

**CHALLENGES FACING THULAMELA LOCAL MUNICIPALITY IN THE PROVISION OF
HOUSES AT LAMBANI COMMUNITY**

By

ZWIDOFHELANGANI MARLYN NDOU

STUDENT NUMBER: 11590669

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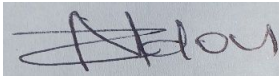
Supervisor: Dr. E. Mahole

Co-Supervisor: Prof. N.W. Nkuna

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DECLARATION OF ORIGINALITY

I, **Zwiḏofhelangani Marlyn Nḏou**, hereby declare that the Mini-Dissertation for the degree of Master of Public Management at the University of Venda, titled “Challenges facing Thulamela Local Municipality in the provision of houses at Lambani Community” hereby submitted by me has not previously been submitted for a degree at this or another institution, and that this is my own work in design and execution. All reference materials contained therein have been duly acknowledged.



28 June 2020

ZWIḐOFHELANGANI MARLYN NḐOU
STUDENT NUMBER: 11590669

DATE

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I would like to thank the Almighty God who made it possible for me to attain my goals. It was through his grace that I managed to reach this far. I would like to express my gratitude to the following people:

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DEDICATION

This Mini-Dissertation is dedicated to my children Romeo Chauke and Bono Nḁou. I would also like to dedicate this Mini-Dissertation also to my lovely parents, Mrs. Luvhengo Mercy Munzhedzi-Nḁou and Mr. Nkhangweleni Patrick Nḁou, you are very special to me.

ABSTRACT

The study is based on the challenges facing Thulamela Local Municipality in the provision of houses at Lambani Community. Housing is one of the most important life components giving shelter, safety, and warmth, as well as providing a place to rest. Housing is important as it satisfies different human needs. The demand for provision of housing in South Africa has enormously increased in the past decade. The study chose mixed method approach which both quantitative and qualitative approaches were used. The reason for using a mixed research method is because it can be integrated in such a way that qualitative and quantitative methods retain their original structures and procedures. For research design the study used descriptive research design. For this study, the researcher used a non-probability sampling and its subtype, purposive sampling method to select the respondents for the study. The study used purposive sampling method which is based entirely on the judgment of the study regarding the characteristics of the participants. Two data collection instruments were used, namely; research questionnaire and interview. Primary data and self-written report were used. The reason for selecting structured questionnaire and open-ended interview schedule was because the study wanted to get relevant information about the study. Pilot study was conducted. Statistical analysis and thematic analysis were used to analyze the data. Research ethics were followed when conducting the study at Lambani Community.

Most respondents discovered that the community stakeholder does not have good working relationship with the municipality. The majority of the respondents revealed that backlogs of housing demands affect the municipality's ability to provide houses in the community. The findings revealed that there is lack of control measures to ensure proper housing provision at Lambani community. The study found that there is lack of skills and capacity to provide houses. The findings also point to instances of corruption and nepotism in the provision of houses. The study revealed that there is lack of transparency and effective communication between the municipality and community members.

The study recommends that the municipality should maintain good working relationship with community stakeholders so that they can provide houses. The researcher recommends that there should be a clear control and good governance. The study suggests that there should be a consultation between the community members and Integrated Development Plan (IDP). It is recommended that the municipal officials should be trained on the service delivery. There still need of attention by municipalities and responsible stakeholders to provide good governance. The study found that there is no transparency and fairness in the provision of houses in the community. The study recommends that there should be implementation of Batho Pele principles in the municipality.

The research further recommends that there should be communication and community awareness regarding the provision of houses.

Key Words: Challenge, Houses, Municipality, Community, Development

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LIST OF ACRONYMS

ANC	: African National Congress
BNG	: Breaking New Background
CDW	: Community Development Workers
DHS	: Department of Human Settlement
DPSA	: Department of Public Service and Administration
DPLG	: Department of Provincial and Local Government
GEAR	: Growth, Employment and Redistribution
HPW	: Housing White Paper
IBM	: International Business Machinery
IDP	: Integrated Development Plan
RDP	: Reconstruction and Development Programme
SPSS	: Statistical Product and Service Solutions
TLM	: Thulamela Local Municipality
NCOP	: National Council of Provinces
NSDP	: National Spatial Development Perspective
PGDS	: Provincial Growth and Development Strategy
SDF	: Spatial Development Framework
NHBRC	: National Home Builders Registration Council
MFMA	: Municipal Finance Management Act

CHAPTER 1

INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 INTRODUCTION

The study focused on the challenges facing Thulamela Local Municipality in the provision of houses at Lambani Community. When the democratic government came into power in 1994, it had as its main priority the socio-economic upward mobility for the majority of the poor South Africans who were oppressed and marginalized under the apartheid rule (Pretorius & Schrunk 2007:19). Moroke (2009:1) mentions that the provision of houses is one of the key areas of current democratic government of South Africa. Of all basic human rights, the right to adequate housing is one of the most crucial. According Olayiwola, Adeleye and Ogunshakin (2005), housing is one of the basic needs for mankind after the provision of food. This statement is supported by King (2001:5) who attests that housing is one of the most important items that human beings need. On the other hand, Janssen-Jansen and Schilder (2015:88) point out that housings is one of the basic necessities of life.

According to Padhiari (2004), housing creates conditions conducive to the achievement of crucial goals in matters pertaining to education, health, sanitation and above all the living standards of people. Pottie (2004:79) states that a house must provide shelter from the elements and suitable living space for the inhabitants. Chenwi (2007:21) mentions that the right to access of adequate housing is said to be important in order to enjoy all other human rights. Dladhla (2014:11) states that housing is considered fundamental for human dignity and for physical and mental health, which are crucial for socio-economic development. Tomlinson (2011:422) states that it is the responsibility of the municipality to take a leading role in determining the demand for housing and supplying housing across all income levels, as well as developing linkages to improve housing delivery. Further, Tomlinson (2011:42) emphasises that the planning process should be carried out in a transparent manner.

This chapter focused on the introduction and background of the study. It covered different aspects such as problem statement, aim of the study, objectives of the study, research questions, significance of the study, delimitation of the study, and definitions of operational concepts and organization of the study.

1.2 BACKGROUND OF THE STUDY

When South Africa saw a new dawn of democracy in 1994, its citizenry held a positive view with regard to their right to have access to adequate housing. The houses that were built by the apartheid government in townships for Black Africans were sub-standard compared to the ones built for white people, because Black Africans had no rights during segregation era and they had no say in what was provided to them (Davenport, 2002:389). Napier (2005:3) argues that post-apartheid government embarked on addressing challenge of housing through progressive access to tenure and it was done to redress the housing challenges including that the poorest were inadequately housed. According to Kahn and Thring (2003), housing was one of the most conspicuous challenges and could not be ignored. The government took a strategic decision to use the housing challenges as a catalyst for both economic growth and development. Le Roux (2011:31) asserts that the provision of housing is one of the most serious problems faced by South Africans.

Retief (1981:1) mentions that in order to understand the development of housing for Black South Africans, it is crucial to move a step backwards in recalling what happened during the apartheid era. Further, Retief (1981:1) states that forced removals of Black South Africans kept them permanently settling in the areas of the Whites' choice. Designated homelands not only robbed Blacks of their regional origin, but also of their history and these were among the most devastating consequences of apartheid. Kotsoane (2009:9) indicates that one of the biggest challenges the new government is facing is the delivery of services, especially housing. Burgoyne (2008:1) contends that the reality in South Africa regarding housing indicates that houses are being constructed in response to the huge housing backlog that has to be addressed. Kotsoane (2009:9) further states that there is no doubt that the aims and intentions of government to provide people with shelter are justifiable and desirable. Furthermore, Kotsoane (2009:9) notes that the challenge is around the way the programme is being implemented.

The access to land for housing development is another challenge in the South African context. The National Department of Housing (Department of Housing, 2000) acknowledges that slow and complex land identification; allocation and development processes result in insufficient land for housing development purposes. There is an added issue of affordability amongst the poor. According to Burgoyne (2008:12), the majority of South Africans without decent housing cannot afford to independently provide for their own housing needs, hence housing crisis is an important dimension of the overall poverty problem in South Africa. According to Mkuzo (2011:20), houses

provide stability in life, facilities the storage of one's belongings. For decades now governments all round the world have tried to address the problem of providing adequate and affordable housing (Ong & Lenard, 2002). On the other hand, government has committed itself to delivering houses to the poor. This is supported by Magoro (2010:68) who mentions that the government of all states the world over have accepted the duty of providing housing for the citizens, but the way in which this is done differs from country to country. Further, the Department of Housing (2000:2) was characterised by severe housing shortages and lack of affordability, where a significant number of South Africans could not and still cannot, independently provide for their own housing needs. Furthermore, the Department of Housing (2000:2) noted that the housing policy was fragmented, the administrative systems stemmed from inconsistent funding and a lack of role definition as well as defined lines of accountability led to a 'depressed housing sector' which displayed a lack of capacity, both in terms of human resources and materials.

1.3 PROBLEM STATEMENT

Section 26(1) of the South African Constitution, 1996 stipulates that everyone has the right to have access to adequate housing. The Constitution, 1996 further provides in Section 26(2) that the state must take reasonable legislative and other measures within its available resources to achieve the progressive realization of this right. The Housing Act, 1997 (Act No: 107 of 1997) Section 2 (1)(e)(iii) advocates the establishment, development and maintenance of socially and economically viable communities with safe and healthy living conditions to ensure the elimination and prevention of slums and slum condition. The Housing Act, 1997 (Act No.107 of 1997) Section 2(1) states that all spheres of government must give priority to the needs of the poor in respect of housing development and consult meaningfully with individuals and communities affected by housing development. Section 74(2) (c) of the Municipal System Act, 2000 (Act 32 of 2000) stipulates that poor households must have access to at least basic services.

The White Paper on Housing, 1994 stipulates that despite environmental constraints and limitations on the fiscal, every effort will be made to realize this vision for all South Africans. The White Paper on Housing, 1994 further provides that there should be recognition of the need for general economic growth and employment as well as the efforts and contributions of individuals themselves and the providers of housing credit, as prerequisites for the realization economic growth. The Breaking New Ground Housing Policy (BNG), (2004) states that from 2002 to 2003, the Department of Housing (now the Department of Human Settlements) undertook a comprehensive review of the housing programme after recognising a number of 'unintended

consequences' of the existing programme. This is supported by Tissington (2010) who notes that the peripheral residential development, and poor quality products and settlements, just to name but a few were undertaken due to the number of unintended consequences of the existing programme.

Despite the provision of the above, there are the following challenges facing Thulamela Local Municipality with regard to the provision of houses at Lambani community: mismanagement of funds, poor service delivery, poor consultation and land ownership as well as the poor relationship between the community and the municipality. According to the study conducted by Nengwekhulu (2009:34) on public service delivery challenges facing the South Africa Public service, it was found that there are a number of key factors that result in the slow pace of service delivery such as poor provision of housing and public service delivery. The Department of Local Government and Housing (2005:8) established that inadequate resource allocation and capacity restraints contribute largely to the backlog of provision and allocation of houses. This study is conducted in order to come up with strategies that can be used by the municipality to provide houses to the communities in an efficient and effective way.

1.4 AIM OF THE STUDY

The aim of the study is to investigate the challenges facing Thulamela Local Municipality in the provision of houses at Lambani Community and recommend the strategies that can be used to improve the provision of houses by Thulamela Local Municipality.

1.5 OBJECTIVES OF THE STUDY

For this study, the following are the objectives which will benchmark the realization of the study:

- To determine the challenges facing Thulamela Local Municipality in the provision of houses at Lambani Community.
- To determine the role of Thulamela Local Municipality in the provision of houses.
- To determine the current state of houses provided by Thulamela Local Municipality at Lambani Community.
- To determine the consequences of poor provision of houses by the Thulamela Local Municipality at Lambani Community.
- To recommend the strategies that can be used to improve the provision of houses by Thulamela Local Municipality to the Community.

1.6 RESEARCH QUESTIONS

For this study the following are the research questions:

- What is the provision of houses as service delivery function at Lambani community in Thulamela Local Municipality?
- What are the roles of Thulamela Local Municipality in the provision of houses?
- What is the current state of house provided by Thulamela Local Municipality at Lambani community?
- What are the consequences of poor provision of houses at Lambani community?
- What are the strategies that can be used to improve the provision of houses by Municipality in the communities?

1.7 SIGNIFICANCE OF THE STUDY

The findings of the study can be used by future researchers in the same research domain and can serve as a source in the literature. This study will be published by the researcher in order to alert the municipality about the challenges of the provision of houses at Lambani community. It opens a window of opportunity for service delivery at Lambani community. This study will influence policy makers with regard to housing projects since the study findings can assist them to provide houses strictly in Lambani community. The study findings will also contribute to the improvement of livelihood of the people of Lambani Community, particularly through the provision of houses.

1.8 DELIMITATION OF THE STUDY

The study focuses on the challenges facing Thulamela local municipality, Vhembe district of Limpopo Province in South Africa in relation to the provision of houses. Thulamela is a large local municipality. The researcher chose one community for the purpose of the study which is Lambani community. It is situated in deep rural area. Although the population growth is exponential, most of the community members are not working and it makes people to depend much on government, even for the provision of houses. Mostly there are elderly people and child-headed households who need to be assisted with houses. The researcher felt that it is important for the study to be conducted at Lambani community.

1.9 DEFINITIONS OF OPERATIONAL CONCEPTS

In this section, the study will provide the definitions for operational concepts that have been used in the study. The definitions of operational concepts in the research study are very much important as they provide clarity on major concepts used.

- **Challenges**

Challenges are difficulties or new tasks that test someone's ability and skills (Wehmeier, 2006) Farlex in 'The Free Dictionary' (2011) describes challenges as a call to engage in a contest, fight or competition, For the purpose of this study, challenges will mean support related challenges, remuneration related challenges, transport related challenges, working environment challenges, funding related challenges, and resource related challenges.

- **Community**

According to Bridge and Lulloff (2003:38), there are overall three requisites to qualify as a community: a group of people who share a territorial space, who have kinship or cultural social relationship and who are united by the economic ties. According to Tshikwatamba (2004:257), community refers to people living together and sharing common values and cultures. Community in the study refers to a group of people who stay at Ha-Lambani.

- **Development**

According to Esman (1991:2), development is a universal process of modernization and capacity building, while Conyers and Hills (1984:37) define development as a process of economic growth designed to achieve a society modelled on the so-called development nations, towards development as a process of improving the general quality of life or meeting the basic needs of the majority. For the purpose of this study, development is a process that creates growth, positive change or addition of physical components.

- **House**

A house is a structure which is usually built of concrete slabs, wood or steel and is divided into rooms which cater for different purposes or functions for the family who lives in it (Basbas, Callo, Lebrudo & Luz, 2007:49). For the purpose of this study a house refers to a structure with a roof for people to live in.

- **Municipality**

According to the Local Government: Municipal Structures Act No.117 of 1998, a municipality is that part of the government which is closest to the people. Three categories of municipalities exist which are category A, B and C municipalities. For the purpose of this study, municipality refers to Thulamela Municipality which is a category A municipality under Vhembe District Municipality, which is a category B municipality.

1.10 ORGANISATION OF THE STUDY

Chapter 1: Introduction and Background of the Study- This Chapter focuses on the following aspects: introduction and background of the study, problem statement, aim of the study, objectives of the study, research questions, significance of the study, delimitation of the study, definitions of operational concepts and organization of the study.

Chapter 2: Literature Review-This Chapter focuses on the review and discussion of relevant literature on the challenges facing Thulamela Local Municipality in the provision of houses. This chapter will be underpinned by relevant theories and historical background of housing delivery in South Africa. The chapter will also present legislative framework for housing. The literature review will reveal a clear understanding of the provision of housing that is faced by Thulamela Local Municipality. Empirical evidence of provision of houses in the municipality will also be shared.

Chapter 3: Research Design and Methodology-This Chapter focuses on the research paradigm, research design and methodologies that the researcher intends to follow when conducting the study. The chapter also presents the study area, population of the study, sampling method, sample size, data collection methods, pilot testing, data analysis, and ethical consideration.

Chapter 4: Data Presentation, Analysis and Interpretation-In this Chapter the researcher will focus on the analysis and interpretation of data. Data collected through questionnaires will be analysed using Statistical analysis and International Business Machinery (IBM): Statistical Product and Service Solutions (SPSS) and the information will be presented in tabular form with frequencies and percentages followed by synthesis information. Data collected through interviews will be analyzed through thematic analysis and the information will be presented in a narrative form.

Chapter 5: Findings, Recommendations and Conclusion- This Chapter focuses on the overview of the study, major findings, synthesis of the study and recommendations of the research study, limitations of the study, recommendations on the principles of Public Management, recommendations for future research studies and conclusion.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

The first chapter presented the introduction and the background of the study. This chapter presents the relevant literature on the challenges facing Thulamela Local Municipality in the provision of houses, the legislative framework, the theoretical framework on houses and the mechanisms that can be used to address the challenges. The right of access to adequate housing is said to be important in order to enjoy all other human rights. A house is considered fundamental for human dignity and for physical and mental health which are crucial for socio-economic development (Chenwi 2007: 21). The most pertinent question regarding housing and human settlements today is whether or not development in the field of sustainable human settlements since 1994 has served to further the course of sustainable development, with respect to the inter-linked pillars of environmental, social and economic sustainability (Department of Housing, 2004:2).

2.2 THEORITICAL FRAMEWORK ON THE PROVISION OF HOUSES

According to Sirovha (2017:21), theory is about the nature of reality and it also explains how phenomena are, and how it should be. Theory collaborates the information that is already known and provides chance to anyone to provide the meaning. Theory actually deals with the practicality of the study or experience and research. This study will follow development theory.

2.2.1 The relevance of Development theory

According to Power (2003:2), development theory focuses on social change; it deals with the problems or challenges of underdevelopment. Eurocentric and economic started when there was interdisciplinary development. This theory is about the change for the better. Claeys (2010:16) contends that development theory is about good change which improves the standards of living and the main objective is to promote development and growth. Gasper (2004:21) asserts that development theory is about the great change and improvement. Developmental theory reflects that there are different ways of encouraging, empowering and improving development depending on the contextual factors of that time.

Development theory is a theory which is about building a better future and it focuses much on improving the lives of people (Power, 2003:3). According to Buthelezi (2005:31), development theory emphasizes development processes and their capacity to effect social change. Further, Buthelezi states that development theory improves the social, economic and cultural conditions of communities by means of programmes designed to achieve a wide variety of specific improvements. Development theory is relevant to this study since the theory is about changing the situation of the community members for better in terms of providing housing as a basic need. This development theory encourages people to be initiators, which makes them to have control and views in housing provision.

2.3 HISTORICAL BACKGROUND IN THE PROVISION OF HOUSES

Burgoyne (2008:14) contends that during the apartheid government, citizens were living in poverty with no fulfilment of basic needs like housing; provision of housing was not taken as the first priority. Coldfield (2000:858) states that black South Africans have suffered scars of apartheid in the areas of housing among others. The housing provision has been one of the key pillars of the post-apartheid transformation during the period when there is leadership of the first black President. The apartheid laws created a legacy of lifelong poverty amongst black population and the ruling party had a sense of supremacy over the African groups. Proper housing was restricted to the white citizens (Ngwenya 2016:7). The newly elected ANC government's commitment to addressing these issues can be traced to the 1994 Reconstruction and Development Programme (RDP). The RDP was the ANC government's manifesto for a post-apartheid South Africa. The RDP was committed to meeting the basic needs of all South Africans after the elections in 1994. When South Africa got democracy, communities had housing shortages and lack of affordability where most of South Africans could not, and still cannot independently provide for their own housing needs (Department of Housing, 2000:2). The birth of democracy has raised many expectations to all South Africans, especially black people who were previously disadvantaged (Hurchzermeyer, 2001).

In 1996, the Government, experiencing difficulties in meeting the envisaged number of housing units, adopted a macro-economic framework, namely Growth, Employment and Redistribution (GEAR) that was aimed at providing the State with financial resources. Thereafter, there has been a very slow but steady economy in South Africa (Møller, 2004). GEAR was seen as a tool to assist Government in achieving its RDP goals of "providing basic services for all". RDP and GEAR were believed to be the ultimate solutions to the economic problems of the ANC-led government by enhancing the economic development and sustainable growth. Goebel (2007:291) mentions that

provision of housing is a high priority for the government of South Africa and the main aim is to address the poor municipal service provision. Buthelezi (2005:2) contends that rural areas were neglected during apartheid as they were faced with poverty which contributed to their poor living conditions, especially in housing. The provision of adequate houses has always been one of the greatest challenges faced by the South African government (Moroke 2009:1).

According to Sikota (2015:23) provision of housing is a politicised issue in South Africa and it has remained a big challenge among poorest communities. Cewuka (2015:3) states that black South Africans have suffered the scars of apartheid in the provision of housing as compared to whites. According Ngwenya (2016:2), restriction of black population in rural areas was a key element in the housing in South Africa as it was not just a racial issue but also enforced by the law of the apartheid. Mnisi (2011:1) and Burgoyne (2008:12) mention that the South African housing context is marred by its colonial and apartheid planning inheritance, high levels of unemployment, and a lack of social stability, linked to poverty among urban and rural communities (Department of Housing, 2004: 2).

2.4 THE IMPORTANCE OF HOUSING AS A SERVICE DELIVERY FUNCTION

According to Burgoyne (2008:1), housing plays a major role in the lives and development of South African citizens and essential for poverty alleviation. According to Hirsch (2005), providing a house to a poor family is key to antipoverty strategies. It acts as an asset base, whereby it can result in further accumulation through self-investment by the occupant over time. It therefore acts as an important platform for the poor to empower themselves (Cross, 2006). Thus, access to housing has become recognized as a basic human right (Le Roux, 2011). Hassen (2003:113) understands that delivery of houses satisfies the basic needs of the people and also sees that houses were provided with the intension to demolish the apartheid racism. Furthermore, Chalton (2004:3) mentions that the house is important not only for what it is but for what it does in people's lives.

2.5 THE ROLE OF THE MUNICIPALITIES IN THE PROVISION OF HOUSES

Breaking New Ground (2004:20) states that a key requirement for improved delivery is the determination of a clear definition and responsibilities of all spheres of government. Municipalities are responsible for setting housing delivery goals. According to Ndzelu (2016:19) municipalities must have good understanding of demand for houses. Municipalities must set feasible and reasonable targets. The policy states that municipalities must develop enhanced housing chapters for the IDPs, which include providing a housing needs assessment, the identification,

surveying and prioritization of informal settlements, the identification of well-located land for housing, the identification of areas for densification, the linkages between housing and urban renewal, and the integration of housing, planning and transportation frameworks. Community participation is a key component of this process (National Department of Housing, 2004: 20).

2.6 LEGISLATIVE FRAMEWORK IN THE PROVISION OF HOUSES

The South African Constitution, 1996 acknowledges and protects the right of “everyone to have access to adequate housing and makes it incumbent upon the State to take reasonable legislative and other measures within its available resources to achieve the progressive realization of this right” (DHS, 2009A). The South African democratic government initiated various legislations, policies and programmes on housing provision which are the following:

2.6.1 The Constitution of the Republic of South Africa Act, 1996

The Constitution is the supreme law of the land and all housing legislations and policies are subject to it. In the Bill of Rights, access to adequate housing is recognised as a basic human right. Section 26 of the Constitution protects the unchallengeable right to housing: Everyone has the right to have access to adequate housing. The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right (The Constitution 1996, Section 26).

2.6.2 The White Paper on Housing, 1994

This is the first post-apartheid housing policy to be introduced in South Africa. One of the objectives of this policy was to achieve socio-economic and environmental integration within all classes, the poor and the rich. The policy recognizes that the environment within which a house is situated is as important as the house itself in satisfying the needs and requirements of the occupants (Department of Housing, 1994). White Paper 1994 states that majority of people are still living in poverty, without land and their basic needs such as housing delivery, while the government has made a commitment of providing better life for all. The adoption of the Housing White Paper (HWP) in 1994 indeed reflects the fundamental understanding that housing is a basic need. The HWP particularly focuses on creating an enabling environment and contributes to the certainty required by the market, and also gives provincial and local governments the capacity to fulfil their constitutional obligations (Department of Housing, 1994:4). It highlights the importance of partnerships among the various tiers of government, the private sector and the communities

(Department of Housing, 1994:4). One of the objectives of this policy was to achieve socio-economic and environmental integration between both classes; the poor and the rich.

The White Paper on Housing, 1994 envisaged to prioritize the needs of the poor, encouraged community participation and the involvement of the private sector, and committed to deliver 1 million houses in five years (Housing White Paper, 1994) This recognizes that the environment within which a house is situated is as important as the house itself in satisfying the needs and requirements of the occupants. According to Zonke (2015:39), the Housing White Paper appealed for participation of the community in order to encourage a positive attitude towards future decision-making. It recognized that, as part of local economic development, people should share their knowledge. It was in favour of an integrated planning so that people would see where to prioritize. Generally, participation has been limited, and so the aims and objectives of the RDP and the White Paper on Housing have only been partially implemented.

2.6.3 Housing Consumer Protection Measure Act, 1998

Housing Consumer Protection Act, 1998 prevents the poorly constructed housing to be provided to the poor. It protects citizens from receiving poor quality housing and ensures that regulatory framework for housing complies with norms and standards. According to Julyan (2011:34), Housing Consumer Protection Measure Act, 1998 protects the poor from receiving poor quality housing and makes provision for the regulatory framework to ensure that low-cost housing complies with the minimum technical norms and standards. The study inferred that Housing Consumer Protection Measure Act, 1998 should be implemented before the first delivery of houses to protect the poor and save the government additional expenditure of having to repair the low quality houses and build extra houses.

The Housing Consumer Protection Act, 1998, came into effect on 1 November 1999. According to the Act, residential builders have to register with the National Home Builders Registration Council (NHBRC) and are obliged to enrol all new houses under the NHBRC Defect Warranty Scheme. The NHBRC was established as a statutory body to guard the interests of the housing consumers for quality assurance.

2.6.4 The National Housing Code, 2009

The National Housing Code (2009) states that the South African housing vision is “the establishment and maintenance of habitable, stable and sustainable public and private residential environments to ensure viable households and communities in areas allowing convenient access

to economic opportunities, and to health, educational and social amenities in which all citizens and permanent residents of the Republic, will, on a progressive basis, have access to permanent residential structures with secure tenure, ensuring internal and external privacy and providing adequate protection against the elements, and potable water, adequate sanitary facilities and domestic energy supply.

2.6.5 Breaking New Ground (BNG), 2004

In 2004, the government has introduced this policy which has vastly improved the housing situation. It indicates that there is still a need for provision of housing in rural settings. There was a flurry of policy documentation, legislation and programmes, as well as state institutional restructuring, pertaining to housing and human settlement in the 1990s, as the post-apartheid government sought to grapple with the apartheid legacy and bring about a more democratic and just society. Subsequent to these initiatives, the most important programmatic intervention was in the form of the Comprehensive Plan for Sustainable Human Settlements known as Breaking New Ground (Department of Local Government and Housing, 2005:8). Lack of proper housing has contributed to many criminal activities which took place largely in informal settlements. Despite large number of housing delivery, the backlog has not improved due to high demand and urbanization (DHS, 2014).

The main objective of BNG is aimed at accelerating the delivery of housing as a key strategy for poverty alleviation, utilizing provision of housing as a major job creation strategy, ensuring that property can be accessed by all as an asset for wealth creation and empowerment, leveraging growth in the economy, combating crime, promoting social cohesion and improving quality of life for the poor, supporting the functioning of the entire single residential property market to reduce duality within the sector by breaking the barriers between the first economy residential property boom and the second economy slump and utilizing housing as an instrument for the development of sustainable human settlements, in support of spatial restructuring (Department of Human Settlements; 2004:7).

2.6.6 Reconstruction and Development Programme, 1994

The government-initiated the Reconstruction and development programme (RDP) to address the challenges of provision of housing for the poor as a basic human right. The RDP was established in order to address socio-economic problems that were caused by the apartheid regime (ANC, 1994). According to Lefuwa (2016:5), the provision of RDP housing is a public programme designed to address the housing challenges among poor South Africans. The RDP was

developed as an instrumental policy framework to derive renewal and transformation in all levels of government (Manomano, 2013:17). According to Mkuzo (2011), houses that were built through the RDP programme were later commonly known as RDP houses. Kellet (2002:23) mentions that RDP seeks to stick to its objective to help families that are unable to build their own houses. According to ANC documents, the RDP was aimed at fulfilling the constitutional provision that all South Africans have the right to adequate housing and that government must provide an enabling environment for that to be realised (ANC, 1994). The programme sought to mobilise all people and the country towards the eradication of the results of apartheid (Department of Housing, 1994:7).

Furthermore, Lefuwa (2016:10) notes that RDP housing implementation is based on a top-down perspective as it was decided by the ANC and its alliances. The top-down perspective implies that government identifies social problems and provides required resources aimed at addressing such problems. Attacking poverty and deprivation is the priority of the democratic government, and the RDP sets out a facilitating and enabling environment to this end. The RDP addresses issues of social, institutional, environmental and macro-economic sustainability in an integrated manner, with specific attention to affordability. People acknowledge the crucial role of provincial and local governments in adopting and implementing what are described here mainly as national-level programmes to meet basic needs. The RDP is also based on the premise that user charges will take into account socio-economic circumstances of the occupants. Xaba (2016:3) argues that still, RDP has not solved the problem since there are still a shortage of houses which means that the poor are still living without shelter.

2.7 CHALLENGES OF PROVISION OF HOUSES AS SERVICE DELIVERY FUNCTION IN LOCAL MUNICIPALITY

The following will be discussed, regarding provision of houses which affect the service delivery as a function: mismanagement of funds, corruption, land availability, population growth, and political concern, housing backlog, unemployment and poverty. According to Mthethwa (2014:2) the government is doing its best to initiate and implement different mechanisms to provide housing, but there are still number of challenges that persist and hinder the progress of housing. Napier (2005:3) argues that the post-apartheid government embarked on addressing the challenge of housing the nation through progressive access to tenure in order to redress the housing challenges, including the fact that the poorest were inadequately housed, as well as located furthest from economic opportunities.

2.7.1 Mismanagement of funds

Budget constraints impact on the degree of delivery and the scale of the quality of delivery. As a result, there are increasing numbers of people living in inadequate housing conditions; without access to basic services or facilities. According to the Department of Local Government and Housing (2005:19), another upshot is that the subsidy amount remains insufficient for the provision of an adequate housing unit on an adequately serviced and well-located piece of land. Mmola (2013:20) submits that municipalities in South Africa are still thriving under pressure as a result of poor financial management and lack of accountability. Furthermore, Mmola (2013:20) indicates that financial management is important when it comes to success of local government in South Africa. Financial mismanagement hampers the progress and development in our country.

According to Khahn and Thring (2003), mismanagement of funds has a negative impact on provision houses because there is lack of money. This implies that government is failing to provide houses due to insufficient funds. Beyers (2018:125) states that poor administrative and financial management were identified as the key elements that negatively impact on the provision of housing in communities. This comes as a result of failure to table proper annual financial statements which comply with the systems and processes prescribed by the Municipal Finance Management Act (MFMA).

2.7.2 Corruption

According to Evans (2001:6), democratic institutions has lost their legitimacy due to corruption. Furthermore, Ellero Justin (2015:3) contends that corruption is a major obstacle to provision of housing and it contributes to the critical shortage in South Africa. Corruption in the allocation of housing is also a contributory factor in the service delivery of houses. Manomano (2013:44) states that many complaints of allocation of houses has been raised in South Africa. Ngobeni (2007:14) contends that most of the authorities in the Department of Local Government and Housing are corrupt and discriminate people who are in need because of nepotism .Furthermore, Manomano (2013:45) indicates that some officials are receiving bribes in order to provide houses; poor administration and corruption have downplayed the objectives of houses. In addition, Rubin (2011:481) argues that corruption and nepotism contribute in the slow pace of provision of housing.

Huchzermeyer (2001:303) states that it had been a decade now since the South Africans moved from the oppressive apartheid government wherein, unfortunately they are still practising corruption. Van Vuuren (2008:9) contends that corruption is a major challenge that impacts

negatively on provision of housing. Additionally, Magoro (2010:106) states that most of the officials who are responsible for the administration are probably corrupt as they award houses to those who do not comply with the requirements. Phago (2010:182) weighs in by stating that one of the aspects that is hampering housing development in South Africa generally is ascribed to corrupt officials.

2.7.3 Land Availability

According to Moroke (2009:16), non-availability of suitable land for housing development contributes to the challenges facing housing delivery. Vilakazi (2007) mentions that most of the tribal areas are facing challenges in respect of the area jurisdiction. Some people claim ownership of the land even though in rural areas permission is often granted to occupy land not specifically ownership. Makamu (2007:15) indicates that black and white races were segregated into different areas with the aim of reducing friction. Makamu (2007:15) also states that lack of cooperation in providing suitable land for building houses continues to be a challenge in the provision of housing. This view is supported by Dyantyi (2007:80) who also contends that lack of land is one of the biggest housing delivery challenge. According to Buthelezi (2007:67), land is the basic need for rural dwellers and people need access to land as their necessities of their daily lives even though there are still unsettled issues related to the access to land in rural areas.

2.7.4 Population growth

The government is providing houses to the citizens who are in need and those who are living in poorest conditions. The challenge is the rapid population growth (Dlamini 2010:149). According to Charlton (2004:3), there is a mentality that apartheid government has planned that black population has been increasing rapidly without looking at the available resources for them. This is supported by The National Housing Code 2009 which indicates that in South Africa, housing shortage is caused by population growth. Hartman (1998) notes rural housing is regarded as forgotten area when it comes to service delivery. According to Statistics South Africa (2001), most of the people reside in rural areas and the conditions are worse. Napier (1993:23) also argues that population growth is another straining factor and it has a ripple effect on the provision of housing.

2.7.5 Political Concern

According to Sikota (2015:14), housing remains one of the contributory factors that causes protests from the residents when they confront their leaders for their needs to be heard. Marutulle (2014:153) argues that politicization of housing has seen the subjective allocation of houses along political lines where preference was given to members of certain political, while overlooking those of other parties. Maree (2007), makes reference to a study conducted by Statistics South Africa (Statistics South Africa, 2011) which shows that the majority of protests were complaints related to housing delivery and the challenge is that housing is a basic need, and is a part of great political rhetoric which sparks debates that end in conflicts amongst the residents and local authorities. Sikota (2015:23) notes that there is a great tension of the role of government and the communities affected and it has become a bargaining chip for political leaders to exert control or legitimize their standpoint in many communities.

Furthermore, political interference has been seen as a disease that has eaten deep into the fabric of government institutions. In addition, Mutheiwana (2009:80) asserts that political patronage in the allocation of houses remains a contributory factor in the shortage of housing delivery because houses that were supposed to be given to the poor are given to the relatives of chiefs and ward councilors instead. Marutulle (2010:72) concedes that municipality leadership seems to prioritize impressing their political master at the expense of their constituencies, which results in the loss of focus with regard to housing delivery. There are lots of conflicts that exist between Ward Committee members, Councillors, and Traditional leaders, especially over the allocation of houses to members of the community (Mudzanani, 2016:170).

2.7.6 Lack of capacity

Mukwevho (2015:10) states that capacity building is the process of equipping all actors to perform effectively. Capacity building is an essential component of both empowerment and enabling. According to Bizana (2013:34), lack of the required skills has impacted negatively on the provision of houses in t many municipalities and it also contributed to under-spending as a result of unavailability of skilled people to partake in planning. Naidoo (2007:11) argues that the municipality is there to serve the community with the information on how and when services should be delivered. Even though South Africa has lack of resources and under-capacitated it is the municipalities which are hindering development. Nengwekhulu (2009:355) argues that is not only lack of skills but also poor supervision. Greyling (2009:8) states that the contributory factors to the application process taking long is ineffective administrative systems. The municipality

should develop personal development plans and implement them. Government has recognised that provincial and municipal capacity constraints are a barrier to accelerating housing delivery.

2.7.7 Unaffordability

Mthethwa (2014:12) contends that access to affordable houses is a major challenge faced by any government around the world. Houses should be accessible to all in South Africa. Rapelang (2015:36) indicates that income is not sufficient in most cases. Rapelang (201:36) argues that most of South Africans are at low levels of employment where they earn less income and finance is regarded as one of the major obstacles in the provision of housing. This is supported by White Paper on Housing where it is stated that citizens who are earning low income cannot afford to build their own houses. Bidandi (2007:40) mentions that there are still innovations that the government can institute to promote affordability for the poor. Khumalo (2010:2) argues that one of the reasons for demonstrations and riots in South Africa is the lack of housing.

2.7.8 Poor planning

Luyt (2008:103) contends that poor planning and budgeting also affect the implementation of provision of housing. Furthermore, Van Dijk and Croucamp (2007:49) mention that many municipalities are still faced with the challenges of improper planning and this is linked to demand to budget, many times there is absence of coherent plans. Poor planning and monitoring by local municipalities have left a number of defective provision of houses. The housing service delivery in South Africa has been negatively affected by a lack of planning and proper monitoring. Those who are mostly affected are the poor and other vulnerable social groups. According to Mafunisa (2007:261) most prominent challenges to delivery of adequate housing are poor management of public resources and lack of public participation.

2.7.9 Conflict between local municipality and traditional leaders

Matlala (2000:24) concedes that it is difficult for municipalities and traditional leaders get along in everything they plan. Most of the community members are unable to receive houses from the Traditional leaders due to power struggle. Furthermore, Matlala (2000:24) notes that in some instances the Traditional leaders complain of being left out in the process of providing houses and this leads to conflicts and division amongst the community. In other words, there is no teamwork. Ngxubaza (2010:116) notes that there is a tension between traditional leaders and Ward councillors about who should represent community interests and keep the community informed about the housing provision. There are no strong relationships amongst the leaders.

2.7.10 Prioritisation process

Rapelang (2015:128) contends that there is lack of transparency in housing allocation process. Cloete and Auriacombe (2007:195) define transparency as the increased flow of economic, social and political transformation. There is no clear criterion that guides the provision of housing and prioritisation of villages. This means that Batho Pele principle are not considered when providing houses. Selection of beneficiaries is done by the councillor and traditional leaders where there is lack of formal procedure, which can lead to corruption and nepotism. Furthermore Magoro (2010:110) states that when the principle of transparency is violated, the situation becomes vulnerable to corrupt practices. Mmola (2013:68) agrees that there must be transparency in whatever actions are taken concerning provision of housing, and hidden agendas must be avoided at all cost. Furthermore, Malete (2014:56) states that there is no guideline that outlines the entire allocation and selection of beneficiaries, and this leads to disruptions of housing delivery in the communities.

2.7.11 Housing backlog

After ten years of democracy and beyond the backlog is officially recorded as affecting housing provision in many communities (Phago; 2010:149). Furthermore, Phago (2010:150) states that in most cases the apartheid system is blamed for the deterioration of the political and human rights conditions. The majority of people remain without proper housing. Marutulle (2010:76) argues that housing backlog and desperation also complicates bureaucratic, administrative, financial, and institutional framework that has been there from the apartheid government. Ngwenya (2016:1) concedes that housing backlog in South Africa is attributed to various factors including ineffective implementation of housing policy which affects the provision of housing where most people end up living in bad conditions due to lack of housing delivery. This is supported by Makamu (2010:4) who mentions that there is a huge housing backlog that exists with regard to the poorest of the poor and the consequences lead to overcrowding and poor access to provision of housing. At the centre of this problem is the reality that there is drastic shortage of housing in South Africa (Napier, 1993:21).

Malpass (1990:5) argues that housing shortage means that the total number of households exceed the number of dwellings available. Housing backlogs therefore persist, and housing authorities struggle to cope with severe housing shortages. Lefuwa (2016:73) states that poor RDP housing programme implementation contributes to an increase in the backlog. In addition, Malete (2014:25) states that there is also an issue of new entrants in the housing demand which

cause confusion and complications on whether backlog has actually been reduced. The other factor that contribute to backlog includes under-spending on budget of housing department.

2.7.12 Unemployment and Poverty

Govender (2011:219) mentions that unemployment and poverty characterise people with the consequence that provision of housing is not easy since these people cannot secure permanent income due to high rate of unemployment and inconvenient environment and location to enhance their livelihood strategies. According to Buthelezi (2005:120), the high rate of unemployment is still a challenge which is caused by lack of development skills and scarcity of job opportunities. Phago (2010:150) argues that increasing rate of unemployment in South Africa as a whole exacerbates the existing housing backlog. Most of the people were denied proper and quality education and other public services. Most South Africans are without relevant employment and some do not have any skills at all.

Steenkamp (2012:124) argues that South Africa is characterised by extreme poverty and the rate of population growth is highest amongst the poorest communities. Due to high levels of unemployment and relatively low average wage levels, a significant number of South Africans cannot independently provide for their own housing needs. As a result, they rely on government to provide them with adequate housing. These households are defined as those with no income, and those earning up to R3 500 per month. In 1996, it was estimated that of all the families living in South Africa, 80% fell into this category (South Africa Survey 2008/9:582). It was further estimated that in fact more than 50% of families earned between R0 and R1 500 per month and it is difficult for financial institutions to provide loans to people who are not skilled, and some do not have stable jobs.

2.8 EMPIRICAL EVIDENCE OF HOUSES IN THULAMELA LOCAL MUNICIPALITY

The vision of Thulamela Local Municipality is “Thulamela Local Municipality, We the people of Thulamela would like our municipality to achieve at status by 2030, to promote urban regeneration and comprehensive rural development whilst encouraging the quality of lives of our people (Thulamela Local Municipality IDP, 2017/18:1). The mission is “to build prosperity, eradicate poverty and promote social, political and economic empowerment of all our people through delivery of quality services, community participation, local economic development and smart administration” (Thulamela Local Municipality IDP, 2017/18:1). Thulamela Local Municipality’s Motto is “to serve with dedication”. The Municipal Council must give priority to the basic needs of the community, promote social and economic development of the community and ensure that all

residents and communities in the municipality have access to at least the minimum level of basic municipal services in terms of Section 152 (1) (b) and 153 (b) of The Constitution of the Republic of South Africa, 1996, (Act 108 of 1996).

In terms of Section 74 of The Local Government Municipal Systems Act 2000, (Act of 32 of 2000), The Municipal Council (hereinafter referred to as the Council) must adopt and implement a tariff policy. In terms of Section 74(i) of the Act in adopting a tariff policy, the Council should at least take into consideration the extent of subsidisation of tariffs for poor households. Arising from the above, the council needs to approve an indigent support policy to provide procedures and guidelines for the subsidisation of basic services and tariffs charged to its indigent households. All indications are that, the equitable share will be used to subsidize the Indigent. The indigent is the category of people, those earning less than the set threshold, unemployed, disabled, child-headed families and pensioners who are unable to make any monetary contribution towards their monthly account.

2.8.1 Indigent policy

Thulamela Local Municipality provides free basic services to the indigent people. to the indigent register to be allocated those services. Thulamela Municipality Indigent policy is a tool designed to ensure that destitute households and child-headed families that are classified as 'indigent' have access to basic services as defined in The Constitution of the Republic of South Africa, 1996, (Act 108 of 1996). In line with the objective of creating a vibrant and growing Municipality, the indigent policy is also aligned to the principles of Batho-Pele. Service delivery is one of Government's eight priorities as set out in the White Paper on the Transformation of the Public Service. To this effect, government has launched an initiative in South Africa under the banner of Batho-Pele – meaning 'People First' in Sesotho – aimed at improving the delivery of public services. Batho-Pele further aims to ensure that attitudes, systems and procedures can deliver enhanced public serves. Batho-Pele is also about ensuring that the resources available are used to the best possible extent, eliminating wasteful and expensive procedures and reducing unnecessary expenditure on inefficient processes and systems. Thulamela Local Municipality IDP, 2017/18:4 mentions the following objectives contained in the Thulamela Indigent Policy which will be to ensure that:

- The provision of basic services to indigent households under the jurisdiction of Thulamela Municipality in a sustainable manner, within the financial and administrative capacity of the Thulamela Municipality Council

- The financial sustainability of free basic services through the determination of appropriate tariffs that contribute to such sustainability through subsidisation
- Establishment of procedure for the identification and management of indigent households including a socio-economic analysis and the indigent exit mechanisms
- The provision of procedures and guidelines for the effective of subsidisation of basic charges to such approved indigent households, within budgetary and intergovernmental grant guidelines and the provision of free basic energy to indigent households
- To allow the municipality to plan the scale and scope of our Free Basic Service delivery.

The challenge of housing in TLM, including housing allocation is not consistence with the backlog. Most land in rural areas is in the hands of tribal chiefs and most of these communities are not serviced. Corruption is particularly viral form of agency and it spreads quickly to all parts of municipalities wherein it hinders the provision of housing through kickbacks, bribes and general corrupt practices. In TLM some staff members are still into corruption practices which include providing houses to people who do not qualify and also who were not in the waiting list (Maruttulle 2010:16).

The main challenge in the rural areas is land ownership. Land is a scarce commodity and majority of the land available in TLM is either privately owned or held by tribal or traditional authorities. The existence of varied land tenure systems can make it difficult to initiate development, particularly if land owners do not grant permission. The majority of the land falls under traditional authorities and that hinders development (IDP 2014/2015). IDP 2014/2015 states that main challenges are abandoned RDP houses, out-dated housing chapter, poor quality and unavailability of land. At the time this study was conducted further allocated housing was 1120 and the backlog was at 37700 households. Some challenges in the provision of houses is that Lambani community is not serviced. Poor planning on involving the community has caused Lambani community to have shortage of houses and the government officials take for granted that people will accept anything because of their desperation.

2.8.1.1 Houses provision

A shortage of houses is considered to be one of the most serious issues that face small communities such as Lambani. People who live in thatched huts have often been promised better housing and better services. The people of Lambani community have been promised the same, but there is a lack of service delivery, for instance, lack of housing (IDP 2014/2015).

2.8.1.2 Communication

There is no communication between the councillors and the citizens. There is also no communication between the community and the traditional leaders. The community is not consulted about their needs. People at Lambani Community are not aware of what is going on within their local municipality. There is no communication between ward councillors and the people, while traditional leaders do not call meetings to inform communities about housing policies and integrated development plans (IDP 2014/2015).

2.9 MECHANISMS TO ADDRESS THE PROVISION OF HOUSES IN SOUTH AFRICA

The following aspects were discussed to address the challenges of housing provision: monitoring and evaluation as one of the key performance management systems; public participation wherein the community is involved in decisions and services that affect them. The scale of housing crisis in South Africa has been acknowledged. To overcome the challenges facing municipalities in the provision of housing, the municipality has created the mechanisms that needs to be implemented to curb the problem.

2.9.1 Monitoring and evaluation

Monitoring and evaluation is one of the key mechanisms employed by the Municipality in addressing the challenges of poor/ substandard housing (Dladla, 2014:58). However, given the peculiarity of the duty of the monitoring and evaluation unit of monitoring and evaluation of performance on paper rather than in the field, it is rather inconceivable as to how would the unit hold the department accountable if what is s on paper is not ultimately what transpired in the project implementation. Further, Dladla (2014:58) mentions that the mechanism currently in place of having an integrated audit unit within the Department of Human Settlements must be effective in the municipality. Therefore, this reduces the role of the Monitoring and Evaluation unit to overseeing the overall performance or outcome instead of overseeing the actual process of implementing projects.

The majority of housing projects are developed without sufficient regards for integration and hence result in the development of mono functional settlements (Kahn & Thring, 2003: 234). According to Kahn and Thring (2003:223), the establishment of viable socially and economically integrated communities in allowing convenient access to a range of amenities and opportunities remains a challenge in housing delivery. It is unfortunate that housing delivery was not preceded or informed by spatial planning based on social and economic needs hence, the provision of

housing where people stay has perpetuated apartheid planning and settlement patterns. The social and economic needs of people have not been integrated into the provision of housing.

2.9.2 Public Participation

According to Liebenberg and Stewart (1997:125), communities should be given a chance to participate and decide on their own development. Further, Liebenberg and Stewart (1997:125) indicate that community participation should go beyond the mere provision of inputs of sensitive issues to all their problems. Furthermore, Matlala (2000:29) contends that community involvement sets the platform where communities can inform government about their needs and how these needs can be met. When communities are open-minded in participating at provision of housing, it can prevent conflicts that can vandalized community resources (Malinga, 2016:35). Public participation should be considered in a sense of participation in decision making and implementation of development programmes (David,theron & Mapunye 2005:19). According to Zonke (2015:10), one of the biggest problems identified in terms of housing provision in South Africa was that most of the beneficiaries are not party in the participation process. Community participations open the way for the community members to act responsibly.

2.9.3 Institutional Capacity

According to Mudzanani (2016:67), there is a need for municipality to ensure that officials involved in public service delivery and distribution of housing are adequately trained to engage members of the public regarding community development. Further, Mudzanani (2016:68) states that a municipality should ensure that administrative positions are filled with competent and committed people whose performance is closely monitored. Regular capacity building programmes should be offered to all stakeholders who focus on provision of housing. According to Hornby (2005:67), an arrangement is a plan made in order for something to happen. In the South African context, institutional arrangements refer to the plans put in place to implement housing policies and legislation, as well as the definition of the roles of various role-players in order to ensure that adequate and affordable housing is delivered. Furthermore, these plans provide a clear description of how the various role-players and institutions are involved and how the housing policies and legislations intertwine to ensure housing delivery. The institutional arrangements in place for co-operative housing delivery include but are not limited to post-apartheid housing policies and legislation, the three tiers of government, the private sector, housing co-operatives and other supporting organizations (Department of Housing, 2005).

2.9.4 Public meetings

According to Kondlo (2010:386), mayoral meetings provide the opportunity for the municipality to communicate its programme of action and the progress to the community, and during the public meetings the mayor and high-level delegation visit communities within the municipality to exchange views on public service delivery. Hartsliet and Auriacombe (2009:868) contend that public meetings enable the community to hold the municipality accountable and influence governance and service delivery. It also allows the leaders and the delegates to discover some of the challenges that they are facing including the provision of housing. Furthermore, Hartsliet and Auriacombe (2009:868) argue that participation should involve anyone in the communities regardless of their level of education. Mayoral imbizo allows the Mayor and a high-level delegation to visit villages within the municipality to have face-to-face engagement with the locals about their demands. It further allows the delegation to observe first-hand the challenges that the locals experience on daily basis. Mayoral imbizo provides ordinary villagers an opportunity to ask the Mayor questions about their expected level of service delivery (Hofisi, 2009:330).

2.9.5 Communication

According to Sutton (2015:76), communication is merely a sending and receiving of messages and the senders should use the receivers' responses to communicate meanings that result in practical activities. Practical activities are the results of the interdependency of team members on each other to produce positive team outcomes. Participatory communication provides opportunities for dialogue with the affected communities to ensure that problems are identified and solutions for these problems are found without struggling, or jointly. Mmola (2013:53) mentions that when looking at the challenges of provision of housing one can conclude that there is no good communication between municipality and community members. Botha (2013:84) concedes that the government should educate the people with regard to certain issues that affect their lives, especially when it comes to prominent issues in South Africa such as housing provision. People should be knowledgeable about the services that they should receive. Ndlozi (200:31) contends that cooperation and communication are the major tools for effective service delivery. Palerm and Sceves (2004), state that the communication should be interactive; and that it is a two-way exchange of information; and that through communication with the citizens the government gathers information on the needs, values, and perspectives of the broad public communities.

2.9.6 Human resource management

According to Dunn and Stephens (1972:20), human resource development is the process of increasing the knowledge, skills, and capabilities of all the people in the society. According to Du Toit (2007:230), human resource management can enhance the strength or weakness of organization. Human resource could not limit an organization in case where there is shortage of skilled personnel manifesting from poor recruitment. However, it could enhance an organization through training and workshops. Marutulle (2010:177) concedes that employing people outside the government can bring innovative thinking and the houses can be provided professionally. Nepotism or any unfair corrupt recruitment practices can thus be avoided.

2.9.7 Awareness campaigns

Awareness campaigns should be conducted to provide information about the provision of housing and public service delivery (Mmola, 2013:69). The community should know the procedures and programs of services that is provided by their municipality. Community members should be informed about the timeframe since this would avoid protest that is caused by lack of knowledge and relevant information. This is supported by Ngxubaza (2010:115) when he concurs that the Municipality should create awareness, be accountable and transparent to the community and that citizens should be aware of their rights in the provision of housing. Department of Local Government and Housing (2004:4) concedes that a political campaign encourages people to participate in the public service delivery awareness.

2.9.8 Intergovernmental relations

Dale and Mason (2011) state that interactions play a major role in any relationship. Mathebula (2011:850) concedes that intergovernmental relations play a vital role in ensuring that there is cooperation between three spheres of government and that they communicate with one another to ensure that the government needs in all spheres are taken into consideration. Cooperation and collaboration are the main objectives of intergovernmental relations. It should be noted that it is not the responsibility of local municipalities to deliver services to communities, but also the national and provincial governments have the responsibility (DPLG, 2007). Intergovernmental relation is important for all spheres to collectively give priority to national interests and geographic interest (Tsatsire, Taylor & Raga, 2010). In the South African context, intergovernmental relations require the three spheres of government to work in partnership and constantly communicate with one another to ensure that the needs of citizens at local level are taken into account. (Edwards 2008:68).

2.9.9 Political Parties

Political parties can play a major role sometimes in the issue of service delivery of housing and public involvement on the issues that affect people. Mudzanani (2010:59) argues that political parties serve as an important pressure group with regard to articulation and final inclusion of the needs and demands of the public in the Integrated Development Programme of a municipality service delivery priority list. Further, Mudzanani (2010:59) contends that political parties can sometimes be major pressure groups on issues of service delivery and public involvement on issues that affect members of the public within all spheres of governance. They are called pressure groups because they have the potential to influence major political decisions through putting persistent pressure on matters of service delivery and the involvement of members of the public.

2.9.10 Implementation of Integrated Development Plan (IDP)

The White Paper on Local Government (1998) describes the IDP as one of the key tools local government has in coping with its new developmental role. Since the IDP is a legislative requirement, it has a legal status and it supersedes all other plans that guide development at local government level (Department of Provincial and Local Government: 2000). The community must have a say when the IDP is drafted. Maphunye and Mafunisa (2008:461) state that the IDP is a strategic tool to guide and inform in the process in a municipality. The IDP allows the community to be involved in the planning, budgeting, management and decision making in the municipality. Every municipality, in accordance with Section 9(1) of the National Housing Act of 1997, must, as part of the municipality's process of integrated development planning, take all practical and necessary steps to ensure that the inhabitants of its area of jurisdiction have access to adequate housing on a progressive basis. These are accomplished by setting housing delivery goals, identifying suitable land for housing development and planning, facilitating, instigating and managing housing development in its area of jurisdiction (Newcastle Municipality, 2005:1). Municipalities are accountable for identifying land suitable for housing development and to make applications for housing subsidies. Central to this process is the development of a multi-year Municipal Housing Plan, as part of an approved Integrated Development Plan (IDP).

2.9.11 Empowerment

According to Zonke (2015:18), empowerment refers to the process by which people gain control over the factors and decisions that shape their lives. It is the process by which they increase their assets and attributes and build capacities to gain access, partners, networks and/or a voice, in

order to gain control. According to Manomano (2016:114), unemployed people need jobs. The government should put in place affirmative action employment opportunities for these people. However, it can also pose a challenge where the jobs require skills that may not be found among these people. Empowerment is therefore important for the government to complement affirmative action with vocational based training that will enhance people's lives and make them independent and self-sufficient. Matlala (2000:32) indicates that communities should be empowered to understand that development process and training must be offered to them in order to understand their role and avoid being stumbling blocks to the provision of housing. Empowerment provides the necessary skills, knowledge, and values those members of the public need to change their own situations.

2.9.12 Induction

Marutlulle (2010:70) defines Induction as "the process of acquainting new employees with their jobs and also the organization." According to Nieuwenhuizen and Rossouw (2009:219), this involves introducing the new employees to the goals of the organization, its policies and procedures, its values, the co-workers as well as the activities of the tasks to be performed as well as the equipment to be used.

2.10 CONCLUSION

This chapter reviewed the current state of the available literature on the challenges faced by Local Municipality in the provision of houses. The chapter focused on issues such as the theoretical framework, Developmental theory, historical background of housing in South Africa, legislative framework of houses, empirical evidence, challenges faced by Thulamela Local Municipality and strategic interventions to enhance the provision of houses. The study also presented the theoretical framework which included development theory which focuses on social change or challenges of underdevelopment. The history of housing provision during post-apartheid and after elections in 1994 were presented. The major role of housing in the lives of South Africans, the role of the municipalities in the provision of houses, as well as the selected legal framework that regulates the housing process in South Africa were presented in this chapter.

The further chapter presented the challenges facing municipality in the provision of houses such as mismanagement of funds, corruption, population, political concern and poor provision of housing. Finally, the chapter reviewed the empirical evidence of houses in Thulamela Local municipality which indicated that community members are not aware of the process of housing provision in the municipality. There is poor communication and consultation amongst the

communities and the municipality. The study concluded by presenting the mechanisms that can be used to address the provision of houses in South Africa.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter focuses on the research design and methodology that were used in the study. The chapter will include the research paradigm, research design, research methods, study area, population of the study, sampling procedures and sample size, data collection, pilot testing, data analysis and ethical considerations.

3.2 RESEARCH PARADIGM

Research paradigm is a comprehensive belief system, world view, or framework that guides research and practice in a field of study (Willis, 2007:8). According to Johnson and Christensen (2004), research paradigm is a perspective that is based on the set of shared assumptions, values, concepts and practices. Research paradigm is a combination of two ideas that are related to the nature of the world and the function of the researcher. The study used research paradigm to help the researcher to conduct the study in an effective manner. The study also used research paradigm as an important part of research methodology in order to collect data in effective and appropriate manner. The study has adopted pragmatism research paradigm.

According to Cameron (2011:98), pragmatism is an outcome-oriented and interested in determining the meaning of things or focusing on the product of the research. Streubert and Carpenter (2011) mention that pragmatism is a deconstructive paradigm that advocates the use of mixed methods in research, side steps the contentious issues of truth and reality. Pragmatism was chosen because it offers the researcher the opportunity to search for useful facts of connection between qualitative and quantitative. It allows the study to address the local context of housing provision to develop a deeper understanding of the challenges. Pragmatism enhances the quality of constructivist view of interacting individuals.

3.3 RESEARCH DESIGN

According to Gray (2009:580), research design refers to a strategic plan for a research project, setting out the broad structures and features of the research. According to Monette, Sullivan and De Jong (2009:491), research design is a detailed plan outlining how a research project will be conducted. The study used descriptive research design.

According to Du Plooy (2009:51), descriptive studies can be both the objective in both qualitative and quantitative, descriptive studies describe the characteristics of phenomena or relation between variable as accurately as possible. According to Polit and Hungler (2004:716), descriptive refers to research studies that have as their main objective the accurate portrayal of the characteristics of persons, situations or groups. This approach is used to describe variables rather than to test a predicted relationship between variables. The study used descriptive study in order to get the actual perceptions of the population regarding challenges for houses and the subjects in their natural settings. The study wants to get deeper information from respondents.

3.4 RESEARCH METHODS

Gray (2009) defines research methodology as the analysis of, and the broad philosophical and theoretical justification for a particular method used in research. Schwardt (2007:195), defines research methodology as a theory of how an inquiry should proceed. Research methodology involves analysis of the assumptions, principles and procedures in a particular approach to inquiry. The study followed mixed research methods.

Johnson and Onwuegbuzie (2004:1), define mixed method research as the class of research where the researcher mixes or combines quantitative and qualitative research techniques, methods, approaches, concepts or language into a single study. According to Cresswell (2003:19), mixed methods research is a research which involves gathering both numeric information such as instruments as well as text information such as interviews. These methods were applied in order for research to achieve the accuracy of findings and it increased the reliability of observation.

Quantitative research refers to research in which data is collected or coded into numerical forms and to which statistical analysis may be applied to determine the significance of the findings (Neuman 2006:563). According to Bless, Higson-Smith and Kagee (2006:184), quantitative research is a research conducted using a range of methods which are measurement to record and investigate aspects of social reality. The quantitative study was chosen because the information collected was based on the views and opinions of a large number and the analysis of results will be based on statistical significance. The study used quantitative study because more information was obtained within a short period of time. The researcher is more interested in the quantitative study for broader or wider view which enables the researcher to get results from many respondents.

According to Gray (2009:229), qualitative research is the research that emphasizes depth of understanding and the deeper meaning of the human experience and that aims to generate theoretically rich observations. According to Terre-Blanche, Durkheim and Painter (2006:287), qualitative research is the study that seeks to make sense of feelings, experience, social situations or phenomena as they occur in the real world. The research study used qualitative research because qualitative research allows the researcher to conduct the study while observing the participants in their natural setting and to get in-depth understanding of their life challenges in their family. The study is interested in getting the firsthand information from the participants.

3.5 STUDY AREA

Study area is a place where something is situated (Bless *et al.*, 2006:352). According to Soanes and Stevenson (2006:836), study area is a particular place or position. Thulamela Municipality is one of the four municipalities in Vhembe district with a population of 618.462, 136,982 households and 68.81 poverty rate (Vhembe District Municipality Profile, 2011). Thulamela is comprised of 40 wards (Thulamela Municipality IDP Review, 2013/2014). The Thulamela Local Municipality covers vast track of land which is mainly tribal, and has Thohoyandou as its political, administrative and commercial centre. Lambani community covers a geographical area that is predominantly rural. Lambani Community shares its border with Makuya and Mushiru villages in the Far East of Luvuvhu River. Lambani falls under Wards 6 and 7. Lambani consists of twenty villages namely; Vhufumba, Mahagala, Nzanwe, Satane, Madandila, Lulongwe, Lukonde, Gondeni, Tshitomola, Thondoni, Tshapapame, Tswinganani, Luembeni, Masetoni, Tshihothi, Tshamulavhu, Lukau, Tshimbolimbo, Maduluni, Pfukoni. And for this study, the researcher conducted the study in fifteen villages of Lambani community.

3.6 POPULATION OF THE STUDY

According to Neuman (2011), study population refers to the abstract idea of a large group of many cases from which a researcher draws a sample and to which results from the sample are generalised. According to Joubert and Ehrlich (2007:94), a study population is defined as the group from which information is gathered and conclusions drawn. It can consist of objects, people and even events. Thulamela local municipality is one of the four municipalities in Vhembe district with a population of 618.462, 136,982 households and 68.81 poverty rate (Vhembe District Municipality Profile, 2011). The population of the study consists of Municipal officials, councilors, traditional leaders, civic members, Community Development Workers (CDW) and community members. Lambani consists of \pm 9660 households.

3.7 SAMPLING

Sampling is defined as a portion or fraction of a whole or a subset of a large set selected by the researcher to participate in a research study (Brink, Van der Walt and Rensburg, 2012b). According to Boone and Marlow (2005:340), a sampling is a means of determining the subject of the study. The researcher chose non -probability sampling method to select an official and households who would participate in the study. The sampled group consists of Department of Housing officials in Local Municipality, Municipal officials, traditional leaders, councilors, CDW, civic members and Lambani Community members.

3.7.1 Sampling Method

For the purpose of the research study, non-probability and its sub-type purposive sampling method was used to select the respondents of the research study. According to Levy and Lemeshow (2008:18), non-probability sampling is used frequently especially in market research and public opinion surveys. Bless (2013: 162) defines a sample as a subset of the whole population, which is investigated by the researcher and in the case of quantitative research whose characteristics will be generalized to the entire population. Monette, *et al.*, (2008:490) define non-probability sampling as a sample in which the probability of each population element being included in is unknown.

Maree (2007:46) defines purposive sampling as a method which is used in special situations where sampling is done with a specific purpose. According to Kumar (2005:179), purposive is a judgment of the researcher as to who can provide the best information to achieve the objectives of the study. Purposive sampling method was used because the researcher wanted to select respondents with characteristics needed. The study used purposive sampling method based on the judgment of the study which focused certain characteristics of the respondents.

3.7.2 Sampling Size

The sampled drawn from the population of the study consisted of 65 respondents. The sampling size of the study is categorized as follows: 01 manager of Department of Housing in Local municipality, 01 Department of Housing staff in municipality, 01 Municipal manager, 01 Integrated Development Plan (IDP) manager, 04 IDP staff, 01 Ward councilors, 01 traditional leader, 21 headmen/women, 03 CDW, 08 Civic chairperson and 15 selected community members.

3.8 DATA COLLECTION METHOD

Data collection is a collection of information often in a form of numerical measure of a group of people (Terre Blanche, 2006:556). Data collection involves applying the measuring instrument to the sample or cases selected for investigation (Mouton, 2011). The study used self-report as a data collection method. According to Bless, *et al.*, (2006:121), a self-report involves the research participants reporting on their own experience. According to Marshall and Rossman (2000:158), self-report is a method of data collection in research where participants describe their own behavior and state of mind. The researcher employed self-report. The researcher prefers to get first-hand information from the respondents. The study wanted the respondents to answer questions faithfully. Where the researcher did not understand, participants were requested to elaborate more for the researcher to get more information. Two data collection instruments were to be used, namely, questionnaire and interview.

According to Babbie (2007:246), a questionnaire is a document containing questions and other types of items designed to solicit information appropriate for analysis. Wysocki (2008:229) is of the view that questionnaire is a set of structured, focused questions in a self-reporting format. The study used structured questionnaire in order to get high response rate and obtain detailed and in-depth information. According to Neuman (2011:323), structured questionnaire is one in which questions asked are precisely decided in advance. Structured questions will be used with five likert scale which consists of strongly agree, agree, not sure, disagree and strongly disagree. Fifty-five (55) questionnaires were distributed to respondents. The researcher was helped by research assistants. Before the researcher distributed the questionnaire there was an appointment with the respondents.

Interview is defined as a data collection technique based on a series of questions relating to the research topic to be answered by research participants (Bless, *et.al.* 2006:183). Interview schedule is a document used in interviewing similar to a questionnaire that contains instruction for the interviewee, specific questions to be asked in a fixed order and transition phases for the interviewer (Monette, *et al.*, 2005:488). The study used open-ended interview and it was conducted face to face with the respondents. According to Neuman (2011:323), open-ended is a type of survey inquiry that allows respondents freedom to offer any answer they wish to the question. The study discovered unanticipated findings. Five participants were interviewed. Before conducting the interview, the researcher made an appointment with the participants.

3.9 PILOT TESTING

According to Bless *et al.*, (2006:184), pilot testing is a small study conducted prior to a large-scale research to determine whether the methodology, sampling and instrument of analysis are adequate. According to Welman *et al.*, (2005:148), pilot testing is a process of testing out of the ministering of the instrument to a limited number of subjects from the same population as that of the eventual project. It was needful that the researcher selected two respondents to do pilot testing with, wherein the researcher asked questions to test the adequacy of the measuring instrument. In order to pre-test the research instruments, three (03) respondents and two (02) participants were used. The respondents who participated in the pilot testing did not form part of study. Pilot study was conducted to determine the feasibility of the study. The study wanted to establish the appropriateness of the instrument and check the time required for the interview and completing of the questionnaire.

3.10 DATA ANALYSIS

Boetjie (2010:76) defines data analysis as the process of systematically searching and arranging the interview transcripts. According to Bless *et al.*, (2006:163), data analysis is the process through which the researchers makes sense of and categorize the gathered information in order to detect consistent patterns within the data. Two data analysis methods were used to analyse the data collected namely: statistical analysis and thematic analysis.

Data collected through questionnaire and interview were analyzed by International Business Machinery (IBM): Statistical Product and Service Solutions (SPSS) Version 25.0. The information will be presented in a tabular form with frequencies and percentages and followed by a brief synthesis of information.

Data collected through interviews will be analyzed by thematic analysis and the information will be presented in a narrative form. For this study, the researcher used the eight Creswell's (2009:191) steps of analyzing the qualitative data and the information is indicated below:

- **Step 1: Planning for Recoding Data**

The research study planned for the recording in a systematic manner that is appropriate to the setting of the participants or both and that will facilitate analysis before data collection.

- **Step 2: Data Collection and Preliminary Analysis**

Data collection and analysis thus typically go hand in hand in order to build a coherent interpretation of the data. The second aspect involved data analysis away from the site following the period of data collection.

- **Step 3: Managing (organizing) Data**

Data analysis away from the site. As the first loop in the spiral, it begins the process proper. The researchers convert their files to appropriate text units for analysis.

- **Step 4: Reading and Writing Memos**

After the organization and conversion of the data, the researcher continually analyses data by getting a feeling for the whole data base. Writing memos in the margins of filed notes or transcripts or under photographs helps in this initial process of exploring a data base.

- **Step 5: Generating categories, themes and patterns**

As a popular form of analysis, classification involves identifying five or six general themes; Interpretation involves making sense of the data, the lessons learned.

- **Step 6: Coding the data**

The study should determine how useful the data are in illuminating the questions being explored and how central they are to the story that are unfolding about the social phenomena being studied.

- **Step 7: Testing Emergent Understanding**

As categories and themes are developed and coding is well under way, the researcher begins the process of evaluating the plausibility of his developing understanding and exploring them through the data.

- **Step 8: Searching for alternative explanations**

Alternative explanations always exist; the researcher must search for identity. The research study should search for the plausible explanations for those data and the linkages among them.

- **Step 9: Writing the report**

In the final phase of the spiral, the researcher presents the data, a package of what is found in the text, presented in tabular or figure form.

For the purpose of the study, the researcher used the two steps of Cresswell when analysing data, of which in the step of data collection and preliminary analysis, data analysis was conducted simultaneously with data collection method and data exactly conducted on it was reported in narrative writing, the other step was about writing and reading memos wherein the interview questions were read over to get sense of the whole idea that came to the respondent's mind were written down.

3.11 ETHICAL CONSIDERATION

According to Walliman (2006:206), ethics are rules of conduct in research aimed at causing no harm and providing the possible beliefs. According to Trochim and Dennely (2006:20), ethical considerations are rules of conduct in research aimed at causing no harm and providing a possible benefit. For the purpose of the study, the researcher applied the following research ethics:

3.11.1 Permission to conduct study

The researcher sought permission to conduct study from the University of Venda. She sent the permission to the Department of Housing and also to Thulamela Local Municipality. The study included, Thulamela Local Municipality, Department of Housing and Lambani Traditional Authority. The ethical clearance is attached as appendix.

3.11.2 Informed Consent

Informed consent implies that subjects are made adequately aware of the type of information you want from them, why the information is being sought, what purpose it will be put to, how they are expected to participate in the study and how it will directly or indirectly affect them (Kumar, 2005:212). According to Babbie (2007: 64), informed consent is defined as a norm in which subjects based their voluntary participation in research projects on the full understanding of the possible risks involved. Informed consent refers to providing potential research participants with all information necessary to allow them to make decisions concerning their participation in research project. For the purpose of the study, the researcher explained to the respondents what the study is all about so that they would know exactly what is required from them, even to allow them to decide whether or not to participate in the study.

3.11.3 Confidentiality and Anonymity

According to Wysocki (2008:227), confidentiality is defined as making identifying information that could be used to link respondents to their responses available only to designated personnel.

According to Bless *et al.*, (2006:142), confidentiality is an ethical requirement in most research. Information provided by participants, particularly sensitive and personal information should be protected and made unavailable to anyone other than the researcher. The study was not exposed to any information or identity of any respondent. Regarding the research idea, everything information that the respondent gave remained private and if it is supposed to be shared the respondents will be informed.

Anonymity refers to ethical protection that participants remain nameless, their identity is protected from disclosure and remain unknown (Neuman, 2011:139). The study will protect the names and identity of participants by referring to participants as person A and B, etc. in order for them to remain unknown. Royse (2008:65) maintains that anonymity means that the research participants cannot be identified by any means or any person. For this study, the researcher ensured that the respondents remained anonymous and would not be able to know one another as respondents.

3.11.4 Voluntary participation

According to Wysocki (2008:230), voluntary participation refers to knowing about a research study and freely agreeing to take part in it. Further, Kumar (2005:108) mentions that voluntary participation refers to the participants' right to freely choose to subject themselves to scrutiny involved in research, anyone involved in research should participate willingly. The researcher did not force any respondent to be part of the research project. The study considered those who were willing to participate in the study without forcing or frightening them to be part of the study.

3.11.5 No harm to participants

According to Babbie and Mouton (2001), social research should never injure people being studied, regardless of whether they volunteer to participate in the study or not. Participants were given assurance and were protected against physical and emotional harm (Welman *et al.*, 2005:201). The study did not harm the respondent or give punishment during the interview. The researcher will also make sure that all participants remain as they were in the past or before the research was conducted.

3.12 CONCLUSION

In conclusion, this the chapter was based on the research methodologies which were used to gather information when researching about the challenges facing Thulamela Local municipality in the provision of houses at Lambani community. The mixed methods; qualitative and quantitative were used. The chapter also discussed research paradigm, research design and methodology,

data collection methods, data instruments, pilot testing and data analysis as well as ethical considerations. The findings based on the analysis and interpretation of the data will be presented in the next chapter.

CHAPTER 4

DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

4.1 INTRODUCTION

The chapter presents the findings of data collected from the respondents. The study was conducted using mixed methods wherein quantitative and qualitative research methodologies were employed. The researcher used questionnaires and interviews as data collection instruments. The responses to the questionnaire's items are presented graphically in tabular form and are followed by a brief synthesis of the findings. The responses to the interview schedule are presented in a narrative form and are followed by a brief interpretation of the findings.

4.2 ANALYSIS OF DATA COLLECTED THROUGH QUESTIONNAIRES

The study presented the data that was collected through questionnaire and the information will be presented in graphic tables with frequencies and percentages as well as synthesis of the findings. This part of the research consists of two sections, namely: Section A: Personal details of respondents and Section B, Challenges facing Thulamela Local Municipality in the provision of houses at Lambani Community.

4.2.1 SECTION A: PERSONAL DETAILS OF RESPONDENTS

The study in this section presented the personal details of the respondents who took part in the study. The information is presented in graphic tables with frequencies and percentages as well as synthesis of the findings. The following personal details of respondents are presented: gender, age, position, educational attainment, and tribe.

Table 4.1: Gender of respondents

No	Responses	Frequency	Percentage
1	Male	39	70.9%
2	Female	16	29.1%
	TOTAL	55	100%

The above table presents the personal details of respondents regarding their gender and majority of the respondents at 39 which constitute 70.9% were males and 29.1% were females. The researcher had intended that there would be balance of gender as far as respondents' numbers

were concerned, but during the data collection, it was found that there were more males than females. From the above information, figures indicate that from the sampled respondents, there were few females from the municipality and Lambani community. There is still a need for the municipality and Lambani community to appoint or install more females.

Table 4.2: Age of respondents

No	Responses	Frequency	Percentage
1	Less than 21 years	02	3.6%
2	22 to 30 years	02	3.6%
3	31 to 40 years	16	29.1%
4	41 to 50 years	11	20.0%
5	51 years and older	24	43.6%
	Total	55	100%

Table 4.2 above indicates the personal details of respondents in terms of age, and it was revealed that the majority of the respondents who took part in the research study at 24 (43.6%) were 51 years and older. There were 16 at 29.1% of the respondents who were 31 to 40 years while there were 11 at 20.0% who were 41 to 50 years old. Two respondents at 3.6% who took part in the research study were 22 to 30 years old, while there were also 02 (3.6%) of the respondents who were less than 21 years old. The majority of the respondents who took part in the research study were 51 years and older. With the above information, the figures indicate that there are few youths at the municipality and at Lambani community who hold positions related to community development. This might be caused by the fact that youth are not actively involving themselves in development programmes.

Table 4.3: Position of the respondents

No	Responses	Frequency	Percentage
1	Manager of Department of Housing	0	0
2	Department of Housing Staff	01	1.8%
3	Municipal Manager	0	0
4	IDP Manager	01	1.8%
5	IDP Staff	04	7,3%
6	Ward Councillor	01	1.8%
7	Traditional Leader	01	1.8%
8	Headman/Women	21	38.2%
9	Community Development Workers	03	5.5%
10	Civic Chairperson	08	14.6%
11	Selected Community Members	15	27.3%
	Total	55	100%

Initially, the researcher had planned that the Manager of Department of Housing in the Municipality shall be part of the study, but during the collection of data the manager was not found. It was also intended for this study that the Municipal Manager shall be part of the study, but during the period of data collection, it was very difficult for the researcher to get hold of the Municipal Manager to take part in the study. The IDP Manager who constituted 1.8% (01) took part in the study. Ward councillor who constituted (1.8%) took part in the study. Traditional Leader who constituted 1.8% (01) took part in the study. Four 04 (7.3%) of the IDP staff took part in the study. A total number of 21 (38.2%) of the respondents who participated in the study were Headman /Women who reside at Lambani Community, under Thulamela Local Municipality. Three Community Development Workers who constituted 5.5% took part in the study. Fifteen 15 (27.3%) of the selected community members took part in the study, while 08 (14.6%) of the civic chairpersons also took part in the study. From the above statistics, a conclusion can be drawn that the majority of the population who took part in this study were Headman /Women who constituted 21 (38.2%) and who are staying at Lambani community. Lambani Community has many villages that fall under it and many headmen/women managed to return all the questionnaires distributed to them.

Table 4.4: Educational Qualifications of Respondent

No	Responses	Frequency	Percentage
1	Never attended school	06	10.9%
2	Grade 11 & below	17	30.9%
3	Grade 12	12	21.8%
4	Diploma / Degree	13	23.6%
5	Honours/B-Tech	07	12.3%
6	Masters	0	0
7	PhD/D-Tech	0	0
	Total	55	100%

Table 4.4 above indicates that the majority of the respondents who took part, 17 (30.9%) in the study have passed grade 11 and below, while 13 (23.6%) of the respondents are in possession of either diploma or degree. Twelve of (21.8%) the respondents have passed grade 12. Seven, representing 12.3% of the respondents have an honours degree. None of the respondents have acquired masters or PhD/D-Tech. The figures indicate that most of the respondents who took part in the study have not furthered their studies. There is a need that people who occupy positions in tribal councils and municipality should put enough efforts to ensure that the majority of them should further their studies by acquiring certificates, diploma, and postgraduate degrees.

Table 4.5: Language /Tribe

No	Responses	Frequency	Percentage
1	Tshivenda	51	92.7%
2	Xitsonga	04	7.3%
3	Other	0	0
	TOTAL	55	100%

Table 4.5 above indicates the biographical information of the respondents who took part in the study in terms of language or tribe. The data above indicates that the majority of the respondents at 55 which constitute 92.7% of the total sampled were Venda tribe. It also indicates that 04 respondents who constitute 7.3%, were the Tsonga speaking people. The figures indicate that a few Va-Tsonga speaking people have participated in the study and they were found in the

municipality. This suggests that Lambani community is mostly dominated by Venda people as majority of the respondents who took part in the study were Vha-Venda. As far as other languages are concerned, there are no respondents who spoke other languages apart from those listed above by the researcher.

4.2.2 SECTION B: CHALLENGES FACING THULAMELA LOCAL MUNICIPALITY IN THE PROVISION OF HOUSES AT LAMBANI COMMUNITY

This represents four themes and the information was presented in tabular form followed by frequencies and percentages as well as synthesis of findings. The sub-sections were divided into four themes which come from the major objectives of the study, namely; challenges facing the municipality in the provision of houses, the role of local municipality in the provision of houses, the current state of housing provided by Thulamela Local Municipality, consequences of poor provision of houses at Lambani community and strategies that can be used to improve the provision of houses by municipalities in the communities. The findings are presented as follows:

Table 4.6: The municipality has enough funds to provide houses at Lambani Community

No	Responses	Frequency	Percentage
1	Strongly Agree	09	16.7%
2	Agree	07	12.7%
3	Not Sure	07	12.7%
4	Disagree	13	23.6%
5	Strongly Disagree	19	34.6%
	Total	55	100%

Table 4.6 indicates that the majority of respondents, 19 who constitute 34.6%, strongly disagreed that the municipality have enough funds to provide houses at Lambani Community while 09 who constitute 16.7%, strongly agreed with the statement. Seven 07 respondents who constitute 12.7% indicated that they were not sure whether or not the municipality has enough funds to provide houses at Lambani Community. Thirteen 13 who constitute (23.6%) respondents disagreed that that the municipality has enough funds to provide houses at Lambani Community while 07 who constitute 12.7% agreed with the statement. The information presented above indicate that the majority of the respondents, 32 who constitute of 58.5% understand that the

municipality have enough funds to provide houses at Lambani community. This means that there is a need for the municipality to provide enough funds and information about the budget allocation.

Table 4.7: Municipal officials receive training regularly in order to implement the IDP

No	Responses	Frequency	Percentage
1	Strongly Agree	03	5.5%
2	Agree	05	9.1%
3	Not Sure	14	25.5%
4	Disagree	12	21.8%
5	Strongly Disagree	21	38.2%
	Total	55	100%

The data presented in Table 4.7 above indicates that the majority of respondents 21 who constitute 38.2%, strongly disagreed with the statement that municipal officials receive training regularly in order to implement the IDP while 12 who constitute 21.8% disagreed with the statement. Fourteen 14 who constitute 25.5% were not sure whether the municipal officials receive training in order to implement IDP or not. The results show that 3 who constitute 5.5%, strongly agreed with the statement that municipal officials receive training regularly in order to implement the IDP. Five who constitute 9.1% of respondents agreed that municipal officials receive training regularly in order to implement the IDP. With the information provided above, the figures indicate that municipal officials do not receive training regularly in order to implement IDP, which assists in the provision of houses at Lambani community. There is still a need for the municipality to regularly train its officials in order to implement the IDP.

Table 4.8: There are capacitated officials to implement housing policies at the Municipality

No	Responses	Frequency	Percentage
1	Strongly Agree	06	10.9%
2	Agree	10	18.2%
3	Not Sure	13	23.6%
4	Disagree	11	20.0%
5	Strongly Disagree	15	27.3%
	Total	55	100%

A total of 15 respondents who constitute 27.3% strongly disagreed with the statement that there are capacitated officials to implement housing policies at the municipality, while 06 of the respondents constituting 10.9% strongly agreed with the statement. Thirteen 13 of the respondents who constitute 23.6% indicated that they were not sure whether or not there are capacitated officials to implement housing policies at the municipality. Ten of the respondents constituting 18.2% agreed with the statement that there are capacitated officials to implement housing policies at the municipality while 11 constituting 20.0% of the respondents disagreed with the statement. With the above statistics, figures indicate that the majority of the respondents disagreed with the statement that there are capacitated officials to implement housing policies at municipality. It can be concluded that the above is a result of lack of training to capacitate municipality officials on housing policies.

Table 4.9: Community stakeholders have a good working relationship with the Municipality.

No	Responses	Frequency	Percentage
1	Strongly Agree	06	10.9%
2	Agree	14	25.5%
3	Not Sure	01	1.8%
4	Disagree	13	23.6%
5	Strongly Disagree	21	38.2%
	Total	55	100%

From the table above, the majority of the respondents 21 constituting 38.2%, strongly disagreed that community stakeholders have a good working relationship with the municipality while 06 who constitute 10.9% strongly agreed with the statement. Fourteen 14 who constitute 25.5% of the respondents agreed that Community stakeholders have a good working relationship with the municipality whereas 13 who constitute 23.6% disagreed with the statement. One, who constitute 1.8% of respondents was not sure whether community stakeholders have a good working relationship with the municipality or not. With the above statistics, a conclusion can be drawn that community stakeholders do not have a good working relationship with the municipality. The municipality should maintain good working relationship with community stakeholders so that they can provide houses. Poor working relationship between the municipality and the community stakeholders jeopardizes the provision of houses in the communities.

Table 4.10: Traditional leaders provide land to the municipality to provide houses to the community.

No	Responses	Frequency	Percentage
1	Strongly Agree	28	50.9%
2	Agree	22	40.0%
3	Not Sure	01	1.8%
4	Disagree	02	3.6%
5	Strongly Disagree	02	3.6%
	Total	55	100%

Most respondents in table 4.10, which is a total of 28 who constitute 50.9% of the respondents strongly agreed that traditional leaders provide land to the municipality to provide the houses to the community, while 22 who constitute 40% agreed with the statement. One, respondent who constitutes 1.8% was not sure whether the traditional leaders provide land to the municipality to provide houses to the community or not. Only two respondents who constitute 3.6% of the respondents disagreed that Traditional leaders provide land to the municipality to provide houses to the community another two respondents strongly disagreed with the statement. One respondent was not sure of whether traditional leaders provide land to the Municipality to provide houses to the community or not. The information indicates that there is good communication between the municipality and traditional leaders.

4.2.3 The role of Thulamela Local municipality in the provision of houses

The study presents the data regarding the role of local municipality in the provision of houses. The data in this theme is presented in a graphic tabular format with frequencies and percentages followed by a brief synthesis of the findings.

Table 4.11: The Municipality's role is to provide housing to the community Stakeholders

No	Responses	Frequency	Percentage
1	Strongly Agree	19	34.6%
2	Agree	19	34.6%
3	Not Sure	07	12.7%
4	Disagree	05	9.1%
5	Strongly Disagree	05	9.1%
	Total	55	100%

Table 4.11 above indicates that the municipality's role is to provide housing to the community stakeholders and the majority of respondents, 19 at (34.6%) strongly agreed with the statement while 19 (34.6%) agreed with the statement that the municipality's role is to provide housing to the community stakeholders. Seven respondents, constituting 12.7% of respondents were not sure whether the Municipality's role is to provide housing to the community stakeholders or not. Five respondents who constitute 9.1% of the respondents strongly disagreed with the statement that the municipality's role is to provide housing to the community stakeholders while another 5 disagreed that the Municipality's role is to provide housing to the community stakeholders. From the above statistics, a conclusion can be drawn that the majority of the respondents, 38 who constitute 69.2% agreed that the municipality's role is to provide housing to the community stakeholders. With the above information, figures indicate that the municipal officials as well as community members should be made aware that the role of the municipality is to provide housing to the community stakeholders.

Table 4.12: Community stakeholders are involved during decision making on provision of houses

No	Responses	Frequency	Percentage
1	Strongly Agree	07	12.3%
2	Agree	20	36.4%
3	Not Sure	01	1.8%
4	Disagree	15	27.3%
5	Strongly Disagree	12	21.8%
	Total	55	100%

The results revealed in Table 4.12 indicate that the majority of respondents, 20 who constitute 36.4% of the respondents agreed that community stakeholders are involved during decision making on the provision or allocation of houses, while 15 who constitute 27.3% of the respondents disagreed with the statement. Seven (07) who constitute 12.3% of the respondents strongly agreed that community stakeholders are involved during decision making regarding the provision of houses, while 12, who constitute 21.8% strongly disagreed with the statement. One who constitute 1.8% of the respondents was not sure whether Community stakeholders are involved during decision making on provision of houses or not. From the above information, figures indicate that the municipality does involve community stakeholders during decision making on provision of houses. The municipality should encourage active involvement of community stakeholders in decision making.

Table 4.13: The Municipality encourages community members to participate in IDP process

No	Responses	Frequency	Percentage
1	Strongly Agree	05	9.1%
2	Agree	06	10.1%
3	Not Sure	14	25.5%
4	Disagree	09	16.4%
5	Strongly Disagree	21	38.2%
	Total	55	100%

Regarding municipality encourage community members to participate in Integrated Development plan process, the majority of the respondents 21 who constitute 38.2% disagreed that the municipality encourages community members to participate in Integrated Development plan process, while 09 respondents constituting 16.4% strongly disagreed with the statement. Fourteen 14 respondents who constitute 25.5% were not sure whether the municipality encourages community members to participate in Integrated Development plan process or not. Six respondents who constitute 10.9% of the respondents agreed with the statement while 05 who constitute (9.1% of the respondents strongly agreed with the statement. From information above, a conclusion can be drawn that the majority of the respondents, 30 who constitute 54.5% of the respondents disagreed that the municipality encourages community members to participate in Integrated Development plan process. The figures indicate that municipality should encourage community members to participate in IDP and there is still a need for IDP awareness.

Table 4.14: Community stakeholders' inputs are taken into considerations by the Municipality

No	Responses	Frequency	Percentage
1	Strongly Agree	08	14.6%
2	Agree	15	27.3%
3	Not Sure	07	12.7%
4	Disagree	11	20.0%
5	Strongly Disagree	14	25.6%
	Total	55	100%

The study reveals that the majority of the respondents, 15 who constitute 27.3% agreed that community stakeholders' inputs are taken into consideration by the municipality, while 08 (14.6%) of the respondents strongly agreed that community stakeholders' inputs are taken into considerations by the municipality. However, 07 (12.7%) were not sure whether community stakeholders' inputs are taken into considerations by the municipality or not. Eleven (11) or (20%) of the respondents disagreed that community stakeholders' inputs are taken into considerations by the municipality while 14 (25.5%) strongly disagreed with the statement. From the above information, the researcher can conclude that the community stakeholder's views and inputs should be considered and there should be consultation so that the municipality can explore the methods of housing provision. When the municipality considers prioritization of services, community stakeholder's inputs should be considered.

Table 4.15: Municipality provides houses to disadvantaged community members.

No	Responses	Frequency	Percentage
1	Strongly Agree	15	27.27%
2	Agree	19	34.6%
3	Not Sure	04	7.27%
4	Disagree	08	15.6%
5	Strongly Disagree	08	15.6%
	Total	55	100%

With regard to municipality's provision of houses to disadvantaged community members, the study found that the majority of the respondents who took part in the study, 19 who constitute 34.6%, agreed with the statement, while 08 respondents constituting 15.6% disagreed with the statement that the municipality provides houses to disadvantaged community members. Four (04) constituting 7.3% of the respondents indicated that they were not sure whether the municipality provides houses to disadvantaged community members. Eight (08) respondents constituting 15.5% strongly disagreed that the municipality provides houses to disadvantaged community members. The information provided above indicates that the majority of the respondents agreed that the municipality provides houses to disadvantage community members. The respondents in this study do know and understand the role of the municipality although there are a few who disagreed. The municipality should conduct awareness campaign to community members and make them to be aware of its role.

4.2.4 The current state of housing provided by Thulamela Local Municipality

The researcher presents the data regarding the current state of housing provided by Thulamela Local Municipality. The data in this theme is presented in a tabular form with frequencies and percentages followed by a brief synthesis of the findings.

Table 4.16: The Municipality is satisfied with the housing provision at Lambani community

No	Responses	Frequency	Percentage
1	Strongly Agree	10	18.2%
2	Agree	15	27.3%
3	Not Sure	14	25.5%
4	Disagree	09	16.7%
5	Strongly Disagree	07	12.7%
	Total	55	100%

The data presented above shows that the majority of respondents, 15(27.3%) agreed that the municipality is satisfied with the housing provision at Lambani community while 10(18.2%) of the respondents strongly agreed with the statement. Fourteen (14) (25.5%) of the respondents were not sure whether the municipality is satisfied with the housing provision at Lambani community or not. Seven (07) (12.7%) of the respondents strongly disagreed that the municipality is satisfied with the housing provision at Lambani community while 09 (16.7%) disagreed with the statement. The majority of the respondents, 25 who constitute 45.5% revealed that the municipality is satisfied with the housing provision at Lambani community. Looking at the statistics, there are 16 respondents who constitute 29.1% of the respondents who disagreed with the statement, whereas 14(25.5%) of the respondents is a large number. The figures suggest that the municipality should involve community members in provision of houses at Lambani community.

Table 4.17: The Municipality is doing enough to address the housing demand at Lambani community.

No	Responses	Frequency	Percentage
1	Strongly Agree	04	7.3%
2	Agree	02	3.6%
3	Not Sure	05	9.1%
4	Disagree	24	43.6%
5	Strongly Disagree	20	36.4%
	Total	55	100%

From the fifty-five (55) respondents who took part in the study 24 (43.6%) disagreed that the municipality is doing enough to address the housing demand at Lambani community, while 02(3.6%) of the respondents agreed with the statement. Five (9.1%) of the respondents were not sure whether the municipality is doing enough to address the housing demand at Lambani community or not. Twenty (36.4%) of the respondents strongly disagreed that the municipality is doing enough to address the housing demand at Lambani community, while four (7.3%) of the respondents strongly agreed with the statement. The figures indicate that the majority of the respondents, 44 who constitute 80.0% disagreed that the municipality is doing enough to address the housing demand at Lambani community. This indicated that there is still a need for the municipality to address housing demand at Lambani community.

Table 4.18: Community members know where to lodge complaints related to housing at the municipality

No	Responses	Frequency	Percentage
1	Strongly Agree	03	5.5%
2	Agree	09	16.4%
3	Not Sure	11	20.0%
4	Disagree	12	21.8%
5	Strongly Disagree	20	36.4%
	Total	55	100%

Table 4.18 indicates that the majority of the respondents, 20 (36.4%) strongly disagreed that community members know where to lodge complaints related to housing at the municipality, while 05 (5.5%) of the respondents agreed with the statement that community members know where to lodge complaints related to housing at the municipality. Whereas 12 (21.8%) of the respondents disagreed that community members know where to lodge complaints related to housing at the municipality and 9 (16.4%) of the respondents agreed with the statement, Eleven (11) (20%) respondents were not sure whether community members are aware or not. From the statistics above, 32 respondents, 58.25% indicated that the municipality should communicate with the community members so that they may be aware of where to lodge complaints about the housing provision.

Table 4.19: Adequate information about housing provision is communicated to community members.

No	Responses	Frequency	Percentage
1	Strongly Agree	03	5.5%
2	Agree	10	18.2%
3	Not Sure	02	3.64%
4	Disagree	10	18.2%
5	Strongly Disagree	30	54.6%
	Total	55	100%

The results show that the majority of the respondents 30 (54.6%) strongly disagreed that adequate information about housing provision is communicated to community members. 03 (5.5%) of the respondents strongly agreed. Only 02 (3.6%) respondents were not sure whether information about housing provision is communicated to community members. Ten (10) (18.2%) of the respondents disagreed that adequate information about housing provision is communicated to community members, while 10(18.2%) agreed with the statement. The majority of the respondents, 40 who constitute 72.8% indicate that there is still a need to communicate and that the municipality should hold community awareness campaigns regarding the provision of houses.

Table 4.20: Community stakeholders play a significant role in the provision of houses at Lambani Community

No	Responses	Frequency	Percentage
1	Strongly Agree	05	9.1%
2	Agree	18	32.7%
3	Not Sure	08	14.6%
4	Disagree	08	14.6%
5	Strongly Disagree	16	29.1%
	Total	55	100%

Most of the respondents, 18 who constitute 32.7% agreed that community stakeholders play a significant role in the provision of houses at Lambani community, while 08 (14.6%) of the respondents disagreed with the statement. Eight (8) 14.6% of the respondents were not sure whether the community stakeholders play a significant role in the provision of houses at Lambani community or not. Whereas 16 who constitute 29.1% of the respondents strongly disagree that the community stakeholders play a significant role in the provision of houses at Lambani community, 05 who constitute 9.1% strongly agree with the statement. This means that the majority of the respondents, 23 (41.8%) agreed that community stakeholders play a significant role in the provision of houses at Lambani community. This suggests that there is a need for community stakeholders to play a significant role in the provision of houses in the communities.

4.2.5 Consequences of poor provision of houses at Lambani community.

The researcher presents the data regarding the consequences of poor provision of houses at Lambani community. This data is presented in a tabular format with frequencies and percentages followed by a brief synthesis of the findings.

Table 4.21: The provision of housing promotes childhood development

No	Responses	Frequency	Percentage
1	Strongly Agree	08	14.6%
2	Agree	08	14.6%
3	Not Sure	14	25.5%
4	Disagree	11	20.0%
5	Strongly Disagree	14	25.5%
	Total	55	100%

The results as shown in Table 4.21 reveal that the majority of the respondents 14 who constitute 25.5% of the respondents were not sure whether the provision of housing promotes childhood development. Eight (08) (14.6%) of respondents strongly agreed that the provision of housing promotes childhood development, another 08 (14.6%) of the respondents agreed with the statement. On the other hand, 11(20%) of the respondents disagreed that the provision of housing promotes childhood development and 14 (25.5%) of the respondents strongly agreed with the statement. From the above statistics, 25(45.5%), the majority of respondents disagreed that the provision of housing promotes childhood development. This clearly shows that there is still a need for awareness with regards to provision of housing and its role in childhood development.

Table 4.22: Educational attainment is promoted by the access to housing

No	Responses	Frequency	Percentage
1	Strongly Agree	06	10.9%
2	Agree	07	12.7%
3	Not Sure	18	32.7%
4	Disagree	11	20.0%
5	Strongly Disagree	13	23.6%
	Total	55	100%

More respondents, 18 who constitute 32.8% were not sure whether educational attainment is promoted by access to housing. Six (06) respondents (10.9%) strongly agreed with the statement that educational attainment is promoted by the access to housing, whereas 13 (23.6%) strongly disagreed with the statement. On the other hand, 07 (12.7%) agreed with the statement that educational attainment is promoted by the access to housing, while 11 who constitute 20.0% of the respondents disagreed with the statement. From the statistics above, 18(32.7%) it can be suggested that the municipality and the community should be assisted in promoting access to housing so that beneficiaries can attain educational.

Table 4.23: There is low crime rate at Lambani community due to the access to housing.

No	Responses	Frequency	Percentage
1	Strongly Agree	02	3.6%
2	Agree	05	9.1%
3	Not Sure	04	7.3%
4	Disagree	17	30.9%
5	Strongly Disagree	27	49.1%
	Total	55	100%

Most respondents, 27 (49.1%) disagreed that there is low crime rate at Lambani community due to access to housing, while 2(3.6%) of the respondents strongly agreed with the statement. Only 04 respondents who constitute 7.3% were not sure whether there is low crime rate at Lambani community due to access to housing. Five (9.1%) of the respondents agreed that that there is low crime rate at Lambani community due to the access to housing, while 17 (30.9%) of the respondents disagreed with the statement. From the information above, a conclusion can be drawn that the majority of the respondents who took part in the study, 44 who constitute 80.1% disagreed that there is low crime rate at Lambani community due to the access to housing. Looking at respondents, there is still need for the community members to be taught about the role of municipality in reducing crime rate at Lambani community due to the access to housing.

Table 4.24: Community protests for service delivery affect the municipality's provision of housing

No	Responses	Frequency	Percentage
1	Strongly Agree	05	9.1%
2	Agree	10	18.2%
3	Not Sure	15	27.3%
4	Disagree	11	20.0%
5	Strongly Disagree	14	25.5%
	Total	55	100%

Table 4.24 indicates that the majority of the respondents, 15 who constitute (27.3%) were not sure whether community protests for service delivery affect the municipality's provision of housing. Five (05) (9.1%) of the respondents strongly agreed that community protests for service delivery affect the municipality's provision of housing, while 10 (18.2%) of the respondents agreed with the statement. Eleven (11) (20.0%) of the respondents disagreed that community protests for service delivery affect the municipality's provision of housing, while 14 (25.5%) of the respondents strongly disagreed with the statement. The figures indicate that the majority of the respondents were not sure whether community protests for service delivery affect the municipality's provision of housing. Twenty-five (25) respondents who constitute 45.5% of respondents strongly disagreed with the statement. The information provided shows that the municipality should provide service delivery to avoid community protests.

Table 4.25: Backlogs of housing demands affect the municipality’s ability to provide houses to the communities

No	Responses	Frequency	Percentage
1	Strongly Agree	19	34.6%
2	Agree	14	25.5%
3	Not Sure	04	7.3%
4	Disagree	07	12.7%
5	Strongly Disagree	11	20.0%
	Total	55	100%

Table 4.25 shows that the majority of the respondents, 19 (34.6%) strongly agreed that backlogs of housing demands affect the municipality’s ability to provide houses to the communities, while 14 (25.5%) of the respondents agreed with the statement. However, 04 (7.3%) of the respondents were not sure whether backlogs of housing demands affect the municipality’s ability to provide houses to the communities. Eleleven (11) (20.0%) of the respondents strongly disagreed with the statement that backlogs of housing demands affect the municipality’s ability to provide houses to the communities, while 7(12.7%) of the respondents disagreed with the statement. The figures indicate that the majority of the respondents, 33 (60.1%) agreed that backlogs of housing demands affect the municipality’s ability to provide houses to the communities. This shows that the municipality should have resources to avoid backlogs of housing at Lambani community.

4.2.6 Strategies that can be used to improve the provision of houses by municipalities in the communities.

The researcher presents the data regarding the strategies that can be used to improve the provision of houses by municipalities in the communities. The data in this theme is presented in a table with frequencies and percentages followed by a brief synthesis of the findings.

Table 4.26: There is transparency and fairness in the provision of housing to the communities.

No	Responses	Frequency	Percentage
1	Strongly Agree	10	18.2%
2	Agree	12	21.8%
3	Not Sure	03	5.5%
4	Disagree	10	18.2 %
5	Strongly Disagree	20	36.7%
	Total	55	100%

Table 4.26 shows that the majority of the respondents 20(36.7%) strongly disagreed **that** there is transparency and fairness in the provision of housing to the communities, while 10 (18.2%) of the respondents strongly agreed that there is transparency and fairness in the provision of housing to the communities. Three out of 55 of the respondents were not sure whether there is transparency and fairness in the provision of housing to the communities or not. Ten (10) who constitute 18.2% disagreed that there is transparency and fairness in the provision of housing to the communities, while 12 (21.8%) respondents agreed that there is transparency and fairness in the provision of housing to the communities .The above statistics were not in favor of the municipality because the majority of the respondents 30 (54.9%) disagreed that there is transparency and fairness in the provision of housing to the communities. These figures indicate that there is a need for transparency and fairness in the municipality's provision of houses.

Table 4.27: Political differences at the municipality affect the provision of houses to the communities.

No	Responses	Frequency	Percentage
1	Strongly Agree	02	3.6%
2	Agree	12	21.8%
3	Not Sure	03	5.5%
4	Disagree	19	34.6%
5	Strongly Disagree	19	34.6%
	Total	55	100%

Table 4.27 indicates that the majority 38 (69.2%) of the respondents disagreed that political differences at the municipality affect the provision of houses to the communities. Three (3) (5.5%) of the respondents were not sure whether political differences at the municipality affect the provision of houses to the communities. A further 14 (25.4%) of respondents agreed that political differences at the municipality affect the provision of houses to the communities. From the above information, a conclusion can be drawn that the majority of the respondents, 38 who constitute 69.2% revealed that political differences at the municipality affect the provision of houses to the communities. The study findings suggest that many people are not aware of the role of political parties in influencing service delivery. Therefore, there is a need for municipality to encourage public meetings so that people can be aware of their political roles.

Table 4.28: The municipality prioritises the housing beneficiaries when allocating house to the community

No	Responses	Frequency	Percentage
1	Strongly Agree	09	16.7%
2	Agree	22	40.0%
3	Not Sure	04	7.3%
4	Disagree	12	29.8%
5	Strongly Disagree	08	14.6%
	Total	55	100%

The data presented above on table 4.28 shows that the majority of the respondents 22(40%) agreed that the municipality prioritises the housing beneficiaries when allocating houses to community, while 09 (16.7%) of the respondents strongly agreed with the statement. Four (04) (7.3%) were not sure whether the municipality prioritises the housing beneficiaries when allocating houses to the community or not. Further, 12 (29.8%) of the respondents disagreed that the municipality prioritises the housing beneficiaries when allocating houses to the community. Eight (08) (14.6%) of the respondents strongly disagreed with the statement. According to the above statistics, 31 (56.7%) of the respondents responded in the affirmative that that the municipality prioritises the housing beneficiaries when allocating houses to community. This shows that community members are involved in matters that relate or affect housing provision.

Table 4.29: The municipality has policies that address the provision of housing to the community.

No	Responses	Frequency	Percentage
1	Strongly Agree	10	18.2%
2	Agree	13	23.6%
3	Not Sure	22	40.0%
4	Disagree	05	9.1%
5	Strongly Disagree	05	9.1%
	Total	55	100%

With regard to table 4.29, the majority of the respondents, 22 who constitute (40.0%), were not sure whether the municipality has policies that address the provision of housing to the community. The data presented above shows that 13(23.6%) of the respondents agreed that the municipality has policies that address the provision of housing to the community, 10 (18.2%) of the respondents strongly agreed that the municipality has policies that regulate the provision of housing to the community. However, 5 (9.1%) of the respondents disagreed that the municipality has policies that address the provision of housing to the community. The figures above indicate that the municipality does not have policies that address the provision of housing to the community. This was revealed by 22(40.0%) of the respondents who indicated that they were not sure about the housing policies. A conclusion can be drawn that community members should be made aware of the housing policies that affect them. The community stakeholders should also play a role in policy –making for housing provision.

Table 4.30: There are control measures to ensure proper housing provision to the community.

No	Responses	Frequency	Percentage
1	Strongly Agree	10	18.2%
2	Agree	13	23.6%
3	Not Sure	07	12.7%
4	Disagree	14	25.5%
5	Strongly Disagree	11	20.0%
	Total	55	100%

From Table 4.30, the majority of respondents 14(25.5%) disagreed that there are control measures to ensure proper housing provision to the community, while 11(20%) respondents strongly disagreed with the statement. A total of 07(12.7%) respondents were not sure whether there are control measures to ensure proper housing provision to the community or not. Thirteen 13(23.6%) of the respondents agreed that there are control measures to ensure proper housing provision to the community, while 10(18.2%) respondents strongly agreed with the statement. The above figures reveal that the majority of the respondents, 25 who constitute 45.5% disagreed that there are control measures to ensure proper housing provision to the community. Seven (7) respondents who constitute 12.7% of the respondents is a large number. The figures indicate that there is still a need for control and good governance.

Table 4.31: Community members are aware of IDP meeting

No	Responses	Frequency	Percentage
1	Strongly Agree	07	12.7%
2	Agree	03	5.5%
3	Not Sure	06	10.9%
4	Disagree	04	7.3%
5	Strongly Disagree	35	63.6%
	Total	55	100%

Table 4.31 shows that the majority 35 (63.6%) of the respondents strongly disagreed that community members are aware of IDP meetings, while 4(7.3%) of the respondents disagreed with the view. Ten (10) who constitute 18.2% of the respondents agreed that community members are aware of the IDP meetings. This table further shows that 6(10.9%) of the respondents were not sure whether or not community members are aware of IDP meetings. The table also shows that information provided gives an indication that there is still a need for consultation between on the IDP with community members. Based on the information in this section, it can be concluded that there still a need for municipalities to invite public participation.

4.3. ANALYSIS OF DATA COLLECTED THROUGH INTERVIEWS

The researcher took notes taking and recorded the respondents during interview sessions. This study was conducted in order to answer the research questions that comes from the challenges facing Thulamela local municipality with regard to the provision of houses, the causes of housing provision challenges encountered by Thulamela Local Municipality, the role of Thulamela Local Municipality in the provision of house, the current state of houses provided by Thulamela Local Municipality at Lambani Community, the consequences of poor provision of houses at Lambani community, and the strategies that can be used to improve the provision of houses by Municipality in the communities. In this section, the researcher presents the data that was collected through interview and the information is presented in a narrative format with synthesis of the findings. This section is divided into two sub-section, section A and section B.

4.3.1 Section A: Personal Details of Participants

In this section, the researcher i presents the personal details of the respondents who took part in the study. The information is presented in tables with frequencies and percentages as well as with the brief synthesis of the findings. The following personal details of respondents are presented: gender, age, position, educational attainment, and tribe.

Table 4.32 Personal details of participants

Participant	Gender	Age	Position	Educational Qualifications	Tribe Language
A	Male	51 years and older	Housing Staff	Degree	Xitsonga
B	Male	31 to 40 years	Civic Chairperson	Honours	Tshivenda
C	Female	51 years and Older	Ward Councillor	Grade 12	Xitsonga
D	Male	51 years and older	Traditional leader	Grade 11	Tshivenda
E	Female	41 to 50 years	Selected community member	Grade 12	Tshivenda
F	Female	41 to 50 years	Community Development workers	Degree	Tshivenda
G	Male	31 to 40 years	Community Development workers	Honours	Xitsonga
H	Male	41 to 50 years	Selected community members	Degree	Tshivenda
I	Male	41 to 50 years	Civic chairperson	Diploma	Tshivenda
J	Female	51 years and older	IDP Staff	Diploma	Tshivenda

From the table above, personal details of the participants are indicated. Out of the ten participants sampled in the study, the researcher interviewed them face to face. Many participants were males and few females. The researcher's original intention was to have a sample that is reprieve of both males and females in equal proportions.

The table above focuses on age of the participants. It was revealed that from the ten participants who took part in the study many were 41 to 50 years old and also 51 years and older. There were few participants in the ages of 31 to 40 years. There are few youths at the municipality who hold positions related to community development.

The table also shows the personal details of the participants focusing on the positions they hold at the workplace. From the ten participants sampled in the study, one participant was coming from the Department of Housing, two participants were Civic chairperson, Community Development Workers had two participants, IDP had one participant, one participant is a traditional leader. The study also included two selected community members from participants. The researcher interviewed them face to face.

The table also indicates personal details of the participants focusing on the educational qualifications. The interview was conducted face to face. From ten participants sampled in the study, three participants have a degree, two have honours, two have diploma, two have passed grade 12, and one participant has passed grade 11. It was revealed that most of the participants have not furthered their studies.

From the table above, the personal details of the respondents who took part in the study further focuses on language or tribe. From ten participants sampled in the study, many participants are Venda tribe, while a few participants are Tsonga speaking people. It was intended by the researcher to have a balanced tribal representation, unfortunately Lambani community is predominately a Venda territory. Va-Tsonga participants were also found in the community.

Table 4.33: Themes and sub-theme of Provision of houses as service delivery function at Lambani community in Thulamela Local Municipality.

ITEM NO	Themes	Sub-theme
1	What are the challenges facing the municipality in the provision of houses?	1.1 What are the causes of housing provision challenges encountered by Thulamela Local Municipality?
2	What is the role of Thulamela Local Municipality in the provision of houses?	
3	What is the current state of houses provided by Thulamela Local Municipality at Lambani community?	
4	What are the consequences of poor provision of house at Lambani community?	
5	What are the strategies that can be used to improve the provision of houses by municipalities in the communities?	

4.3.2 Question 1: What are the challenges facing the municipality in the provision of houses

The first question was asked to find out the challenges facing Thulamela Local municipality in the provision of houses. During the interview, the participants mentioned that there are causes of these challenges. The sub –theme that emerged from this theme is the causes of housing provision challenges encountered by Thulamela Local Municipality. During the interview, participants indicated that there are many challenges regarding housing provision by the municipality.

Participant A

Participant A said, “Our municipality does not have the provision for the budget of RDP houses, then the budget is controlled by the national Government where they transfer money to the province (COGHSTA) .The province allocates to all municipalities”.

Participant B

“Yaa, the house building tenders are given to tender holders who are under-spending and end up delaying the provision of houses due to their incompetence and lack of experience”.

Participant C

“Since I became a Councillor, there is a huge backlog of houses whereby contractors left house unfinished and a lot of poverty whereby many people need houses in large numbers”.

Participant D

“The Municipality faces a challenge of corruption, and more people are in need of houses. The municipality can only deliver what it can afford”.

Participant E

Participant E replied that “Thulamela Local Municipality has no right people who can do their jobs and those people do not bring houses to the people on time”

Participant F

“Very little houses are given to the people. There are more people and there are little houses, therefore, other people end up not getting the houses”.

Participant G

“Most of the leaders practise nepotism and there is backlog and lack of budget”.

Participant H

“Yoooh, the reason why we are facing challenges of housing provision at Lambani community is because houses are provided by COGHSTA. Municipality does not allocate houses”.

Participant I

“There is not enough budget allocation and there are huge backlogs of houses”.

Participant J

“Municipality does not have the provision of budget for houses. It receives its budget from COGHSTA which allocates to all municipalities”.

Participant A, H, I and J mentioned that the municipality does not have enough budget allocation for the provision of houses because they receive the budget from COGHSTA. Participant A indicated that the budget is controlled by national government where they transfer money to the province (COGHSTA) and the municipality does not have the provision for the budget of RDP houses. Participant B indicated that that building tenders are given to tender holders who end up under spending and delaying the process. Participant C stated that there are unfinished houses which are abandoned by contractors. Participant B and E indicated that there is lack of officials with competence and experience, which delays the process of housing provision. Participant C, D, F, G and I mentioned that there is a huge backlog of houses due to large population. Participant C indicated that there is poverty whereby many community members are in need of houses. Participant D replied that municipality faces a challenge of corruption and cannot afford. Participant E alone indicated that Thulamela local Municipality does not bring houses to them on time. Participant G showed that most of the leaders practice nepotism. Participant F indicated that there little houses, therefore, other people end up not getting the houses. Regarding the challenges facing the municipality in the provision of houses it can be concluded that there is lack of budget allocation, poor communication between the municipalities and communities. It was also stated that there is lack of skills; capacity to provide houses. It was also indicated that there is corruption and nepotism in the provision of houses. It is therefore suggested that there should be transparency and good communication between the municipality and community members.

4.3.2 Sub-questions: What are the causes of housing provision challenges encountered by Thulamela Local Municipality?

The second question is the sub-theme that emerged from the main theme. The main aim was to find out the causes of housing provision challenges encountered by Thulamela Local Municipality.

Participant A

“The cause of that challenge is that COGHSTA allocates our municipality with few units of houses and these few units of houses should cater all forty- one 41 Wards and also Lambani is divided into two Wards 6 and 7”.

Participant B

“The hiring of incompetent people as tender holders delays the provision of houses to deserving people and there is no good working relationship between the municipality and community members”.

Participant C

Participant C mentioned that “lack of contractors who have resources and COHGSTA giving tenders to contractors who have less resources to provide houses”

Participant D

Participant D indicated that “there is lack of transparency between the municipality and the community whereby the challenges that the municipality faces stop them from delivering and such challenges are not communicated to the people”.

Participant E

“Corruption means that building tenders are given to the people who are not right for the job and there is no relationship amongst the municipality and community stakeholders”

Participant F

“I believe that the causes of housing provision challenges encountered by Thulamela Local Municipality have to do with the fact that the municipality has no money and cannot bring deliver houses as a result. There is no housing policy that is implemented”

Participant G

“With regards to the statement I can say that there is mismanagement of funds and corruption in the municipality”.

Participant H

“In most cases, COGHSTA provides a few units of houses and there is a lot of people who are disadvantaged due to corruption and mismanagement of funds”.

Participant I

The participant replied that “there is lack of resources and few houses allocated which are unable to cater for the whole community because Lambani has a large population”.

Participant J

“The COGHSTA allocates our municipality a few units of houses, whereas it should cater all 41 wards, with Lambani community included”.

Participant A, H and J mentioned that the cause of challenges is that the COGHSTA allocates few units of houses to the municipality and it should cater for 41 wards where Lambani is divided into two wards; 6 and 7. Participant B indicated that the hiring of incompetent people as tender holders delays the provision of houses to deserving people. Participant B and E stated that there is no good working relationship between the municipality and community members. Participant C indicated that lack of contractors who have resources and COHGSTA giving tenders to contractors who have less resource to provide houses. Participant D showed that there is lack of transparency between the municipalities whereby the challenges that the municipality faces stop it from delivering and such challenges are not communicated to the people. Participant F alone stated that the causes of housing provision challenges encountered by Thulamela Local Municipality are caused by the fact that the municipality has no money and cannot deliver houses as a result. There is no housing policy that is implemented. Participant C and I replied that there is lack of resources.

Participant E, G and H replied that most of the people are disadvantaged because of corruption and mismanagement of funds in the municipality. Participant I stated that there is lack of resources and a few houses allocated are unable to cater the whole community because Lambani has large population. From the above information, a conclusion can be drawn that the causes of housing provision challenges encountered by Thulamela Local Municipality are lack of skills and training of people who occupy higher positions, resources, transparency and fairness. Another cause is that COGHSTA allocates a few units of houses to the municipality. It is suggested that the

municipal officials should be provided with training and there should be an implementation of housing policies.

4.3.3 Question 2: What is the role of Thulamela Local Municipality in the provision of houses?

The third question was to find out the role of Thulamela Local Municipality in the provision of houses.

Participant A

“Beneficiary administration, identification of beneficiaries, housing register of data base, completion of application forms, follow-up on application status and handling beneficiaries’ queries. Project management for all housing programmes (inspection) with stakeholders”.

Participant B

I understand that “Thulamela Municipality offers people of the community the platform to have stable and functional houses that they can live in”.

Participant C

Participant C replied that “the role of the municipality is to provide houses to the needy”.

Participant D

“The role of the municipality is to ensure that every person who formally deserves provision of housing is provided one with no cost to that person”.

Participant E

“Thulamela Local Municipality allocates the houses to the members of the community”.

Participant F

“The municipality is the one that builds houses for the people.

Participant G

“The role of the municipality is to provide houses to the disadvantaged communities”.

Participant H

“To provide and identify beneficiaries of housing and also register them on data base”.

Participant I

Participant I stated that “it is the role of the municipality to ensure that community members have received houses”.

Participant J

“Completion of application form, identification of beneficiaries, project management for all housing programmes (with stakeholders)”.

With regard to the role of Thulamela Local Municipality in the provision of houses Participant A, H, I and J mentioned that the municipality provides and identify beneficiaries for housing. Beneficiary administration, identification of beneficiaries, housing register of data base, completion of application forms, follow-up on application status and handling beneficiaries’ queries. Project management for all housing programmes (inspection) with stakeholders. Participant B, E and G stated that the role of the municipality is to provide houses to the disadvantaged communities. Participant D and F pointed out that the role of the municipality is to provide houses to the community members at no cost. The responses of the participants reveal that the municipality should provide houses to the needy. They suggest that the municipality should provide strategies to ensure that community members receive houses.

4.3.4 Question 3 What is the current state of houses provided by Thulamela Local Municipality at Lambani Community?

The fourth question was to find out the current state of houses provided by Thulamela Local Municipality at Lambani Community.

Participant A

“The current status of houses from 2015/16 financial year to 2018/2019 financial year is as follows: we managed to provide 96 houses for Lambani only and we understand that it is not enough”.

Participant B

“Some houses have been provided to the people of the community and therefore we believe and hope that more houses are soon to be also given to more people in our community.

Participant C

“Very good, because all people who benefited have been given the houses and as we talk to all those who have qualified and were given the house.

“We understand that only a few houses have been provided to the people of Lambani community and there is still a number of people in the community who have not been provided with houses, who truly deserve the houses”

Participant E

Participant E mentioned that “the current state of houses at Lambani is that few houses have been delivered and more are promised to be delivered again”.

Participant F

Participant F stated that “Some people have those houses while other have not yet been allocated any”.

Participant G

“Most people are struggling to get houses and they are still waiting for the municipality to provide houses for them”

Participant H

“The houses that are provided at Lambani community are lesser than the demand. Many community members are still waiting for the municipality to provide houses for them.

Participant I

To provide houses to the disadvantaged beneficiaries and assist them with application for houses.

Participant J

Participant J indicated that “from 2015/16 financial year to 2018/19 the municipality provided 96 houses for Lambani community, which is not enough”.

Participants A and J indicated that the current status of houses from 2015/16 financial year to 2018/2019 financial year is as follows: we managed to provide 96 houses for Lambani only and we understand that it is not enough. Participants B, D, E, G, and H who constitute the majority, mentioned that many community members are still waiting for the municipality to provide houses for them. Participant C indicated that the current state of houses provided by Thulamela Local Municipality at Lambani Community is very good, because all people who benefited have been given the house and as we speak all those who have qualified are given the house and contractors are building at Lambani community. Participant D and F stated that there are many community members who do not have houses and who truly deserve it. From the above information, a conclusion can be drawn that there is still a huge backlog and poor provision of housing at Lambani community. Therefore, the municipality should consider community stakeholders to be able to provide houses.

4.3.5 Question 4: What are the consequences of poor provision of houses at Lambani Community?

The fifth question was to find out the consequences of poor provision of houses at Lambani community.

Participant A

“The consequence of poor provision of houses at Lambani community is that the demand for houses was too high, but unfortunately we didn’t manage to provide enough houses because we received few houses from our provincial COGHSTA for 41 wards”.

Participant B

“This dilemma does not only affect adults and homeowners of the community, but also their children who end up looking for other ways to make money for the provision of stable housing for their families”.

Participant C

“The consequences of poor provision of houses at Lambani community is that many people prefer to benefit instead of providing houses for people in need.”

Participant D

“Lack of proper housing hinders children’s education as they sometimes skip school and cannot study because of the condition of the houses. They stay at home do not have an environment which is conducive for studying”.

Participant E

Participant E stated that “The people of the community of Lambani are suffering while houses have been allocated by the municipality”.

Participant F

“Crime rate rises because people and children become thieves so that they can build for their parents and families”.

Participant G

“Tough, children end up committing crime because they are overcrowded. Most learners end up dropping out of school because they want to improve their housing conditions”.

Participant H

“I believed that the community members may decide to protest for the housing provision challenges. This t ruins the relationship between the traditional leaders and the community members”.

Participant I

Participant I mentioned that “the community members always blame the municipality and that affects their relationship with community stakeholders. It causes overcrowding in our families”.

Participant J

“There is a huge backlog because the municipality received a few units of houses”

Participant D and G stated that there is lack of proper housing which hinders children’s education as they sometimes skip school and cannot study because of the condition of the houses. Participant H and I stated that it ruins the relationship between the traditional leaders and the community members. Participant G and I stated that children end up committing crime. Participant A mentioned that the consequences of poor provision of houses at Lambani community is that the demand for houses was too high, but unfortunately they did not manage to provide enough houses because they received a few houses from the provincial COGHSTA offices where they were given 41 wards. Participant B mentioned that this dilemma does not only affect adults and homeowners of the community but also their children who end up looking for other ways so that they can make money to provide stable housing for their families. Participant C is of view that the consequences of poor provision of house at Lambani community caused people to lose their life. The people of the community of Lambani are suffering while houses have been allocated by the municipality.

Participant F indicated that the crime rate became higher and children resort to stealing so that they can build for their family members. Participant J stated that there is a huge backlog because the municipality received a few units of houses. From the above information, a conclusion can be drawn that the majority of the respondents indicated that lack of houses hinders the education and also contributes to crime rate. Therefore, it is suggested that the municipality should involve members of the community in the provision of houses or services that affect them and there should be an improvement in consultation.

4.3.6 Question 5: What are the strategies can be used to improve the provision of houses by municipalities in the communities?

The last question was to find out the strategies that can be used to improve the provision of houses by municipalities in the communities.

Participant A

“At the present moment we are busy making an application for an accreditation for level one and after getting an accreditation license we will be able to get budget straight from national government to our municipality”.

Participant B

“Selecting the right people for construction and tendering; people who are competent and are experienced will not expedite the process”.

Participant C

“We need to ensure that the right people are given the contract and also that all contractors are given a chance to work and being surveyed. We further need to ensure that all contracts are given to the right candidates who qualify”.

Participant D

“The municipality must draw up a budget where they consider the number of people who deserve or need houses and the number that they will provide and communicate this to the community”.

Participant E

“The municipality must provide houses to people who deserve them and not people who can build on their own”.

Participant F

“With regard to the statement, the strategies can be used to improve the provision of houses by municipalities in the communities. The municipality must tell us how many houses they will give to the community by communicating with us”.

Participant G

Participant G replied that “they should have implementation of programmes that provide houses”.

Participant H

Participant H stated that “Provision of budget and assessment should be done when providing houses to the community members as well as awareness campaigns”.

Participant I

Participant I mentioned that “The municipality must avoid under spending of money and employ capacitated officials”.

Participant J

“I believed that the municipality should get a budget from national government to our municipality so that it can provide houses”.

Participants B, C and I mentioned that selecting the right people, who are competent and are experienced and capacitated could be the strategy that improves the delivery of houses to the poor. Participants D and E stated that the municipality must provide houses to the people who deserve them. Participants D, H, I and J are of the view that there should be a budget allocation for houses. Participant A stated that at the present moment they are busy making an application for an accreditation for level one and after getting an accreditation license they would get the budget straight from national government to their municipality. Participant C showed that the right people should be given contracts and ensure that all contractors are given a chance to work and that they should be surveyed. Participant D and F alluded that municipalities must communicate with community members about the housing provision. Participant G stated that there should be implementation of housing. Participant H indicated that there should be campaigns that are carried out to conscientize community members about housing provision. Participant I alluded to the fact that the municipality must avoid under spending money. Participant J indicated that the municipality should get budget from national government straight to its coffers so that it can provide houses. From the above information, a conclusion can be drawn that the municipality should capacitate its officials and that there should be a good working relationship between municipalities and community members. There should also be awareness campaigns.

5. SUMMARY

In this chapter, the researcher has discussed the analysis of the collected data. This chapter was divided into two sections, namely analysis of data collected through questionnaires and interviews. The data regarding the challenges facing Thulamela Local Municipality was collected by using quantitative and qualitative methods. The data obtained from participants was presented, analyzed and interpreted in tabular and narrative form. The data revealed that there is poor working relationship, consultation and communication between the municipalities and community members. The following chapter presents the discussions of findings, conclusion and recommendations for challenges facing Thulamela Local Municipality as well as recommendations for future research.

CHAPTER 5

FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

The previous chapter presented the analysis and interpretation of the collected data by discussing the sampled population's responses as a way of providing an understanding of the nature of the research findings to the challenges facing Thulamela Local Municipality in the provision of houses at Lambani community. In this chapter, synthesised discussions of findings, recommendations for the challenges facing Thulamela Local Municipality in the provision of houses at Lambani community, as well as recommendations for future research study on a related subject, will be documented.

5.2 MAJOR FINDINGS OF THE STUDY

The major findings arose from the specific objectives of the study. The following specific objectives of the study benchmarked the realisation of the main aim of the study and they sought to determine the challenges facing Thulamela Local municipality at Lambani community, to determine the role of Thulamela local municipality in the provision of houses, to determine the current state of houses provided by Thulamela Local municipality at Lambani community, to determine the consequences of poor provision of houses by Thulamela Local municipality at Lambani community; to make recommendations towards strategies that can be used to improve the provision of houses by municipality in the communities. From the interview schedule, the researcher posed a question which addresses the causes of challenges facing Thulamela Local municipality.

5.2.1 MAJOR FINDINGS ON THE CHALLENGES FACING THE MUNICIPALITY IN THE PROVISION OF HOUSES

The first objective of the study sought to determine the challenges facing the municipality in the provision of houses and the study found out that the majority of the respondents, out of 55 respondents, 34.6% mentioned that the municipality has enough funds to provide houses at Lambani Community. This is an indication that the municipalities do not budget properly. The study also found that municipal officials do not receive training regularly in order to implement the IDP because the majority of respondents, 21 who constitute 38.2% agreed with the statement. The study findings revealed that there are no capacitated officials to implement housing policies at the municipality. The majority of the respondents, 15 respondents who constitute 27.3%

supported the statement. The researcher found that 21 respondents who constitute 38.2% pointed out that community stakeholders do not have a good working relationship with the municipality. The study findings revealed that 28 respondents who constitute 50.9% of the respondents, were in support of the statement that the traditional leaders provide land to the municipality to provide the housing to the community.

The study findings revealed that the municipality does not have enough budget allocation for the provision of houses because they receive their allocation from COGHSTA. It was discovered that the budget is controlled by national government where they transfer money to provincial COGHSTA and the municipality does not have the provision for the budget in respect of RDP houses. The study findings revealed that building tenders are given to tender holders who end up under spending and delaying the process. The study found that there are unfinished houses which have been abandoned by contractors. It was found that there is lack of officials with competence and experience and this delays the process of housing provision. The study found that there is a huge backlog of houses due to large population. The findings attest that there is poverty whereby many community members are in need of houses in large numbers. The study findings revealed that the municipality faces a challenge of corruption. The researcher found that Thulamela local Municipality does not deliver houses to the community on time. It was discovered that most of the leaders practice nepotism. The study findings revealed that there are not enough houses, so other people end up not getting the houses.

5.2.1.1 FINDINGS ON THE CAUSES OF HOUSING PROVISION CHALLENGES ENCOUNTERED BY THULAMELA LOCAL MUNICIPALITY

The second question from the interview was a sub-question that emerged from the first question that dealt with the challenges facing Thulamela Local Municipality in the provision of houses at Lambani community. The study found that the cause of challenge is that the COGHSTA allocates few units of houses to the municipality whereas the municipality has to cater 41 wards; and Lambani is divided into two wards, namely wards 6 and 7. The researcher found that there is hiring of incompetent people as tender holders which further delays the provision of houses to deserving people. The research findings also revealed that there is poor working relationship between the municipality and community members. The study discovered that there is lack of contractors who have resources and COGHSTA gives tenders to contractors who have less resource to provide houses. The study revealed that there is lack of transparency between the municipalities; whereby the challenges that the municipality faces prevent it from delivering the

houses. Furthermore, the municipality does not communicate with the stakeholders. The research findings show that the causes of challenges regarding housing provision encountered by Thulamela Local Municipality relate to the municipality's lack of budget, hence it cannot deliver. The findings confirm that there is no housing policy that is implemented. The study findings revealed that there is lack of resources. The study found that most people are disadvantaged because of corruption and mismanagement of funds in the municipality. The researcher discovered that there is lack of resources and few houses allocated, which are unable to cater for the whole community because Lambani has large population.

5.2.2 MAJOR FINDINGS ON THE ROLE OF LOCAL MUNICIPALITY IN THE PROVISION OF HOUSES

The second objective of the research study sought to determine the role of Thulamela Local Municipality in the provision of houses at Lambani community and the data collected revealed that the majority of respondents, 19 who constitute 34.6% , confirm that the municipality's role is to provide housing to the community stakeholders. The study findings discovered that the majority of respondents, 20 who constitute 36.4%, responded that community stakeholders are involved during decision making for delivery of housing. The research findings revealed that the majority of the respondents 21, who constitute 38.2% did not agree with the statement that the municipality encourages community members to participate in Integrated Development Plan process. The study findings revealed that the majority of the respondents, 15 who constitute 27.3% supported that community stakeholders' inputs are taken into consideration by the municipality. The researcher found that the majority of the respondents who took part in the study, 19 (34.6%) supported that the municipality, in the provision of houses, is providing houses to disadvantaged community members.

The study revealed that the role of Thulamela Local Municipality is the provision of houses. It was discovered that the municipality identifying beneficiaries and provides housing. The research study found that the municipality also has beneficiary administration, identification of beneficiaries, housing register of data base, completion of application forms, follow-up on application status and handling beneficiaries' queries. The study findings revealed that there is project management for all housing programme (inspection) with stakeholders. The researcher found that the role of the municipality is to provide houses to the disadvantaged communities. The study also revealed that the role of the municipality is to provide houses to the community members at no cost.

5.2.3 MAJOR FINDINGS ON THE CURRENT STATE OF HOUSING PROVIDED BY THULAMELA LOCAL MUNICIPALITY

The third objective of the study sought to determine the current state of houses provided by Thulamela Local Municipality. The research study found that the majority of respondents, 15 who constitute 27.3% responded in the affirmative that the municipality is satisfied with the housing provision at Lambani community. The study revealed that that 24 respondents who constitute 43.6% disagreed that that the municipality is doing enough to address the housing demand at Lambani community. The study also revealed that the majority of the respondents, 20 who constitute 36.4% did not agree that community members know where to lodge complaints related to housing at the municipality. The study findings revealed that most of the respondents, 30 who constitute 54.6% stated that there was no adequate information about housing provision which is communicated to community members. The study findings confirm that most of the respondents, 18 who constitute 32.7% agreed that community stakeholders play a significant role in the provision of houses at Lambani community,

The study found that the current status of houses from 2015/16 financial year to 2018/2019 financial year is as follows: The municipality managed to provide 96 houses for Lambani only and it is understood that it is not enough. The research findings reveal that many community members are still waiting for the municipality to provide houses for them. It was discovered that the current state of houses provided by Thulamela Local Municipality at Lambani Community is very good, because all people who benefited have been given the houses and all those who have qualified are given houses and contractors are building at Lambani community. It was found that there are many community members who do not have houses and who truly deserve them.

5.2.4 MAJOR FINDINGS ON THE CONSEQUENCES OF POOR PROVISION OF HOUSES AT LAMBANI COMMUNITY

The fourth objective sought to determine the consequences of poor provision of houses by Thulamela Local Municipality at Lambani community. The findings reveal that the majority of the respondents, 14 who constitute 25.5% indicated that they were not sure whether the provision of housing promotes childhood development. The researcher found that most respondents, 18 who constitute 32.8% were not sure whether educational attainment is promoted by access to housing. It was revealed that most of respondents, 27 who constitute 49.1%, responded that there is low crime rate at Lambani community due to the access to housing. The researcher found that most of respondents, 27 who constitute 49.1% disagreed that there is low crime rate at Lambani

community due to the access to housing. The study findings reveal that the majority of the respondents, 15 who constitute 27.3% were not sure whether community protests for service delivery affect the municipality's provision of housing. It was also found that the majority of respondents, 19 who constitute 34.6% affirm that backlogs of housing demands affect the municipality's ability to provide houses to the communities.

The researcher found that there is lack of proper housing which hinder children's education as they sometimes skip school and cannot study because of the condition of the houses. The study findings indicate that lack of houses ruins the relationship between the traditional leaders and the community members. The study findings affirm that children end up committing crime. It was revealed that the consequence of poor provision of houses at Lambani community is that the demand of houses was too high, but unfortunately the municipality did not manage to provide enough houses because it received few houses from the provincial COGHSTA for 41 wards. The study found that this dilemma does not only affect adults and home owners of the community, but also their children who end up looking for other ways so that they could make money to provide stable housing for their families. The researcher found that the consequences of poor provision of housing at Lambani community caused people to lose their lives; Many people prefer to benefit instead of providing houses for people in need. The study findings reveal that the crime rate has become higher and children resort to theft so that they can build for their family members. The study discovered that there is a huge backlog because municipality received few units of houses from the national government.

5.2.5 MAJOR FINDINGS ON THE STRATEGIES THAT CAN BE USED TO IMPROVE THE PROVISION OF HOUSES BY MUNICIPALITIES IN THE COMMUNITIES

The last objective of the study sought to make recommendations on the strategies that can be used to improve the provision of houses by municipalities in the communities. The study found that the majority of respondents, 20 (36.7%) indicated that there was no transparency and fairness in the provision of housing to the communities. The study findings reveal that the majority of the respondents 38, (69.2%) indicated that political differences at the municipality affect the provision of houses to the communities. The researcher found that most of the respondents, 22 who constitute 40% indicated that the municipality prioritizes the housing beneficiaries when allocating house to the community. The study revealed that the majority of the respondents, 22 (40.0%) were not sure whether the municipality has policies that address the provision of housing to the community. The study revealed that the majority of respondents, 14 (25.5%) agreed that there

are control measures to ensure proper housing provision to the community. It was found that the majority of the respondents, 35 who constitute 63.6%, disagreed that community members are aware of IDP meetings.

The research study found that selecting the right people, who are competent and are experienced who are capacitated can assist in the provision of houses. The research findings reveal that the municipality must provide houses to the people who deserve it. The research study found that there should be a budget allocation of houses. The study findings reveal that at the present moment the municipality is busy making an application for an accreditation for level one, after which accreditation it will get budget directly from national government. It was alluded that municipalities must communicate with community members about the housing provision. It was discovered that there should be implementation of housing. The study found that the municipality must avoid under spending the budget. The research study revealed that the municipality should get budget from national government so that it can provide houses.

5.3 SYNTHESIS OF THE RESEARCH FINDINGS

The most important things in this research study from the research questionnaires can be summarised as follows:

- Most respondents revealed that the municipality have enough funds to provide houses.
- Most respondents revealed that they have no capacitated officials to implement housing policies at the municipality.
- Municipal officials receive training regularly in order to implement IDP.
- The majority of the respondents discovered that the community stakeholder do not have good working relationship with the municipality.
- The traditional leaders provide land to the municipality to provide houses to the community.
- The municipality's role is to provide houses to the community stakeholders.
- Most respondents alluded that community stakeholders are involved during decision making process for provision of houses.
- The majority of the respondents revealed that the municipality never encourages community members to participate in IDP process.
- Community stakeholder's inputs are taken into consideration by the municipality.
- The municipality provides houses to disadvantaged community members.

- Most of respondents alluded that the municipality is satisfied with the housing provision.
- The municipality is doing enough to address the housing demand.
- The community members do not know where to lodge complaints related to housing at the municipality.
- There is no adequate information about housing provision that is communicated to community members.
- The community stakeholders play a significant role in the provision of houses.
- It was revealed that the majority of the respondents disagreed that the provision of housing promotes childhood development.
- There is no educational attainment that is promoted by the access to housing.
- There is high crime rate at Lambani community due to lack of access to housing.
- Most respondents disagreed that community protests for service delivery affect the municipality on the provision of housing.
- Majority of respondents revealed that backlogs of housing demands affect the municipality's ability to provide houses to the communities
- It was revealed that there is no transparency and fairness in the provision of housing to the communities.
- Political differences at the municipality affect the provision of houses to the community.
- Most of respondents agreed that the municipality prioritizes the housing beneficiary when allocating houses at Lambani community.
- Most respondents are not sure whether the municipality has policies that address the provision of housing to the communities.
- There are no control measures to ensure proper housing provision at Lambani community.
- The community members are not aware of IDP meetings.

The most important findings of this research study from the research interviews can be summarized as follows:

- Regarding the challenges facing the municipality in the provision of houses it can be concluded that there is lack of budget allocation, poor communication between the municipalities and communities.
- There is lack of skills, capacity to provide houses. It is also indicated that there is corruption and nepotism in the provision of houses.

- Participants suggested that there should be transparency and good communications between the municipality and community members.
- It is suggested that the municipal officials should be provided with training and there should be an implementation of housing policies.
- There still a huge backlog and poor provision of housing at Lambani community. Therefore, the municipality should consider the inputs of community stakeholders to be able to provide houses.
- Most of the participants revealed that lack of houses hinders the education of their children and also contributes to crime rate.
- Therefore, it is suggested that the municipality should involve members of the community in the provision of houses or services that affect the community and that there should be an improvement in consultation.
- The municipality should be able to capacitate its officials and there should be a good working relationship between municipalities and community members. There should be awareness.

5.4 RECOMMENDATIONS ON THE CHALLENGES OF THE STUDY

In this section the researcher recommends the strategies that can be used to improve the provision of houses by municipalities in the communities, which are based on the findings of the study. The research is based on the research questions of the study which are the challenges of the provision of houses by Thulamela Local Municipality at Lambani community, the roles of Thulamela Local Municipality in the provision of houses, the current state of house provided by Thulamela Local Municipality at Lambani community, the consequences of poor provision of houses at Lambani community, the strategies that can be used to improve the provision of houses by Municipality in the communities.

5.4.1 Recommendations on the challenges facing Thulamela Local Municipality in the provision of housing

The research study recommends that that there is a need for municipality to provide enough funds and information about the budget allocation. It was found that municipal officials do not receive training regularly in order to implement IDP, which assists in the provision of houses at Lambani community. There is still a need for the municipality to regularly train its officials in order to implement the IDP. The study revealed that the municipality must capacitate its officials to implement housing policies at municipality level. The study findings show that there is of lack of

training to capacitate municipality officials with housing policies and that community stakeholders do not have a good working relationship with the municipality. It was found that the municipality should maintain good working relationship with the community stakeholders so that they can provide houses. It was found that most of the participants were of the same view that there is poor working relationship between the municipality and the community stakeholders and that it jeopardizes the provision of houses in the communities. The research discovered that there is good communication between the municipality and traditional leaders.

5.4.2 Recommendations on the role of Thulamela Local Municipality in the provision of houses

It was found that the municipality's role is to provide housing to the community stakeholders. The researcher suggests that the municipal officials as well as community members should be made aware that the role of the municipality is to provide housing to the community stakeholders. It was found that the municipality does involve community stakeholders during decision making process relating to the provision of houses. The municipality should encourage active involvement of community stakeholders in decision making process. This suggests that the municipality should encourage community members to participate in IDP and there is still a need of IDP awareness. The study suggests that the community stakeholder's views and inputs should be considered and that there should be consultations so that the municipality can explore the methods of housing provision. The respondents in this study do know and understand the role of the municipality although there are a few who disagreed that they know. It was found that the municipality should conduct awareness to community members and make them to be aware of its role. The research study found that the municipality does involve community stakeholders during decision making process relating to the provision of houses. It was discovered that the municipality should encourage active involvement of community stakeholders in decision making processes.

5.4.3 Recommendations on the current state of housing provided by Thulamela Local Municipality

The research study suggests that the municipality should involve community members in the provision of houses at Lambani community. It was found that the municipality is doing enough to address the housing demand at Lambani community. This suggests that there still a need for the municipality to address housing demand at Lambani community. It was discovered that the municipality should communicate with the community members so that they may be aware of where to lodge complaints about the housing provision. It was found that there is no

communication between the community members and the municipality. The research study recommends that there should be communication and community awareness regarding the provision of houses. The research study shows that there is a need for community stakeholders to play a significant role in the provision of houses at their communities.

5.4.4 Recommendations on the consequences of poor provision of houses at Lambani community

The study found that the provision of housing promotes childhood development and the researcher recommends that there should be awareness of provision of housing and its role in childhood development. The municipality should ensure that they promote the access to housing so that community members can attain education. The researcher found that there is a need for the community members to be educated about the role of the municipality in reducing crime rate at Lambani community by providing housing. The study found that the municipality should provide service delivery in the form of provision of housing to avoid community protests. This shows that the municipality should have resources to avoid backlogs of housing at Lambani community.

5.4.5 Recommendations on the strategies that can be used to improve the provision of houses by municipalities in the communities

The study found that there is no transparency and fairness in the provision of houses in the communities. The researcher noted that there is a need for transparency and fairness in the municipality. It was found that many people are not aware of the role of political parties in the promotion of service delivery. The municipality should encourage public meetings so that people can get information about their political roles. The study found that the municipality prioritizes the housing beneficiaries when allocating houses to the community. The researcher discovered that the community members are involved in matters that relate or affect the housing provision. The study found that there is lack of knowledge related to housing policies. It was discovered that community members should be encouraged and provided with information regarding the housing policies. The community stakeholders should also play a role in policymaking for houses. It was found that there are no control measures to ensure proper housing in the community. The researcher recommends that there should be clear control measures and good governance. The researcher suggests that there should be consultations between the community members on IDP. It was discovered that there should be an implementation of public participation in municipalities.

5.5 RECOMMENDATIONS ON THE PRINCIPLES OF PUBLIC MANAGEMENT

The following are the recommendations based on the principles of public management:

5.5.1 Control

Control means that there must be set aims, according to policy statements that outline future goals. Control measures include reporting on the outcome of set goals and auditing the Department of Local Government and Housing. Responsibility and accountability must be enforced so that the municipal officials can account. The municipality must have anti-corruption unit to avoid theft. The performance of officials must be regularly evaluated through performance management.

5.5.2 Organizing

Organizing refers to planning something. There should be good working relationship between the municipality and community members. Public meetings such as *Imbizo* must be conducted. IDP should be communicate and consultations with the community members should be made to make them aware of any development.

5.5.3 Financing

Financing is a comprehensive function. The municipality should emphasise the need for appropriate financial systems and procedures. Municipality officials should ensure that there is transparency and accountability in management. There should be a proper budget in the municipality.

5.5.4 Human Resource Management

The municipality must employ well-educated people with relevant qualifications. Municipalities must employ competent people with passion for working with communities. The IDP office must be manned with well qualified people who are able to promote IDP in the communities.

5.6 RECOMMENDATIONS FOR FUTURE RESEARCH STUDIES

The main aim of the study was to investigate the challenges facing Thulamela Local municipality in the provision of houses at Lambani community. The research study was conducted at Vhembe District in Limpopo Province. The following are the recommendations for further research studies which are based on the findings of the study. It is recommended that the municipal officials should be trained on service delivery. This study suggests that further research should be conducted to

explore the impact of decisions made by COGHSTA in the provision of RDP houses. There is still a need for attention by municipalities and responsible stakeholders to provide good governance. It was discovered that there is poor consultation and communication. Therefore, it is recommended that the municipality should have effective and efficient involvement of community members and other stakeholders. The researcher suggests that the same research should be conducted in other municipalities with the same topic to get more information about the challenges facing municipalities in the provision of houses.

5.7 LIMITATIONS OF THE STUDY

The time for commencement of the study has delayed waiting for letter for requesting permission to conduct research in the municipality since it has to be authorised by the Municipal manager .The issue of time has delayed this study because the researcher intended to include the Municipal Manager in the research study. Unfortunately, he was nowhere to be found and it took a month for questionnaires to be completed by the Housing staff in the municipality. The members selected for the purpose of the study refused to be interviewed, all indicating that one individual could represent the whole department of housing. This has affected the validity of the information that has been provided. Some of the respondents who occupied certain positions were constantly busy and unavailable, thus it was difficult to get hold of them. The researcher does not have a work-study or bursary and had to utilize own money for purchasing stationery and paying for transport and that delayed data collection.

5.8 CONCLUSION

The study was about the challenges facing Thulamela Local municipality in the provision of houses at Lambani community. This study consists of five chapters; the first chapter is the introduction and the background of the study. The background of the study indicated that housing provision is major challenge in South Africa. Community members find it difficult to receive houses since they were discriminated against due to corruption and nepotism. This chapter also focused on the aim of the study and specific objectives of the study with critical research questions. The significance of the study, delimitation of the study, preliminary literature review, definitions of operational concepts were also discussed. The organization of the study was provided in the chapter.

The second chapter reviewed the literature which was relevant to the challenges facing Thulamela Local Municipality in the provision of houses at Lambani community. The chapter presented the following themes; Theoretical framework on housing focusing on development theory. Further,

the researcher discussed the historical background of housing in South Africa. The researcher presented the role of municipalities in the provision of housing. The specific emphasis in this chapter was the legislative framework that regulates provision of houses in South Africa. The researcher further presented challenges facing municipality in the provision of houses. This chapter also presented the empirical evidence of houses in Thulamela Local Municipality. The researcher presented the mechanisms to address the provision of houses in South Africa.

The third chapter presented the research methodology. In the research study, the researcher discussed the research methodologies that were followed when investigating the challenges facing Thulamela Local Municipality in the provision of houses. The researcher used descriptive study for research design. The researchers used mixed methodology. This study focused on Limpopo Province. The research study was conducted in Vhembe district focusing in Thulamela local municipality, Lambani Community. Lambani community is predominantly occupied by Venda speaking people. Non-probability sampling technique and its sub-type of purposive sampling method was used. The researcher used two methods of collecting data which are; questionnaire and interview. The ethics in research were considered.

In the fourth chapter, the researcher presented the data, interpretation and analysis of data collected from the sampled group. The chapter is divided into two sections; analysis of data collected through questionnaires and analysis of collected through interviews. The data was collected in quantitative and qualitative methods which included questionnaires and interviews, from the respondents. The information collected from responses were presented in a tabular form followed by brief synthesis of the findings and the responses to the interview items were presented in a narrative form followed by a brief synthesis of the findings.

The last chapter presented the major research findings, synthesis of the study, recommendations of the study, recommendations on principle of public administration, recommendations for future research studies, limitations of the study and conclusion. The researcher presented the major findings of the study which focuses on four specific objectives of the research study. The synthesis of the study was presented on the findings of research study from the research questionnaires and interviews. The study revealed that the municipality has enough funds to provide houses. It was found that they have no capacitated officials to implement housing policies at the municipality. The study found that the community stakeholder does not have good working relationship with the municipality. It can be concluded that there is still a need to improve service delivery in the provision of houses.

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PERMISSION LETTER TO CONDUCT THE STUDY FROM UNIVERSITY OF VENDA

SCHOOL OF MANAGEMENT SCIENCES
OFFICE OF THE DEAN

To : Municipal Manager
: Manager: Department of Housing
: Tribal Authority
: Ward Council

03 May 2019

REQUEST FOR PERMISSION TO COLLECT DATA FOR MASTER OF PUBLIC MANAGEMENT (MPM) STUDIES OF MRS. Z.M NDOU - STUDENT NUMBER: 11590669.

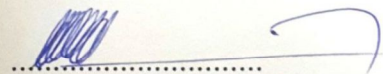
The above matter refers.

We hereby wish to confirm that Mrs. Z.M Ndou (Student Number: 11590669), is a registered student for Mater of Public Management (MPM) at the School of Management Sciences, University of Venda. The student is researching on the following topic: **“Challenges facing Thulamela Local Municipality in the provision of Housing at Lambani Community”**. In order for her to complete her studies, we request your Municipality/Institution to provide her with the information that she might need for her study project. As an Institution of Higher Learning, we believe that the research she is undertaking will yield the results that might also assist your Municipality/Institution. We therefore encourage your Municipality/Institution to assist her with the necessary information that will be collected through questionnaires and interviews .We undertakes that the information that will be provided to him will be solely used for this study.

We hope that you find this to be in order and therefore, anticipate your assistance. If any queries, please feel free to contact me at Cell: 073 644 6301 or Email: Ephraim.Mahole@univen.ac.za



Dr. E Mahole
Supervisor: Public and Development Administration



Prof. A Kadyamatimba
Dean: School of Management Sciences



University of Venda

SCHOOL OF MANAGEMENT SCIENCES
PRIVATE BAG 3505, THOHYANDOU, 0950,
LIMPOPO PROVINCE, SOUTH AFRICA
TELEPHONE 015 962 8707 / 015 962 8869 / 015 962 8706
FAX 015 962 4749

ANNEXURE B

PERMISSION LETTER TO CONDUCT THE STUDY FROM THULAMELA LOCAL MUNICIPALITY



Private Bag X5066
Thohoyandou
0950
Limpopo Province
Tel: 015 962 7500
Fax: 015 962 4020

Ref : 4/3/4/1
Enquiries : Mabasa N.H
Tel : 015 962 7514
Fax : 015 962 4020

To : Mrs. Z.M Ndou
From : THULAMELA MUNICIPALITY
Date : 18 JUNE 2019

Subject : PERMISSION TO CONDUCT RESEARCH AT THULAMELA MUNICIPALITY

1. The above matter refers.
2. Kindly note that permission to conduct research has been granted.
3. Contact Human Resources Section for more information.
4. Hoping that this will meet your favourable considerations.


MUNICIPAL MANAGER: MALULEKE H.E

THULAMELA MUNICIPALITY



ANNEXURE C

PERMISSION LETTER TO CONDUCT THE STUDY FROM LAMBANI TRIBAL COUNCIL

LAMBANI TRADITIONAL COUNCIL

Ref: 1/2/

P.O.Box 19

Enq: Lambani T.N.

MUTHATHI

Cell: 0722630256

0976

14 July 2019

CONFIRMATION OF PERMISSION TO CONDUCT A RESEARCH AT LAMBANI AREA BY NDOU
ZWIDOFHELANGANI MARLYN STUDENT NO: 11590669

The above matter bears reference

Lambani Traditional Council under the Chairmanship of Tshidino Patrick confirms that NDOU
ZWIDOFHELANGANI MARLYN of student no: 11590669 is a subject of Chief Lambani.

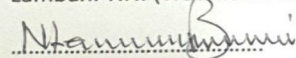
Permission has been granted to her on conditions that all ethical principle of conducting
research is adhered to by the student.

It will be a pleasure if on completion of her study; a copy of the findings is submitted to the
Tribal council for recording purpose

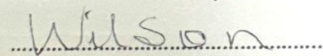
Hoping your office will find everything in order

Yours Faithfully

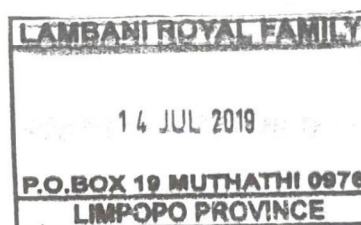
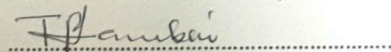
Lambani T.N. (Traditional secretary)



Ramukhadi Wilson (Executive Member)



Lambani Tshidino Patrick (Traditional council Chairperson)



ANNEXURE D

LETTER TO PARTICIPANT

Enquiries: Ndou Z.M

Cell: 079 177 2177

Email: ndoumaryln@gmail.com

P.O. Box 188

TSHAULU

0987

26 May 2019

Dear Sir/Madam

I, Ndou Zwidofhelangani Marlyn, am registered student at University of Venda pursuing a Master's Degree of Public Management. My research topic is titled "**Challenges facing Thulamela Local Municipality in the provision of houses at Lambani community**".

I humbly request you to participate in my research project. I would be most grateful if you would help me with this part of my research project by completing the inventory. All the participants in this research will remain anonymous and their responses will be treated with confidentiality.

In anticipation, please accept my sincere appreciation for your willingness to assist me.

Yours faithfully

NDOU ZWIDOFHELANGANI MARLYN
STUDENT NUMBER: 11590669

ANNEXURE E

PARTICIPANT CONSENT FORM

I,, agree to participate in the research study, titled “**Challenges facing Thulamela Local Municipality in the provision of houses at Lambani community**”. By signing this consent form you indicate that you understand the information provided to you by the researcher regarding the study, your question about the research has been answered to your satisfaction and you voluntarily agree to participate in this study. A copy of this signed consent form can be provided upon request

- The study aims at investigating the challenges faced by Thulamela Local Municipality in the provision of houses at Lambani community.
- The information that the participants will provide will be solely used for the purpose of the study
- Participation in this study is voluntary and that participant can withdraw anytime without any penalty if I feel like doing so.
- Participants name(s) will not be included in instrument and your answers will remain confidential.

For more information, participant can contact my Dr. E Mahole Supervisor at 015 962 8145 or Email to: Ephraim.Mahole@univen.ac.za.

Participant signature

Date

ANNEXURE F

REQUEST TO CONDUCT THE RESEARCH STUDY LETTER

P.O.BOX 188

TSHAULU

0987

24 May 2019

THE MANAGER

Thulamela Municipality

Thohoyandou

0950

Dear Sir/Madam

REQUEST TO CONDUCT A RESEARCH PROJECT AT THULAMELA LOCAL MUNICIPALITY.

I, Ndou Zwidofhelangani Marlyn, am a registered student with the University of Venda. I am pursuing a Master's Degree in Public Management. To fulfil the requirements of my Degree I have to conduct a research project in the municipality. The topic of my research is **"The Challenges facing Thulamela Local Municipality in the provision of houses at Lambani community"**.

I hereby write this letter in order to request for permission to conduct the interviews and distribute questionnaires at the municipality. The study is further intended to investigate the challenges faced by Thulamela Local Municipality in the provision of houses as well as recommends the strategies that can be used by the Thulamela Municipality to enhance the provision of housing.

I will be very grateful if the permission could be granted and thanking you in anticipation.

Yours faithfully.

NDOU ZWIDOFHELANGANI MARLYN
STUDENT NUMBER: 11590669

RESEARCH INSTRUMENT - QUESTIONNAIRE

CHALLENGES FACING THULAMELA IN THE PROVISION OF HOUSES AT LAMBANI COMMUNITY

The study is about the challenges facing Thulamela Local Municipality in the provision of houses at Lambani community. This is an opportunity for you to take part in the study by completing the following statements. There is no right or wrong answer. Please assist by answering the following questions.

SECTION A: PERSONAL DETAILS OF RESPONDENT

1. Gender of respondent

Male	1
Female	2

2. Age of respondent

Less than 21 Years	1
22 to 30 Years	2
31 to 40 Years	3
41 to 50 Years	5
51 Years and Older	5

3. Position of the respondent

Manager of Department of Housing	1
Department of Housing Staff	2
Municipal Manager	3
IDP Manager	4
IDP Staff	5
Ward Councillor	6
Traditional Leader	7
Headman/Women	8
Community Development Workers	9
Civic Chairperson	10
Selected Community members	11

4. Educational Qualifications of respondent

Never attended	1
Grade 11 and below	2
Grade 12	3
Diploma/Degree	4
Honours/ B-Tech	5
Masters/ M-Tech	6
PhD/ D-Tech	7

5. Language/Tribe

Tshivenda	1
Xitsonga	2
Other (Specify).....	3

SECTION B: CHALLENGES FACING THE MUNICIPALITY IN THE PROVISION OF HOUSES

Item No.	Challenges facing Thulamela Local Municipality in the provision of houses.	Place an X in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
6.	The Municipality have enough funds to provide houses at Lambani Community.	1	2	3	4	5
7.	Municipal officials receive training regularly in order to implement the IDP.	1	2	3	4	5
8.	There are capacitated officials to implement housing policies at the Municipality.	1	2	3	4	5
9.	Community stakeholders have a good working relationship with the Municipality.	1	2	3	4	5
10.	Traditional leaders provide land to the Municipality to provide houses to the community.	1	2	3	4	5

Item No.	The role of local Municipality in the provision of houses.	Place an X in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
11.	The Municipality's role is to provide housing to the community stakeholders.	1	2	3	4	5
12.	Community stakeholders are involved during decision making of houses.	1	2	3	4	5
13.	The Municipality encourage community members to participate in IDP process.	1	2	3	4	5
14.	Community stakeholders' inputs are taken into considerations by the Municipality.	1	2	3	4	5
15.	Municipality provide houses to disadvantaged community members.	1	2	3	4	5

Item No.	The current state of housing provided by Thulamela Local Municipality.	Place an X in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
16.	The Municipality is satisfied with the housing provision at Lambani community.	1	2	3	4	5
17.	The Municipality is doing enough to address the housing demand at Lambani community.	1	2	3	4	5
18.	Community members know where to lodge complain related housing at the municipality.	1	2	3	4	5
19.	Adequate information about housing provision is communicated to community members.	1	2	3	4	5
20.	Community stakeholders play a significant role in the provision of houses at Lambani community.	1	2	3	4	5

Item No.	Consequences of poor provision of houses at Lambani community.	Place an X in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
21.	The provision of housing at Lambani promotes childhood development.	1	2	3	4	5
22.	Educational attainment is promoted by the access to housing.	1	2	3	4	5
23.	There is low crime rate at Lambani community due to the access of housing.	1	2	3	4	5
24.	Community protests for service delivery affect the municipality on the provision of housing.	1	2	3	4	5
25.	Backlogs of housing demands affect the municipality ability to provide houses at the communities.	1	2	3	4	5

Item No.	Strategies that can be used to improve the provision of houses by Municipalities in the communities.	Place an X in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
21.	There is transparency and fairness in the provision of housing to the communities.	1	2	3	4	5
22.	Political differences at the municipality promote the provision of houses at the communities.	1	2	3	4	5
23.	The municipality prioritize the housing beneficiaries when allocating houses at the community.	1	2	3	4	5
24.	The municipality have policies that address the provision of housing to the community.	1	2	3	4	5
25.	There are control measures to ensure proper housing provision at the community.	1	2	3	4	5
	Community members are aware of IDP meetings.	1	2	3	4	5

THANK YOU FOR YOUR CONTRIBUTIONS

RESEARCH INSTRUMENT - INTERVIEW SCHEDULE

CHALLENGES FACING THULAMELA LOCAL MUNICIPALITY IN THE PROVISION OF HOUSES AT LAMBANI VILLAGE

The study is about the challenges facing Thulamela Local Municipality in the provision of houses at Lambani community. This is an opportunity for you to take part in the study by completing the following research statements. There is no right or wrong answer. Please assist by answering the following questions:

SECTION C: BIOGRAPHICAL DETAILS OF PARTICIPANT

1. Gender of participant

Male	1
Female	2

2. Age of participant

Less than 21 Years	1
22 to 30 Years	2
31 to 40 Years	3
41 to 50 Years	5
51 Years and Older	5

3. Position of the participant

Manager of Department of Housing	1
Department of Housing Staff	2
Municipal Manager	3
IDP Manager	4
IDP Staff	5
Ward Councillor	6
Traditional Leader	7
Headman/Women	8
Community Development Workers	9
Civic Chairperson	10
Selected Community members	11

4. Educational Qualifications of participant

Never attended	1
Grade 11 and below	2
Grade 12	3
Diploma/Degree	4
Honours/ B-Tech	5
Masters/ M-Tech	6
PhD/ D-Tech	7

5. Language/Tribe of participant

Tshivenda	1
Xitsonga	2
Other (Specify).....	3

SECTION D: CHALLENGES FACING THE MUNICIPALITY IN THE PROVISION OF HOUSES

6. What are the challenges facing Thulamela Local Municipality in the provision of houses?

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6.1. What are the causes of housing provision challenges encountered by Thulamela Local Municipality?

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7. What is the role of Thulamela Local Municipality in the provision of houses?

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8. What is the current state of houses provided by Thulamela Local Municipality at Lambani community?

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9. What are the consequences of poor provision of houses at Lambani community?

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10. What are the strategies can be used to improve the provision of houses by Municipality in the communities?

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THANK YOU FOR YOUR CONTRIBUTIONS

EDITORIAL LETTER

SCHOOL OF HUMAN AND SOCIAL SCIENCES

18 December 2019

TO WHO IT MAY CONCERN

Sir/Madam

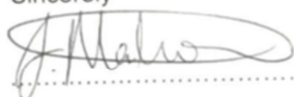
This serves to confirm that I have proof-read Ms. Z.M. Ndou's research project titled, "**Challenges Facing Thulamela Local Municipality in the Provision of Houses at Lambani Community**"

The proof-reading entailed editing some parts of the document; for example, to avoid wordiness, redundancy, sub-dividing sentences, and so on, to make the document more understandable.

However, I have not tampered with the content of the document, except where this constituted repetition or made the document confusing.

The research project is presently ready for examination.

Sincerely



Mr. F. Mahori

Lecturer

Department of English



University of Venda

UNIVERSITY OF VENDA

PRIVATE BAG X5050, THOHOYANDOU, 0950, LIMPOPO PROVINCE, SOUTH AFRICA
TELEPHONE (015) 962 8299
E-mail: Freddy.mahori@univen.ac.za

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