

THE ROLE OF PUBLIC PARTICIPATION IN ENHANCING THE QUALITY OF SERVICE
DELIVERY IN THE MAKHADO MUNICIPALITY: A CASE STUDY OF WARD 02.

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ABSTRACT

This study was conducted in the Makhado Municipality in Ward 02. Communities in Ward 02 played a significant role in the completion of this study. The study focused on every member of the community who volunteered to complete the distributed questionnaire.

The focus of the study was on the role of public participation and whether it enhanced the quality of service delivery.

The methodology used in data collection was derived from primary data, which are answers from participants as well as secondary data derived from published literature. Quantitative approach was mainly used for this study.

The findings of the study revealed that public participation in the municipality is not sufficiently conducted and poor quality services that rural communities receive are aggravated by lack of sufficient public participation. The study also revealed that employees of the municipality are not properly qualified to can conduct public participation. Lack of sufficient funds on the part of the municipality gives serious constraints for the municipality to render quality services.

The study also recommended that a team of employees be set up to educate communities on constitutional matters. Recruitment of employees should be informed by the relevant skills that are needed whereby qualifications are considered. Sufficient consultation of community members should also be considered.