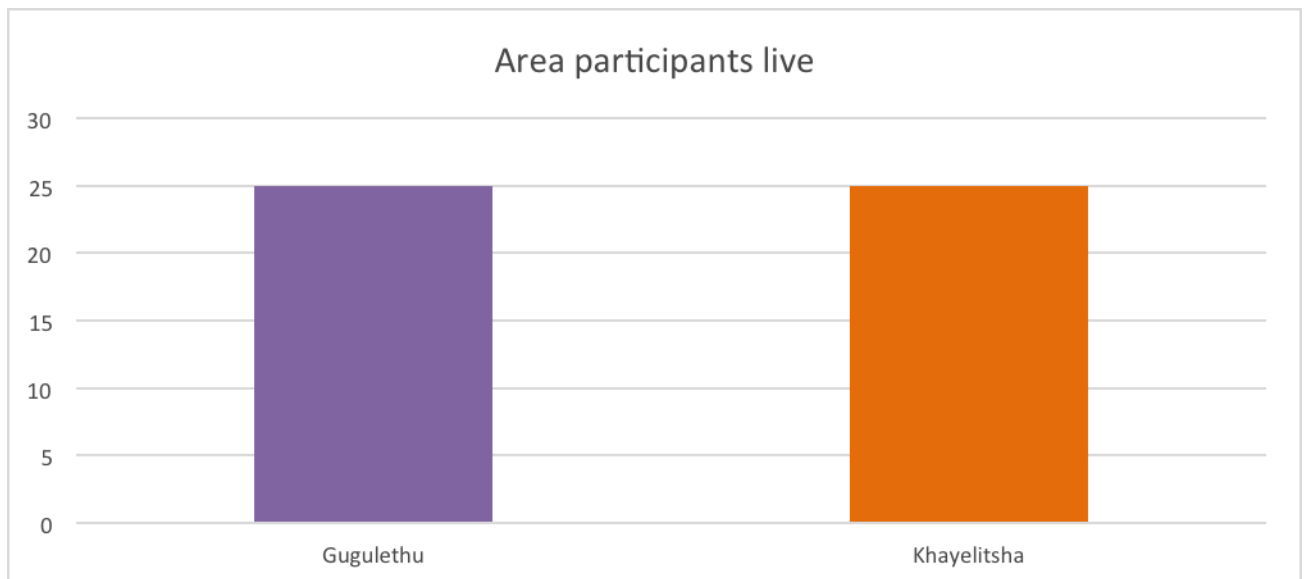


Figure 4.15: Area participants do live

4.3.6 Duration of living in the area

Table 11 shows that the majority of n=24 (48%) responded that they had been living in their areas for more than twenty (20) years, followed by n=14 (28%) who have been living for eleven (11) to twenty (20) years, n=10 (20%) for four (4) to ten (10) years and n=2 (4%) for one (1) to two (2) years. This result shows that the respondents involved in the study were born in their respective areas where they live as the study's result showed majority of participants were categorised between 20 to 30 years old.

Table 4.11: Duration of participant living in the area

		Frequency	Percentage	Accumulative percentage
Valid	1-3 years	2	4	4
	4-10 years	10	20	24
	11-20 years	14	28	52
	More than 20 years	24	48	100
	Total	50	100	

4.3.7 The respondents were given a brief introduction of SOs and SEs and then asked if they know them, if they have spotted any of them (NGO and NPO) in their area and for how long they have been operating there

The research result shows that from the years respondents have been living in their area, the majority of n=44 (88%) do actually know what SOs or SEs were all about, while n=6 (12%) did not know what SOs or SEs were. From the respondents' answers, the number of NGOs and NPOs in their given area was falling between one (1) and three (3). This research finding can be tied to the Cape Town NGO guide that depicted that there are a number of SOs in Cape Town working closely with the communities they operate in by improving social environment problems by supporting deprived groups, crime prevention and other activities.

Table 12 depicts the number of years that spotted SOs and SEs have been active. From the respondents' views, the research shows that the majority of these organisations representing n=30 (60) have been in Khayelitsha and Gugulethu for at least four (4) to ten (10) year; n=9 (18%) of organisations have been there for at least one (1) to three (3) years; other n=9 (18%) for eleven (11) to twenty (20) years and other n=2 (4%) were operating for more than twenty (20) years.

Table 4.12: Numbers of years NGOs have been spotted in the area

		Frequency	Percentage	Accumulative percentage
Valid	1-3 years	9	18	18
	4-10 years	30	60	78
	11-20 years	9	18	96
	More than 20 years	2	4	100
	Total	50	100	

4.3.8 Role SEs play in area regarding CD

The research shows that respondents do understand the presence and the role of SEs in their area. Regarding CD, the research shows a common view by respondents. According to the majority of the respondents n=46 (92%), the role played by these organisations is to alleviate socio-economic issues by providing support to their deprived communities by counselling, educating, equipping youth and creating jobs. Further respondents added, from SOs of different sizes and profiles around the area, SOs or SEs play a significant role in the communities (Khayelitsha and Gugulethu) by providing health care. The result can be associated with State of South African NPO Register Report (2012:2), which pointed out that since the authorisation to register NGOs after the country took democracy, these organisations continue to have an important role in providing the habitant of rural areas with services related to improving socio-economic issues such as health, education, environment and family planning.

4.3.9 The area SEs have aimed to do in area

The analysis of the basic aims that SEs do in the area the research was conducted (Khayelitsha and Gugulethu) for CD shows that n=15 (30%) of respondents believed that SE are fostering local development. A further n=13 (26%) said these organisations are a good source for job creation to them. It was also considered by n=10 (20%) that the aims of SEs in their area was to combat social exclusion; n=9 (18%) mentioned stimulated socio-economic development and a few, n=3 (6%), added awareness and education as aims in their area. Table 13 illustrates aims that SEs have in the area research was conducted.

Table 4.13: The area and SE aims to focus on in the community

		Frequency	Percentage	Accumulative percentage
Valid	Combat social exclusion	15	30	30
	Foster local development	13	26	56
	Being a good source for job creation	10	20	76
	Stimulated socio-economic development	9	18	94
	Others	3	6	100
	Total	50	100	

4.3.10 The activities and initiatives in the area the research was conducted

Participants were asked to align certain activities or initiatives a SE aims to carry in Khayelitsha and Gugulethu. Common answers from the majority of n=36 (72%) respondents show that training, workshop, counselling, sewing, informing and food parcels were the most exposed activities and initiatives SEs use to develop the community. With a similarity of socio-economic issues between Khayelitsha and Gugulethu, further results from the analysis show that the activities and initiatives of the NGO regarding CD was aligned to the need of beneficiaries to promote their change.

The correlation of these results is found in Ulleberg (2009:8) who mention that most of SEs activities or initiatives are designed to improve the beneficiary capacity through introducing training, technical advice, exchange of experiences, research, and policy advice. Further, the similarity also links to Uvin et al. (2000:1409), who suggest that NGOs can boost their orientation to promote change by implementing their capacity through the use of activities and initiatives such as information sharing, training, consultancy and advice.

4.3.11 The proposed CD activities of SEs on meeting the demand of Khayelitsha and Gugulethu

Figure 16 represents the results of the proposed CD activities of SE on whether they do usually meet the respondents of Khayelitsha and Gugulethu's demands. Of the respondents, the majority of n=31 (62%) said the proposed CD activities laid by SE usually do meet their area's demand. As evident from the examples given earlier in the literature review, SEs play a crucial role in communities by creating new opportunities for local communities in terms of employment, income growth, enhanced provision of services, increase in local income retention and engaging the community in developmental programs. Di Domenico et al. (2010:698) acknowledge that SEs create social value for communities as the government usually are limited in these. n=19 (38%) responded that, the proposed CD activities of SEs usually do not meet their area's demand as socio-economic problems they seek help continue to worsen.



Figure 4.16: Activities meeting demand

4.3.12 SEs involving the local people in the CD plan process

The research results show that there was a slight difference in percentage between respondents' answers. An important percentage of negative thoughts was higher than those of positive. Of the respondent n=32 (64%) responded that concerning CD plan placed to alleviate socio-economic issues, SEs do not involve populations in the process of developing these plans, while n=18 (36%) responded that sometimes SEs do usually give the plan of development process to the habitants of the area they serve. Lombard and Strydom (2011:333) mention that local communities have been viewed from several years ago as an important commodity for development strength and that CD has to implicate the use of those classified as beneficiaries trapped in the middle of socio-economic problem alleviation. Further, the authors state that CD is all about local communities supporting the programme presented by SE.

Several reasons were given by respondents when asked if they were willing to participate in the CD plan process. The majority of respondents mentioned that they will be willing to collaborate. The results show that the reason behind respondents' willingness to participate was to bring change to their environment by collaborating with SEs to provide their effort and time to overcome their socio-economic situation as a

group. Respondents also responded that through collaboration they can show interest to their community. As Hall and Midgley (2004:n.p.) mention, the motivation of local communities' participation is what pressures the importance of an activist style that promotes empowerment, self-determination, and community based poverty eradication programmes that place greater importance on socio-economic activities.

Figure 17: how SE involves local people in the CD plan process

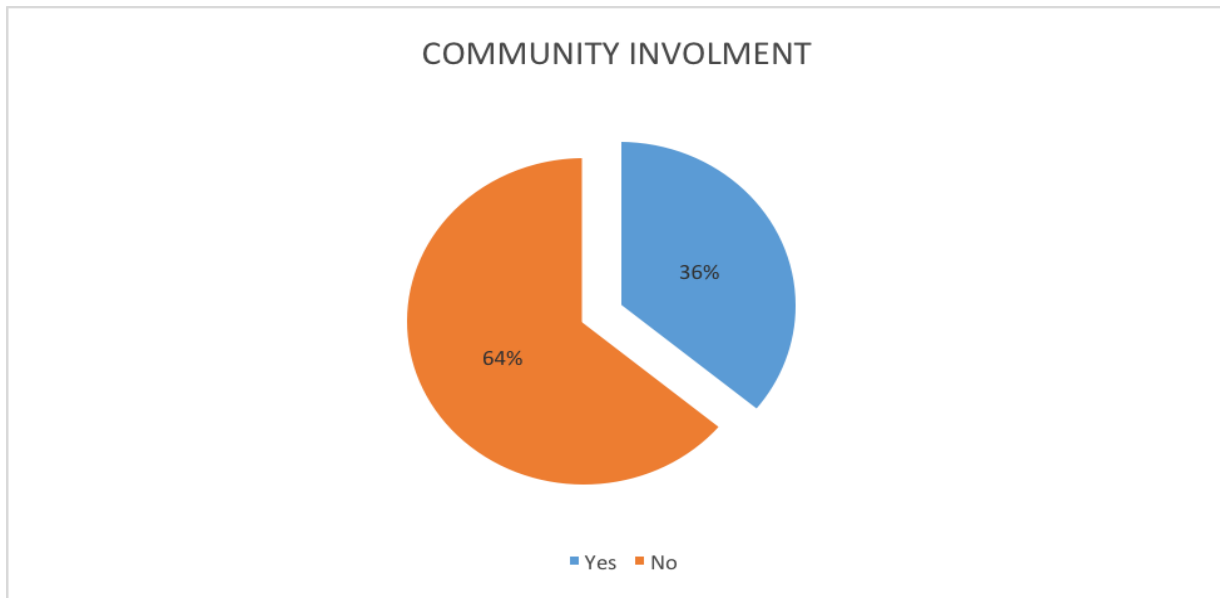


Figure 4.17: Community involvement

4.3.13 Presentation of any CD plan to continue liaison with local people

The results of finding whether SO presented any CD plan to continue liaison with local peoples were not far from the result depicted on 4.3.12, which was to find whether SEs were involving the local people in the CD plan process. The result shows the similarity where an important percentage of negative thought are over those that are positive. Of the respondents only n=31 (62%) responded that SOs do not present any CD plan to continue liaison with local people. n=19 (38%) responded that plans to continue liaison between SE and local community for CD are sometime presented. Table 14 depicts the research results.

Table 4.14: Liaison with local people

		Frequency	Percentage	Accumulative percentage
Valid	Yes	19	38	38
	No	31	62	100
	Total	50	100	

4.3.14 Social activities implemented to develop the community

The most common result concerning whether SE activities were well implemented to develop the community of the area the research where conducted were “no”, with an n=34 representing (68%). The results are similar to Ledwith’s (2005:n.p.) work that mentioned, the procedure used to develop the community require involvement of external and internal stakeholder’s initiatives that can be implemented toward improving the lives of people in the communities. By taking part in CD, SEs hoping to transform the area, usually struggle to implement their activities that aim to produce what the communities need as the organisations constantly make use of resources that are measured to be useless to attain their objectives.

The remaining n=16 representing (32%) results were “Yes”, affirming that SEs’ activities are actually well implemented to develop the community. When asked to identify what change or outcome SEs have brought on their community, the result was mainly skills, humanity and education around young and old people. This result is parallel to Di Domenico et al. (2010:681), who state that the success around education and social re-integration in deprived areas such as Khayelitsha or Gugulethu was not only government initiatives, but were also shaped by the efforts of SEs’ activities implementation who collectively establish a new social order in those areas.

Table 15 represents SEs activities if well implemented to develop the community of the area the research where conducted.

Table 4.15: Social activities implementation

		Frequency	Percentage	Accumulative percentage
Valid	Yes	16	32	32
	No	34	68	100
	Total	50	100	

4.3.15 What the impact population has noted in the area

A different view was clear from respondents concerning the impact they noted in the area of Khayelitsha and Gugulethu. The study shows that of the respondents, n=20 represented (40%) responded they had noted some changes in training, mentality, poverty and attendance of young people to school. Further, respondents said the impact on these selected areas was brought by the activities by SEs in the run for CD. These results are similar to Evoh's (2009:n.p) study, which stated that through SEs' initiatives, these organisations impact the communities they operate as they develop certain skills as communication, self-knowledge and self-esteem as these are great qualities essential in today's knowledge society. The remaining respondents, n=30 (60%), pointed out that they had not noticed any impact in their area. Respondents added they were not sure on what SEs have impacted on their area. This finding is tied to Jafta (2013:1), who illustrates that what SEs usually attempt to achieve is immeasurable and the impact can only be visible or they may change the area they serve only in a future time from the implementation of activities. This impact is different from the outcome.

4.3.16 The number of SEs' activities' outcome triggering CD?

The research results show that there is a relationship between the numbers of SEs' activities' outcomes and CD. Of the respondents, n=45 representing, 90% responded that the number of SEs' activities' outcomes do trigger CD, while the rest of n=5 (10%) responded that the number of SEs' activities' outcomes do not trigger CD. The research results are tied to Jafta's (2013:1) study, using the example of the Cape Town Carnival outcome as a tool aimed to attempt to create employment and training opportunities in

cultural initiatives, also to give an opportunity to the communities in a way that they can develop the clothing industry through art and culture to change the community. In detail, the results from respondents viewing the numbers of SEs' activities' outcomes as CD trigger were that the presence of SEs' activities' outcomes has given many occupations to the people in the community. Most people now have something to do and contribute to development. Also from these outcomes, people have succeeded in fixing their needs and overall socio-economic and cultural status through SEs' activities' outcome by either training, education or alert the communities. These views were not shared by all respondents, from the rest of n=5 (10%) responded that, the numbers of SEs' activities' outcomes aimed at CD are not visible or sustainable enough to trigger development as people give up quickly from these outcomes. Table 16 represents if the numbers of SEs' activities' outcome do trigger CD.

Table 4.16: number of SE's activities outcome to trigger CD

		Frequency	Percentage	Cumulative percentage
Valid	Yes	45	90	90
	No	5	10	100
	Total	50	100	

4.3.17 SOs monitoring their outcome mentioned

In the matter of whether or not SEs monitor their outcome, the most common result from the study was "no" as n=35 (70%) responded that SEs in their area do not monitor the outcomes of their activities. The least common result was "yes" with n=15 (30%) responded that SEs do actually monitor their outcomes laid by implemented activities.

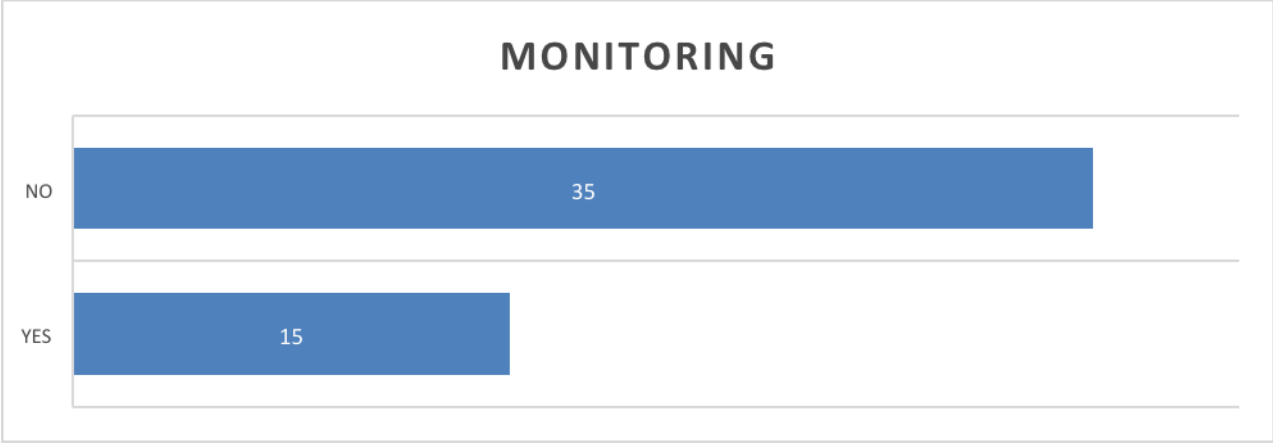


Figure 4.18: Outcomes monitoring

The extent to which SEs outcomes were monitored was ranked on a three scale to view how often the outcome was monitored. The result shows that “Every month” was the highest with n=9 (60%), followed by “Every week” with n=4 (27%). The lowest result was “Every year” with only n=2 (13%).

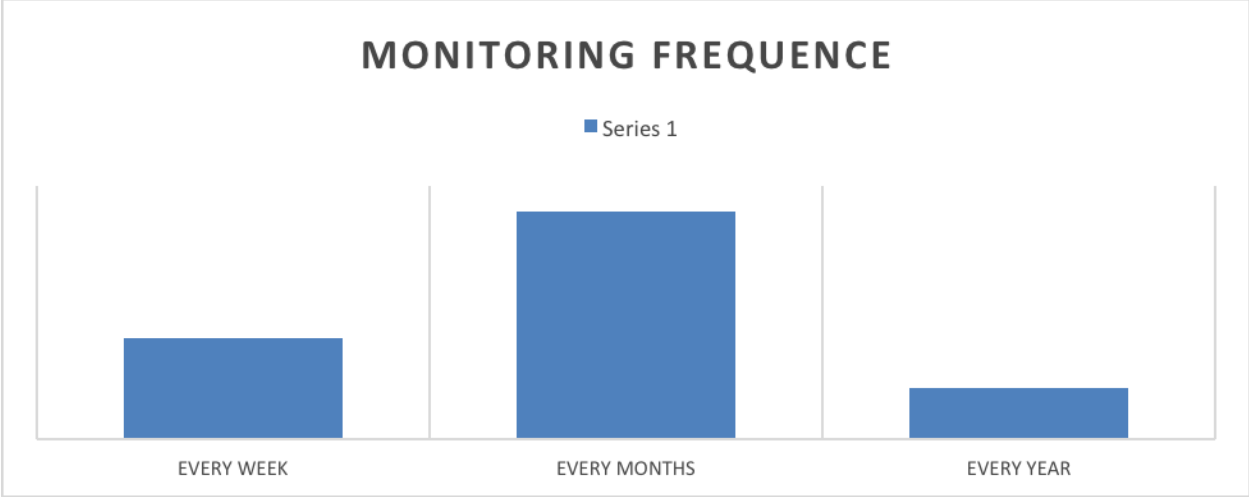


Figure 4.19: Monitoring frequency

4.3.18 Sustainability of SEs’ outcomes

The question was asked to find out if the outcomes produced by SEs’ activities were sustainable around the area the research was conducted. The results show a common answer from the majority of respondents at n=32 (64%) who responded that they actually do not see the suitability of those outcomes. Respondents’ views pointed to the

reason behind their perception that they do not see the sustainability of the initiatives as some of the outcomes do relapse quickly from time to time. These results resonate with Gilliss (2011:256) who pointed out that even if SEs are selected to provide sustainable solutions, in practice this is a major issue as SEs are unable to create sustainable activities that will maintain the sustainability of their outcomes. In addition, the results show that fewer respondents, n=18 (36%), expressed their opinion regarding sustainability of certain activities outcomes. For these respondents, the sustainability of these outcomes depended on the type of the activity. Some activities such as “food parcel” the communities are enjoying the outcome for four (4) years, have produced sustainable outcomes in their area.

4.3.19 The outcomes of activities alleviating the issue respondents think the community was suffering

Participants were asked to determine whether the outcomes of SEs’ activities do alleviate the issues they think the community was suffering. The results show that n=39 (78%) selected “No” as these respondents believed that outcomes of SEs’ activities do not alleviate the issues they believe the community was suffering, while a n=11 (22%) selected “Yes”, affirming the outcomes have brought some change by alleviating what they believed to be community issues. This finding is linked to Herrington and Turton (2012:n.p), who show that the number of entrepreneurial activities in deprived areas is low, an upward trend has not been maintained and this can be difficult to alleviate problems suffered by the community.

Table 17 captures respondents’ viewss regarding outcomes alleviating community issues.

Table 4.17: Outcomes alleviating community issues

Valid		Frequency	Percentage	Cumulative percentage
	Yes	11	22	22

	No	39	78	100
	Total	50	100	

The extent to which participants believe “how long the outcome of SEs activities can start impacting on the community” was ranked on a six-point scale. The scale from a year, two years, three years, four years, five years and more than five years was represented in a chronological order. The majority of n=20 (42%) responded that it is within a year for the outcome to start impacting on the community; followed by n=13 (27%) who responded three years; n=9 (19%) of respondents responded more than five years; n=4 (8%) said two years and the least were four years and five years with a respective n=2 (4%) of respondents.

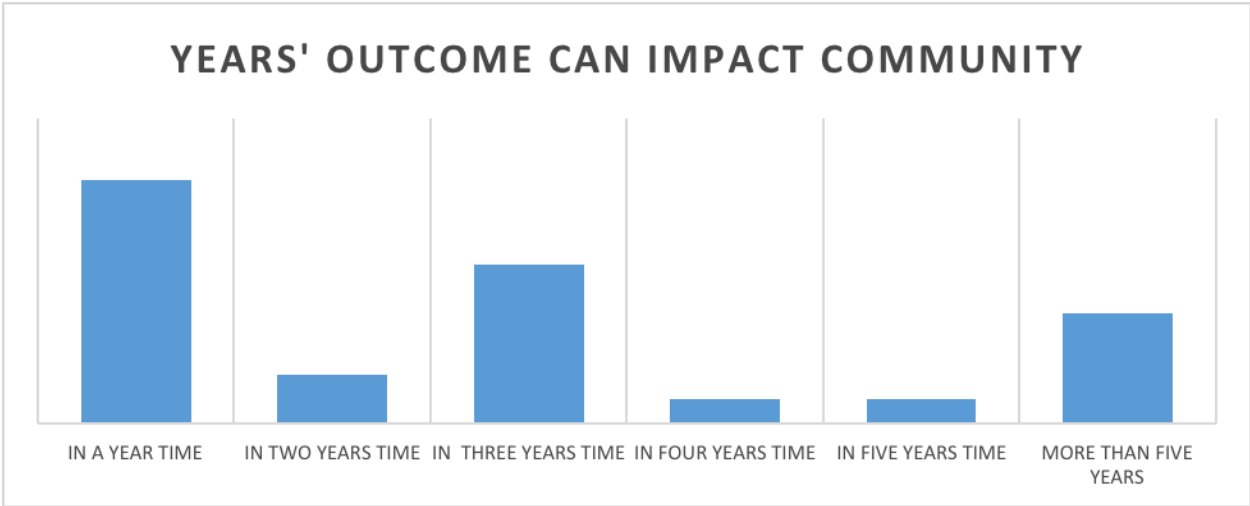


Figure 4.20: Years' outcomes can impact community

4.3.20 Specific measures proposed to protect existing outcomes and liaison between organisations and local people to promote development

The result on a question if there were any specific measure proposed to protect existing outcomes and liaison between organisations and local people to promote development were as follows: the majority of n=39 (78%) respondents responded “No” there were no specific measure proposed to protect existing outcomes and liaison between

organisations and local people to promote development; and n=11 (22%) respondent responded “Yes”. Figure 21 represents the respondents’ views.

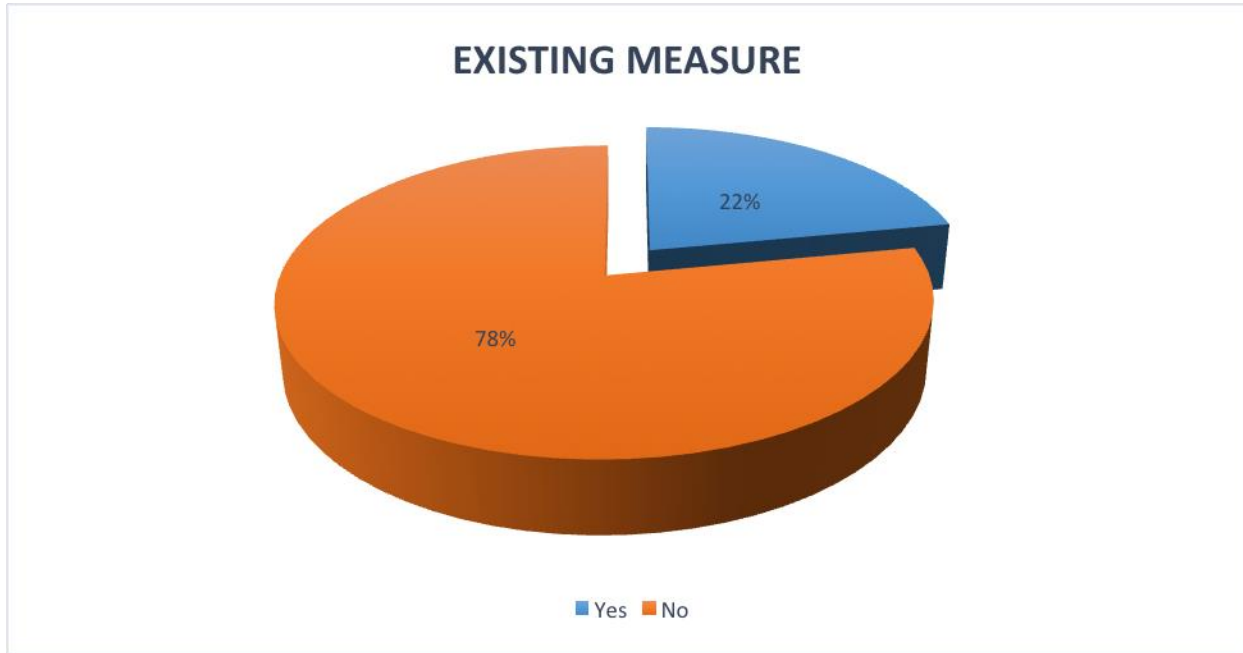


Figure 4.21: Existing measures

Furthermore, n=11 (22%) of the respondents affirmed the existence of such a measure, produced a common result on the measure used to protect existing outcomes and to keep liaison between organisations and local people to promote development; to these respondents, monitoring, advising and motivation were some of the measures used.

4.3.21 CD: the use of local people by SEs

Respondents were asked if CD would need to involve the use of local people by SE. The large majority of n=48 (88%) indicated that CD does require the involvement of local people by SE. And only n=6 (12%) respondents indicated that it does not really need involvement of local people.

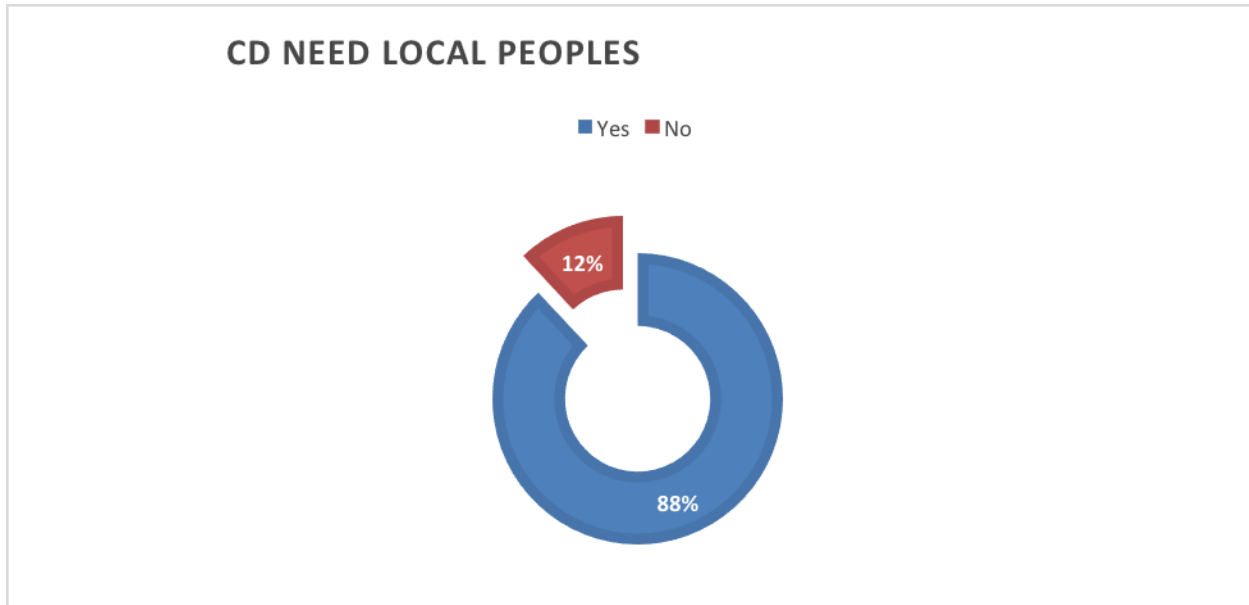


Figure 4.22: CD needs local people

In addition, the majority of these respondents pointed out that the involvement of local people by SEs in the pursuit of CD is important because firstly, the local people are those who know what the community needs. Secondly, respondents pointed out that involving local people is what brings connection and synergy to better solve problems. Moreover, respondents indicated that collaboration between SEs and local people brings all the stakeholders together to have a bigger picture of the problem and share the same goal.

These interesting results correspond with the work by Weyers (2011:154), who has shown that the concept of community represents a system that extends to some sub-systems that should jointly unite forces to overcome certain issues for the common good. Further, the author states that as the intervention must take place in a public level, community leaders and members are well placed to identify and deal with their needs and problems and that the mobilisation of the population to alleviate their problems resides on cooperation with group capacity building as a technique.

4.3.22 Perception on SEs in terms of poverty alleviation, sustainable CD and livelihood

All participants in this study were asked to give what their perception was regarding SEs' role in poverty alleviation and sustainable CD. A few respondents with average of n=15 (31%) were optimistic that the work of SEs in their areas does impact the community they live in through activities implemented that tend to eradicate poverty. Common results among an average of n=9 (18%) responded that SEs in terms of poverty alleviation is that they do what they can to encourage the community to do better as their support is usually limited. Furthermore, important results from n=25 (51%) respondents showed they believed that SEs do not do anything regarding poverty alleviation as they do not involve people with idea. Respondents added that SEs make themselves richer and the activities implemented are usually not sustainable.

4.3.23 Supporting the vision of SEs in practice

Participants were asked to respond to the question about how they can support SEs' vision in practice. The most common result cited by respondents was "volunteering", according to the respondents. The best kind of support to assist development of their community would be volunteering as they will be able to assist SEs' activities by providing skills and time. The least common response was communication. Respondents believed supporting SEs' vision practically by providing them with a plan or idea that might benefit both communities and SEs. Other results focused on promoting the activity of SEs by advertising their efforts and physically transmitting the message door to door. A few participants said they would support SEs' vision practically by finding donations for them.

4.3.24 Specific measures to ensure that potential impact on CD are used

The result shows that the most common response from respondents in case of measure to ensure potential impact on CD was "monitoring", respondents believed that impact reside on monitoring each and every activity that was result to CD and presenting community with different activities in different area. Other least common result was building a team that duty will be to conduct a study to understand the community need

and coaching them in issue such as drugs and social exclusion. Other part of respondents indicated that they have no idea to what those specifics measure might be.

4.3.25 Suggestion to SEs to do differently

Participants were asked to suggest what they think SEs have to do differently regarding CD. The results show that the most common answers from respondents was SEs have to expand their activities in order to create more job opportunities for their communities. Their responses indicated that SEs have to focus on drugs because they are causing trouble among the young generation. SEs must support or focus first on the youth to help them with bursaries to go to school and introduce projects in the community that will require involvement of the youth.

Other responses indicated that SEs have to advertise the approach to the communities instead of waiting for them to come, and also continue to do what they are busy doing but have to keep the communities together with more workshops, getting communities into agriculture and culture because they are more sustainable activities. Only a few respondents indicated that SEs have to teach the communities how to fish rather than giving the communities a fish for the day. They have to bring everything close to the community, especially programs that will develop the community and internships must be implemented in their communities not in the CBD.

4.4 Results for research interviews

Interviews were conducted to support and provide complementary data to the questionnaire. The interview questions were designed in accordance with the research questions in order to obtain more views regarding the impact of SEs on CD. The interviews were held with participants as shown in Table.

Table 4.18: Interview participants

Categories	Respondents
General questions about SEhip (for habitant)	5
Project related questions (for individual SEs)	2
Project related questions (SOs)	2
Total	9

4.4.1 General questions about SEs for inhabitants

What do SEs mean to you?

It was said by all of five (5) interviewees that SEs meant a source of change to the people in need in their community. The interviewees' responses pointed directly to Dees (1998:54), who states that whether they are individuals or charitable organisations, SEs are recognised as a powerful change agent for developing communities. Further, one respondent had to say:

As a part of the community it means a lot to me because in terms of development they see the future based on what they are doing currently and see where they going with what they have.

Do you believe that it is possible to combine SEs with inhabitants of the area they serve in order to promote CD?

The majority of four (4) interviewees' responses pointed to the effectiveness of synergy in terms of changing and developing the community. For these interviewees, efforts between SEs and habitants combined together will have great impact on development. This result is tied to Lombard and Strydom (2011:333), where the authors justify the importance of involving the local population. They pointed out that CD is all about local communities supporting the programs presented by SEs. One of the responses was as follows:

Combining SEs and populations will make a difference in the community because we are all part of the community; and what they have as an idea and what I have also as an idea could be used to educate people on a big scale.

Why should anyone recognise and support them?

Of the interviewees, the majority of three (3) indicated that one should recognise and support SEs as they represent efforts driven to make a difference in the community. These thoughts are parallel to Davids (2005:18), who stated that social implication in either decision making or implementation of development programmes usually turn those participants that are willing to support the programme to a complete actor in the development process where the benefit of the development opportunity will be shared. One respondent went on to indicate that:

Social entrepreneurship is a movement that one should know and support because it brings experience and change in one's life; and one should also support it to make sure that it continues in the future.

What they are doing wrong?

In finding out what SEs are doing wrong, all of the interviewees pointed directly to the lack of focus in terms of activity, purpose and initiative. These views resonate with Gilliss' (2011:256) study as illustrated earlier. According to the author, even if SEs are selected to be provide sustainable solutions. In practice, this is a major issue as SEs are unable to create sustainable activities that will maintain the sustainability of its outcomes. One respondent went on to say:

There is no right and wrong, but SEs present a certain lack in accountability, they do not want to feel responsible for what they are doing and sometimes act without purpose.

How would you like community to develop?

Of the interviewees, the majority of four (4) expressed that the youth should be a priority for any plan designed for CD. One went further to say:

In the community if people can start to have the willingness of trying to do things without expecting anything in return, the community will develop in many ways. I want people to work with their open mind in the community and assist youths in directing them as they are keys of change.

4.4.2 General questions about social entrepreneurship (for SEs)

Could you describe the projects you have been involved in within promoting CD?

In order to understand the activity involved in promoting CD, SEs were asked to describe their activities. Below are some responses from the interview:

As a non-governmental organisation, we have a lot of projects we have been involved in. First, we are concentrated in counselling where we invite fathers to do post parenting as we believe fathers are usually not involved when it comes to their children or engage in family reintegration.

We do create centres of training that are held to motivate and develop skills in young people in order for them to be independent and employable. This also opens doors for the community as the people that come for training are not only for our area but from other areas also.

What need does the project fulfil in the community?

SEs were asked the needs of their projects that they pursue in the community. The interviewed responded:

The need is to bring the family together. The stronger the family, the better community, as we see it. The relationship between the fathers and their children is widening these days, as those children somehow grow up undirected and end up on the street doing drugs and committing crimes, so we trying to close that gap.

Which target group does the project reach out to?

The interviewed SEs responded to the question related to the target group their project is reaching as follows:

Our target is everybody and there are no limits, both the young and adults with needs are welcome. The space is for the community to alleviate their needs, so we do not choose a specific target but we serve everyone.

How do you communicate your project to stakeholders?

The researcher asked SEs about how they planned to communicate the project to the community. The interviewees had to say:

We do communicate our project through meetings and during the appearance of our people in needs; where we get a chance to speak to them about current and upcoming projects or events. We also make the use of flyers and other media such as newspapers.

Word of mouth has been the usual method of communicating our projects to the community. We also recently included social media to spread to the community about what we are doing.

4.4.3 Discussion of results from interviews

The meaning of what SEs represent to the communities is viewed as very important because communities believe in SEs' involvement in changing their community. The communities expressed their concern as they should be supporting SEs as they represent a movement of change in their deprived communities. The efforts between SEs and the communities have to be tight as synergy in exchanging ideas and working together might bring big scales of change. Lack of focus is a concern regarding the implementation of certain activities and initiatives from SEs.

The interviews show that different projects were undertaken to promote CD such as counselling, training and others designed in order to serve the overall community without boundary. Even if the project is designed to help the whole community, the concern of the youth is the most targeted group where more attention was focused. The communication method to spread the message concerning activity is through different media such as newspaper and mostly word of mouth.

4.5 Research findings

4.5.1 Part one: Findings for SEs or organisations involved in the research

From the data collected through questionnaires and interviews, it was found that the majority of the respondents involved in the study were corporate with social activities (social enterprises). As pointed out by Galera and Borzaga (2009:214), SOs are those

entities that focus more on deprived areas by fixing the needs of the particular segmented society to create a common interest. They actually design their objectives to fully tackle social and economic issues of deprived societies (Haugh, 2005:346). This is contrary to individual SEs whose participation rate was very low. One could argue that in areas such as Khayelitsha and Gugulethu, CD is only run by social enterprises and individual SEs are not active in helping development. Even considered as agents of change (Galera & Borzaga, 2009:215), these individuals are not fully developing the areas of Khayelitsha and Gugulethu to present their initiatives that should innovate solutions concerning social problems. However, the study by Watters et al. (2012:2) indicated reasons behind these dramatic situations by pointing that individual SEs usually do have only the ideas fixed in their head that are not implemented even if the ideas are conceived with social intentions to contribute to development.

From their legal structure, it was found that the legal form chosen to operate in Khayelitsha and Gugulethu was the NGO form, compared to non-profit sector (NPS) organisations. As similar as they look, these two types of legal forms are different to one another. With the majority of NGOs in the area, it can be pointed that, the right type of organisations are established at Khayelitsha and Gugulethu as these non-conventional profits corporate effort is to focus their work and initiatives for the improvement of communities as a whole. It was found that the majority of these organisations were focused more in “Voluntary association” as their form of structure to bring organisations together to achieve CD as common objective. Within the time frame in providing community with social activities, it was found that most of the organisations have been working at Khayelitsha and Gugulethu for more than twenty (20) years. A small number of other organisations were at the beginning of their activities and have been in the area less than ten (10) years and fewer of the organisations have been working for the period of between ten (10) to twenty (20) years. One can argue that it has been a long time that SEhip has been introduced in the areas the research was conducted, and that change and amelioration should be visible from the community perceptive.

Great change in development has been seen in previous years regarding infrastructural inadequacies and in which a stable amelioration has been recorded in the provision of basic social services. Meanwhile, the quality of life for the population in Khayelitsha and Gugulethu is dominated by poverty, high levels of deprivation, unemployment, violence and crime (City of Cape Town, 2011).

It was found that geographically, social enterprises and individual SEs involved in the study were providing their products and services mostly at “local community” areas, which indicates that (Khayelitsha and Gugulethu) were the focus areas for these SEs to foster change. The finding was that a few of them were extending their activities and services to the metropolitan area. Local communities are regarded as the only vulnerable place that always seeks development. CD resides on the ideas that local people get support from external resources with drives of implementing programs to meet their needs (Hall & Midgley, 2004:73). Furthermore, the purpose of the activities of involved SEs in these local communities was laid in general to develop the community by providing comprehensive care and support to the most vulnerable, and strive to improve the quality of health, education, unemployment, provide training, educating and facilitating communities in different activities such as home-based care and developing children in creating space for them to develop talent and realising their dreams through those activities. As Lombard and Strydom (2011:327) point out, SEhip is an actor that provides social work with the purpose to activate populations in developing their own environment. Peredo and McLean (2005:12) said that SEs and their activities are focused in pursuing social goals by bringing change in communities in different ways.

The findings show that activities implemented by SEs were undertaken mostly in sectors such as “Training and Development” and “Social Services” followed by “Health” and “Religion”. Even though the mentioned purpose of SEs’ activities was to use training, education and facilitating community, it was found that the sectors of “Education and research”, “Law, Advocacy and politics”, “Business and union”, “Environment and housing” and “Cultural Voluntarism Promotion Religion” were not taken into consideration by the SEs as the research results show little participation in

these sectors. Lombard and Strydom (2011:330) concur with the findings that in CD approaches SEs must refocus their attention to supporting local people to handle their issues by educating them concerning the issues they face, such as nutrition, health, access to medical care, maternal and child health services; and also establishing a variety of economic projects such as cooperative micro-enterprises, savings associations, adult literacy classes, job training, and job transfer programs to directly and indirectly support the economy.

Concerning groups that SEs have been providing services to, the finding was that “People in the community” and “People with employment barriers” were benefiting more from services implemented by SEs, which included training and employment. It is then followed by “Family “, “People with low income”, “Disabled people” and “Students”; groups that were receiving little attention from SEs to provide them with these services. Related to above point, it was found that, from the average time of 26 years that these selected SEs in the research have been operating in Khayelitsha and Gugulethu, more than 537 people in those communities have been trained. That is an average of 21 people receiving training each year. It was also found that 2,410 people had received different services and the numbers that also produce an average of 200 people a year over the past 26 years on average. No result was found in placing local people in employment. One can argue that over the past 26 years in average time, the community would enjoy more production than what was found. From the findings, it will be difficult for certain groups or communities to raise the point of CD by SEs.

It was apparent that these organisations measured their outcome through the use of some monitoring methods such as continuous assessment, interviews and the use of evaluation forms such as follow up forms and feedback forms. Throughout the measurement it was found that the sector in which social enterprises’ activities had yielded the most impact was “Social services”. The finding indicates that “Education and research sector”, “Health”, “Cultural Voluntarism promotion”, “Religion”, “Law, Advocacy and Politics”, “Business and Union” and “Environment and Housing” sectors were neglected as the impact yield was not important.

It was also found that SOs were doing the necessary evaluation to increase the quality and quantity of the existing programmes in order to improve their outcomes to impact CD. It was found that an average of five (5) activities was implemented in addition to the existing programmes. The improvement of those existing programmes in terms of quality was done through supervision, service training, research, seeking support to the community and employment of new social workers.

The findings indicate that SOs allowed duplication of their activities to any group of individuals who have constructive ideas with the same purpose in order to cover a large surface to implement CD on a big scale. The findings show that SOs “always” monitor their outcomes on a regular basis before attempting to pursue the course of those existing activities. From the research results it was found that the majority of SOs believed after a “year” of implementation, their activities could start impacting on beneficiaries.

On specific impact, the majority of SOs indicated that they have direct impact on children with delayed education and increased education practitioners and skill, transformation of family relationship and parenting skills in the community. Regarding change they brought in the community, it was found that these SOs have done everything necessary to reduce poverty and also by provided intensive awareness around children to protect them against drugs.

It was found that the SOs measured their impact through their evaluation forms and looking at agreed indicators, and also through monitoring by staying closer to committee members and using client feedback forms to sustain CD. To trigger development, it was found that SOs believed throughout in making specialists through training, family counselling and bringing awareness and change through acting on information provided, motivation and determination, as these could trigger development in the community. To improve development in the community, it was found that SEs improve development in the community of Khayelitsha and Gugulethu by getting more support workers to reach more people. Training, raising effort in marketing and networking with

stakeholders was also evident in improving development in those communities. It was found that for SEs to improve CD they needed support in order to carry their activities. The support needed was mentioned as more funding, donations, volunteers and equipment to strengthen their activities in order to develop the community.

4.5.2 Part two: Findings for residents involved in the research

It was found that women were slightly the majority in the study. One could argue that women in most studies are easy to approach and always willing to help. This characteristic of willing to help, from women, usually comes from their nature. As Thompson and Conradie, (2011:45) mention in their research, women are important in participation regarding community duties as it is for them to secure an acceptable level of socio-economic issues by ensuring the wellbeing of their families. The finding was that most of them were single, with ages ranging between 20 to 30 years old and had been living in these informal areas (Khayelitsha and Gugulethu) for more the 20 years. The level of unemployment was found at very high among the participants. It can be said that the majority of the respondents were born and raised in the areas where the research was conducted, Khayelitsha and Gugulethu. The level of unemployment indicates how the areas are deprived compared to other areas.

It was evident that a small portion of the population of Khayelitsha and Gugulethu knew what SOs or SEs were all about. Some people could identify one (1) to two (2) SOs in their area. It was found that these organisations have been operating in Khayelitsha and Gugulethu for quite some time as the majority of them were operating for the last four (4) to ten (10) years. A few of these organisations was already working for more than 20 years. It was found that the population of Khayelitsha and Gugulethu understood the presence of SEs despite their different sizes and profiles around the area. The population understood the role that SOs are playing in their area regarding CD as they pointed to the organisations aimed at alleviating socio-economic issues by providing support to their deprived communities through activities such as counselling, training, equipping youth, creating opportunity, security and health. It was evident that SEs are fostering local development according to the research results obtained as the aim was

to combat social exclusion, stimulate socio-economic development, awareness and education.

The population of Khayelitsha and Gugulethu recognised the proposed CD activities laid out by SEs by acknowledging that their activities do meet their area's demand. As evidenced from the examples given earlier in the literature review, one can argue that SEs' activities presented to help CD are chosen under the need of the population. These activities play a crucial role in communities by creating new opportunities for local communities in terms of employment, income growth, enhanced provision of services, increase in local income retention and engaging the community in developmental programmes.

The research found that SEs do not involve communities in the process of developing them. One can argue that the process of developing communities may be compromised as those in need are left out in the process. CD requires direction from those who know their needs and how it is supposed to be presented. Lombard and Strydom, (2011:333) mention that local communities have an important commodity for development strength and that CD has to include the use of those classified as beneficiaries trapped within the socio-economic problem. For the authors, CD is all about local communities supporting the programs presented by SEs. It was evident that population of Khayelitsha and Gugulethu was willing to help SEs in alleviating problems in their areas by providing physical support and time. The communities believed collaborating with SEs could bring change to their environment that will eradicate socio-economic issues. Their motivation was overcoming socio-economic situations as a group because motivation of local communities' participation is what gives the importance of an activist style and promotes empowerment, self-determination and community-based poverty eradication programmes that place greater importance on socio-economic activities (Hall & Midgley, 2004:n.p.).

From the research, it was found that a plan to continue CD in Khayelitsha and Gugulethu was not visible or presented to the communities in line with local CD. The

common suggestion was to designate community leaders as liaison to distribute a CD plan. The research also found that SEs' activities were not well implemented to develop the community of Khayelitsha and Gugulethu as they did not get enough help as needed. Ledwith (2005:n.p.) said that the procedure used to develop communities requires involvement of external and internal stakeholders' initiatives that can be implemented towards improving the lives of people in the communities. By taking part in CD, SEs hoping to transform their areas, usually struggle to implement the activities aimed to produce what the communities need. The organisations constantly make use of resources that are measured to be useless in attaining their objectives.

The uncertainty was that the population was not sure on what impact SEs have in the area of Khayelitsha and Gugulethu, however, it was evident that change on population mentality, training and less poverty could be notified. Jafta (2013:1) states that what SEs usually attempt to achieve is immeasurable, and the impact can only be visible or will appear in a future time from their present activities, this impact is different from the outcome. The research finds that there is a relationship between numbers of SEs' activities' outcomes and CD. The population believed that the number of SEs' activities' outcomes would trigger CD as the area would be more covered.

It was found that SOs were not fully focused in monitoring their outcome as the system of monitoring was found to be not well administered by SEs. In the case of monitoring as indicated by few respondents, the control of monitoring was conducted in a monthly period. The finding was that SOs' activities' outcomes are not sustainable enough to trigger development as people give up quickly on these outcomes. The reason behind the unsustainability was that the activities do relapse quickly from time to time. Gilliss (2011:256) said that even if SEs are selected to provide sustainable solutions. In practice, this is a major issue as SOs or individuals are unable to create sustainable activities that will maintain the sustainability of its outcomes. Further, the findings point out that sustainability depends on the type of the activity.

The research found that SEs' activities in Khayelitsha and Gugulethu do not alleviate the direct issue the population are suffering. However, it brings some change to the

community. Herrington and Turton (2012: n.p.) state that the number of entrepreneurial activities in deprived areas are so low that an upward trend has not been maintained and this can be difficult to alleviate problems in community. The population believed that the duration of an outcome can start impacting on a community a year after implementation. However, a lesser portion of the population believed it might take time for outcomes to start impacting on communities as they pointed to more than five (5) years.

There was no specific measure proposed to protect existing outcomes and liaison between organisations and local people to promote development laid by SOs, but few of them used advising and motivating as the measure to protect existing outcomes and to keep liaison between organisations and local people.

It was found population believed that it is evident that CD requires SEs to involve local people in the process. One can argue that involvement of local people by SEs in the pursuit of CD is important due to the fact that local people know what their communities need. Secondly, it is through synergy that stakeholders can better solve a social problem. Additionally, synergy between SEs and local people brings all stakeholders to have a big picture of the problem and share the same goal. Weyers (2011:154) said that the concept of community represents a system that is extending with some sub-system that should jointly unite forces to overcome certain issues for the common good. Further, the author stated that the intervention must take place in a public level as community leaders and members are well placed to identify and deal with their needs and problems.

It was found in connection with the population's perception regarding SEs' poverty alleviation and sustainable CD that SEs do not do anything regarding poverty alleviation as they do not involve people with ideas, and SEs make themselves richer and the activities implemented are usually not sustainable. Findings show that the populations are ready to volunteer in order to support SEs' vision in practice by providing their skills,

time, communication and providing SEs with plans or ideas they think might benefit both communities and SEs.

Monitoring was found as a measurement to ensure potential impact on CD. In terms of what the population wants differently from SOs, the population suggested that SOs have to focus more on drugs because it is causing more trouble in young generations and on the youth to help them with bursaries to go to school. In addition, it was pointed out by the population that SEs have to advertise the development approach to the communities instead of waiting for the population to come to them, also continue to do what they are busy doing but have to keep the communities together with more workshops, getting communities to agriculture and culture.

4.6 Summary

From the data gathered from the questionnaires it is clear that SOs are those entities that focus more on deprived areas by fixing the needs of the particular segmented society to create a common interest. They actually design their objectives to fully tackle social and economic issues of deprived society (Haugh, 2005:346). Contrary to individual SEs in which the participation was very low, concerning groups that SEs have been providing services, “People in the community” and “People with employment barriers” benefited more from services implemented by SEs. The services included training and employment.

The majority of SOs Indicated that they have a direct impact on improving children with delayed education and an increase in education practitioners and skill, transformation of family relationship and parenting skills in the community. SOs have done the necessary to reduce poverty, also by applying intensive awareness around children to protect them against drugs. A small portion of the population of Khayelitsha and Gugulethu knew what SOs or SEs were all about. The population could identify one (1) to two (2) SOs in their area. The population of Khayelitsha and Gugulethu recognised the proposed CD activities laid out by SEs by acknowledging that their activities do meet their area’s demand. However, SEs do not involve communities in their process of developing the community.

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

In this chapter, the purpose will be to analyse and answer the research questions based on the findings and to provide a conclusion and recommendation.

5.2 Summary of the study

The summary of the dissertation is highlighted as follows:

Chapter One

The chapter gave basis for the dissertation where introduction; overview; background to the research problem; statement of the research problems; research objectives; research questions; preliminary literature review; research design and methodology; delineation of the research and significance of the research.

Chapter Two

In this chapter, an outline was provided of recent and past research on SEhip, impact assessment and CD necessary for empowering and innovating society.

Chapter Three

The research design, methodology and the methods of research were introduced and discussed. Open and closed-ended questions, qualitative and quantitative research methods were explained and methods used to gather data were discussed. The purpose of a research design is to maximise valid answers to a research question. This was achieved by using qualitative and quantitative approaches that were contextual. Questionnaires were the easiest and quickest way of collecting data. Quantitative data were captured in tables, while codes and numbers were used to capture qualitative data. The researcher made sense of data by using recognised validity, reliability and triangulation methods to analyse and ensure that the data were trustworthy and confidential. The chapter concluded with observing the principles of anonymity and to ensure that the participants were morally and ethically protected.

Chapter Four

Findings from questionnaire distributed and interviews, conducted to the people of communities of Gugulethu and Khayelitsha townships in the Cape Metropolitan area, were presented in this chapter. The responses were analysed and statistics provided. From the data gathered from the questionnaires it is clear that SOs are those entities that focus more on deprived areas by fixing the needs of the particular segmented society to create a common interest. Contrary to individual SEs in which the participation was very low.

Chapter Five

Chapter five attempted to answer the research questions that were listed earlier in the study. The chapter will be concluded with possible recommendations and a conclusion to the study will be provided.

5.3 Limitations of the study

The dissertation had a number of limitations such as security, financial and analphabetic. Due to security of the researcher and the recommended paper which the language was English, the dissertation focused on specific areas instead of covering the whole township. Due to the size of the township reaching 100 km², the research was limited to Harare in Khayelitsha and Section 21 in Gugulethu only. These areas were more accessible, more secure and high in the number alphabetic people. The rest of the suburbs within the two townships were excluded.

5.4 Addressing the research questions

The questions of the study were:

- What impact do SEs have on communities?
- How can SEhip improve development in communities?
- What forms of support do SEs need in order to effectively develop communities?

5.4.1 What impact do SEs have on communities?

The most important result for the impact that SEs have on communities is fostering local development. Their size does not matter as their activities are aimed to alleviating socio-economic issues by providing support to deprived communities through counselling, training, equipping youth, creating opportunities, improving security and health. SEs impact communities by combating social exclusion, stimulating socio-economic development, raising awareness, and improving education.

In the case of Khayelitsha and Gugulethu in particular, SEs impact on children's delayed education and increase in education practitioners and skill, transformation of family relationships and parenting skills in the community. SEs brought change in the community by doing the necessary to reduce poverty and also by applying intensive awareness around children to protect them against drugs. SEs also impact the community by doing the necessary evaluation to increase the quality and quantity of the existing programmes in order to improve their outcomes to positively impact on CD

5.4.2 How can SEhip improve development in communities?

The most important answer from this question was according to the majority of Khayelitsha and Gugulethu who pointed out that, CD requires SEs to involve local people in the process as found above. Involving local people in the pursuit of CD is important due to the fact that local people are those who know what their community needs. That synergy between SEs and local people is what brings better solutions to problems facing the community. Additionally, synergy between SEs and local people enables all stakeholders to have a bigger picture of the problem and sharing of similar goals. Getting more support workers to reach more people and also raising efforts in marketing and networking with stakeholders is evident in improving development in the community.

5.4.3 What forms of support do SEs need in order to effectively develop communities?

The important answer to this question was the concern of financial and physical support. SEs needed this support in order to carry their activities and escalate development around deprived areas such as Khayelitsha and Gugulethu. More donations in terms of funds have to be available to sustain the flow of their activities that are engaged to benefit the population which is financially restricted. The physical support is important as they engage in the field and across the process of activities. Physical support is needed to constitute the needs of volunteers as their presence helps SEs to escalate the production and delivery of their activities. Equipment is also needed to strengthen their activities designated to develop the community.

5.5 Conclusion

As the research has shown, SOs and individuals SEs are those individuals that focus on deprived areas in order to fix the needs of particular segments of society to create common interest. It is evident that their work is designed primarily with the objective to overcome socio-economic problems. However, in the case of Khayelitsha and Gugulethu, the interest of developing the community is heavily supported only by SOs, where there is a lack of individual SEs to act simultaneously as “change agents” with SOs in these areas. Several reasons have been pointed out, but the researcher agrees with Watters et al. (2012:2) who indicated reasons behind these dramatic situations by stating that individual SEs usually do have only the idea fixed in their head that are not implemented even if the ideas are conceived with social intentions to contribute to development.

The study found that most SOs operate under an NGO as a legal structure, and focus more on “Voluntary Association” as forms of the structure in order to support Khayelitsha and Gugulethu’s CD. The involvement in CD in these areas seems to be mature as the majority of the organisations were already providing social activities for more than 20 (twenty) years. This proves the commitment of changing the life of the communities. The researcher agrees with the City of Cape Town (2011) which pointed

out that great change in development has been made in these current years regarding infrastructural inadequacies and in which a stable amelioration have been recorded in the provision of basic social services. But meanwhile the quality of life for the population in Khayelitsha and Gugulethu is still dominated by poverty, high levels of deprivation, unemployment, violence and crimes.

Geographically, the participating SEs were limited to providing services such as improving the quality of health, education, unemployment and training, on the other hand educating and facilitating communities in different activities such as home-based care and developing children in creating space for them to develop talent and realising their dreams through those activities only at “Local community” level. This is the surrounding area they were settled in and have not expended their activities through other areas. Local communities are regarded as the only vulnerable place that always seeks development. CD also resides on the ideas that local people get support from external resources with the drive of implementing programs to meet their need (Hall & Midgley, 2004:73). This means that, for CD to succeed, it is important for SEs to combine and extend their efforts to reach not only the areas they operate in but also sectorial, regional and national.

Mainly directed by “Training and Development” activities, it was evident that SEs in Khayelitsha and Gugulethu do also focus their purpose on training, education and facilitating communities, but clear negligence on “Education and research”, “Law, Advocacy and Politics”, “Business and Union”, “Environment and Housing” and “Cultural Voluntarism Promotion Religion” could be seen. The effort of CD has to be in every sector in order to directly and indirectly support the economy. As mentioned earlier, it was evident that, due to the geographical way that SEs are providing services, only “People in the community” and “People with employment barriers” are benefiting more from those services implemented by SEs. The services included training and employment. Not surprisingly, fewer groups such as “Family “, “People with low income”, “Disabled people” and “Students” are receiving little attention from SEs.

Training and services figures that the community of Khayelitsha and Gugulethu had received are very little for the amount of time these participating SEs have been operating. As an example, from the average time of 26 years, only 537 people had received training in those communities. That produces an average of 21 people a year. Also, only 2,410 had received different services, producing an average of 200 people a year. With these figures as mentioned, the communities of Khayelitsha and Gugulethu will continue to question the abilities and the purpose of SEs. It is evident that the outcome of their activities was measured and monitored as “always” meaning in a regular basis before attempting to pursue the course of those existing activities through different actions such as continuous assessment, interviews and the use of evaluation forms such as the follow-up form and feedback form. With little produced as indicated above, SEs had managed to yield the most impact on the “Social services” sector, leaving behind sectors such as “Health”, “Cultural Voluntarism promotion”, “Religion”, “Law, Advocacy and Politics”, “Business and Union” and “Environment and Housing”. On the bright side, these organisations were doing the necessary evaluation to increase the quality and quantity of the existing programmes in order to improve their outcomes to impact on CD. Most of these SOs have increased to an average of 5 (five) activities in addition to the existing one and improved their quality by doing research and support for the community since they started working with them.

It is important for SEs when pursuing CD to be allowed duplication of their activities to others entities so as to cover more areas. These organisations at Khayelitsha and Gugulethu were well aware of the case as they allowed the duplication of their activities to any group who have constructive ideas with the same purpose. Impact should not be confused with the outcomes. It is difficult to determine exactly when the outcome may start to impact on community, but it was believed by most of the participants that 1 (one) year was enough for their activity to start impacting on the community. Related to the average number of the people that received services and gained training, it can be concluded that somehow the SOs at Khayelitsha and Gugulethu might confuse impact and outcomes. There is no doubt that SEs had specifically impacted on the Khayelitsha and Gugulethu community. The findings of the research highlighted direct impact on

children with delayed education, increase in education practitioners and skills, transformation of family relationships and parenting skills in the community are identifiable, while poverty and children exposed to drugs have been reduced. Khayelitsha and Gugulethu's SOs are triggering CD by making specialists through training, raising effort in marketing, networking with stakeholders, family counselling and bringing awareness. Also, as it is believed, information provision, motivation and determination were on their agenda to trigger development in the community. Nothing is characterised as free in CD. The development is conducted at the expense of SE's effort. In the case of Khayelitsha and Gugulethu, SEs evidently need support such as more funding, donations, more volunteers and equipment in order to be active in the development of the communities they are committed to.

Within the process of the study, it was women that showed more consideration to provide their view regarding SEs in connection with CD. The analysis of these groups constituted of more single people ranging between the ages of 20 to 30 years old. It was indicated that most of them were born and raised in the area (Khayelitsha and Gugulethu). Thus, it was evident that the level of unemployment still high as (4) four of the (5) five were unemployed among this group despite the efforts of the South African government and SEs activities. As a population of informal area in any country, the population of Khayelitsha and Gugulethu could determine slightly the length of time and the reason for presence of SEs in their area, which they could easily identify and determine how long the organisations have been active in the sector. With estimated time of (20) twenty years of activities, these SOs were evidently fostering local development through combating social exclusion, stimulating socio-economic development, awareness and education according to the participants. The action was taking through alleviating socio-economic issues by providing support to their deprived communities through activities such as counselling, training, equipping the youth, creating opportunities, security and health.

The research found that the designated activities to support CD were taken in consideration as the populations of Khayelitsha and Gugulethu acknowledged that SEs'

activities do meet the demand for their areas. As mentioned for funding, these activities are very important. If done in parallel with the demand, they play a crucial role in communities by creating new opportunities for local communities in terms of employment, income growth, enhanced provision of services, increase in local income retention and engaging the community in developmental programs. However, the community has to be included in order to pursue that development. In the case of Khayelitsha and Gugulethu the situation seems to be different as the communities are separated from the process. Development in this case will be more difficult as those in need and who know what they really need are left out in the process. The researcher agrees with Lombard and Strydom (2011:333) that CD is all about local communities sporting the programmes presented by the SEs. Not far from this statement, the community of Khayelitsha and Gugulethu do embrace the opportunity of CD as their intention is willing to help SEs in alleviating problems in their areas by providing physical support and time. Thus, the willingness is constructed under the idea that collaborating with SEs could bring change that will eradicate socio-economic issues in their environment; because working as a group will overcome the socio-economic situation.

Acknowledged by the population of Khayelitsha and Gugulethu, the plan to continue CD through those activities remains partially obscured to the communities, and one suggestion was to designate a community leader as a liaison to distribute the CD plan. From this view, it is evident for SEs' activities to be seen as wrongly implemented in pursuit of CD. Thus, the uncertainty submerges as the population is not sure on how SEs' activities had impacted their area. However, small changes are not discarded as the population noted a change in mentality, training and less poverty. The current research found that attacking CD lay on the relationship and number of social activity outcomes, as it may trigger development because of the important areas they might cover. From the result, monitoring activities' outcomes were not a focus area for SEs. This automatically brings down the suitability as the results pointed to SOs' activities' outcomes as being not sustainable enough to trigger development as people give up quickly from these outcomes because they relapse quickly from time to time according to their types.

Based on the findings, with the activities implemented, SEs in Khayelitsha and Gugulethu still struggle to alleviate direct issues the population are suffering. However, the duration of an outcome to start impacting on a community is still a factor as more populations believe in it happening a year after implementation. As mentioned earlier in the findings, there were no specific measures proposed to protect existing outcomes and liaison between organisations and local people to promote development laid by SOs. Nevertheless, advising and motivation was the unique and unreliable measure method used by some organisations to keep liaison between organisations and local people. Thus, not only community leaders, but all communities are important in the process of CD as the population findings were to involve local people in the process for many reasons such as the knowledge of what is really needed in the community. Poverty alleviation and sustainability is a challenge for SEs. What is missing is to involve people with ideas, that was a main finding from the population. Non-involvement of communities by SEs is seen as an indication SEs are only interested in making themselves rich. It is important to involve local people as they are ready to volunteer in order to support SEs' vision in practice with their skill and time. Monitoring and amelioration are close ideas suggested to SEs, also to differently implement activities such as drug abuse to protect the young generation and advertising their approach minted to CD.

It is important to regard SEhip as a tool to tackle deprived community problems, especially in the Cape Metropolitan areas of Khayelitsha and Gugulethu, where socio-economic problems such as health, education and others are increasing. In general. SEs' activities are planned to develop the community as they provide comprehensive care and support to the most vulnerable communities and strive to improve the quality of health, education, unemployment. These improvements, through training, education and facilitating communities in different activities such as home-based care and developing children by creating space for them to develop are what promotes and has impact on CD.

There was a need for social impact assessment in the Cape Metropolitan areas of Khayelitsha and Gugulethu to highlight the role SEs play in pursuing public improvement and CD. It was indispensable to quantify and analyse the impact of SEhip in order to bring knowledge among stakeholders to understand, appreciate and support each other to make differences in CD.

5.6 Recommendations

There is a need for social impact measurement in South Africa to highlight the role played by SEs in pursuit of CD. SEs have to monitor their activities' outcomes to ensure potential impact on CD. However, SEs sometimes use resources to monitoring method that are measured to be useless to attain their objectives. To improve this, the following are recommended:

- SEs need to involve local people in the process of CD in order to have more control and balance on what should develop the community. As the research found, if SEs do not present their programmes to local people, it will be difficult for them to succeed in CD as the programmes are unknown to the communities. Instead of waiting for local people to come to SEs to find out what programmes can satisfy their needs, SEs should rather take the programmes to local people via any means, for example, door-to-door distribution of detailed flyers, social media or through some events.
- To support CD, SEs have to request direction from those who know their needs and how it is supposed to be presented. SEs have to keep in mind that CD has to implicate the use of those classified as beneficiaries trapped within the socio-economic problem. A plan to continue CD in an area such as Khayelitsha and Gugulethu has to be clearly defined using simple means that the population understands.

5.6.1 Further research

Based on what was mentioned as a limitation, for future research, it is suggested that the impact of SE programmes on local people or development plans be investigated. It is also necessary to investigate the sustainability of SEs' activity on CD in rural areas.

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APPENDIX A: INVESTIGATION QUESTIONNAIRE AND INTERVIEW

INVESTIGATION QUESTIONNAIRE (1)

Research title

The impact of social entrepreneurs on community development in the Cape Metropolitan area, South Africa

Name of the researcher: **Russ Ngatse Ipangui**
Course: **Master of Technology: Business Administration**
Faculty: **Business and Management Sciences**
Name of University: **Cape Peninsula University of Technology**
University address: **Cnr Keizersgracht & Tennant Street**
P.O. Box 652, Cape Town, 8000
University contact details: **+27 (0)21 460 3068**

Dear respondent

I am Russ Ngatse Ipangui, a postgraduate student studying towards a Master of Technology in Business Administration degree at the Cape Peninsula University of Technology (CPUT). I would be grateful if you could respond to this questionnaire, which will provide crucial data for investigating the impact of social entrepreneurs on community development process in the Cape Metropolitan area, particularly in Khayelitsha and Gugulethu Townships.

Information collected from the questionnaire will be treated as confidential and only used for the purpose of the research. Your participation in this investigation is entirely voluntary. You are requested to respond personally to all the questions. Non-English speakers might solicit support from an English speaker. You are entitled to decline, join and exit from the investigation at any time. No risks of participating in this investigation are anticipated. The social enterprises sector and the community will broadly benefit from the study.

All information regarding your background and the substantive data you supply will be kept confidential. Responses you provide will be combined with those provided by other respondents and analysed. The original questionnaire will be held in locked cabinets in the University's offices for up period of five years before being destroyed. An electronic version of the data will be available only to the research on secure computers.

The final report will be placed on the University's website as educational material for promotional and policy-related purposes. An email will be sent to all respondents informing them of the release of the research report in the form of a dissertation. If you have any questions, please contact Russ Ngatse Ipangui at +27 (0)79 706 4242 or niruss4@gmx.fr.

Ethical clearance for the research has been obtained from the Ethics Committee of the Faculty of Business and Management Sciences at CPUT. Respondents may address any concerns or

complaints to Prof. Maurice Oscar Dassah, Dr Michael Twum-Darko (darkom@cput.ac.za), Chairperson of the faculty's Ethics Committee.

Indicate your willingness to, of your own free will, participate by ticking the appropriate box below:
Yes / No

SECTION A: BACKGROUND

Part 1: This section is for social entrepreneurs, social organisations or employees of institution with social activities only. Please tick the boxes that reflect your response.

1. Indicate your gender

- Male
- Female
- Corporate
- Other

2. Indicate your status

- Social entrepreneur
- Social organisation
- Employee of institution with social activities

3. Provide the following information about you or your enterprise

Name	
Address Postal	
Address Email	
Telephone number	

4. Under what legal structure is your work primarily organised?

- NGO
- Non-profit sector

What is the form of your structure?

- Voluntary Associations
- Trusts
- Section 21 companies
- Other

If an organisation, provide the date your social enterprise was established:

...../...../.....

If social entrepreneur, how long have you been involved in social activities?

1-3 years	4-10 years	11-20 years	More than 20 years

5. State the date your social enterprise first started providing products and/or services to communities:

...../...../.....

6. What is the geographical focus in your provision of products and/or services?

- National
- Provincial
- Metropolitan area
- Local community

In which area have you been providing products and/or services?

- Khayelitsha
- Gugulethu

7. State three main purposes of your social activities

- i.
- ii.
- iii.

8. In what sector/sectors do you undertake social activities?

- | | | | |
|----------------------------|--------------------------|-----------------------|--------------------------|
| Social services | <input type="checkbox"/> | Health | <input type="checkbox"/> |
| Law, advocacy and politics | <input type="checkbox"/> | Environment/ Housing | <input type="checkbox"/> |
| Training and Development | <input type="checkbox"/> | Cultural | <input type="checkbox"/> |
| Education and research | <input type="checkbox"/> | Voluntarism promotion | <input type="checkbox"/> |
| Business and unions | <input type="checkbox"/> | Religion | <input type="checkbox"/> |

9. To which of the following groups does your social enterprise provide training, employment or services?

- | | | | |
|---------------------------------|--------------------------|-----------------|--------------------------|
| People in the community | <input type="checkbox"/> | Families | <input type="checkbox"/> |
| People with low income | <input type="checkbox"/> | Disabled people | <input type="checkbox"/> |
| People with employment barriers | <input type="checkbox"/> | Students | <input type="checkbox"/> |

If others, please specify:

.....

10. If your social enterprise is involved in training, employment provision and/or service provision:

- How many people have you trained? :
- How many people have you placed in employment? :
- How many people have received your services? :

SECTION B: SOCIAL ACTIVITIES AND COMMUNITY DEVELOPMENT

11. Does your organisation measure the outcomes of its activities?

If "Yes", how does the organisation measure outcomes?

.....
.....
.....

.....

If "No" Why?

12. In which of the following sectors have your social activities yielded the most impact?

- | | | | |
|----------------------------|--------------------------|-----------------------|--------------------------|
| Social services | <input type="checkbox"/> | Health | <input type="checkbox"/> |
| Law, advocacy and politics | <input type="checkbox"/> | Environment | <input type="checkbox"/> |
| Development and housing | <input type="checkbox"/> | Cultural | <input type="checkbox"/> |
| Education and research | <input type="checkbox"/> | Voluntarism promotion | <input type="checkbox"/> |
| Business and Unions | <input type="checkbox"/> | Religion | <input type="checkbox"/> |

13. Does your organisation or your activities do the necessary evaluation to increase the quality and quantity of its existing programme to improve outcomes?

*If "Yes":
 How many activities have you implement in addition to the existing programme?*

.....

How has the existing programme been improved in terms of quality?

.....

14. Do you or your organisation allow duplication of activities by others to extend the outcomes of delivering products/services?

- Yes
 No

If "Yes", to which individual or group do you allow?

.....

15. Well-monitored outcomes of activities is what define impact on a beneficiary. Are the outcomes of your activities monitored?

- Yes
 No

If "Yes", do you analyse the result before attempting to pursuit the course of those existing activities?

- Always
- Sometime
- Not at all

16. After how long do your activities start impacting on beneficiary community/communities?

After a 1 year	After 2 years	After 3 years	After 4 years	After 5 years

17. State specific impacts your activities have had on beneficiary community/communities:

.....

.....

.....

.....

.....

18. What difference have you brought to community/communities through your social activities?

.....

.....

.....

.....

.....

19. How do you measure your impact on community development?

.....

.....

.....

.....

.....

20. How do your activities trigger development in the community/communities you operate?

.....

.....

.....

.....

.....

21. How can you improve development in the community/communities you are operating?

.....

.....

.....

.....

.....

22. What forms of support do you need in order to effectively develop communities?

.....

.....

.....

23. How do you rate your impact on community development compared to others? In column 1 are general sectors social entrepreneurs are called upon to make impact through their activities. Please, indicate the extent of the impact made by your organisation to community development in the appropriate sector/sectors.

General sectors	The extent of the impact made for the success of community development		
	Low	Medium	High
Education			
Health			
Economic			
Housing			
Culture			

24. How sustainable your impacts are? Indicate the level alongside the appropriate sector/sectors

General sectors	The extent of the impact made for the success of community development		
	Low	Medium	High
Education			
Health			
Economic			
Housing			
Culture			

Thank you for your co-operation.

Russ Ngatse Ipangui
 Master of technology: Business Administration
 Email: nirruss4@gmx.fr
 Telephone: 079 706 4242
 Cape Peninsula University of technology

INVESTIGATION QUESTIONNAIRE (2)

Research title

The impact of social entrepreneurs on community development in the Cape Metropolitan area, South Africa

Name of the researcher: **Russ Ngatse Ipangui**
Course: **Master of Technology: Business Administration**
Faculty: **Business and Management Sciences**
Name of University: **Cape Peninsula University of Technology**
University address: **Cnr Keizersgracht & Tennant Street**
P.O. Box 652, Cape Town, 8000
University contact details: **+27 (0)21 460 3068**

Dear respondent

I am Russ Ngatse Ipangui, a postgraduate student studying towards a Master of Technology in Business Administration degree at the Cape Peninsula University of Technology (CPUT). I would be grateful if you could respond to this questionnaire, which will provide crucial data for investigating the impact of social entrepreneurs on community development process in the Cape Metropolitan area, particularly in Khayelitsha and Gugulethu Townships.

Information collected from the questionnaire will be treated as confidential and only used for the purpose of the research. Your participation in this investigation is entirely voluntary. You are requested to respond personally to all the questions. Non-English speakers might solicit support from an English speaker. You are entitled to decline, join and exit from the investigation at any time. No risks of participating in this investigation are anticipated. The social enterprises sector and the community will broadly benefit from the study.

All information regarding your background and the substantive data you supply will be kept confidential. Responses you provide will be combined with those provided by other respondents and analysed. The original questionnaire will be held in locked cabinets in the University's offices for up period of five years before being destroyed. An electronic version of the data will be available only to the research on secure computers.

The final report will be placed on the University's website as educational material for promotional and policy-related purposes. An email will be sent to all respondents informing them of the release of the research report in the form of a dissertation. If you have any questions, please contact Russ Ngatse Ipangui at +27 (0)79 706 4242 or nirruss4@gmx.fr .

Ethical clearance for the research has been obtained from the Ethics Committee of the Faculty of Business and Management Sciences at CPUT. Respondents may address any concerns or complaints to **Prof. Maurice Oscar Dassah, Dr Michael Twum-Darko** (darkom@cput.ac.za), Chairperson of the faculty's Ethics Committee.

Indicate your willingness to, of your own free will, participate by ticking the appropriate box below:

Yes / No

SECTION A: BACKGROUND

Part 2: This section is reserved to the peoples or habitants of the area the research is conducted only. Please tick the boxes that reflect your response.

1. Please indicate your gender

Male
 Female

2. Please indicate your status

Single
 Married

3. What is your occupation?

Employee
 Unemployed

4. Please provide the following information about you

Full name	
Physical address	
Address Email	
Telephone	

5. How old are you?

10-20 years old	20-30 years old	30-40 years old	Over 40 years old

6. In which area do you live?

Khayelitsha
 Gugulethu

For how long have you been living in the area you just select above?

1-3 years	4-10 years	11-20 years	More than 20 years

SECTION B: SOCIAL ENTREPRENEURSHIP ACTIVITY

7. Social organisation or social entrepreneurs are those who performed as NGO (Non-governmental organisation) or NPO (Non-profit organisation). In your area, have you spot any of NGO/NPO?

Yes
 No

If "Yes", how many are them in your area?

.....
.....

For how long they are been there?

1-3 years	4-10 years	11-20 years	More than 20 years

8. What role do social entrepreneurs play in your area regarding community development?

.....
.....
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9. What of the following Social Entrepreneurs have aims to do in your area?

- Combat social exclusion
- Foster local development
- Being a good source for job creation
- Stimulate socio-economic development
- If others, please specify

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10. Based on your answer on question 9, what are their activities? Or community initiative in your area?

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11. Do the proposed community development activities of social entrepreneurs usually meet your area's demand?

- Yes
- No

If "No", why is it so, what are they doing wrong in delivered?

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12. Do social entrepreneurs involve the local peoples in the community development plan process?

- Yes
- No

If "No", will you like to participate in community deployment plan? Why?

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13. Do social organisation present any community development plans to continue liaison with local peoples?

- Yes
- No

If "No", what will you suggest?

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14. Do you think their social activities are well implemented to develop the community?

- Yes
- No

If "Yes" what changes or outcome they have bring on your community?

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15. Results to the answer you provide under question 14, what impact have you notified in your area?

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16. Would the number of these activities' outcome results to trigger community development?

- Yes
- No

Please specify why

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17. Do these organisations monitor their outcome you mentioned above?

- Yes
- No
- How often do you think?*
 - Every week
 - Every month
 - Every year

18. How sustainable these outcomes are?

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19. Did the outcomes of these activities alleviate the issue you think the community was suffering?

- Yes
- No
- For how long do you think the outcome can start impacting on the community?*
 - In a year time
 - In two years' time
 - In three years' time
 - In four years' time
 - In five years' time
 - More than five years

20. Are any specific measures proposed to protect existing outcome and liaison between organisation and local peoples to promote development?

- Yes
- No
- If "yes", what kind of measures?*

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21. Would community development involve the use of local peoples by social entrepreneurs?

- Yes
- No
- If "yes", please specify why.*

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22. What is your perception on social entrepreneurs in terms of poverty alleviation, sustainable community development and livelihood?

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23. How will you support this vision of social entrepreneurs in practice?

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24. Give details of any specific measures to ensure that potential impacts on community development are used?

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25. What will you like social entrepreneurs to do differently?

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.....
.....

Thank you for your co-operation.

Russ Ngatse Ipangui
Master technology in Business Administration
Email: nirruss4@gmx.fr
Telephone: 079 706 4242
Cape Peninsula University of technology

INTERVIEW (3)

Research title:

The impact of social entrepreneurs on community development in the Cape Metropolitan area, South Africa

The research:

Name of the researcher: Russ Ngatse Ipangui
Course: Master Technology in Business Administration
Department: Business and Science Department
Name of University: Cape Peninsula University of technology (CAPE TOWN CAMPUS)
University address: Keizersgracht Street P.O Box 652 CAPE TOWN Postal code: 8000
University contact details: +27 (0)21 460 3068

I would like to invite you to take part in my research study, which concerns an understanding of how social entrepreneurship impacts communities development; and to determine vitally the importance of social impact related to the contribution on community development.

If you agree to participate in this research, time and location to conduct the interview will entirely be of your choice. Questions about background, activities and perception will be asked. The interview should last about an hour. Social enterprises sector and the community will broadly benefit from the study.

The information will be treated as confidential and will only be used for the purpose of the research. Your participation in this investigation is entirely voluntary. Some of the research questions may make you uncomfortable or upset. You are free to decline to answer any questions you don't wish to, or to stop the interview at any time. If results of this study are published or presented, individual names and other personally identifiable information will not be used. The original interview record will be held in locked cabinets in the university offices until the end of 2016, and then destroyed. I will not save the tapes and notes for use in future research to be done by myself or others.

With your permission, please select the appropriate format:

Audiotape Yes No

Notes Yes No

Videotape Yes No

If you agree to being audiotaped or videotaped but feel uncomfortable at any time during the interview, I will turn off the recorder at your request.

The research will be completed by July 2017. If you have any questions please contact Russ Ngatse Ipangui at +27 (0)79 706 4242 or nirruss4@gmx.fr.

If you have any questions about your rights or treatment as a research participant in this study, please contact the Cape Peninsula University of technology (CAPE TOWN CAMPUS); Keizersgracht Street P.O Box 652 CAPE TOWN Postal code: 8000; Tel: +27 (0)21 460 3068.

I agree to participate in this study "Yes" - "No"

Name:.....Signature:.....Date:/...../.....

INTERVIEW QUESTION

Background questions

1. Gender
2. Name
3. Age

General questions about Social Entrepreneurship (for habitant)

4. What does Social Entrepreneurship mean to you?
5. Do you believe that it is possible to combine social entrepreneurs or social organisation with habitant of the area they serve in order to promote community development?
6. Why should anyone recognise and support them?
7. What are they doing wrong?
8. How will you like the community to develop?
- 9.

Project related questions (for social entrepreneurs)

10. Could you describe the projects you have been involved with in promoting community development?
11. What need does the project fulfil in the community?
12. Which target group does the project reach out to?
13. How do you communicate that the project to the stakeholders? In what way do you make sure that the stakeholders understand what you are doing?

APPENDIX B: ETHICS



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Symphony Road Bellville 7535

Office of the Chairperson Research Ethics Committee	Faculty: BUSINESS
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At a meeting of the Research Ethics Committee on 17 August 2016, Ethics Approval
was granted to Russ Ngatse Ipangui (209152508) for research activities

Related to the MTech/DTech: MTech Business Administration at the Cape Peninsula University of
Technology

Title of dissertation/thesis:	The impact of social entrepreneurs on community development in the Cape Metropolitan area, South Africa Supervisor: Prof M Dassah
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Comments:

Decision: **APPROVED**

	17 AUGUST 2016
Signed: Chairperson: Research Ethics Committee	Date

Clearance Certificate No | 2016FBREC379

APPENDIX D: DECLARATION OF PROFESSIONAL EDITORIAL



Declaration of Professional Editorial Assistance for MTech Thesis

Professional editorial work undertaken in the preparation of this thesis has been done according to CPUT's guidelines.

Professional editorial intervention was restricted to: proof reading, CPUT formatting, grammar, spelling, punctuation and clarity of meaning.

The professional editor provided advice on grammar and structure; gave examples only and did not undertake a structural re-write themselves.

Material for editing or proofreading was submitted in hard copy, or where an electronic copy was submitted to the editor, their mark-up was done using Track Changes.

Candidate's Name: Russ Ngatse Ipangui

Thesis title: The Impact of Social Entrepreneurs on Community Development in the Cape Metropolitan Area (Western Cape, South Africa)

I declare that I have complied with the above conditions:

Signed: Date:

Editor's Name: Takudzwa Musiyarira

I declare that I have edited/proofread this thesis in compliance with the above conditions, as requested by the candidate.

The documents submitted by the student for proofreading or editing purposes remain the sole and exclusive intellectual property of the student.

Signed: *R.* Date: *24-05-2017*

Supervisor's Name: Prof MO Dassah

Signed: Date:

APPENDINX E: CONCENT LETTERS

JL ZWANE
CENTRE



Department of Business
Cape Peninsular University of Technology
Keizersgracht Street
Cape Town

28 July 2016

Dear Sir

This is to confirm that the JL Zwane Centre for Training and Development is happy to take part in the Research Methodology to be conducted by Ngatse Ipangui Russ by collecting data from interviews. This will be done from September to December 2016

With kind regards

Rev Dr. Spiwo Xapile



UNIVERSITEIT · STELLENBOSCH · UNIVERSITY
jou kennisvennoot · your knowledge partner

Directors
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Prof JB du Toit (Stellenbosch University)

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Beneficiary Analysis
100% B-BBEE Welfare & Development
BEE – 100% Level 4 Contributor

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DUNOON/JOE SLOVO PARK
C/O Hobe & Freedom Way
Joe Slovo Park
Milnerton
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ELSIES RIVER
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Section 18a Registration
NPO No: 002 888/ PBO no: 930006613
VAT No: 4920124478
BHF No: 090 009 0059684

The Relationship People

27 July 2016

Famsa – Khayelitsha Office
49 Intsikizi Street
Ilitha Park
Khayelitsha

Dear members of Cape Peninsula University of Technology

On behalf of Famsa Western Cape, I am writing to formally indicate our awareness of the research proposed by Russngatse Ipangui, a student at Cape Town University of Technology. We are aware that Russngatse Ipangui intends to conduct his research by administering a written survey to our employees.

As an Office Manager I am responsible day to day running of the office. I grant Russngatse Ipangui permission to conduct his research at our organisation.

If you have any questions or concerns please feel free to contact my office at 021 361 9098/ officemanager@famsawc.org.za

Yours Sincerely
Gcobisa Ngalo
Office Manager

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Khayelitsha Office
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