

**IMPLICATION OF COMMUNITY PROTESTS ON INFRASTRUCTURE
DEVELOPMENT IN LOCAL GOVERNMENT: A CASE STUDY OF GREATER
TZANEEN LOCAL MUNICIPALITY, LIMPOPO PROVINCE**

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DISSERTATION

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DECLARATION

I, **MODIBA KONGKONG MARIA**, student number 11625353 declare that the research titled - **IMPLICATION OF COMMUNITY PROTEST ON INFRASTRUCTURE DEVELOPMENT IN LOCAL GOVERNMENT: A CASE STUDY OF GREATER TZANEEN MUNICIPALITY, LIMPOPO PROVINCE** - hereby submitted by me for the degree of Masters in Public Administration, at the University of Venda has never been previously submitted for any degree in this institution or any other university, and that it is my own work, designed and executed by me, and that all reference materials contained therein have been duly acknowledged.



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DEDICATION

I dedicate this dissertation to my two boys; they have been the source of my inspiration. There were times where situations and circumstances almost forced me to quit but for their sake I persevered till the end. Knowledge is life and only those who are willing, persevere till the end but coward quits. Education determines your future; times change and only those who are willing to study will survive. I made it despite all odds, to set an example that they too can also make it; with the right guidance, determination and passion they are sure to succeed.

ABSTRACT

The prevalence of community protest is one of the burning issues in South Africa. Communities protest for various reasons but most commonly they are for service delivery concerns with the hope of attracting the attention of government officials and politicians. The study is about the implication of community protest on infrastructure development in local government. Communities decide to protest violently as a way of making their grievances heard by the municipality. There is a Chinese idiom that says “when you open the window for fresh air to come in, flies enter too”. In the process of protest, criminal activities take place; for instance, shops owned by foreign nationals are looted by protestors; school kids are deprived of their constitutional right to education and state infrastructure such as schools, clinics, hospitals and other government facilities are burned or damaged. Not all violent protests, however, are about poor service delivery by the municipalities but also shortfalls, holistically, from government.

The study applied a mixed method approach in order to get in-depth information from the respondents. Data was collected through observations, interviews and questionnaires. Sixty respondents answered the questionnaires and ten participants answered the interview questions. The interviews were conducted face-to-face, while the questionnaires were distributed to the municipal officials on door-to-door bases. Questionnaires were collected once the respondents had completed them.

MAJOR FINDINGS OF THE STUDY ARE:

- that most respondents at 37 (62%) *Strongly Agreed* that vandalism and burning state property is a criminal offence.
- that 34 (57%) of participants *Strongly Agreed* that burning and vandalism of infrastructure slow down development.
- that the majority of participants A,B,C,E,F,G,H,I and J are of the same view that community protests have a negative impact on infrastructure development because protestors tend to burn, loot and vandalise state properties.
- that strategies that can be used to address the issue of looting or vandalising state infrastructure during protest, include, government not waiting for the

public to protest in order to provide services but that officials should regularly ascertain areas of service needs and attend to them.

RECOMMENDATION FROM THE STUDY:

The study indicates that vandalism, looting and the burning of state property is a criminal offence. Those protestors who are caught in the act of burning and vandalizing state property, must be arrested and denied bail because destroying or damaging state property is a criminal offence and such acts cannot be tolerated; vandalism and burning of infrastructure slow down development. From the findings the researcher suggests that protestors must stop burning, looting and vandalizing infrastructure, rather they must go to the institution or department concerned and picket outside until they get the answers or services they are looking for; destroying infrastructure is not a solution, rather it hinders the very development that the communities are urgently seeking for. It should be emphasized to the communities that when a community becomes developed, employment opportunities increase, services are easily accessible, the economy grows and the wellbeing of the community gets uplifted.

The statistics revealed that lack of infrastructure has a negative impact on development and the economy of the country. Infrastructure contributes a great deal to development, job creation and Gross Domestic Products (GDP) of the country, therefore, it is crucial that it gets much funds from treasury. Infrastructure and service delivery projects must be monitored from the scratch by competent experts to avoid mismanagement of state resources and substandard work. Infrastructure enables service delivery to be effective and efficient, hence, has the ability to impact positively on community development. In addition, it is recommended that, municipal officials, politicians and government department must perform their tasks and stop making promises which cannot be met. The researcher urges the municipality to meet the needs of the communities and if there are some difficulties, they must be updated to prevent violent protests.

ACRONYMS/ABBREVIATIONS

ACLED	Armed Conflict Location and Event Data
AIDS	Acquired Immune Deficiency Syndrome
ANC	African National Congress
ATM	Automatic Teller Machine
COGTA	Cooperative Governance and Traditional Affairs
DBSA	Development Bank of South Africa
GDP	Gross Domestic Products
GTM	Greater Tzaneen Municipality
HIV	Human Immune Virus
IBM	International Business Machinery
IDASA	Institute for Democratic Alternative in South Africa
IDP	Integrated Development Programme
IRIS	Incident Registration Information System
MDB	Municipal Demarcation Board
MDG	Millennium Development Goal
NEPAD	New Partnership for Africa's Development
NDP	National Development Plan
NP	National Party
PMS	Performance Management System
PRCP	Police Recorded Community Protest
SA	South Africa
SABC	South African Broadcasting Corporation
SAISS	South African Institute for Security Studies

SALGA	South African Local Government Association
SANCO	South African National Civic Organization
SANRAL	South African National Roads Agency Limited
SAPS	South African Police Service
SDG	Sustainable Development Goals
SOE	State Owned Enterprises
SIP	Strategic Integrated Projects
SPSS	Statistical Product and Service Solutions
RDP	Reconstruction Development Programme
TV	Television
UNDP	United Nations Development Programme
WRC	Water Research Commission

TABLE OF CONTENT

Contents	Page Numbers
Declaration	i
Acknowledgements	ii
Dedication	iv
Abstract	v
Acronyms/Abbreviations	vi
Table of content	ix
List of table	xvi
Chapter 1	1
Introduction and Background of the study	1
1.1 Introduction	1
1.2 Background of the study	2
1.3 Problem statement	3
1.4 Aim of the study	5
1.5 Specific objective of the study	5
1.6 Critical research questions	5
1.7 The significance of the study	6
1.8 Delimitation of the study	6
1.9 Definition of operational concepts	7
1.10 The organization of the study	9
1.11 Conclusion	10
Chapter 2	11
Literature review: Conceptualisation of community protest	11

2.1 Introduction	11
2.2 Theoretical framework on implication of community protest.....	11
2.2.1 The relevance of frustration aggression theory	12
2.2.2 Governance framework	13
2.3 Socio-economic factors that influence community protest	16
2.3.1 Poverty	17
2.3.2 Crime	17
2.3.3 Unemployment	18
2.4 Causes of service delivery protest	19
2.4.1 Lack of institutional capacity.....	19
2.4.2 Lack of accountability.....	20
2.4.3 Mismanagement of funds.....	20
2.4.4 High level of corruption.....	21
2.4.5 Lack of community engagement in decision-making processes.....	23
2.4.6 Dissatisfaction with the quality of services rendered	25
2.4.7 Cadre deployment	26
2.5 Municipal role on the provision infrastructure service	27
2.6 Community perception towards protest	30
2.7 The role of police during community protest	31
2.8 Reasons for vandalism or burning down of state infrastructure	33
2.9 Governance challenges in providing quality services in South Africa	34
2.10 Challenges of community protest and infrastructure development	35
2.10.1 Slow down community development	35
2.10.2 Promote crime	37

2.10.3 Create backlog on service delivery	37
2.10.4 Deprive children's right to education	38
2.11 The impact of community protest	39
2.11.1 Socio-economic impact of community protest on infrastructure	39
2.11.2 The impact of community protest on infrastructure development	40
2.11.3 The impact of community protest on development	42
2.12 Strategies that can be used to address the problem of vandalism of state infrastructure during community protest	43
2.12.1 Curbing corruption and promoting financial compliance	44
2.12.2. Accountability and transparency	44
2.12.3 Public participation	46
2.12.4 Capacity building	47
2.13 Empirical evidence of vandalized infrastructure during community protest at Greater Tzaneen Municipality	48
2.14 Legislative framework on service delivery and community protest	51
2.14.1 Constitution of the Republic of South Africa Act, 1996	52
2.14.2 Regulation of Gatherings Act, 205 of 1993	52
2.14.3 Local Government: Municipal Systems Amendment Act, 44 of 2003	53
2.14.4 Local Government: Municipal System Act, 32 of 2000	53
2.14.5 Local Government: Municipal Finance Management Act, 56 of 2003	54
2.14.6 White Paper on Transformation of Public Service Delivery, 1997	55
2.14.7 Integrated Development Programme (IDP) of 2000	56
2.15 The history of protest in South Africa	58
2.15.1 Service delivery and protest after apartheid era	58
2.15.2 Protest at Malamulele Township	59

2.15.3 Protest at Mokgoloboto village	60
2.16 Conclusion	61
Chapter 3	63
Research Methodology	63
3.1 Introduction	63
3.2 Research methodology	63
3.3 Research design	64
3.4 Study area	65
3.5 Population of the study	65
3.6 Sampling	66
3.6.1 Sampling methods	66
3.6.2 Sampling size	66
3.7 Data collection	67
3.8 Pilot study	69
3.9 Data analysis	70
3.10 Ethical considerations	72
3.10.1 Permission to collect data	72
3.10.2 Informed consent	72
3.10.3 Anonymity	73
3.10.4 Confidentiality	73
3.10.5 Voluntary participation	73
3.10.6 No harm to participants	73
3.11 Conclusion	74
Chapter 4	75

Data presentation, analysis and interpretation	75
4.1 Introduction	75
4.2 Analysis of data collected through questionnaire	75
4.2.1 Section A: Biographical details of respondents	75
4.2.2 Section B: Implication of community protest on infrastructure development in Local Government	78
4.1.2.1 Implication of community protest on infrastructure development in local government	78
4.2.2.2 Impacts of community protest on infrastructure development	85
4.2.2.3 Strategies that can be used to address the issue of looting or vandalising state infrastructure during protest	90
4.3 Analysis of data collected through interview	96
4.3.1 Question 1: What are the implications of community protest on the infrastructure development?	96
4.3.2 Question 2: What are the impacts of community protest on infrastructure development?	100
4.3.3 Question 3: What are the strategies that can be used to address the issue of looting or vandalising state infrastructure during protest?	103
4.4 Conclusion	107
Chapter 5	109
Findings, conclusion and recommendation	109

5.1 Introduction	109
5.2 Major findings of the study	109
5.2.1 The implications of community protest on the infrastructure development	109
5.2.2 The impacts of community protest on infrastructure development	111
5.2.3 The strategies that can be used to address the issue of looting or vandalising state infrastructure during protest	113
5.3 Recommendations of the study	115
5.3.1 Implications of community protest on the infrastructure development	115
5.3.2 Impacts of community protest on infrastructure development	117
5.3.3 Strategies that can be used to address the issue of looting or vandalising state infrastructure during protest.....	119
5.4 Recommendation for future studies.....	121
5.5 Limitation of the study.....	121
5.6 Conclusion.....	122
6. Reference.....	125
Appendix A: Letter to respondents.....	143
Appendix B: Informed consent	144
Appendix C: Questionnaire.....	145
Appendix D: Interview questions.....	150
Appendix E: Editorial letter	151
Appendix F: SAPS appointment letter.....	152
Appendix G: Permission letter from Nkuna Traditional Council.....	153
Appendix H: Permission letter from Greater Tzaneen Municipality.....	154

Appendix I: Permission letter from Bakgaga Ba-Maake	155
Appendix J: Permission letter from Batlhabine Traditional Council	156
Appendix K: Ethical clearance	157
Appendix L: Turnitin report	158

LIST OF TABLES

Contents	Page Numbers
Table 1.1 Sampling size.....	67
Table 4.1: Gender of respondents	75
Table 4.2: Age of respondents	76
Table 4.3: Position of respondents	77
Table 4.4: Educational qualification of respondents'	77
Table 4.5: Municipalities respond swiftly to the needs and grievances of the citizenry	79
Table 4.6: Community protest must be constitutional and without violence	80
Table 4.7: Lack of community engagement between the municipality and community at the grass root level is a merger cause of community protest	80
Table 4.8: Violent community protests yield positive result	81
Table 4.9: Community protests are clouded by xenophobic and criminal activities .	82
Table 4.10: Aftermath of community protest is felt most by the community members	82
Table 4.11: Vandalism of infrastructure hinders community development	84
Table 4.12: Burning and vandalism of infrastructure slows down development	84
Table 4.13: Unsustainable infrastructure has a negative impact on development and the economy of the country.....	85
Table 4.14: Infrastructure enables service delivery to be effective and efficient	87
Table 4.15: Infrastructure plays a pivotal role in the economy of the country	87
Table 4.16: Vandalism and burning of state property is a criminal offence	88

Table 4.17: Municipalities have difficulties in providing efficient services because of emerging burden to repair damaged infrastructure	88
Table 4.18: Fruitless expenditure and corruption impact negatively on the credibility of sustained infrastructure	89
Table 4.19: There are regulations put in place to ensure that contractors meet the service standard to deliver quality infrastructure	90
Table 4.20: There are policies adopted by government to regulate community protest	91
Table 4.21: System model can serve as crucial mechanism to tackle violent community protest	92
Table 4.22: The municipality endangers the life of community members by involving police during protests	93
Table 4.23: Regular consultation between municipality and the community can remedy community protest	93
Table 4.24: Government must place harsh measures on the perpetrators who vandalize and burn infrastructure	94
Table 4.25: Community engagement in the IDP process, from the start till the end can assist in addressing the issue of community protest	95

CHAPTER 1

INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 INTRODUCTION

The study investigates the implications of community protests on infrastructure development on local governments. According to the Municipal IQ report of (2009), a research by South African Institute for Security Studies (SAISS) at University of Cape Town (2017: 81) and scholars, such as Steyn (2015:1), since 2004, all provinces in South Africa have been experiencing violent community protests due to lack of service delivery. The South African Local Government Association (2015: 7), however, argues that not all protests are about service delivery but also due to socio-economic factors, such as high unemployment rate, crime and poverty. Powell (2012: 2) states that, local governments are at the grassroots level and are close to the community, hence, they contend with community protests, directly. Duncan (2009: 4), maintains that violent community protests have become a norm because people feel they are pushed to take such actions in order to be heard or to attract the attention of the authorities. In light of the above statement, it is of the utmost importance for government to fulfil its mandate and deliver quality services as promised. Attempts to address these concerns, include the RDP initiative, however, this has failed due to poorly-built houses, irregular awarding of tenders and mismanagement of funds by contractors. The RDP was replaced by the National Development Plan (NDP) which was received with great anticipation by delegates during 2012 Mangaung Conference. The NDP was headed by Trevor Manuel, the former Minister of Finance. The sole mandate of the NDP was to ensure that all South Africans have decent houses and to eradicate poverty and inequality by 2030 (The World Bank, 2008: 4).

The dawn of democracy in 1994 ushered some much-anticipated changes from the black communities which had been marginalised by the apartheid government. From 1994 till 2020, marking 26 years of democracy, the populace, however, feel that the government is failing to keep its promises. The former President of South Africa, Honourable Thabo Mbeki said on 27th April 2006, during the National Freedom day celebration at Kimberly Galeshwewe stadium while addressing the public ... “the issue of service delivery is very crucial because it is central to democracy the masses cannot enjoy freedom while many black South Africans do not have access

to clean water and sanitation, electricity and other services”. Mbeki furthermore indicated that in a democratic country, the citizenry has the right to voice out their concerns and opinion regarding burning issues they encounter on a daily basis but that must be done in a constitutionally appropriate manner. One of the sad things about violent protests is that, it affects also school kids who are then deprived of the right to education.

1.2 BACKGROUND OF THE STUDY

Powell (2012: 28) states that, the National Party 1948 election was infused with segregation and domination of Blacks and the ideology was legitimised, codified and enforced by the government. The National Party (NP) ideology of apartheid prevented black South Africans from receiving quality services as compared to their white counterpart. Apartheid was a social system which severely disadvantaged the majority of the black communities. It enacted the Group Areas Act in 1950 and the Bantu Self-Government Act in 1959 which created spatial patterns where Blacks were to stay in Bantustans where there was no electricity and water; this relocation was made forcibly to segregated and isolated townships (Powell, 2012: 28). These policies created a huge infrastructure backlog which the African National Congress (ANC) government had to address when it came to power. Managa (2012: 2) states that, the dawn of democracy encapsulated much anticipation by the masses as the citizenry looked forward to a better life. It has been 24 years now but there are still people who do not have access to clean water, sanitation, clinics, decent houses, hence, this extreme disappointment translates into rage and violent protests in all provinces of the country.

In the Municipal IQ report of (2009), the statistics reveal that service delivery protests started in 2004, picked up in 2005 and 2009. It gradually escalated from 2009 till today. The public is tired of promises; communities want government to deliver. Managa (2012: 2) is of the view that government officials and authorities only avail themselves to the public during elections and afterwards they do not care what the public is going through on a daily basis. Twala (2014: 159) concurs with Managa (2012) arguing that politicians raise the public’s expectations; in most cases they are unable to fulfil them after the elections, leaving the communities disappointed and agitated. The Reconstruction Development Programme houses, one of the promises

during the 1993 campaigns are not up to standard, resulting in many of them developing cracks. In a study conducted by South African Local Government Association (2015: 7), the findings showed that most community protests are about service delivery, uncaring and self-serving councillors and corrupt leaders in municipalities who enrich themselves through the abuse of the tender system. Booysen (2009: 128) asserts that, service delivery protests take place at the grass root level, but they are directed at national level, which has the responsibility to provide quality houses, land expropriation and restoring to its rightful owners and to create employment opportunities.

1.3 PROBLEM STATEMENT

Communities have lost hope in local governments when it comes to delivery of services as stated in a research conducted by the Institute for Security Studies and University of Cape Town (2017: 83); although, the delivery of some service is not the responsibility of municipalities (South African Local Government Association, 2015: 7). Masipa (2018: 2) contends that, the majority of black South Africans are the victims of poverty, unemployment and inequality which the country inherited from the dawn of democracy; the government's failure to attend to these challenges or fulfil its promises has forced communities to demonstrate their anger and discontent through protest actions. Violent community protests have become a norm because people feel these are the only actions which capture the government's attention (Duncan, 2009: 4). A study done by Sinwell (2009) demonstrated the severity of violent community protests; the incidents that took place at Westbury, Vuwani and Hermanus are evidence of this fact and also an indication that more research needs to be conducted to find amicable solutions to the problem of violent community protest.

The government of the day has adopted the Constitution of the Republic of South Africa in 1996 which aimed at regulating strikes, picketing and presentation of petitions. Chapter two (2) of the Bill of Rights enshrines the democratic rights of every citizen; Section 17 outlines that every person has the right to a peaceful and unarmed assembly, demonstrations, picketing and presentation of petitions. The Bill of Right under section 26 and 27, states that, everyone has the right to basic services, such as shelter, water, food, education, health care, social security and

information. Section 29 provides that everyone has the right to basic education and further education in institution of higher learning. Section 33(1) of the Chapter two Bill of Rights indicates that everyone has the right to administrative actions that are legal, reasonable and procedural. Section 152(1)(b) and (e) in the Constitution of the Republic of South Africa, 1996 indicates that local governments should provide basic services to communities in a sustainable manner and encourage the involvement of community members and community organisations upon approval of such services in the IDP. The Local Government Municipal System Act, 32 of 2000 Section 29 provides that municipalities must make it a point that they allow direct and indirect community participation regarding matters of the municipalities. The Local Government Amendment Municipal Systems Act, 2003 (Act 44 of 2003) regulates the provision of services either through internal or external mechanisms, the latter being municipal services' partnerships. Given all these policies, government still fails to deliver quality services to the poor and as a result communities protest and members, like learners are caught in the cross-fire when their schools are destroyed, thereby, their right to education gets violated by angry protestors seeking government attention.

These policies have been endorsed by government to address multiplicity of issues like, the problem of lack of service delivery, yet, violent community protests occur due to government not adhering to its own policies. Community protests are aimed at some legitimate causes, however, vandalism and looting of state property is a criminal offence and such behaviour cannot be condoned. SALGA (2015: 7) asserts that, community protest is not only caused by lack of service delivery but also socio-economic issues such as high rate of crime, high food prices, unemployment and population density. For instance, in 2015 South Africa experienced a spectacular "fees must fall" protests where university student across the country protested for free education in higher learning institutions. The ever-increasing violent community protests prompt one to ask serious questions like - *How many lives must be lost before government can attend to the needs of the community? How many infrastructures must be vandalised and looted before the municipality can deliver quality services needed by the masses?* This on-going lawlessness forces one to look for culprits - *Who is to be blamed for the loss of lives and burnt state infrastructures; is it the community or government?* Pregs Govender the Deputy

Chair of South African Human Right Commission noted that ... “it is often poor communities’ frustration of not being heard by government which led to voice their anger in the street” during the Water Research Commission (WRC) Seminar held on the 12 November 2015.

1.4 AIM OF THE STUDY

De Ploy and Gitlin (2015: 202), explain that a research aim is what the researcher intends to achieve through the study. The aim of the research study is all about what the researcher hopes to achieve by conducting a study, adds Arora, Donnelly and Trochim (2015: 210). The researcher’s aim for this study was to investigate the implication of community protest on infrastructure development and to come up with strategies that will address the issue of looting or vandalising of state infrastructure during protests. This investigation is an effort to better comprehend the complex circumstances around service delivery protest; to examine the governance of the municipalities, the communities’ perception on community protests and how the municipality should respond to such protests in Greater Tzaneen Municipality.

1.5 SPECIFIC OBJECTIVES OF THE STUDY

De Ploy and Gitlin (2015: 203) define research objectives as the scope, depth and overall direction of a study. Brynard, Brynard and Hannekom (2014: 201) concur with De Ploy and Gitling (2015) by stating that research objectives determine the scope and direction of a research. From the above definition one can conclude that research objectives are vital aspects of a study because it clearly outlines and comprises of a number of steps which address how a research aim can be achieved. The following specific objectives will ensure the realization of the aim:

- To articulate the implication of community protest on infrastructure development.
- To indicate the impact of community protest on infrastructure development.
- To come up with strategies that will address the issue of looting or vandalising of state infrastructure during protests.

1.6 CRITICAL RESEARCH QUESTIONS

Brynard *et al*, (2014: 201) define research question as a set of questions that stem from the aims and objectives that have to be answered by the research findings. De

Ploy and Gitlin (2015: 204) also maintain that, research questions emanate from research objectives and they seek to address the research problem. From the above definition it can be deduced that a research question is the central question of the study which can be addressed by the research findings. For this study, the researcher sought answers to the following questions:

- What are the implications of community protest on infrastructure development?
- What are the impacts of community protest on infrastructure development?
- What are the strategies that can be used to address the issue of looting or vandalism of state infrastructure during protests?

1.7 THE SIGNIFICANCE OF THE STUDY

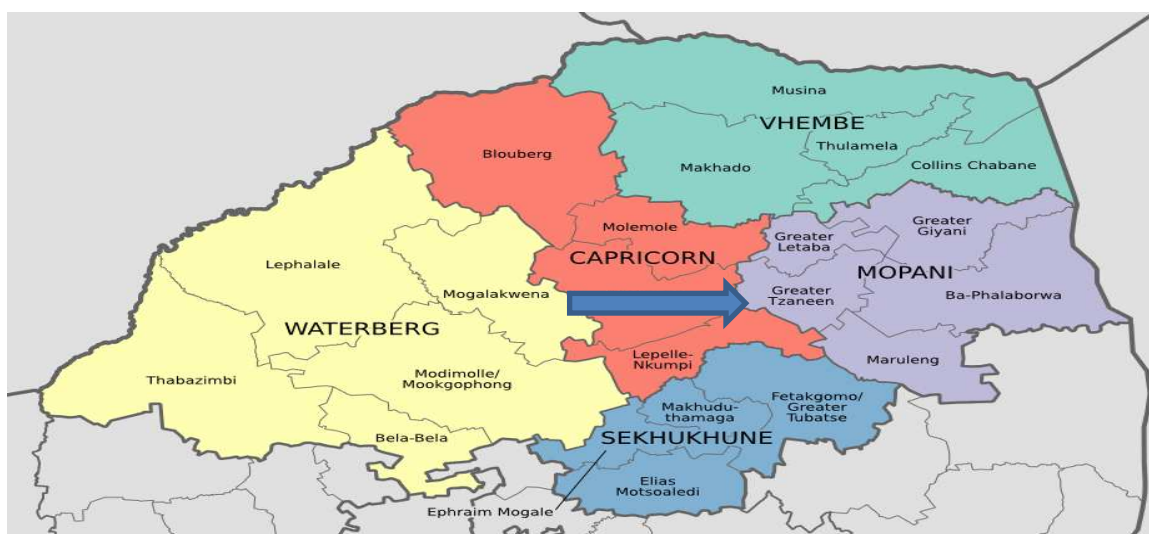
The study's findings are of significance because they will educate the community of Greater Tzaneen Municipality on how to make their views and opinions heard without destroying community infrastructure. The Municipality will benefit greatly from this study as the study will propose mechanisms which can be used to address the challenge of violent community protest. Traditional leaders will also benefit from this study because they will get to know and understand their role in ensuring peaceful and safe community protests. The researcher will benefit greatly from this study as she will acquire knowledge and have better understanding of community protests. The University will benefit as an academic institution that generates knowledge since the study will increase its research output as part of its strategic approach to research and innovation. An increment in research output will also have much bearing in the ranking of the University, nationally and internationally.

1.8 DELIMITATION OF THE STUDY

The study is based on the implications of community protests on the infrastructure development of Greater Tzaneen Local Municipality in Limpopo province. In terms of the Greater Tzaneen Municipality Integrated Development Programme (2018: 334) GTM is a Category B municipality situated at the Eastern quadrant of Limpopo Province, within the jurisdiction of Mopani District Municipality. The population of Greater Tzaneen Municipality is a mixture of Afrikaans, English, Pedi and Tsonga speaking people together with other racial groups including Indians, Somalians, Zimbabweans, Nigerians and Mozambicans. Greater Tzaneen Municipality has 125

villages under its capacity, namely, Tickyline Ga-Maake, Juliesburg, Mokgapeng, Burgersdorp, Lenyenye, Bridgeway, Sasekani, Wisani, Mokgoloboto, Thlabine Ga-Mogoboya, Kgapane, Nkowankowa, Mareveni, Letsitele, Born, Sedan, N'wamitwa, Mokwakwaila, Khujwana, Coache House, Flora Park, Aqua Park, Riverside, Georges Valley, Sekororo, just to mention few.

Figure 1.1: Map of Limpopo Province indicating Greater Tzaneen Local Municipality



(Source, Geographic Information System, 2018).

1.9 DEFINITION OF OPERATIONAL CONCEPTS

The following are clarifications of operational concepts of the study.

Community development: According to De Beer and Swanepoel (2012: 56) community development means to mobilise communities in line with state or institutional initiatives that are aimed at - alleviating poverty; solving social problems; strengthening families; fostering democracy and achieving modernization and socio-economic development. Flora, Flora, Spears and Swanson (1992: 24) define community development as the ability of its members to work together; working together can make a huge difference as communities would be able to address their shared needs, collectively. Mahole (2012: 48) views community development as a program that involves special matters in communities, such as health and welfare, agriculture, industry and fishery, as well as recreation and education. For the purpose of this study, community development is about the spirit of the community

working together aimed at improving the social, economic and environmental situation around them; this can be done by promoting the wellbeing of the people through job creation, poverty eradication and bringing services closer to the people.

Community: According to Somerville (2011: 24) a community refers to a group of people who share common interest and experience the same societal problems. A community shares cultural heritage, language, beliefs or common interest (Swanepoel and De Beer, 2006: 46). For the purpose of this study, a community can be defined as a geographical area consisting of many households sharing the same values, belief, culture and societal problems.

Development: Development, according to Todaro and Smith (2003: 792) is a process of improving the general welfare of the citizenry through three developmental core aspects. Firstly, it increases the level of living through food consumption, health facilities, education, economic growth and agricultural activities. Secondly, it uplifts individuals' self-esteem through participation in social, political and economic matters giving them a sense of pride and belonging. Furthermore, development helps to establish, legal, political, economic and social institutions which will promote human dignity and equality. Lastly, it enhances people's freedom of choice that would enable them to choose amongst a variety of goods and services. From the above definition, it can be concluded that development is about transforming rural communities by making services easily accessible at the grass root level and creating employment opportunities.

Infrastructure: Nijkamp, Stimson and Stough (2011: 88) refer to infrastructure as public capital or public institutions such as schools, hospital, road, sewerage system. Esfahani and Ramirez (2003: 28) define infrastructure as the basic structure of an organization or a system considered as determinants of organizational growth. For the purpose of this study, infrastructure refers to basic facilities and installations, such as houses, road, train stations, power stations, hospitals, schools, prisons and others which ensure that the government or community services run effectively.

Community Protests: These, according to Karamoko and Jain (2011: 3) are occasions when communities demonstrate dissatisfaction with the authorities over issues, such as the pace and quality of service delivery by their municipalities. These protests can take many forms, such as destroying state infrastructure, for example,

through barricading road with burning tyres. Alexander, Runciman, Ngwane, Moloto, Mokgele and Van Staden (2018: 28) define community protest as a situation wherein collective demands are raised, in a non-peaceful manner, by a geographically-defined and identified community. For the purpose of this study community protest refers to violent actions of the citizenry to make their grievances heard by government.

Protest: These are acts of unrest directed at state institutions or politicians in reaction to dissatisfaction or to contest or influence their decision-making; it is, thus, a way of participation without implementing direct channel of consultation and debate (Brown, 2015: 17). Alexander *et al.*, (2018: 28) note protests as popular form of mobilisation in support of collective grievances by communities. Protest in terms of this study is a violent and malicious way of communities to make the government respond, effectively, to their demands.

1.10 THE ORGANISATION OF THE STUDY

This section provides the organization of the study.

Chapter 1: Introduction and Background of the study- This section offers the general introduction to the study by detailing - background of the study, problem statement, aim of the study, specific objectives, critical research questions, significance of the study, delimitation of the study, definition of operational concepts and organisation of the study.

Chapter 2: Literature Review- Literature related to the subject matter is discussed, focusing on aspects, such as - the history of protests in South Africa, causes of community protest, socio-economic factors that influence community development, municipal role in the provision of infrastructure services and the role of police during community protests. In addition, information on communities' perception on protests, implication of community protest on infrastructure development, impact of community protests and strategies that can be used to address community protest are outlined. The theoretical framework on implication of community protest and the legislative framework on service delivery are also reviewed in this chapter.

Chapter 3: Research Methodology- This section outlines the research methodology used, to collect, analyse and interpret the data. The research design

used is explained, providing details on aspects, such as the study area, population, sampling methods, sampling size, data collection, pilot study, data analysis and ethical principles adhered to.

Chapter 4: Data Analysis and Interpretation- Presents data collected through questionnaires and interviews. The presentation of data will be followed by data analysis and interpretation of the findings. The data collected will be analysed through Statistical Product and Service Solutions (SPSS), graphs, frequencies, percentages and in a narrative form.

Chapter 5: Findings, Conclusion and Recommendations- This chapter provides the conclusion and highlights some possibilities for future research as well as suggestions on how the government can be more effective and efficient when addressing vandalism or looting of state infrastructure during violent community protests.

1.11 Conclusion

In chapter one was covered the introduction and background of the study, as well as the research problem on the implications of community protests on infrastructure development. The background of the study gives a brief overview as to why the study needs to be conducted by identifying what the problem is. The research problem outlined the relevance and meaningfulness of the proposed research topic - **“Implication of community protest on infrastructure development”**. The social ills that trouble the society place much burden on government and compromise quality service delivery as municipalities suffer the consequences of government failure to address these concerns; it is for reason that this study was conducted. The aim and objectives of the study, research questions, the significance and delimitation of the study were discussed in this chapter. A preliminary literature review and the organisation of the study were also covered in the chapter. The next chapter discusses the theories and review the literature that explicate the implication of community protests on infrastructure development.

CHAPTER TWO

LITERATURE REVIEW: CONCEPTUALISATION OF COMMUNITY PROTEST

2.1 INTRODUCTION

In an attempt to redress the inequalities of the Apartheid regime and poverty, the ANC-led government tabled the Reconstruction and Development Programme (RDP) White Paper before parliament in 1994, which, amongst others was meant to deal with the social problems of the country. In terms of White Paper on Local Government (1998: 18), the RDP was aimed at linking growth, development, reconstruction, redistribution and reconciliation as a unified programme held together by a broad infrastructural programme that would focus on creating and enhancing existing services, such as electricity, water, telecommunications, transport, health, education and training sectors.

This chapter will review the literature relevant to the implication of community protests on infrastructure development in local government. Under the theoretical framework, the discussions will focus on - the legislative framework on service delivery, the history of protest in South Africa, the causes of community protest, socio-economic factors that influence community protest, and the municipalities' role in the provision of infrastructure services. The role of police during community protest, community perception towards protest, implication of community protest on infrastructure development, impact of community protest, as well as strategies that can be used to address community protest are aspects also discussed.

2.2 THEORETICAL FRAMEWORK ON IMPLICATION OF COMMUNITY PROTEST

As the theoretical framework, the researcher applied the frustration-aggression theory by Barker, Dembo and Lewin (1941: 224) and the governance framework. According to Barker *et al.*, (1941: 224) frustration-aggression is a psychological factor originating from violence, with the aggression being caused by frustration resulting from unfulfilled expectations by government. Frustration turns into aggression when something triggers it, for example, when the citizenry realise that they have waited too long for services to be delivered, showing that the promises made by government have been broken or not fulfilled. The communities feel that the

government is depriving them of their right to services, hence, the masses resort to protesting aggressively. Community protests are part of democracy, but the nature and scope of recent protests in South Africa can be considered unconstitutional. This study will employ the Frustration aggression theory and governance framework to discuss the issue of community protests.

2.2.1 The relevance of frustration aggression theory

Breuer and Elson (2017: 6) maintain that frustration can make one to seek response and the outcome, in most cases, is aggression, hence, any aggressive behaviour is usually, the result of frustration. Dlamini, Kirsten, Langa, Molapo, Mogapi, Ngubeni, and Von Holdt (2011: 6) concur with the above statement, that frustrations and stress drive people to act aggressively making them to mobilise and protest. The culture of violent protests in South Africa is drawn from apartheid regime; that was the era in which the Black majority had to protest violently for everything, leading to overthrow the government of the day. The Sharpeville massacre and the 1976, June 16 uprising constantly reminds people that for government to respond positively there must be violent actions. This is one of the sad truths about the apartheid era; it taught South Africans that violence achieves certain objectives and results, therefore, it is a way of attracting the attention of those they had elected to govern them. The mid 1980s' protests led to the burning of government buildings and houses of those who were seen to be supporting apartheid policies. Dlamini *et al.*, (2011: 27) link current community protest with apartheid because in their view at the centre of it all, there is a 'cry' for citizenship. The authors add that communities are always ready to resort to past actions in attacking state property and responding with violence to the violence of police. Violence seems to be the only language well understood by authorities, although, protests are not, initially violent in nature, but become violent after the police respond aggressively.

People are deeply frustrated by the situations in their communities. Communities maintain that if government would pay attention to their concerns, this whole saga of protests would come to an end. The people are demonstrating their frustrations through the burning of schools, clinics, shopping complex and libraries; infrastructure intended for their own development and gratification. One thing is immediately clear, that the protest are in response to government's failure to fulfil, comprehensively, its

promises, rather than just lack of service delivery. Buccus (2016: 45) asserts that, protests and the burning of schools and other state property are an indication of the deepest levels of frustration by communities and the seriousness of the crisis faced by constituencies. Masipa (2018: 1) emphasised that citizens often demonstrate their discontent through acts of civil disobedience. In accordance with the aggression theory it can be argued that the citizenry have taken a cue from the anti-apartheid struggles and are mobilizing “aggressively” to counter differentiated citizenship rights. Hanson (2008: 7) cited in Dlamini *et al.*, (2011: 6) maintain that when it comes to the distribution of resources, rights and privileges amongst formal and informal settings, the provision of unequal rights or rather difference in education, property, race, gender and occupation can be seen.

2.2.2 Governance framework

Governance refers to processes in which the state plays a leading role in making priorities and defining objectives, according to Chhotray and Stoker (2009). Muller (2010: 11) argues that Chhotray and Stoker (2009) definition of governance is inadequate. For Muller (2010: 1) to fully understand the government’s role in regulating service provision, two approaches must come to play - flexible and adaptive. Muller (2010: 11) stresses that government’s role in regulating service delivery may be formal and statutory or it may be more flexible. Flexible and adaptive approaches allow government to expand its partnership by establishing networks that will enable it to achieve its goals. Bell and Hindmoor (2009: 36) explain that governance is the process whereby societies or organizations make important decisions, determining whom they involve and how they render account. In simple terms, this implies that the citizenry has the power to choose who should lead and also has the power to hold that person responsible for any misuse of state resources. Many researchers are of the view that good governance is a prerequisite for development, since the municipal’s legislative framework must uphold the practice of good governance which embraces accountability, transparency, public participation, as well as effective and efficient use of government resources (United Nations Development Programme, 2010).

The great philosopher of ancient days, Aristotle, in his theory on governance gives an account of what good governance means. He maintained that in order for

government to provide good governance, those entrusted with the power to make laws or policies must make sure that they address the needs of the community in order to achieve its welfare; those in government must serve as leaders (Keyt, 2017: 101). Smit and Cronje (2002: 192) argue that the prevalence of violent community protests is evident that government for example, is lacking adequate reporting system to enable good governance. Current protests are evidence of obvious government failure, as it seems that protest actions have become the only means of civil participation in the contemporary South Africa (Baragwanath, 2016). Many studies have been done on violent service delivery protests, based on the theories of development and practices, yet not much has been done to quantify community protests' impact on infrastructure development. Recent literature by Hough, (2009: 11) indicates that local and provincial authorities are struggling to deliver services and communities' dissatisfaction with poor service delivery has triggered many protests.

In order to analyse and investigate community protest, it is imperative to comprehensively understand how the frustration theory and governance framework interact. The Centre for Social Change (CSC) Report uses Incident Registration Information System (IRIS) data from media report to define protest. In terms of the IRIS data, 43% of all crowd incidents are protests and 22% are community protests in terms of CSC Report (2014: 10). The Armed Conflict Location and Event Data report (2015: 11), explain protest as a demonstration against an entity, such as government institution, although, it includes demonstrations against businesses or other private institutions. The ACLED report (2015: 11) adds that a protest event is regarded as non-violent, when it involves peaceful protestors; it is, however, violent when the demonstrators possess harmful objects, such as panga, stones, petrol bomb and others. Aristotle explains that a community constitutes several villages which are united in a single complete state (Riesbeck, 2016: 118). For a community to fully develop and provide adequately for its members, it needs law and justice, without which human beings can become savage and wild (Pltcs 1253a, cited in Hansen (2013: 5). This is clearly illustrated by the current South African spate of unrests in the communities. The violent community protests taking place in all provinces of the country show how far people can go when they are angry and discontent.

Aristotle argues that, the community lacks the capacity and resources for complete happiness, therefore, the law makers must be able, using a suitable constitution, to address this. Keyt (2017: 108) elaborates on Aristotle's view by stating that government institutions are established to service the needs of the community since the community is not self-sufficient. Hansen (2013: 5) states that in order for the government to achieve a community's state of happiness, the entire actions of all government institutions that made up the state should be aimed at achieving good governance. Maraizu (2018: 273) continuing Aristotle's arguments, asserts that a good government governs for the common good and happiness of the people, but with a bad government, the rulers govern for their own private or selfish gains. Everyone desires and searches for quality life and happiness and hates pains, however, this cannot be achieved at random and with a disorganized system, or in a system of malice and confusion, but in a well-ordered socio-political framework anchored on good governance (Maraizu, 2018: 273). The community's discontent towards government about service delivery is evidence that when those in government, are seen as being self-absorbed and seeking to enrich themselves at the expense of the poor community, protests are bound to happen.

Alexander *et al.*, (2018: 28) define the term "community protests" in reference to discontent in a geographically-identified area. They stress, however, that this should not be taken to imply that communities are homogeneous, since, sometimes only a certain section of a community participates in a protest (for example, the unemployed), while other groups may choose not to protest. It is everyone's constitutional right, as stated under section (17) of chapter two of the Bill of Rights, to exercise their free will in such situations. Duncan (2017: 7) points out that the notion of community protest was frequently used by journalists in South Africa; this tends to cover up the social ills faced by the community in a pretence to protect criticism of the country's ailing democracy. Currently, the term "community protests" is being commonly used by South African Police Service, SALGA, Department of Cooperative Governance and the constituency at large to cover many sources of unrest in the communities. In terms of the 1996 Constitution of the Republic of South Africa, all state institutions, including the municipalities were established to service the community in order to fulfil the manifesto of the ruling party, which is to deliver quality services. Hindmoor (2009: 36) states that the country's legislative frameworks

including the municipal framework must be initiated in a way that they enforce good governance.

Section 16 (1) of the Local Government: Municipal Systems Act 2000 (Act no. 32 of 2000) provides that municipality must develop a culture of municipal governance that supplements formal representative government with a system of participatory governance. On that note, governance has to do with those invested with the power to service the community which voted them into power. Communities, however, are protesting violently as a result of frustration caused by those in government because of their failure to fulfil promises or render quality services. As Hough (2009: 11) indicates, those in governance are failing to service communities that placed them into power and that is the main reason communities take to the street and protest. As Von Holdt *et al.*, (2011: 27) put it, the acts of the past has much influence on current community protests; this is clear when one looks at incidences, like the Sharpsville massacre and 1976 student uprising where government buildings were torched and destroyed by angry protestors who demanded change. Chamber, Harris, King and Wild (2012) argue that violent community protests are the result of poor governance framework. Mathonsi (2017: 81) iterates the above statement by adding that effective governance goes hand-in-hand with effective provision of basic services.

2.3 SOCIO-ECONOMIC FACTORS THAT INFLUENCE COMMUNITY PROTEST

There are various socio-economic factors that influence violent community. Dassah (2012: 10) shares the same sentiment with Managa (2012) and Mamokhere (2018) that a major factor in community protests is poverty brought about by unemployment. For example, the recent looting of foreign nationals' shop at Gauteng that took place at Pretoria and southern parts of Johannesburg in Tembisa is credible evidence that social economic ills are the root cause of much unrest in the country. In a study conducted by Matibesi (2011: 34) titled "*Municipal Service Delivery Protest*" it was found that social protests are to a large extent responsible for making local communities ungovernable. Duncan (2009: 4) contends that communities are forced to act in such a manner in order to be heard. The following socio-economic factors are discussed as an attempt to shed some light on the fact that not all protests are about service delivery but rather, about socio-economic issues that government is failing to address.

2.3.1 Poverty

Cohen (2009: 8) notes that over one billion people, worldwide, are experiencing extreme poverty and are affected by poor services. Population density creates a backlog in service delivery, exacerbating the challenges in the provision of services; the end results are community protests. Jili (2010: 37) argues that the most poverty-stricken people in South Africa are the youth because of their high rates of unemployment, Human Immune Virus and Acquired Immune Deficiency Syndrome, teenage pregnancy and lack of tertiary opportunities from a poor education system. According to a survey conducted by Love Life (2002), the findings of which corroborates Jili (2010) argument, poverty in South Africa is felt by the youth who are hardest hit because many youth are orphans as a result of HIV & AIDS and had to become sole bread winners for their siblings at a very young age. The study by Jili (2010: 37) shows that poverty is also caused by a large influx of foreign nationals, particularly, men who impregnate young South Africans girls which effectively ends their youth status and force them to become young poor mothers at a young age.

2.3.2 Crime

Jain (2010) stresses that during community protest, some community members engage in criminal activities, for example, looting foreign shops. The author adds that there are also instances where protestors throw rocks at passing motorists and block roads with burning tyres, as some criminal activities that take place during protests. During protest incident, motorists are robbed of their belongings by the protestors and are deprived of their right of movement. The Vuwani community protest is a good example, where shops were robbed and schools set alight by angry protestors, over the Demarcation Board's decision to move the community from Makhado Municipality's jurisdiction to Collins Chabane Municipality. Pillay *et al.*, (2016) state that in most instances, protestors have too much expectation from government and when their grievances are not met they mobilise and resort to violent behaviour with a feeling that , this could be the only way their demands can be met. It is worth noting, however, that South Africa, generally, has a high rate of crime, especially, violent crimes, hence, service delivery crimes are just one of the many crimes committed by the population. One can, therefore, argue that crime is one of the results of government service delivery failure, although, ineffective criminal justice

system and a poor border control system, cannot be ruled out. Pillay *et al.*, (2016) add that another key issue causing protests is government's failure to complete infrastructure projects.

2.3.3 Unemployment

The World Economic Forum Report (2014: 14) indicates that 50% of youth in South Africa are unemployed and that the country is the third highest when it comes to youth unemployment rate in the world. Unemployment is a global crisis and South Africa is not exempted; the situation is very rife causing a lot of uncertainty in the economic spectrum and the society at large. Unemployment refers to a condition where in one falls within the working group and is willing to work but cannot find a paying job, according to Lawrence, Christiano, Martin, Eichenbaum and Trabandt (2016: 23). The 2018 Statistics South Africa report shows that unemployment is at 27%. Kingdon and Knight (2004: 391) stress that this high rate of unemployment poses extreme concern because of its effects on poverty, crime and social life. Mamabolo (2015: 143) substantiates the point by adding that high rate of poverty and unemployment in South Africa is a contributing factor towards social ills like, xenophobic attacks, protests and crimes. A study conducted by Mlatsheni and Rospabe (2002), entitled - "*Why is youth unemployment so high in South Africa?*", revealed that many youth are unemployed because of tribalism, nepotism and the "candy" system deployed by government when it comes to hiring. As a result, many of the youth remain trapped in poverty, their status quo does not change and they feel disappointed with the government that after twenty four years of democracy, they are still not economically independent. This is one of the reasons that the country experienced intense xenophobic feelings towards African immigrants which resulted in acts of intolerance and attack of foreign migrants in May 2008.

Steenkamp (2009) is of the view that the heart of this prejudice is socio-economic deprivation because most of the protests which were termed "xenophobia" has much to do with the notion of citizenship, the processes of nationhood and the post-apartheid immigration policy. Jain (2010) posits that the xenophobic sentiment is the result of competition for scarce resource. Alexander (2010) explains that since 2004, South Africa has experienced a stream of local protests amounting to a rebellion by the poor and it is for this reason that many youth are resentful and did not register to

vote in the subsequent elections. Similarly, many youth graduates are seated with qualification that are not getting them employments, forcing universities to reduce their intakes

2.4 CAUSES OF SERVICE DELIVERY PROTEST

The main reasons behind recent service delivery protests emanate from community dissatisfaction with the lack of basic services provided by municipalities, such as - clean running water, electricity and sanitation, high level of unemployment, poverty, poor infrastructure, especially, in rural communities - as well as empty and unrealistic political promises made during elections (Burger, 2009: 192). Shaidi (2011: 5) also stresses that one root cause of protests lies in lack of institutional capacity to offer adequate services. Managa (2012: 3) indicates that - lack of institutional capacity, lack of accountability, lack of community engagement in decision-making processes, dissatisfaction with the quality of services rendered, and mismanagement of funds, high levels of corruption, lack of public participation and cadre deployment - are the keys challenges hampering performance in local government and the resultant community protests.

2.4.1 Lack of institutional capacity

Shaidi (2011: 5) concludes that, the maladministration and mismanagement of government resources, such as the misuse or under-use of funds allocated for providing services, as well as a lack of capacity to complete essential community projects are causes of service delivery protests. Managa (2012: 5) makes an interesting remark, that although some municipalities lack adequate funds to carry out their constitutional mandate to improve service delivery, some under-spend the allocated funds, due to a lack of leadership skills. Burger (2009: 194) mentions that it is unfortunate that skills scarcity has resulted in overwhelming service delivery backlogs and this has prevented the government from addressing the problems effectively and efficiently. This is particularly evident in managerial and technical positions, which remain vacant in most rural municipalities. Ganji (2019: 28), hence, argues that lack of expertise has led to severe service delivery backlogs that have impacted negatively on many poor communities that need the provision of basic services for their survival. Lack of expertise has left many municipalities

inadequately staffed, resulting in deteriorating service delivery over the years, and leaving many communities with inadequate access to basic services (De Vos, 2011).

2.4.2 Lack of accountability

Atkinson (2007: 64) argues that at the heart of the ANC's approach to municipal politics there is a fundamental ambiguity: wherein the ANC government supports the principle of local accountability, but has contrary practices in 'deploying' politically-selected people to serve as mayors and council members; that weakens accountability. One good example is the recent looting of foreign shops at Tembisa, Ookmore and Klerksdorp on 02nd September 2019 aired on TV channel 404 live news; the SABC journalist interviewed one of the community member on the scene to get clarity as to what is the root cause of the looting and the interviewee stated that it all boils down to poor government and leadership; those in power do not account to the public because they can clearly see they are failing to address social issues that affect the citizenry on a daily basis. This is backed up by Nealer's (2007: 180) view that, decisions on the appointment, dismissals and retirement of top officials are increasingly being based on political considerations and preferences and not on the needs or social ills that affect the communities. The politicisation of the municipal service impacts negatively on public accountability (Hoffman, 2011). The Public Protector, Advocate Mokwebane once said that government's inability to address social issues cripples South African democracy and it compromises accountability. Thornhill and Cloete (2014: 65) contend that lack of public accountability from councillors and the inactions of municipal councils often lead to violent protests in the form of strikes, looting and damaging of state property.

2.4.3 Mismanagement of funds

The lack of capability in service provision and management, means that many municipalities, for example, are unable to supplement the budgetary allocation with rate payments to assist in rendering the services required (Koelble and Lipuma (2011: 123). Communities often refuse to pay for any services that they receive, citing low efficiency levels and a lack of affordability (Khumalo *et al.*, 2003: 2). The Auditor-General 2018/2019 financial report revealed that irregular expenditure rose sharply in 2018-19, up from R51 billion to R62.6 billion. Most of this was as a result of money spent without following the correct rules when buying goods and services

or awarding and managing contracts. The Sowetan (2011), in a story titled - *Poor Performance and Bonus Cheque* - reported that auditors have disclosed the amount of R1.65 billion in unauthorised expenditure; this, however, was lower than the previous year's figure of R2.13 billion. Most of the unauthorised expenditure was due to overspending and the rest to money spent on things other than the intended purpose (Sowetan, 2011). The Auditor-General's 2018/2019 report further paints a bleak picture of financial mismanagement in almost all municipalities. These reports concur with arguments which state that under-spending and over-spending of budget allocations are due to poor project planning, poor management and a lack of capacity to carry out the tasks at hand. Many municipalities do not have competent employees with financial and managerial expertise to ensure that the funds allocated for service delivery and infrastructure development are spent wisely according to need or demand.

The 2018/2019 National Audit Report states that clean audits are hindered by a lack of adequate internal controls and financial management skills, which exacerbate unauthorised, irregular and wasteful spending. Furthermore, worsening the plight of communities hit hardest by poor service delivery are political elites who continue to enrich themselves with state resources at the expense of the poor majority. Visser (2012) highlights a good example of this, where municipal managers receive large chunk of bonuses and are deployed to government positions regardless of their incompetence. There are reports of a municipal manager who earned a salary of R2 015 024 per annum, which included a bonus of R335 837, the highest in the country. This is despite the municipal audit disclaimer which this municipality received. According to an article - '*State to Cap Municipals Managers Salaries*' – which came out in 2011, government promises of capping the salary package for municipal managers, has not been done, thus, salaries are still not regulated and managers of poorly- performing municipalities are still earning significant salaries and bonuses.

2.4.4 High level of Corruption

Corruption refers to the abuse of public office for private gain; this relates to any kind of gain, be it financial, increase in status or favour from individuals or groups (Drury *et al.*, (2006: 122). Corruption and fraud caused by political mandates that are illegal or obscure, often lead to negative audit opinion because it is an indication of poor

financial management. Ganji (2019: 38) argues that corruption and mismanagement of state resources, from reasons, such as nepotism, act as a spark to fuel community protest. The extent and nature of corruption in South Africa, is rooted in the country's bureaucratic traditions, political development and social history. Jili (2010: 38) states that communities become anxious when they see other communities getting services while they wait eagerly for their turn to be serviced. When communities observe councillors and municipal official cruising in their neighbourhood with expensive cars, they usually accuse municipal officials and politicians, especially those who play a role in the recruiting of personnel, of corruption and nepotism. According to the Motau and Werksmans Report on the great bank heist at VBS Mutual (2018), money was siphoned from the bank to politically-connected individuals. The report also states how municipalities were recruited to invest money which was meant for service delivery to the bank and those who recruited them were paid commission. Thirteen (13) municipalities deposited their money in the bank and it is alleged that they cannot be refunded and that puts a severe backlog on service delivery in the municipalities concerned. Services cannot be provided because some officials are only concerned about enriching themselves through tenders and awarding themselves high salaries at the expense of service delivery. Mosiuoa Lekota once said ... "ambitious and poor-quality comrades occupy government positions and some steal public funds because politics doesn't pay". This is very true because many people joined politics to enrich themselves, not to serve the public.

The National Planning Commission in its diagnostic overview of municipalities, identified corruption as one of the major challenge that makes it impossible for the country to eradicate poverty and inequality. Rossouw (2011) concludes that coming out of the former apartheid regime noted for its inequalities, the 1996 Constitution, on the other hand, provided for the protection of human rights and equality for all. In contrast to upholding these rights, corruption has been rife in the face of violation of human rights, which should be protected in terms of the democracy. There is little doubt that corruption undermines the value of the Constitution, and municipalities are considered as "havens for those who are milking" the state's resources. It is even more disturbing to recognise that it is not only the local government elites but high-profile politicians in national government who have been accused of corruption in illegal tendering, accepting bribes and unauthorised expenditure at national level.

The Citizen newspaper (2014) reported that the Greater Tzaneen Local Municipality is faced with corrupt practices and unethical behaviours including lack of accountability by public servants. The report added that the Municipality has not been following proper supply chain management processes or procurement procedures when procuring goods and services. These illegal actions when observed by the people make them frustrated and they tend to take their frustrations to the streets in the form of protests which results in the destruction of government properties. Mamokhere (2019: 376) argues that corruption threatens the livelihood of everyone by crippling service provision, undermining economic development and eroding the lawfulness and proper functioning of the state. Corruption undermines the government's legitimacy and service delivery, in the sense that corruption distorts market competition, increases the cost of doing business and decreases the ease of doing business.

2.4.5 Lack of community engagement in decision-making processes

In terms of Chapter four (4) of the Local Government: Municipal Systems Act 32 of 2000, each municipality must develop a community participation system. Municipalities are to engage with the community on a regular basis through the IDP, however, municipal officials and the council tend to side-line the community when it comes to the finalization and prioritization of services to be rendered and end up bringing programmes and services that are irrelevant. Maphazi, Maeko and Ntsikelelo (2012: 45) are of the view that one of the Batho Pele principles paves a way for government to engage with the community, through consultation. Khambule *et al.*, (2019:3) believe that at the heart of the challenge of violent community protest lies government failure to engage in dialogue with the community regarding the challenges they are facing. The processes of consultation make it possible for community engagement through the involvement of both parties so as to come up with service delivery mechanisms to meet the needs of the community. Lack of engagement creates the impression that politicians, particularly, members of parliament do not really serve the communities they claim to represent, but instead serves their own interests. Government officially claims to represent the masses, whereas, they are hardly heard or seen at the grass root level with the communities, till there is a protest.

The White Paper of Local Government (1998: 92) gives rise to the Municipal Structures Act, 117 of 1997 which requires that municipalities must develop mechanisms to engage with local communities when executing their functions and exercising power. Development of mechanism to foster community engagement will ensure that community needs are met in decision-making processes. The Local Government: Municipal Structures Act, 117 of 1998, further indicates that municipalities must annually review the needs of the community through its IDP programme and ensure that those needs have been met. Protesters express dissatisfaction and frustration because of the exclusion from local decision-making and lack of accountability by the municipal officials and councillors who represent them, in wards. This contravenes the Local Government: Municipal Systems, Act 32 of 2000, which states that communities have the mandate to participate in any public consultation and decision-making processes in the local sphere, for example, ward committees, budget consultations, ward meetings and Integrated Development Planning (IDP) forums. Municipalities are obliged to report to and receive feedback from their communities annually regarding the objectives set out in the IDP, however, the above indicate that policies are not being observed, giving rise to the violent community protests around the country.

Public participation is an essential factor for effecting and enhancing accountable governance driven by ward committees, as mandated. This was to facilitate communication channels between municipalities and communities according to the Local Government: Municipal Structures, Act 117 of 1998, and section 73(2). This process was to instil a sense of ownership in local people for the implementation and evaluation of projects for their communities. Once communities are part of and have a say in developments around them, they cease protesting and support the government. Khambule *et al.*, (2019: 3) concur with the above statement indicating that, promoting dialogue within the community can instil a sense of ownership and make members value infrastructure and properties built for their convenience; communities then shy away from violent and destructive community protests. Shaidi (2013: 40) emphasised that municipalities at the grassroots level are created to enhance the development of local government, through *imbizo*, *indabas*, *masakhane*, door-to-door campaigns and to develop a leadership cadre who are willing to serve and listen to the needs of the community. Mabitsela (2012: 53) states that the

establishment of Ward Committees in rural areas was to create good relationship between government and the local communities, and also to encourage community participation in the developmental matters of their own areas. Putnam (2005) argues that civic engagement builds social trust, develops cooperation skills and a sense of shared responsibility for collective endeavours, while serving as the means of engagement within a broader political system. The fact that communities are within the periphery of local government means that service delivery protests happen at the cost of local governments and disrupt municipal activities, although, that does not mean municipalities are not responsible, for some protest.

2.4.6 Dissatisfaction with the quality of services rendered

Amongst the many reasons for community protests in South Africa, the primary reason is communities' dissatisfaction with the delivery of basic services, such as running water, electricity and sanitation, especially, in rural and informal settlements (Burger, 2009: 369). In a study conducted by Twala (2014) titled "*The Causes and Socio-political Impact of the Service Delivery Protests to the South African Citizenry: A Real Public Discourse*", the conclusion was that, politicians do not listen to communities grievances, thus, they embarked on protests. Powell, Donovan and De Visser (2015) in their research, the findings pointed to noticeable trends that political parties make empty promise during election campaigns. Political manifestos, therefore, create disquiet, as politicians make empty promises, most likely to lure voters during elections. In so doing, politicians raise the public's expectations, creating false impressions that, following the election, communities will receive the services promised. Powell, O'Donovan and De Visser (2015) finding shows that the ANC election manifestos has had a recurring themes since 1994: addressing underperforming municipalities, addressing poor service delivery, improving basic service delivery, developing infrastructure, fighting corruption and creating employment; these have never come to fruition. Once these promises are not delivered upon, communities become frustrated and resort to protestations (Jain, 2010). Zybrandy (2012: 87) believes that the appointment of competent and qualified officials who comply with the laws, rules and regulations of the municipality can help remedy the situation. Thornhill and Cloete (2014: 65) maintain that it is often very difficult to hold politicians publicly accountable for their deeds and actions, once they are in power.

Mathebula (2014: 107) indicates that the slow pace of service delivery and dissatisfaction with municipal performance with regards to water and sanitation, electricity, housing and other basic services has resulted in protest for these basic rights as enshrined by the Constitution of Republic of South Africa 1996, through the Bill of Rights. Sokuta (2011: 33) complains that the electorates are promised “a better life for all” each time a new government is to be formed after each election. The circle continues, while most South Africans struggle with unemployment, hunger, and deprivation while trying to create a better living environment (Sokuta, 2011: 33). Poor living conditions directly undermine the constitutional commitment to basic human rights and dignity. As a result of this frustration, many South Africans take to the streets in protest, in the hope that their voices will be heard, Pillay *et al.*, (2016) add. Akinboade, Mokwena and Kinfack (2014: 2), stress that communities are dissatisfied with service delivery in South African and that has caused municipalities to experience a rash of service delivery protests in recent years. From 2007 onwards, the poor performance of public representatives as well as the dysfunction of local government administrative structures has been the main points of anger, directing the community to protests over service provision.

2.4.7 Cadre deployment

Political appointments to senior executive management positions in South Africa have compromised services, suggesting that it is unlikely that levels of technical expertise from such officials can be achieved, according to Southall (2007: 24). The appointments of people without the relevant expertise compromise service delivery. The above is endorsed by Gumede (2009: 58) stating that one of the underlying causes of lack of service delivery by municipalities in South Africa, is the inadequate human capacity because crucial post such as engineering are not occupied and that hampers service delivery. Koelble and Lipuma (2011: 121) in their study titled - *Institutional Obstacles to Service Delivery in South Africa* - conclude that cadre deployment is one reason why municipalities are staffed by inexperienced and poorly-trained officials who cannot execute their duties. This is an enormous challenge because if those in senior positions lack the expertise to discharge their duties, then poor performance is the outcome. Koelble and Lipuma (2011: 121) suggest that before more money is deposited in municipals’ purses, the institutional

weaknesses of national policy and the above-mentioned anomalies in local government need to be addressed.

The common perception held by 71% of community respondents is that, municipal officials, particularly those in key positions, have not been put there because of their qualifications, competence and experience, but rather due to political affiliation and nepotism (Alexander, Bohler-Muller, Gordon, Radebe, Roberts and Struwig, 2017). The redeployment of cadres into senior municipal positions, as admitted by President Jacob Zuma (Times Live, 08 August 2010), has affected the performance of certain municipalities, particularly, in service delivery. South Africa is just like any other developing country; it is faced with the challenge of attracting professionals at all levels of government and the most affected are provincial and local governments. A very relevant example are cabinet ministers; the same “group of leaders” or comrades rotate from one top position to another because they can be politically trusted. It could be for this reason that most government institutions are compromised because they are run by incompetent, corrupt and self-serving elite. Service delivery, thus, becomes affected and those who are legible for the job are not considered to occupy big positions in government institutions due to politicization of job appointments (De Visser, 2010: 95). Cadre deployment, therefore, leads to the estrangement of the best potential managers, economists and professionals from the government, Cameron (2010: 686) stresses that, municipalities are the prime sphere of government where political patronage is very rife; this compromises service delivery.

2.5 MUNICIPAL ROLE IN THE PROVISION OF INFRASTRUCTURE SERVICE

Section 152 (1) of chapter seven of the Constitution of South Africa provides for the objectives of local government and how municipalities must structure and manage their administration, budgeting and planning process to give priority to the basic needs of the community and promote social and economic development of the community. This means that municipalities are being vested with the responsibility to ensure that community needs are given first priority in order to uplift the social welfare of the citizenry, as outlined in part A and B of Schedule 4. These sections require municipalities to render basic services such as proper sanitation, electricity, clean water, houses, clinics and other services. Greater Tzaneen Municipality, thus,

is responsible for providing and maintaining local roads as stated in Schedule 5B of the Constitution of the Republic of South Africa. Nkuna (2013: 13) maintains that newly- established South African municipalities are servicing bigger geographical areas, than previously intended; this calls for a decentralisation of service delivery mechanism so as to eliminate poor service provision.

The Citizen newspaper (2014), in a story *caption “DA asks MEC to Blacklist Corrupt Firms at Greater Tzaneen Municipality”* reported that the Municipality has uncovered irregular tenders worth more than R40 million. According to the tender documents presented to The Citizen, the Municipality deviated from tendering processes when awarding Quality Plant Hire and Expectra 388 CC tenders. Expectra 388 CC was awarded a R38 million tar road project without even submitting a formal document (Mamokhere, 2019: 376). From the above information it is not surprising that many communities under Greater Tzaneen Municipality have serious water crisis and have expressed frustrations over unmet expectations around water services. This is a clear example that there is lack of downward accountability by municipal officials who are corrupt, indifference of party leaders and lack of monitoring. Accusations of non-compliance by water services authorities continues to hinder effective service delivery at municipal level (Mamokhere, 2019: 376); for example, according to the Greater Tzaneen Municipal approved IDP 2018/2019, there is a backlog of 85 475 households without access to clean running water. Communities of Mokgoloboto, Ramalema, Rita, Pulaneng, Bugersdorp, Motsinone and Lenyenyene, just to mention a few, have been living without water for a very long time and the Municipality keeps on making promises which never come to fruition.

Da Lomba and Smith (2008:1) point out that South Africa suffers from unequal distribution of infrastructure for established and maintained urban and industrial areas, such as Nkowankowa and Tzaneen and other areas. Infrastructure plays an important role in the social and economic development of communities. Areas that do not have access to effective infrastructure are inevitably characterized by high levels of poverty. Municipalities tend to focus on two key infrastructure delivery issues, such as the provision of access to basic municipal services (water, sanitation, electricity and solid waste removal) and the provision and maintenance of general infrastructure and services within the municipal area.

Da Lomba and Smith (2008: 6) further assert that the major challenge faced by investors is the efficacy of integrated development at the municipal level because the absence of appropriate municipal infrastructure has created difficulties in respect of decent housing, lack of water, roads, sanitation and electricity together with limited spatial development frameworks. The above situation creates a serious gap in terms of development because infrastructure is critical for development. Quality infrastructure improves the provision, availability and standard of services offered at the grassroots level; this can lead to profound changes in the general welfare of the community by facilitating access to health, education, other social services and employment opportunities (Alonso and Sánchez, 2012). Infrastructure also plays an essential role in including rural territories in regional and international networks and in establishing urban-rural links; these bring about an inclusive and sustainable transformation of the production, institutional and social spheres of communities (UNDP, 2014).

The Sustainable Development Goal no. 09 is all about developing quality, reliable, sustainable and resilient infrastructure within the municipal jurisdiction. SDGs 6, 7 and 11 are explicitly about the need to ensure availability and sustainable management of water and sanitation for all; to ensure access to affordable, reliable, sustainable and modern energy for all and to make cities and human settlements inclusive, safe, resilient and sustainable, respectively (Jaimurzina and Sánchez, 2017). In the early stages of new projects, it is necessary to ensure that the infrastructure is inclusive, resilient and adapted to climate change, while at the same time promoting the transformation of the existing stock and adapting it to the new requirements of sustainable development. The municipality should maintain existing infrastructure and also adapt them to new requirements to ensure inclusive development for all (United Nations, 2017: 9). The infrastructure deficit is much more obvious in rural and remote areas; this affects the development of the community members in that particular area, as they do not enjoy the same services in terms of availability, quality and cost, as the urban areas (World Economic Forum, 2014). Transportation in metropolitan areas, for example, is more accessible than in rural areas because the roads are tarred and damaged road with pot hole are quickly maintained, unlike in rural areas where the roads are not tarred and are dusty. Pérez and Suárez (2018) argue that lack of connectivity or poor maintenance of road

networks can cause temporary losses in connectivity and substantial increases in travel times, which end up hindering access, to facilities like basic education and health services and increasing time spent getting to work.

Pérez and Suárez (2018) continue that poor maintenance or use of cheap products during construction results in most tarred roads around Greater Tzaneen being in bad condition and full of potholes; one good example of this is the Makapane road from Maake Technical Campus to Callies; the road had potholes and the side pavement was damaged before it was officially opened because the contractor did not create a bridge for water to pass beneath the tarred road. The United Nation (2014) indicates that in the absence of adequate infrastructure services to ensure that communities have a decent life and satisfying basic needs, there is a potential for violence that can act as a catalyst for social conflict. In terms of the above, it is vital for municipalities to change policies and regulations in order to prevent vandalism of state-owned properties and private infrastructure. Integration with other stakeholders, such as community members, investors and projects facilitators can also serve as effective tool to manage destruction of new and old infrastructure constructions. Greater coordination, thus, will be made possible between municipalities, private sector and community members to yield positive results to aid social development and the environment at large. The Department of Cooperative Governance and Traditional Affairs (2018: 9) maintains that developmental local government requires a dynamic political leadership starting with a free and fair democratic electoral system. COGTA (2018:9) continues that developmental local government requires appropriate political structures and systems to provide the much-needed governing functions and political oversight in order for municipalities to improve in the provision of infrastructure services.

2.6 COMMUNITY PERCEPTION TOWARDS PROTEST

Observing the rate at which community protests are escalating, it is evident that the government is failing to service the public. According to Booyesen (2009: 106), the dissatisfaction with the quality of service delivery, as well as the lack of a mechanism for public representation of community interest continue to fuel community protests. Twala (2014: 161) echoes Booyesen's statement adding that it is outrageous for the ANC-led government to continue blaming the legacy of apartheid instead of providing

services, after being in power for 26 years. According to Managa (2012: 3), in the second decade of South Africa's post-apartheid constitutional democracy, growing concerns have been expressed about the government's inability to deliver public services that the citizenry needs and are entitled to, although, since 2004, communities have taken to the streets to demand such services. People are tired of empty promises; they are frustrated and angry and they want government to deliver. There is also a common outcry by protestors - that RDP houses built by government are being awarded to foreign nationals; this has exacerbated the situation. The protests have become platforms where the affected communities can vent their anger (Monson & Arian 2011: 26).

Ntsala and Mahlatji (2016) are of the view that the rise of community protest in the country is evident that government is failing to give effect to the principle of Batho Pele and participatory democracy. Mlatsheni and Rospabe (2002) note that the masses have lost hope in the ruling party because of its failure to create jobs and as such resort to protest. Memela, Mautjane, Nzo and Van Hoof (2008: 10) are of the view that municipalities must strive to meet service delivery challenges to reduce community protests. Khambule *et al.*, (2019: 1) point that violent and destructive protest with the burning and destructing of state properties diminish future prospects of community members, however, communities are forced to burn or destroy state properties when they feel excluded from service delivery provision or receive inadequate services. Khambule *et al.*, (2019: 1) add that there is a need for more research and information about community's perception about public infrastructure as that would make government to shy away from being reactive and implement proactive strategies to address community issues.

2.7 THE ROLE OF THE POLICE DURING COMMUNITY PROTEST

SAPS use an Incident Registration Information System (IRIS) to monitor crime and protest-related cases to maintain Public Order Policing (POP), according to Alexander *et al.*, (2018: 29). The authors define IRIS as an aid in gathering data that is captured by POP; it also records crowd incidents including social and sporting occasions as well. The SAPS have the mandate to prevent, combat and investigate crime, to maintain public order, protect and secure the citizens and their property in terms of section 205 (3) of the Constitution of South Africa, 1996. Section 205 (3)

further states that police also have the responsibility to protect, prevent and investigate anything that threatens the safety and security of any community. Jain (2010) argues that an intention to injure or harm a police officer by throwing stones and barricading the road with burning tyres makes it difficult for police to execute their duty, which is to protect the public. Given such community behaviour, the police are forced to use rubber bullets and sprays to disperse angry crowds from the blocked roads, although, in some instances police officers would, randomly, open fire on assembled groups who are protesting peacefully or people who are not actively engaged in the protest. A sad example is this is Andries Tatane from Ficksburg, who was a teacher and a community leader who, unfortunately, was caught in the cross-fire during a protest. The Citizen newspaper reported the horrendous and gruesome experience endured by Tatane on the 15 April 2011; it is said that Tatane was beaten and shot by police officers when he suggested that police officer must not use water canon to disperse elderly observers. It was painful to note that according to the newspaper report, the protest was peaceful but unfortunately it was met with aggressive response from the police.

In a study by Alexander *et al.*, (2018: 30) it was revealed that about 43% of all crowd incidents were protests and 22% of these are community protests. Mchunu and Theron (2013: 121) contented that in many instances, violent protests are prompted by the police use of force and provocation. During the #feesmustfall at universities in South Africa, the police were condemned for using violence as students' claim provocation came from the police. Hough (2008: 7) states that the violent nature of protest actions are a reaction to police provocation when they arrive at protest-scenes. There is, therefore, a need for the police to be trained in the art of negotiating to equip them with communication, listening and emotional intelligence skills (Iwu and Iwu (2015: 549).

Van Vuuren (2014) substantiates the above statement but adding that, police should have the knowhow when they respond to community protest; they must first observe, assess, evaluate, identify the leaders of the protest, use soft skill negotiations and refrain from implementing force principles. Sometimes what triggers protestors are frustrations with the indifference and unresponsiveness of authority to the plight of the community, who then become so frustrated, angry and tired of waiting. One wonders how many lives must be lost before authoritarians do what they were

employed to do, which is to service and to account to the community; instead of calling the police to come and disperse the crowd with rubber bullets and tear gas.

In contrast, Alexander *et al.*, (2018: 30) collected media data and interpreted it together with police data with a view to understanding the social dynamics of protest. Their findings were that, police officers are not necessarily hostile to protesters rather, the former assumes that unrest equates to violent protest (Alexander *et al.*, 2018: 32).

2.8 REASONS FOR VANDALISM OR BURNING DOWN OF STATE INFRASTRUCTURE

Van Dorp, (2014) asserts that socio-economic issues such as poverty, lack of economic opportunities, social marginalization and unemployment, among other variables, are key sources of vandalism of infrastructure. The author continues that private sector development is considered as a powerful and adaptable vehicle for reconstruction and regeneration of the economy, especially, in community protest situations, therefore, investment in sustainable infrastructure whether public or private can be an essential engine and catalyst for development. Madima (2019: 63) notes that, the use of objects to barricade the roads and the burning of tyres during protest seems to be the predominant tactics during community protest because most protestors firmly believe that such actions force government to respond swiftly to their grievances and long-awaited demands. This requires a series of new tools and initiatives to prevent community protests or to transform them into development opportunities. United Nations (2014) stresses that denial of basic needs owing to a concerns around infrastructure, both in terms of quantity and quality, is a factor behind community protests; water and sanitation, for example, are the predominant services and government is failing to deliver.

The United Nations (2014) concur with Van Dorp (2014), emphasising that poor infrastructure and land-use are major causes for infrastructure being vandalised by angry protestors. New economic developments attract migration flows, also contribute to social tension, in instances where public services, such as health and education, RDP houses are to be shared equally. This has been proven by the recent outbreak of xenophobic attack around the country, particularly in Cape Town and Gauteng provinces. The unequal distribution of resources has been one of the

burning issues in the country because services are not properly prepared, by government, for a substantial increase in demand (Da Lomba & Smith, 2008:8). Alonso and Sánchez (2012) are of the view that, infrastructural projects also have the potential to create employment and in most cases community leaders advocate for employment of local community members by investors as a means of improving the living standards of the community. Khambule *et al.*, (2019: 4) postulates that the argument by destructive protestors is that government seems to value properties more than the lives of the ordinary people, hence, they resort to infrastructure destruction as a means of being heard.

2.9 GOVERNANCE CHALLENGES IN PROVIDING QUALITY SERVICES IN SOUTH AFRICA

Reddy (2010: 81) is of the view that the recent prevalence of community protest against poor service delivery in the country is a cause for concern. Kanyane (2013: 5) asserts that, local governments have always had challenges to deliver quality services because it does not have enough capacity to provide services. Reddy (2010: 81) stresses that there have been criticisms as to whether the municipalities are able to carry out their mandate of servicing the community. COGTA (2018: 2) state that the biggest challenge faced by the newly democratically-elected South African government is its inability to provide quality services to the people. Fourie and Valeta (2008: 39) contend that providing free basic service is burdensome and causes policy failure. IDASA (2010: 1) urges municipalities to identify and prioritise local needs, determine adequate levels of services and allocate the necessary resources in order to meet the demands of the community. Kanyane (2013: 7) reiterates that municipalities have to provide services to meet community needs but that is also determined by the availability of resources. The IDP serves as a guiding tool to determine the cost effectiveness of services to be provided. Ward councillors are to work together with the community to ensure that the services provided and the timeframe meet their demands.

Powell (2012: 16) stresses that local government is expected to do more with less resources and incompetent officials who are employed on cadre deployment. Tewary (2011: 20) points that one of the biggest challenges that municipalities face in the provision of services is the ANC tradition of cadre deployment. Tewary (2011: 21)

indicates that for municipalities to win the fight, there is a need for political will and change in leadership to steer government structures responsible for service delivery; these include stable municipal administration, to utilise public funds, appropriately, to achieve its mandate. Many municipalities, according to 2018/2019 National Audit Report, are struggling to get a clean audit, especially, municipalities that are run by the ANC government. IDASA (2010: 8), further stresses that the failure of municipalities to deliver basic services does not only affect the community residing within the municipal jurisdiction but also affects the social and economic development of municipalities, holistically. Daw (2006: 57) indicates that many municipal distribution portals have suffered financial collapse and many others are facing serious debt; many are unable, for example, to pay Eskom for electricity supply. Many municipalities are said to be owing Eskom billions for electricity supply, as reported on SABC news on 14 July 2020. The SABC news reported that out of 278 municipalities in the country, 95 were found to be owing Eskom R1million or more in electricity supply. Fourie and Valeta (2008: 139) warn that, if the problem of service delivery remains unresolved, the country will continue to struggle to bridge the gap of inequality between the rich and the poor.

2.10 CHALLENGES OF COMMUNITY PROTEST AND INFRASTRUCTURE DEVELOPMENT

Community protests have serious implications on the lives of the community members and development of the country. Sustainable infrastructure development, for instance, has the ability to attract tourist that will boost the economy of the country. The implications of protests will be discussed below.

2.10.1 Slow down community development

According to the New Partnership for Africa's Development Report (2013: 1), infrastructure plays a crucial role in the growth of a country. Economic infrastructure, energy, information and communication and agriculture are some factors which play crucial roles in the economic development of a country; social infrastructure, such as water and sanitations also play predominant roles in developmental outcomes. Bundy (2014: 101) argues that the culture of vandalizing state infrastructure slows down development since there is a need for government to provide again the same structures which have been destroyed or vandalized. The burning and damaging of

infrastructure put much burden on municipalities and threaten the lives of the community, as, for example, they will have to walk long distances to access services which were, previously, available nearby (Mamokhere (2019: 376). For instance, during protests, community block the road with burning tyres, which in the long run causes pot holes in the road; when it rains those pot holes could cause fatal accidents on the road. Khambule *et al.*, (2019: 2) assert that Service delivery protests where protestors destroy public infrastructure essential for development, undermine the future capabilities of the very community. Destroying roads, for instance, negatively affects the education children receive at school, for the information they get at libraries improves the quality of learning, and gives them access to employment opportunities; being able to travel to clinics helps them when seeking medical attention.

Mark Mobius in his comments on the topic - South Africa key issues and challenges - in (2017) notes that South Africa's economy is the second largest, following Nigeria, in Sub-Saharan Africa but it displays extreme wealth and poverty; in other words it is the most unequal society in Africa. In Statistics (2011: 3), the Gini-coefficient rank South Africa as the most unequal country because of the wooden and tin shacks that lie in the shadow of multimillion-dollar mansions.

Black, Calitz and Steenkamp (2012) explain the Gini-coefficient as the global measure of inequality in terms of distribution of income between the rich and the poor in a country. If the coefficient is zero or below it means there is perfect equality but if it is one and above it shows that some people have more money than others and that is the case in South Africa. Mobuis (2017) further indicates that another challenge that hampers development in South Africa is immigration as the country has many illegal immigrants who come into the country seeking asylum or trying to make a living. The more the population, the harder it becomes for government to distribute resources; this has a negative impact on community development as communities will have to share their scarce resources as has been witnessed with jobs. Competition for jobs creates tensions and violence between the local communities and the refugees; this, worsens the effects of poverty and crime and slows down community development, Mobuis (2017) stresses. The findings in Koelble and Lipuma (2011) further illustrate that although municipal capital may not be enough to provide all services it is certainly adequate for the task of building basic

infrastructure. Koelble and Lipuma (2011) furthermore suggest that community infrastructural and developmental aspects must be monitored at national level through national policies or through parastatals because Eskom has proven that rollout of national facilities is possible.

2.10.2 Promote crime

Over the years, from 2005, South Africa has been experiencing intensified community protest in all the provinces of the country: many become violent and criminals seem to also take advantage of the situation (Burger (2009: 1). One good example is the protest at Malamulele Township where protestors burned a shopping complex and stole food, clothes and shoes from the affected stores. Hough (2008: 9) points out that commercial explosives used to bomb Automatic Teller Machines (ATM), illegal fire arms and automatic weapons which are easily accessible fuel community protest because they can be used as incentives for acts of violence. Protests, sometimes, are used as a shield to commit criminal activities as it has been observed in many instances where protestors made it hard for the police to perform their duties. Hough (2008: 9) suggests that, even though violent protests can be or are politically motivated, they may result in putting fear in communities or reach the stage of full scale rebellion.

2.10.3 Create backlog of service delivery

The Greater Tzaneen Municipality's approved IDP 2018/2019 shows there is a backlog of 86 388 households which do not have access to basic sanitation and there is a backlog of 12 590 RDP houses - there was an allocation of 700 for 2017/18 and 534 has are still outstanding. Chen, Dean, Burger (2009:94) state that the level of service delivery by government is unreliable, greatly inconvenient or endangering all communities. Community protests create a backlog of service delivery, for during protests, communities destroy roads, street lights, damage tarred roads by burning tyres and vandalise other state properties, thereby, municipalities are forced to use the money which was budget for other things to repair the damaged property. The Department of Co-operative Governance and Traditional Affairs (2018: 9) believes that for municipalities in Limpopo Province to address the municipal service backlogs, they must strengthen human resource capacity, which would enable local government to deliver its constitutional mandate to the public. This would strengthen

national and provincial supervision of interventions, as well as make a serious commitment to root out nepotism and corruption in areas such as recruitment for municipal positions and the awarding of tenders for services.

2.10.4 Deprive children's right to education

Protest by youth in South Africa is not a new phenomenon nor is it unique. The June 16's students' uprising is one example of youth protestors and to Beinhart and Dawson (2010: 19) the youth are, usually, very active in community protest because sometimes, youth learners are not happy with the education system. Unfortunately, the youth today are deprived of the very rights the youth of 1976 fought for. Booyens and Crause (2014: 256) note that, learners are often considered the ideal protestors because they are more likely to have time and energy to participate in protest activities. Bundy in his study, (2014: 101), suggests that the constitutional framework should outline how community protests deprive learners of their right to education and recommend strategies that can be used to enhance community participation in the process of service provision in the education context; infrastructure and education are determining factors of community development. On the positive side, protests serve as a 'wakeup call' for the public sector, politicians and officials to take service delivery problems seriously.

Mobius (2017) points out that education is the area of most concern in South Africa as without proper education communities cannot progress and not only in terms of economic development but also politically. Twala (2014: 64) argues that one of the socio-ecological impacts of community protest is that schools and learners are badly affected, thus, impacting negatively on the learners' performance and the pass rates; this directly affects those who manage the schools. Postma (2016: 2) notes that in most protests, what is lacking is a response from the educational sector which will display awareness of the significance of such protests in a comprehensive manner. Educators, also, must be encouraged to support such demand for a better society which values education and fight against those who use learners as objects of war or protest to fulfil their own interest. Mobius (2017) adds that government schools have dilapidated infrastructure and some do not have enough classroom space to cater for all the learners. Some of the dilapidated schools' infrastructure are the results of community protests where the schools were torched and burned to ashes like the

Vuwani incident. Khambule *et al.*, (2019: 2) posit that there is a strong link between provinces with school infrastructure backlog and pass rate, hence, schools with proper infrastructure have outstanding pass rates. Limpopo schools are evidence of this fact as it received 9.3% drop in pass rate from 2013 to 2016. Khambule *et al.*, (2019: 2) Destruction of public schools in Limpopo Province by protestors will continue to have long-term effects on the pass rate, future capabilities and opportunities of learners and the schools' ability to attract good teachers.

2.11 THE IMPACT OF COMMUNITY PROTEST

Community protests has both positive and negative impact on a number of things; it has a socio-economic impact, such as increase in crime, loss of jobs, political instability, vandalism of state property and many more. These will be discussed below.

2.11.1 Socio-economic impact of community protest on infrastructure development

Baldwin and Dixon (2008) state that infrastructure effectively support economic growth, uplift the general welfare of the citizenry and they are also essential for national security. Gu and Macdonald (2009) corroborate Baldwin and Dixon's (2008) view by stating that public infrastructure make it easier for geographical concentration of economic resources and open up the market economy for output and job creation. It affects input and output market which help to determine the spatial pattern of development and provide a massive network for individual. From the above statements, it is without doubt that infrastructure services, like sanitation and water, transportation and energy benefit the societies, improve their general welfare and has a positive contribution on the communities' productivity. Duncan (2009: 4) stresses that, community protests deter and hinder communities' productivity because during protests infrastructure is burned and destroyed; all in the guise of being heard or attracting the attention of the authorities. Destruction of state infrastructure undermines government ability to improve access to public services, and socio-economic opportunities in affected areas (Khambule *et al.*, (2019: 1).

The Development Banks of South Africa (2012: 7) reports that the South African Government has established several institutions to strengthen state capacity for

infrastructure delivery - Department of Performance Monitoring and Evaluation, National Planning Commission, Presidential Infrastructure Coordination Commission and Presidential Review Committee on State-owned Enterprises (SOEs). The Department of Performance Monitoring and Evaluation in the presidency is responsible for facilitating and delivering agreements for all infrastructure provision and monitoring their implementation processes (DBSA, 2012: 7). The Commission in the Presidency has the responsibility to develop a long-term vision and strategic plan for South Africa and also advise Cabinet on cross-cutting issues that impact on development of the country (DBSA, 2012: 7). The National Planning Commission also targets infrastructure because it is one of the key issues in planning. The newly-created Presidential Infrastructure Coordination Commission, headed by the President, is responsible for coordination and overseeing implementation strategies for infrastructure projects in order to stimulate social and economic growth (DBSA, 2012: 7). The SOEs are to be aligned with government development agenda including infrastructure development which is headed by the Presidential Review Committee on State-owned Enterprise (DBSA (2012: 7). The above institutions are to play a decisive role in the development of infrastructure in the country.

Public infrastructure is the foundation on which the economy can be built, thus, if its development was to cease, the economy will rapidly collapse (Macdonald (2008). Infrastructure services and tangible structures play key roles as determinant factors which can influence investment on local level and increase a community's attractiveness (Martinkus and Lukasevicius (2008). In essence, infrastructure is one of the factors which indicate a country's competitiveness; for example, physical infrastructure such as transport, road, sewage, water provision and many more play very significant roles. Vandalism of infrastructure by the society during protest, therefore, hinders the country's competitiveness and deters investors from coming into the country.

2.11.2 The impact of community protest on infrastructure development

In 2012 South Africa adopted a National Infrastructure Plan; its aim was to transform the economic landscape and to strengthen basic service delivery in terms of the National Development Act, 2014 (Act no 23 of 2014). The NEPAD Report (2013: 1) asserts that infrastructure plays a crucial role in the growth and development of

Africa and South Africa as a country. The NEPAD Report (2013: 1) identified types of infrastructure which are economic and social and are significant to the growth of the country. Economic infrastructures such as - transport (roads, railways and airports), information and communication technology (ICT), power generation and irrigation in the agricultural sector - motivate the growth process of a country (NEPAD Report, 2013: 1). In addition, the social infrastructure, such as water and sanitation promote developmental outcomes for a country through introducing new paths to growth. On 27 May 2017, Minister Partel indicated, in his departmental budget on economic development, the Strategic Integrated Projects (SIP) projects that had already commenced (National Infrastructure Plan, 2012). Amongst the SIPs, three social infrastructures were identified, namely, energy SIP with green energy aimed to support the South African economy; Integrated Municipal Infrastructure Projects which aimed to develop national capacity to assist the 23 districts in the country (to address maintenance, backlogs and upgrades required for water, electricity, roads and sanitation) and last but not the least, Social Infrastructure SIPs which included revitalization of public hospitals and other health-care facilities, promoting the national school buildings' programmes and higher education infrastructure development (National Infrastructure Plan, 2012).

A report by Development Bank of South Africa (2012: 47), showed that the South African National Roads Agency Limited (SANRAL) contributes 11% of the total network paved for all national roads. The main function of national roads is to ensure that the transportation runs smoothly to promote economic development and inspire exports. It is without doubt that infrastructure has a positive impact on development; social and economic structures when linked together, bring about desirable development outcome (Cities Alliance Report, 2007). The World Bank Sustainable Infrastructure Action Plan (2008: 14) identified four core challenges which hinder infrastructural development - transport which is linked to (energy, water, ICT and access to basic services); mitigation and adaption of climate change; maintenance of economic infrastructure to increase investments which in return will escalate development outcomes and, finally, leverage support from the World Bank to enhance investment in the private sector. The DBSA report (2012: 47) indicates that South African roads are in deplorable conditions due to poor construction standard and utilization of inferior materials. Khambule *et al.*, (2019: 3) gave an account of

what happened at Mandeni at North Coast Kwa-Zulu Natal in 2016 during a protest against the election of a ward councillor and failure of government to meet community demand. The protest turned violent and resulted in the burning of factories in the Mandeni region that left about 2 000 without jobs. The incident caused monetary deprivation to many community members due to loss of their jobs that had generated income for them to send their children to school, access services and buy food to survive (Khambule *et al.*, 2019: 3).

Section 84 (2) of the Constitution of the Republic of South Africa, 1996, signed into law the Criminal Matters Amendment Act, 2015 (Act No. 18 of 2015), which states that any person found guilty of any infrastructure-related offences must be sentenced to imprisonment. This includes destruction of private or public infrastructure and the interference with the distribution of essential services; this refers to installation, structure, facility or system in relation to water, sewerage, energy or transport services which are for the benefit of the public. Vandalism of state infrastructure has a negative impact on infrastructure and community as it plays a pivotal role in the development of the country. Community protest has also the tendency of yielding good results, in that the government tends to speed up service provision after violent protests.

2.11.3 The impact of community protest on development

Community protests have a negative impact on the development of the country. Estache and Garsous (2012: 1) stress that infrastructure matters to development it makes life easier. For instance, the telecommunication systems enable people to access information at the comfort of their homes or anywhere and anytime, it enables people to get into contact with each other without being deterred by the distances, therefore, the availability of infrastructure is of great significance in the realisation of sustainable development which the country seeks to achieve by 2030 through its National Development Plan. Sadly, by the look of things, the NDP seems to have failed to realise its expectation as Professor Malegapuru Makgoba the NPC's deputy chairperson stated that amongst some of the reasons why the NDP has failed is that, the plan had too many priorities, as quoted in the Daily Maverick newspaper, in an article by Ray Mahlaka.

Amongst the eleven (11) Millennium Development Goal (MDG) access to sanitation is a key indicator of improvement in the living conditions of slum dwellers, throughout the world (United Nations, 2009: 45). The MDG's aim was to reduce the number of people who do not have access to sustainable basic sanitation and clean water by half in 2015, however, that has failed due to an enormous increase in population (Millennium Development Goal, 2010). Most of the protests take place during the time of voting and elections, as a legitimate means to effect representation, service delivery and accountability from the government's officials. Infrastructural development has the potential to change the general welfare of the citizenry through promoting human and social development. Estache and Garsous (2012: 1) further state that infrastructural development is very crucial in the economy of a country, because in order for trade to run smoothly within the African continent viable infrastructure, such as transport system, roads and telecommunication must be put in place. Mabitsela (2012: 12) stresses that efficient transport makes it easier for people to travel from point A to B, to access services and meet other needs. Malls and shopping centres make it possible for people in rural areas to access food and information at a very low cost. Infrastructure is a determining factor in development as it closes the gap between the rich and the poor by means of making services and basic needs easily accessible to the public (United Nations, 2009: 48). The only way a country can be rated as "developed" is through the development and management of infrastructure, so, any form of vandalism of infrastructure is highly condemned.

2.12 STRATEGIES THAT CAN BE USED TO ADDRESS THE PROBLEM OF VANDALISM OF STATE INFRASTRUCTURE DURING COMMUNITY PROTEST

There are strategies, usually, suggested in the quest to address community protests and the vandalism, looting and burning state infrastructure. Hoffman (2011:96) is of the view that South African public administration must be governed by democratic values and principles as enshrined in the Constitution. The Constitution's values and principles should be reviewed very constructively, because they hold the key to improving service delivery.

2.12.1 Curbing corruption and promoting financial compliance

The Auditor General (2018: 37), on municipal performance reports that only 33 municipalities in the country received a clean audit for the year. Greater Tzaneen Municipality is amongst the municipality that are on the brink of collapse; it moved from an unqualified opinion in 2016 and 2017 to a qualified report in subsequent years. Corruption and non-compliance of procurement procedures are some of the reasons for the poor performance (Auditor General's Report (2018: 37). A municipality that performs well, usually, has good policies for fighting corruption. Having good policies alone, however, does not guarantee good service delivery, but in addition, implementation strategies, monitoring and evaluation of policies which are geared towards compliance, are all necessary. Late 2018, Mogalakwena and Mookgophong local municipalities were placed under administration due to bankruptcy, from maladministration, irregular expenditure, amongst other things. Rossouw (2011) stresses that, in order to curb corruption there must be involvement of multiple actors, individuals, as well as the need for institutional change, because much of the corruption is embedded in organisational structures.

Kanyane (2006: 112) strongly believes that municipalities also fail to render services because they do not utilise capital budget in an appropriate manner. This means that in order to fight the scourge of maladministration, mismanagement of municipal finances, fraud and corruption, municipalities need to strengthen and review their existing internal control systems so that they can detect the above-mentioned deficiencies (Sowetan, 2011). These include verifying the quality and appropriateness of internal audit and audit committees which requires effective monitoring by the officials in managerial positions. The only solution to curb corruption and misuse of state resources by SOEs is through privatization; this will result in greater transparency and adherence to profit targets (Mobius (2017). Rossouw (2011) referring to the audit conducted by the Ethics Institute of South Africa on Anti-corruption reports that senior management involvement in initiating, implementing and reviewing corruption prevention is a feasible solution.

2.12.2. Accountability and transparency

Putting in place mechanisms for government oversight and enforcing accountability and government responsiveness to the citizenry can assist in addressing the

alarming rate of community protest, are suggestions by Koelble and Lipuma (2011). Managa (2012) is of the view that service delivery protests are aggravated by lack of accountability by government officials. Tapela and Pointer (2013: 56) argue that not much has been done to effect measures to deal with corrupt and incompetent councillors and officials, to foster accountability. Fostering accountability will make officials and politicians to view themselves as civil servants who are subjected to government, rather than citizens whose voice are more powerful and more recognised above the others (Fakir and Moloï (2011: 112). Performance indicators, like Performance Management System (PMS) can be an effective accountability mechanism that can ensure that officials adhere to formal internal control measures, thereby, the required self-discipline and control will be developed by government officials (Sikhakane and Reddy, 2011: 86). Performance measurement can aim at identifying strengths and weakness of municipal officials by them being assessed quarterly to enforce improvement in service delivery. Buhlungu and Atkinson (2007: 31) add that it is common knowledge that municipalities are faced with challenge of huge backlogs of services with limited resources and lack of skills amongst officials. By implementing performance measurement, this will help to improve officials' capabilities and in the long run, speed up service delivery.

Section 51 of the Local Government Municipal: Systems Act 32 of 2000 provides for the basic principles of local government administration. The principles are provided for in terms of Section 195 of the Constitution of the Republic of South Africa of 1996. These are that a high standard of professional ethics must be promoted and maintained through the promotion of efficient, economic and effective use of resources; providing services in an impartial, fair, equitable without bias and responding to the needs and demands of the public by encouraging public participation in policy making. These are in addition, to the need to promote human resource management and care development practices to maximize human potential, while ensuring that public administration is development-oriented in officials' daily dealing with municipal activities. Section 195 of the Constitution of the Republic of South Africa, 1996 states that public administration must be broadly representative of the South African people, with employment and personnel management practices based on ability, objectivity, fairness and the need to redress the imbalances of the past to achieve broad representation. In addition, the IDPs

must be in line with the urgent needs of the communities, hence, the latter must participate in the approval processes so as to ensure that the content of the IDPs represent the consensus reached through various community participation processes. That will enable the communities to hold the council accountable for any failures to attain the goals and targets set in the IDPs.

2.12.3 Public participation

South African municipalities have various forms of citizen participation mechanisms, which include - Ward Committees, Integrated Development Plan (IDP) Forums, Local Economic Development (LED) Forums, and Community Development Workers (CDWs) - to address the needs of the community. When communities are actively involved in decision-making processes with regard to services delivery, it creates a sense of belonging (Von Holdt & Kirsten, 2011: 27). Alexander *et al.*, (2010: 25) state that a key feature of modern times has been mass participation by a new generation of fighters, especially unemployed youth and high school children. Governments need to win trust of the youth because they are now politically cognizant and well organised as they protest to claim their rights back (Alexander *et al.*, 2010: 25). Improving and encouraging the culture of public participation will promote inclusiveness and actively incorporate public inputs into vital governance issues, necessary in this democratic era. Municipalities should engage and consult civil society more frequently in policy formulation and implementation, thereby, incorporate the former in governance structures.

Section 17 of the Local Government: Municipal Systems Act, 2000 (Act No.32 of 2000) stipulates that community participation in the municipal affairs must take place through political structures. In fact, the process to ensure community participation is a core principle of legislation; community awareness in terms of rights and obligations should be enhanced so that citizens can play an instrumental role in municipal affairs and in implementation of MDG-related activities. Jakatyana (2010: 22) emphasises that, there are four characteristics of developmental local government that ensure that municipalities and the local communities work together in finding a sustainable way to meet community needs and improve. The characteristics are; exercising municipal powers and functions in a way that maximises its impact on social development and economic growth; playing an

integrating and coordinating role to ensure alignment between public and private investors within the jurisdiction of the municipality; democratising development, finally, building social capital through leadership and vision (Jakatyana, 2010: 22).

Booyesen (2007: 25) affirms that the right of public participation in the governance process is a constitutional obligation and is protected by various policy frameworks governing local governments. Community involvement is meant to provide information as well as improve public decisions, programmes and projects, thereby, public participation is both a constitutional and legal prerequisite (Tsatsire (2008: 166). The author adds that government's unresponsiveness to community needs creates a serious challenge to public participation. The prevalence of service delivery protests and marches is a clear indication that participatory democracy is a great challenge in democratic South Africa; this results in poor public participation and leads to underdevelopment of local government (Modise, 2017: 2).

Local Government: Municipal Structures Act, 1998 (Act No.117 of 1998) requires all municipal councils to develop mechanisms to consult and involve the community and its organisations in the affairs of the municipality. For local government to live up to its potential, it depends, however, not only on availability of skilled personnel and financial resources but also on the role played by communities. The White Paper on Local Government, 1998, Section (25) acknowledges that local government is the sphere of government that interacts closely with communities and is responsible for the rendering of essential public goods and services to their inhabitants. It is tasked with ensuring growth and the development of communities in a manner that enhances community participation and accountability (Gwayi, 2010: 30).

2.12.4 Capacity-building

Koelble and Lipuma (2011) confirm that municipalities have severe lack of managerial and other skills. The findings in their study titled - *Institutional Obstacles to Service Delivery in South Africa* - show that there are many municipal managers and mayors whose educational background does not go beyond matric; this is a serious problem because it, sometimes, results in erroneous budget allocation which is not congruent to the most rudimentary accounting procedures. It was discovered that lack of capacity to deliver on mandates, together with factors such as individual political struggles, poor communication and ineffective client interface, were key

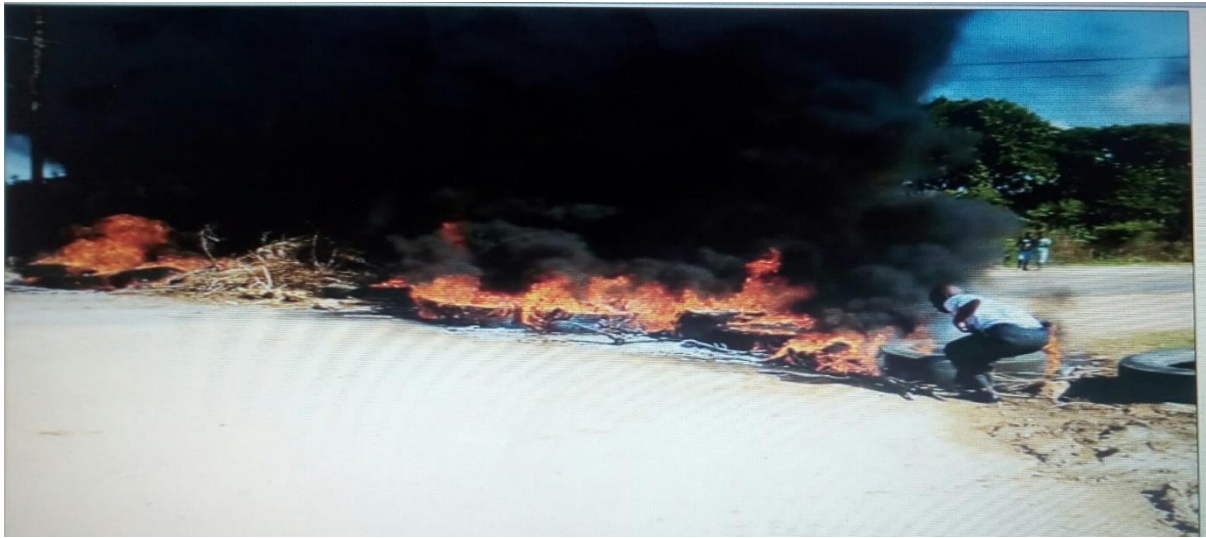
contributors to the surge of violent protests, according to Matebesi (2011). In this respect, there is a need for capacity-building to capacitate officials because it is crucial for municipalities to fulfil and optimally achieve its obligations envisaged in the Constitution and in other national policies. Capacity-building is one of the most essential tools available to local government in bridging the gap in what is expected of municipal officials and what they can deliver (Matebesi, 2011). In the context of overall transformation of local government, skills development is critical as it lays the basis for more people-oriented local government system which is able to meet the demands of the people for democracy, reconstruction and development.

Koelble and Lipuma (2011) conclude that some of the tasks imposed upon local governments are beyond their capacities and that of its officials; many municipalities employ incompetent administrators who are not trained to carry out their functions. For local government to work, there is a need for investment in capacity-building of councillors and officials. Stakeholders involved in such capacity-building initiatives need to organize programs for maximum impact and to link it more appropriately to national democratic transition. Hemson *et al.*, (2009: 151) state that there is a growing recognition that South Africa faces severe challenges, regarding capacity within the state in relation to skills, numbers of professionals, the competence to manage complex systems and, ultimately, the government's ability to deliver on its mandate.

2.13 EMPIRICAL EVIDENCE OF VANDALIZED INFRASTRUCTURE DURING COMMUNITY PROTEST AT GREATER TZANEEN MUNICIPALITY

The following pictures depict infrastructure that were either destroyed or burned during community protests at Greater Tzaneen Municipality.

Figure 2.1: Picture extracted from Letaba Herald Newspaper 12 December 2014 (Mokgoloboto water protest)



The above picture illustrates protests at Mokgoloto village. The community blocked the R37 (Lydenburg Road) with burning tyres in their quest to make their voice heard by the Municipality.

Figure 2.2: Picture extracted from The Citizen Newspaper (service delivery protest at Hlohlokwe village in Bolobedu)



The above picture shows the fight between the police and community members. The police fired rubber bullets to disperse angry community members who were protesting for service delivery; community members threw stones at the police.

Figure 2.3: The below picture was taken at the scene; it shows the burned tree trunks which were used to block the road.



The following picture shows the aftermath of community protest at Lenyenye Township that took place on 29/10/2019. The community of Lenyenye Township took to the street to protest for water supply. The protest was aimed at getting the attention of the Municipal Mayor to come to the community and address their grievances on lack of water. The R36/ Lyndernburg and Lenyenye T-junction were barricaded with burning tyres and big tree branches; Maake Plaza and the surrounding areas came to a standstill.

Figure 2.4: Above picture was taken at the scene on 14/08/2019; the burned shop was being rented by a foreign national.



The shop above was rented by a foreign national; it was looted and burned down by angry protesters at Ramalema village in Tickyline. The incident that led to the burning and looting was based on the rumour that the shop owner was caught in the act of raping a young girl. It was later discovered, however, that the young girl had an affair with the owner and when the owner decided to end things with the girl; the girl's mother then spread false rumour that she caught the shop owner having sex with her daughter. This led to violent community protest against all foreigners in the neighbourhood, calling on foreign nationals to vacate the community. Others saw this as an opportunity to steal from the shop.

2.14 LEGISLATIVE FRAMEWORK ON SERVICE DELIVERY AND COMMUNITY PROTESTS

The following are the prescript of the South African law that governs service delivery and community protests. The following will be discussed below: Regulation of Gatherings Act, 1993; the Local Government: Municipal Systems Amendment, Act 44 of 2003; Local Government: Municipal System, Act 32 of 2000; Local

Government: Municipal Finance Management, Act 56 of 2003 and the Integrated Development Plan of 2000.

2.14.1 The Constitution of the Republic of South Africa, 1996

The Constitution of the Republic of South Africa, 1996 is the supreme law of the country; any law or conduct inconsistent with it is invalid and the obligation imposed by it must be fulfilled. Chapter (2) of the Bill of Rights is the cornerstone of the Constitution, 1996. It affirms the democratic values of freedom, equality and human dignity. The Bill of Right enshrines the right to assemble, demonstrate, picket, petition, just administration, houses, water, food, access to basic health care and social security. Chapter (7) of the Constitution, 1996 further articulates in Section 152 (1)(a) the objective of local government which is to provide democratic and accountable government for local community. This to ensure that services are rendered in a sustainable manner, promote social and economic development, promote safe and healthy environment for both the public and officials, in order to encourage community participation in the affairs of local government. This is in corroboration with Section 2 (1) which states that municipalities must strive within its capacity to achieve objectives set in Section 152 (1).

2.14.2 Regulation of Gatherings Act 205 of 1993

The Public Gatherings Act 205 of 1993 stipulates the conditions under which any public gathering may occur. A gathering is defined as an aggregation of 15 or more persons on a public road or any public space. It is this definition that allows us to apportion a description to protest action, no matter how problematic that definition appears. In terms of the Public Gathering Act, 1993, a protest is, therefore, described as a public gathering which is convened for the purposes of declaring an objection or expressing dissent. The definition, in this study, is limited to public gatherings convened for the purposes of expressing dissent over the pace and quality of service delivery.

The Regulation of Public Gatherings Act 05 of 1993 acknowledges the right to assemble in public and to express views in a public forum but it is limited by the rights of others. Section 3 (2) of the Regulation of Public Gatherings Act, 05 of 1993 stipulates that the gathering can be held after notification of seven days by the

convenor of the gathering, to the responsible officer. The section also prescribes the conditions under which public gatherings for the purposes of protest may occur. Any gathering for which notification is applied for within 48 hours before the scheduled gathering, the officer concerned may prohibit the gathering (Regulation of Public Gatherings Act, 1993 Section 3 (2)). The protests must be orderly, well planned and regulated; any gathering that takes place without a notice being issued is deemed illegal. Protestors are to be marshalled by the convenor of the protest.

2.14.3 Local Government: Municipal Systems Amendment Act 44 of 2003

The Constitution affirms that the municipality should structure and manage its administration, budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community. The Local Government: Municipal System Amendment Act, 2003 (Act No. 44 of 2003) regulates the provision of services, either through internal mechanisms or external mechanisms, the latter being municipal services partnerships. The Local Government: Municipal System Amendment Act 44 of 2003 Section (78) sets out the decision-making process that must be followed before a municipality enters into a service delivery agreement, the tariff-setting process and its controls and also regulates the procurement process in selecting the appropriate service provider. The Local Government: Municipal System Amendment Act 44 of 2003 Section (23) also deals with municipal entities in detail, the purposes for which they may be established, the forms they may take and their governance.

2.14.4 Local Government: Municipal System Act 32 of 2000

Craythorne (2006: 158) explains that the Local Government: Municipal Systems Act 32 of 2000 is a process in which municipalities must abide to ensure reasonable service delivery that will uplift the quality of life for its constituents. The Local Government: Municipal System Act, 2000 Section 29 provides that municipalities must make it a point that it allows direct and indirect community participation regarding the matters of the municipalities. Communities must be encouraged to participate in the affairs of the municipality because that will instil a sense of ownerships in the services they receive from government (Section 29). Local Government is the third sphere of government and is the one closest to the public and the grassroots. Effective participation by the community is very crucial because it

creates a robust communication where the public is able to express its views and opinion with regard to many issues, including service provision.

The Local Government: Municipal System Act 32 of 2000 was initiated to enforce basic principles, mechanism and processes that will help municipalities to achieve their objectives of uplifting the economic and social welfare of the local communities. It was also enacted to ensure that every citizen has access to basic services without any preferential treatment. Parnell, Pieterse, Swilling and Woolridge (2002: 84) stress that Integrated Development Plan is a municipal mechanism to ensure that the municipality achieves its objectives as enshrined in Section 152 of the Constitution of the Republic of South Africa, 1996. Greater Tzaneen Municipality Integrated Development Plan (2018) points out that communities involvement in municipal activities enables them to take part in the decision-making for the IDPs and will also enable them to know which services are approved and how much the municipality is going to spend on such services, in terms of Section 23(1)(a), (b) and (c) of the Local government: Municipal System Act 32 of 2000. Section 78 of the Local Government: Municipal System Act, 2000 has met a lot of criticism with regard to its time-frame and complex processes involved in its implementation; that is where the problem stems from as officials become biased when deciding on which community are to be serviced first and the kind of services to be provided.

2.14.5 Local Government: Municipal Finance Management Act 56 of 2003

The Local Government: Municipal Finance Management Act 56 of 2003 deals with the financial management of municipalities and their entities. It has specific provisions relating to “public private partnerships” in respect of feasibility, procurement, contracting, security and debt. In terms of Section 21(1)(a) of the Local Government: Municipal Finance Management Act 56 of 2003, the Municipal Mayor has the role to co-ordinate the processes for preparing the annual budget and for reviewing the municipality’s integrated development plan and budget-related policies. This is to ensure that the tabled budget and any revision of the integrated development plan and budget-related policies are consistent and credible. The Section also provides that the Municipal Mayor when preparing the annual budget, must take into account the municipality’s integrated development plan. Subsequent to this, Section 115(1) of Local Government: Municipal Finance Management Act,

2003, outlines that the accounting officer of a municipality or its entities must take all reasonable steps to ensure proper mechanisms and separation of duties in the supply chain management are put in place, to minimise the likelihood of fraud, corruption, favouritism and unfair and irregular practices.

Section 112(1) (m) of Local Government: Municipal Finance Management Act, 2003 requires that the supply chain management policy of the municipality must include measures for combating fraud, corruption, favouritism and unfair and irregular practices. This is to promote ethics among officials and other role players involved in municipal supply-chain management. Section 117 of Local Government: Municipal Finance Management Act, 2003 prohibits councillors from bidding for tenders and being part of the municipal tender committee, and no person may interfere with the procurement system, amend or tamper with any bid after its submission.

2.14.6 White Paper on Transformation of Public Service Delivery, 1997

Sections 33(1) and (2) of the Constitution provide that everyone has the right to administrative action that is lawful, reasonable and procedurally fair and everyone whose rights have been adversely affected by administrative action, has the right to be given written reasons. The Department of Public Service and Administration established the White Paper on Transformation of Public Service Delivery in 1997, also known as Batho Pele Principles. Batho Pele is a Sotho word which means people first and the principles sought to address two issues: putting people first and viewing the recipients of services as customers. It is a policy framework that consists of eight service-delivery principles aimed at transforming public service delivery and to address its challenges (Batho Pele Handbook, 2003: 30). This policy seeks to create an environment where the public becomes actively involved rather than ordinary recipients. These principles were initiated to improve service delivery in public institutions and to ensure that public servants are service-delivery orientated. Nhlonipho (2003: 50) acknowledges that the policy frameworks on Batho Pele are key elements in the overall transformation of service delivery in public institutions. The principles of Batho Pele are - access, information, courtesy, value for money, service standard, accountability, openness and transparency. The principles' policy framework stipulate that public sectors, including local governments must adhere to these principles to ensure effective and efficient service delivery in public institutions.

Joseph (2002) clarifies that the policy framework of Batho Pele are core principle to ensure that services are affordable, sustainable and delivered within the stipulated time frame to the community.

The Promotion of Administrative Justice Act (Act 3 of 2000) provides a new and holistic framework on which municipal service delivery should be based. The Promotion of Administrative Justice Act (Act 3 of 2000) states that services must be affordable, accessible and of good quality. The providers of services and the implementers of policies must be accountable for their responsibilities. The development of such products and services should be in an integrated manner that is sustainable and of good value for money. Service delivery, according to the White Paper on Transformation of Public Service (1997: 94), should promote and ensure competitiveness among local businesses and industries and should also uphold democratic values. Mboweni (2013:38) indicates that promotion of transparency is very crucial in public administration decision-making and related actions, as it will contribute a great deal in service delivery and encourage community members to be on board in the process of service delivery.

2.14.7 Integrated Development Programme (IDP) of 2000

The Local Government: Municipal Systems Act 32 of 2000 defines an Integrated Development Plan (IDP) as a plan in Section 25 which states that IDP is the municipality's single, inclusive and strategic plan for the development of the municipality; this plan links, integrates and co-ordinates activities and takes into account proposals for the development of the municipality. The plan aligns the resources and capacity of the municipality with the implementation of activities and forms the policy framework and general basis on which annual budgets must be based. Section 153 of the Constitution of the Republic of South Africa, 1996 provides that every municipality has to structure and manage its planning processes in order to prioritise the basic needs of communities, promote socio-economic development within its jurisdiction and participate in national and provincial development programmes. The IDP came into effect on 06 December 2000 as a strategic planning instrument for municipalities to fulfil their developmental mandate. Integrated Development Programme, thus, is a municipal policy guideline which outlines services the municipalities will embark upon.

Section 23 of the Local Government: Municipal Systems Act 32 of 2000 conveys the idea that "developmentally-oriented planning" must strive to ensure that it gives effect to: the objects of local government; the developmental duties of local government; and contribute to the realisation of socio-economic rights. From the above perspective, it means that for municipalities to be "developmentally-oriented" they must strive towards achieving their duties relating to both the constitutional precepts of local government and the socio-economic rights of community members who reside within the jurisdiction of a particular municipality. Section 23 (1) of the Local Government: Municipal Systems Act 32 of 2000 state that IDPs pave the way to converge all sectoral developmental policies, plans and programmes that are linked to its mandate. According to the Integrated Development Plan (IDP) framework of 2000, its mandate is the development of people, in an attempt to redress their historical experiences such as poverty and exclusion of the black community. This is a collective effort of bringing all elements of development whether through government structures, private businesses and other organisations, to work towards building a better nation. The framework further implies that human-settlement developments involve the Departments for roads, electricity, water and sanitation, economic development, education, health services and recreational facilities.

In terms of the Local Government: Municipal Systems Act 32 of 2000, municipalities are required to elect municipal council for a period of five years. The council is tasked with the responsibility of designing and adopting an IDP framework which will expand the development of the municipality for long, medium and terms. Part B of Schedule 4 and 5 of the Constitution, 1996 states that the municipal council has executive and legislative authority as set out in the above schedule; meaning the municipal council has the power to make by-laws and to effect such laws. The primary role of the council is to oversee the municipal functions, programmes and manage the day-to-day running of the municipality. From the above statement, it can be concluded that the municipal council is responsible for the drafting of the municipal IDP for a short, medium and long terms, hence, the municipal council has strong influence on community protests.

2.15 THE HISTORY OF PROTESTS IN SOUTH AFRICA

This sub-topic presents how violent protests evolved in South Africa. According to the Centre for Study of Violence and Reconciliation (2018: 1), the history of violence in South Africa's is often associated with the dark past of apartheid. The freedom that citizens enjoy today was obtained through violence.

2.15.1 Service delivery and protest after apartheid era

The history of violence in South Africa can be traced back to the apartheid era. Twala (2014: 159) indicates that the apartheid regime disadvantaged many black citizens, preventing them from receiving basic services because of the regime's policies of racialism. Twala (2014: 159) adds that black people were made to stay in rural area with no water, electricity, sanitation and decent houses. The current service delivery protests at local government is a repeat of what happened during mid-1980s when the majority of marginalized blacks took to the street to protest against imbalances with regard to service provision (Simpson, 2010: 76). Hope filled the hearts of many Blacks when the ANC won the 1994 elections. The ANC inherited service delivery backlog from the apartheid government, therefore, its election manifesto envisaged better life for all South Africans. Johnson (2004: 77) states it is the responsibility of any government to provide services to its citizen in an effective and efficient manner. Manning (2006: 23) asserts that service-delivery protest does not only occur in South Africa but they are worldwide. The ANC initiated a white paper on transformation of public service and the Reconstruction Development Programme (RDP) policy aimed at redressing the anomalies of the past. This government has tried over the years to deliver quality services to the public, however, due to corruption by self-serving politicians and government officials, it has become impossible for it to fulfil its mandate of uplifting the welfare of the public.

The statistics in the Municipal IQ Report (2009), reveal that service-delivery protests started in 2004, picked up in 2005 and 2009. The Phomolong protest, for example, erupted in 2004 February to mid-April 2004, where protesters were seen carrying toilets buckets and banners, armed with pipes and sticks, singing protest songs, blocking the street and people around the area, preventing people from going to work and schools were closed for about a month. The community were complaining about the bucket system and RDP houses; the community felt that the municipality

was discriminating against them at the expense of the bigger, Welkom (Mkhabela, Mafela and Harper, 2009: 13). Provincial Municipal IQ Report (2009) indicates that service delivery is a serious issue in all provinces, and it needs urgent intervention. Chuenyane (2009: 6) in the City Press Newspaper concurs with Mkhabela, Mafela and Harper (2009:13) stating that all provinces in South Africa have been affected by violent community protest because of lack of service delivery. Chuenyane (2009: 6) continues that lack of services is caused by corruption in general, lack of leadership skills, misuse of municipal funds and bribery in the allocation of resources. In 2005 Port Elizabeth was hit by protest where state infrastructure was severely damaged by angry protestors. In 2009 another violent protest occurred in Piet Retief around June and in Balfour around July; two protestors were shot dead at Piet Retief and five people were severely wounded by rubber bullet at Balfour, including a fifteen year old boy who was shot with ten rubber bullets at the back, whipped with a rifle butt and left unconscious on the street by police (Sinwell, 2009).

2.15.2 Protest at Malamulele Township

Mathonsi (2017: 2) narrates that in early 2015 the community of Malamulele took to the streets and called for a complete shutdown of the Punda Maria road and other ancilliary roads that lead to Venda, demanding their own municipality, separate from Thulamela Municipality. Malamulele Township was burned down along with the Home Affairs Offices and part of a shopping complex, in order to attract the attention of the authorities (City Press, 2015). Mathonsi (2017: 6) stresses that the Malamulele community protest was a result of social exclusion from service delivery, by the Thulamela Local Municipality. The Municipal Demarcation Board (MDB) after many debates and considerations took a decision to grant people of Malamulele their own municipality (Municipal Demarcation Board, 2015:33). After the passing away of Collins Chabane who had served as a Public Service and Administration Minister, his family requested that the municipality be named after him as it had been the Honourable Chabane's wish that Malamulele area be granted a municipality status (News24, 2015b).

Some months later the people of Vuwani took to the street protesting against the decision of the MDB for incorporating them into Collins Chabane Local Municipality. According to Madima (2019: 62), the community members argued that they would

rather be part of Makhado Municipality than to be part of the newly-established Collins Chabane Local Municipality. Vuwani community used the same tactics used by the people of Malamulele. The SABC news on the 11 June 2018 reported that more than 30 schools were burned down, many local shops were set alight and the roads were barricaded with burning tyres. Schooling was disrupted for months and matric students had to be transferred to Tivumbeni Multi-Purpose Centre to catch up with their studies (Madima, 2019: 86). Mostert (2016: 1) indicates that the reconstruction of vandalised infrastructure and burnt schools at Vuwani will cost the Department of Education close to R720 million.

2.15.3 Protest at Mokgoloboto village

Sakuneka (2014) reports that the community of Mokgoloboto marched to Greater Tzaneen Municipality to submit a memorandum of grievances with regard to service delivery backlog. Sakuneka (2014) further indicates that the Municipality was given fourteen working days to respond to the community's demands; failure to do so, would result in the community resorting to protest action. On 12 December 2014, Letaba Herald Newspaper recorded that the community took to the street and barricaded the R36 road and brought it to a standstill as a way to make their grievances heard because the Mokgoloboto community had submitted a memorandum of demands and had followed all the relevant procedures but nothing was being done, by the Municipality. The community of Mokgoloboto protested at lack of water provision; the taps and pipes had been installed many years ago, but the taps had not provided any water from that time. The community members complained that they put their lives in danger whenever they had to cross the busy R36 road to fetch water from the newly-built Dan Extension RDP houses. Sakuneka (2014) states that on the list of demands the community had presented, water supply, overhead bridge from the RDP housing to Mokgoloboto, a ward councillor who will serve the interest of the community, streetlights, a school, community hall and health centre. The Municipal Mayor, Dikeledi Mmentle when addressing the protestors indicated that only three of their grievances can be addressed as soon as possible; some, however, will be directed to the relevant departments since the Municipality is not capacitated to provide such services Sakuneka (2014).

The water was provided for two weeks after the Mayor's intervention then stopped; currently, the community still does not have access to clean running water. They buy water from cars, tanks or put their lives at risk by crossing the busy Lydenburg road to fetch water on the other side, from the RDP houses (Letaba Herald, 2014: 1). Community protests are not bad strategies but they become questionable when they turn violent; that happens when mayors and councillors do not engage with the community and explain as to why services cannot be provided within the agreed time frame, in other words to keep them updated about any intended interventions. When that happens, the community turns to retaliate violently in expressing their disappointment with the government. Alexander *et al.*, (2017) point out that while few communities have gained access to quality services, the majority of the population are still poor without adequate infrastructure and access to basic services. Many youth at Mokgoloboto are neither working nor school going, with the high rate of unemployment picking up every day, it makes crime very rife. Malele (2018: 3) asserts that Greater Tzaneen Municipality has been affected by quite a number of community protests in recent years. These include the water service delivery protests at Petanenge village outside Nkowankowa and at Tickeyline Ga-Maake and Rita villages; at all these occasions, the police fired rubber bullets to disperse angry protesters (Malele, 2018: 3). The protests resulted in a number of casualties, some protestors ended up looting shops in Maake Plaza which subsequently led to its temporal closure for some days (Malele, 2018: 3).

2.17 CONCLUSION

Community protesters, usually, do not intend protests to be violent but latter turn violent when those vested with power turn a blind eye on the needs and the demands of the masses. Not all protests are directed at the municipal service delivery, but socio-economic issues, such as - unemployment which is growing exponentially every day; food and electricity costs which are sky-rocketing, crime which is growing at a fast pace, increases in teenage pregnancy and HIV and AIDS infections; high rates of population density and a huge influx of unregistered foreigners - change the initial nature of the intended protests. The above-mentioned socio-economic ills put much pressure on government in rendering quality service and distributing resources. These challenges at the end emanate from communities' dissatisfaction and it is for such reasons that this study is being conducted. This

research, therefore aims to better understand the causes of violent behaviour during protests, the perception of the community towards community protest and to suggest possible mechanisms which can be used to attract the attention of those in authority about communities' dissatisfaction, without, engaging in violent actions. Community protests have both negative and positive outcomes. On the positive side, the protests serves as a wake-up calls for government and officials to see the seriousness of the communities' grievances and demands and ensure that they react to them swiftly. On the negative side, for example, are school kids who are deprived of their constitutional right to education due to protest and the economic meltdown that comes as the result of burned complex, schools, clinics and other infrastructure. The subsequent chapter covered the methodology applied to realise the objectives of the study.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter presents the research design and methodology adopted in the execution of the study; a mixed method approach was applied. The research instruments for data collection and data analysis techniques are highlighted. This chapter also contextualises the study area and its background. The following aspects were presented: population, sampling methods and sampling size, data collection, pilot study, data analysis, ethical considerations and organization of the study.

3.2 RESEARCH METHODOLOGY

Gray (2009: 581) defines a research methodology a systematic enquiry developed within a particular paradigm which is associated with epistemological assumptions. According to Lewin and Somekh (2005: 346) a research methodology refers to the collection of data or rules that govern how research should be conducted, however, in a broader context, it means the whole system of principles, theories and values that underpin a particular research approach. For the purpose of this research, the researcher used mixed methods - qualitative and quantitative research methods

Cresswell and Plano-Clak (2011: 126) explain that a mixed method as a design which involves philosophical assumptions that direct a way in which data must be collected and analysed in a single study or series of studies by applying both quantitative and qualitative approaches. Tashakkori and Teddlie (2010: 2) states a mixed method as a method of conducting research that involves collecting, analysing and integrating or mixing both qualitative and quantitative research data in a single study. A mixed method is appropriate because it enables social phenomena to be quantified, measured and expressed numerically.

Pauw, Thani and Wessels (2014: 599) note a quantitative method where an external reality exists so that an independent, value-free researcher can examine the reality. For Creswell (2014: 4) a quantitative research is a means for testing objective theories by examining the relationship among variables. The approach was appropriate for this study based on the idea that phenomena can be quantified, measured and expressed numerically. Quantitative data can be collected with

questionnaire. This method enables the researcher to quantify phenomena, make objective and deductions, accordingly.

Tuckman and Harper (2012: 387) state that a qualitative study involves an inseparable relationship between data collection and data analysis to build a coherent interpretation of data. Creswell (2009: 5) clarifies qualitative research as a process of inquiry aimed at understanding a social or human problem from multiple perspectives; conducted in a natural setting with a goal of building a complex and holistic picture of the phenomenon of interest. The reason for the use of qualitative research methods is to gain understanding, knowledge and insight on the implications of community protest on community development; this was done by finding concrete information regarding the topic; qualitative research method is an effective method of investigating social phenomena.

3.3 Research design

A research design is a plan of structured framework on how one intends to conduct a research, according to Babbie and Mouton (2009). Welman, Kruger and Mitchell (2005: 52) refer to a research design as a plan according to which the researcher finds participants to collect data from them. The research design determines the attitudes, structures and processes that occur in a phenomenon or topic. For the purpose of this study the researcher used descriptive and contextual research design.

According Welman *et al.*, (2005: 188) a descriptive approach refers to a qualitative study which can be used appropriately in the description of groups, community and organization. Bless and Higson-Smith (2000: 35) note that, descriptive design is aimed at describing situations, in this case, the socio-economic factors associated with community protest and the impact of violent protest on community development. Descriptive design is concerned with the “how and who” questions which enable a researcher to provide detailed picture of the background and context of the participants’ situation.

Contextual research is an ideographic research; it is unique in that it describes the context of human behaviour with regard to individual setting (Babbie and Mouton, 2009: 219). De Vos, Strydom, Fourie and Delport (2001: 108) explain that research

studies human behaviour that is believed to have a strong influence on the environment or settings in which it occurs. Contextual research enables one to study people's behaviour in their natural setting in order to understand the dynamics of human interactions, fully.

3.4 Study area

Davies and Hughes (2014: 156) refer to a study area as an interdisciplinary field of research and scholarship pertaining to a particular geographical, national or cultural region. Identifying the study area is crucial because the process clearly describes the place or context where the study was conducted. Similarly, Tashakkori and Teddlie (2010: 23), acknowledges that a study area is a geographical location in which data is collected and analysed in a report. The study was conducted at Greater Tzaneen Local Municipality in Limpopo Province. Greater Tzaneen Municipality is a Category B municipality situated at the Eastern quadrant of Limpopo Province, within the jurisdiction of Mopani District. It is bordered by Polokwane on the Western part, Letaba Municipality at the North, Ba-Phalaborwa and Maruleng on the East and Lepelle-Nkumbi on the South. Greater Tzaneen Municipality has 34 wards under its jurisdiction constituting of 125 villages. The Phalaborwa SDI transverses the area and is the major road link between Gauteng and Kruger National Park, through the Tzaneen Town.

3.5 Population of the study

According to Pauw *et al.*, (2010: 405) a population in terms of research, refers to a group of people or persons whom the study has targeted. Davies and Hughes (2014: 156) define population as objects which may consist of individuals, organizations and products or the total collection of all units of analysis which the researcher wants to make specific conclusion. The population of this study consists of Greater Tzaneen Municipal Mayor, Municipal officials, SANCO members, Ward councillor, selected members of the community and South African Police Service officials. The total population of Greater Tzaneen Municipality according to 2016 Municipal survey is estimated to be 416,488, comprising of the following language groups: Afrikaans 17.5%, English 13.3%, Northern Sotho 34,5%, Tsonga 24.4%, others 13.0% (Municipal survey, 2016)

3.6 Sampling

Sampling, according to Kumar (2014: 382) refers to a process of selecting a group of respondents from a population, needed in the study, to get information of interest to the researcher. It is a process of choosing a smaller, more manageable number of people to take part in a research (Dawson, 2006: 48). The sampled group for the study consists of Greater Tzaneen Municipal Mayor, Municipal officials, SANCO members, Ward councillor, selected members of the community and the South African Police Service officials.

3.6.1 Sampling methods

The sampling method applied in this study was non-probability sampling and its sub-type, purposive sampling. Purposive sampling method according to De Vos, Strydom, Fourie and Delport (2006: 49) refers to selection based on the knowledge of the population and the study purpose. McMillan and Schumacher (2001: 527) explain that purposive sampling is a method which enables the researcher to select participants from targeted population who are informative about the topic of interest. The subjects/participants are selected because of some established characteristics, specifically for the study. Purposive sampling method was relevant for this study as it makes it easier to gather comprehensive information from key informants, groups, places or events.

3.6.2 Sampling size

The sampling size of the study consists of seventy (70) respondents which are categorised as follows; 03 traditional leaders, 10 Police Officers, 01 Municipal Mayor, 20 Municipal officials, 05 ward councillors, 07 SANCO members and 24 selected community members.

Table 1.1 Sampling size

Population	Sample
Traditional leader	03
Headman / woman	03
Municipal mayor	01
Municipal officials	10
Police officer	10
Ward councilors	05
SANCO	04
Selected members of the community	34
Total	70

3.7 Data collection

To Grix (2004: 163), data collection is a process through which empirical data are produced and collected via a number of different sources. Silverman (2006: 176) defines data collection method as part of any research design; it is a description of what type of data will be collected and how it will be arranged. The study applied self-report and for the purpose of this study, primary data was utilised.

Welman *et al.*, (2005: 52) states that primary data refers to the original data collected by the researcher for the purpose of his/her own study. Amogh, Rizwan and Prathmesh (2013: 2) add that primary data is the original data collected for the first time, specifically, for a study and can be used, currently or for future studies. Data was collected through the use of questionnaires, interview and observation.

A questionnaire refers to a written list of questions along with answers, where the respondents just tick or make a cross (Kumar, 2014: 178). Martins, Ligthelm, Tustin, and Van Wyk (2005: 186) note a questionnaire as a self-administrated instrument used to gather information about a topic or problem that is being investigated.

Questionnaires can produce a vast amount of data within a short space of time; in the study, a structured questionnaire was used to collect data. For Welman *et al.*, (2005: 165) a structured questionnaire is a compiled list of questions and answers designed to gather information on a large scale. Kumar (2014: 178) elaborates that a structured questionnaire is the application of previously-asked questions on the same topic to ensure that one “asks” new relevant questions on the study. A structured questionnaire was appropriate for this study because it enabled the researcher to ask questions and acquire vast amount of data within a short space of time. Sixty (60) questionnaires were distributed to respondents; appointment was made before the distribution of questionnaires. The questionnaire was based on five (5), point Likert Scale - which were *strongly agree, agree, not sure, disagree* and *strongly disagree*.

Maree (2007: 87) defines interviews as a two-way conversation wherein an interviewer ask respondents questions in order to collect data on insights about a study. McMillan and Schumacher (2001: 405) state that an interview is a direct communication between the interviewer and the interviewee and the first thing a researcher should do when starting with interview, is to first analyse the problem statement and the research questions. The reason for conducting the interviews was to help the researcher get a first-hand information. The study targeted ten (10) participants to answer interview questions and appointments were made before meeting with the participants. An open-ended interview refers to a way of gathering information from people, in which an interviewer asks questions to participants and the participants respond to the question asked (Welman *et al.*, 2005: 152),. Maree (2007: 88), points out that an open-ended interview is a polite way of forcing the respondent to go beyond standard responses or answering ‘yes’ or ‘no’. The advantage of using open-ended questions is when seeking information on a variable which is relatively unexplored or unknown to the researcher.

Non-participation, according to Lincoln and Norman (2018: 675), refers to the researcher who does not take part in any activities related to the study, hence does not pretend to be a member of any group of participants. Non-participant observation is significant for this study because it helped clarify the outcome or aftermath of violent community protest. Glaziers (2019: 46) defines structured observation as quantitative research methodologies were an event or series of event is observed in its natural settings and recorded by independent researcher. Structured observation

is significant for this study in that pre-determined categories were used to guide the recording process of events in order to minimise bias and facilitate replication or verification by other scholars, in order to make findings more credible. Data collected through observation employed the use of field notes. The data collected through this process consisted of recordings of what were observed, such as the activities and incidents that took place during protests, including informal conversations with participants. The relevance of non-participation in this study is that it became easy to put suitable questions to participants about their involvement in the activities and incidents that happened during the protests and what could be the actual causes of the protests.

Barbie and Mouton (2009: 319), clarify research observation as a technic for data collection on non-verbal behaviour. Norman and Lincoln (2018: 675) maintain that observation is a primary technic for collecting data which involves sight, visual and other senses. The significance of applying observation in a study is that it increases the validity of the findings because it makes it easier for one to better understand the situation and the occurrences within the phenomenon.

3.8 Pilot study

According to Williman (2011: 175), a pilot study refers to a pre-test of questionnaire or other types of data collection methods on a small number, in order to ascertain the appropriateness of the procedures and the quality of respondents and responses. Welman *et al.*, (2005: 148) refer to the process as administering an instrument to a limited number of subjects from the same population. A pilot study is used commonly to try out survey questions and to refine research hypotheses as well as to detect possible flaws in the measurement procedures. The researcher selected ten people to check the questionnaire and test interview questions. The selected people were not used on the main data collection because the main aim of pilot study is to test the accuracy of the questionnaire and interview questions and also the reactions and responses of participants. The reason for the testing of questionnaire and interview people, therefore, is to avoid asking inappropriate questions and to test the attitude of respondents towards the study.

3.9 Data analysis

According to Welman *et al.*, (2005: 210) data analysis is the process through which the collected data is interpreted to give feedback on the tenability or tenability of the original formulated research hypothesis and, consequently, on any theory deduced from study. Hatch (2002: 148) defines data collection as a technique to process the collected data. For the purpose of this study, the qualitative data were analysed thematically.

Data collected through questionnaire and observation was analysed through IBM: Statistical Product and Service Solutions (SPSS), Version 22.0 and the results were presented in a graphical tabular form, frequencies and percentages.

Data collected through interview was analysed through thematic analysis and was presented through narrative form. The researcher applied Creswell's (2014: 54) eight Tech steps of quantitative analysis:

- **Planning for recording data**

In a scientific study it is essential to plan how data will be recorded before commencing with interview to avoid unnecessary delays and wasting participants' precious time. The study, hence, applied narrative techniques to record, observe and interact with the interviewees in order to ensure that the process does not inconvenience the participants and disrupt their daily activities.

- **Data collection and preliminary analysis**

The data collected during interview was very rich information and it was properly analysed in order to generate alternative hypothesis and provide basics that share constructive realities of the event.

- **Managing or organizing data**

The copies of all the information collected from participants were stored in a secured place for safety purposes. The data collected was in a form of field notes, well organised to see the trends and patterns from the respondents. Safe keeping of information is necessary because should there be any questions about the study, the stored information will serve as a proof and in case where there is misunderstanding, or confusion, one can always refer to it for clarity.

- **Reading and writing memo**

Reading and writing memos in a scientific study are very crucial because information gathered from interview is 'raw', thus, it needs thorough and intense reading before one can start writing a memo. The information received was read several times before breaking it down and making analysis. The data were the exact words of the participants; paraphrasing was done to get a clear understanding of the contents.

- **Generating categories, themes and patterns**

The information was classified into categories in order to reduce it into small manageable set of themes which were written in the final narrative. Sections of the data were coded A, B and C with each representing respondents in order to give a detailed description of the respondents while maintaining confidentiality, avoiding confusion and mixing up of the information.

- **Coding the data**

Coding data is a formal representation of analytical thinking. The study applied some coding scheme to those categories and themes, and diligently and thoroughly marked passages in the data using the code. The code took several forms based on the key words.

- **Testing the data's emerging understanding**

The information received was tested to see if it was relevant to the study, there after the process of evaluating the credibility of the information was made to develop understanding of the data. Part of this phase was evaluating the data's usefulness and centrality.

- **Writing report**

A formal report was written after the data was assessed and analysed. The data was then presented in a narrative form according to themes and whether the findings confirm or contradict the literature of previous authors.

Five stages based on data analysis were adopted in the study. In the first step the questionnaire and interview question were drafted, and copies of such documents were printed, organised and prepared in order to collect data from respondents. Secondly, the data was analysed in order to see trends and patterns of the data to understand the direction in which respondents' information was heading. Thirdly, a

detailed coding processes to analyse the key findings of the research question was made. Fourthly, the data was interpreted in order to see if the literature confirms or contradicts with what other researchers' have discovered in their findings. Lastly, all the steps applicable in the study were implemented.

3.10 ETHICAL CONSIDERATIONS

Flick (2014: 53) states that an ethical consideration concerns the issue of moral principles and rules of conduct. Creswell (2013: 104) defines ethical consideration as some normative and undisputed rules and guidelines when conducting scientific research. A primary consideration in any research study is to conduct the research in an ethical manner and making the community aware that the purpose for observing or collecting data is to document activities for research purposes. The researcher applied the following ethical considerations when collecting data:

3.10.1 Permission to collect research data

Marshall and Batten (2004: 33) cautions that it is very crucial for the researcher to obtain appropriate permission to conduct research and the researcher must ensure that the study addresses issues of significance to the community. In this regard, the researcher received permission from the University of Venda through obtaining an ethical clearance letter from the Research Directorate to conduct the study. The letters from the University proved the authenticity of the study, thereby, also serving, as proof that the research is legitimate; the purpose of the study was clearly outlined in the letter. Furthermore, permission was granted by the institutions and *Indunas* of the communities where data was collected. See the Appendix sections below.

3.10.2 Informed consent

Norman and Lincoln (2018: 702) clarify informed consent as informing respondents about the purpose of the study, what it entails and its potentials, effects or consequences, prior to the respondents' participation. It is very crucial to inform respondents before participation about the nature, extent and the duration of participation, so as to disclose the risks and benefits of participating in the study.

3.10.3 Anonymity

Anonymity refers to the application of pseudo name or using alphabets to describe subjects, in order to hide their real names (Williman, 2011: 172). The study preserved the anonymity of participants. Individual identities were described in a way that community members will not be able to identify the participants. Respondents in this study were not forced to disclose their real names on the questionnaire and during the interviews. Participants who wanted to remain anonymous were allowed to use alphabets or pseudo names to protect their identity and also to distinguish questionnaires to ensure that the information does not get mixed up.

3.10.4 Confidentiality

Neuman (2006: 99) is of the view that information received from respondents is not supposed to be shared with anyone or exposed to the public. It is necessary to adhere to the confidential ethical aspect by ensuring that information provided by respondents or participants is treated with care and not shared with other people. The objective being to collect data that will help to answer the research questions without disclosing participants identity.

3.10.5 Voluntary participation

Norman and Lincoln (2018: 702) are of the view that respondents should not be forced to participate but they should do so voluntarily. Participants should do so willingly in order to feel comfortable, therefore, they are free to refuse to divulge any information they feel is not necessary to be provided. All participation in this study was done voluntarily.

3.9.6 No harm to participants

Harm to subjects can be physical or emotional, according to Babbie and Mouton (2009: 522) . Respondents in this study were not exposed to situations which might cause them any harm, however, it is often very difficult to predict and determine emotional harm to participants as against physical discomfort. Extreme caution was displayed, by the research to ensure that respondents were not exposed to any harm.

3.10 CONCLUSION

In summary, the chapter covered the methodologies employed to ensure that relevant scientific procedures are followed and relevant tools are employed to answer the research questions and objectives. Outlined as well was the research design to ensure a scientific study was carried out. The study area, sampling procedures, the population of the study, the ethical considerations observed to ensure the authenticity and credibility of the study, were all discussed in this chapter. The data presentation, analysis and interpretation are undertaken in the next chapter.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 INTRODUCTION

This chapter focuses on the data presentation, analysis and interpretation for the study. Data was collected through the use of qualitative and quantitative research methods. In the application of these two methods, a questionnaire and interview were used to gather information. The data collected from questionnaire is presented in a tabular form, followed by brief explanation of the findings. Data collected from the interviews is presented in a narrative form and followed by a brief interpretation of the findings.

4.2 ANALYSIS OF DATA COLLECTED THROUGH QUESTIONNAIRE

This section outlines the data collected through the questionnaires using a tabular format, frequencies and percentages to present the information collected. Each Table will be followed by a brief discussion to substantiate the findings.

4.2.1 Section A: Biographical details of respondents

This sub-section presents the biographical information of those who participated by answering the questionnaire.

Table 4.1: Gender of respondents

	Respondents	Frequencies	Percentage
1	Male	29	48.33%
2	Female	31	51.66%
021	TOTAL	60	100%

The above statistics shows that majority of the respondents in the study are female, 31 (51.66%) and males are 29(48.33%). Females are in majority because most community protests affect the woman most. Man are in minority because they are

sceptical and normally during community protest they are the ones who vandalise, burn and loot state and private properties.

Table 4.2: Age of respondents

	Respondents	Frequencies	Percentage
1	Less than 21 years	3	5%
2	22 to 30 years	26	43.33%
3	31 to 40	10	16.66%
4	41 to 50 years	16	26.66%
5	51 years and above	5	8.33%
	TOTAL	60	100%

The above table presents data on age of respondents and majority of respondents 26(43.33%) were between the age of 22 to 30 years, followed by 16(26.66%) ranging from 41 to 50 years. Respondents between 31 to 40 years were 10 (16.66%) and those aged between 51 years and above were at 5(8.33%). The lowest were those aged between 21 years and less at 3 (5%). The majority of respondents who participated in the study were aged 22 to 30. From the findings it can be concluded that those aged 22 to 30 participated in the majority because they are the ones who are mostly affected or active during community protests. The reason being that the majority of the youth are neither working nor studying; they stay at home doing nothing that gives them much time to participate in community protests. The figures show that those aged between 21 years and less were very few because they do not have much knowledge about community protest.

Table 4.3: Position of respondents

	Respondents	Frequencies	Percentage
1	Traditional leader	02	3.33%
2	Municipal mayor	01	1.66%
3	Headman/ women	04	6.66%
4	Municipal officials	10	16.66%
5	Police officer	1	1.66%
6	Ward councillors	05	8.33%
7	SANCO	04	6.66%
8	Selected member of the community	33	55%
	TOTAL	60	100%

The statics shows that the majority of respondents were selected members of the community 33 (55%); 10 (16.66%) municipal officials took part in the study; 05 (8.33%) ward councillors; 04 (6.66%) SANCO members and headman/ women 04(6.66%). Two traditional leaders, the Mayor of Greater Tzaneen Municipality and one police officer participated. The selected members of the community were in the majority because the study focused mainly on them. Members of the community are at the heart of community protests because they are the ones that endure hardship as a result of lack of services delivery by government.

Table 4.4: Educational qualification of respondents

	Respondents	Frequencies	Percentage
1	Grade 11 and less	07	12%
2	Grade 12	26	43%
3	Diploma/degree	18	30%
4	Honours/BTech	06	10%
5	Masters/MTech	03	5%
6	PhD	0	0%
	TOTAL	60	100%

The statistics of the respondents in the study are as follows – there was nobody with a PhD; 03 (5%) has Masters/Mtech; 06 (10%) has Honours/BTech, 07(12%) with Grade 11 or less; 18 (30%) with Diploma/Degree, and 26 (43%) with Grade 12 or matric. From the statistics those in majority are the ones with matric or Grade 12 and there was no respondent with a PhD. Those who were in possession of degrees or diplomas were equal in number and that reveals that educated people do take service delivery very seriously.

4.2.2 Section B: Implication of community protest on infrastructure development in Local Government

This section presents the data collected through questionnaire on implication of community protest on infrastructure development in local government. The information is presented in a tabular form, followed by a brief interpretation. The themes are divided into seven as follows - municipalities respond swiftly to the needs and grievances of the citizenry; community protests must be constitutional and without violence; lack of community engagement between the municipality and the people at the grass root is the main cause of community protest; violent community protests yield positive results, community protests are clouded by xenophobic and criminal activities; aftermath of community protest is felt most by the community members and finally, vandalism of infrastructure hinders community development.

4.2.2.1 Implication of community protest on infrastructure development in local government

This sub-section presents data collected on the Implication of community protest on infrastructure development in local government.

Table 4.5: Municipalities respond swiftly to the needs and grievances of the citizenry

	Respondents	Frequencies	Percentage
1	Strongly agree	4	7%
2	Agree	16	27%
3	Not sure	11	18%
4	Disagree	14	23%
5	Strongly disagree	15	25%
	TOTAL	60	100%

The majority of respondents, 16 (27%) *agreed* that municipalities respond swiftly to the needs and grievances of the citizenry. They were followed by 15 (25%) who *strongly disagreed* and 14 (23%) who *disagreed*; 11 (18%) were *not sure* and 04 (7%) *strongly agreed* with the statement. The above figures demonstrate that there were mixed emotions from respondents; there were those who agreed and those who disagreed. The reason could be due either to the activeness or the weakness of the councillor in the community. It is a general knowledge that if a ward councillor is not serious about serving the community, the municipality will be reluctant in servicing such community. This is because one of the duties of councillors is to ensure that the municipality responds swiftly to the need of the community, however, if those who strongly disagreed and disagreed were to be combined, the findings will prove otherwise. On that note, it would mean that municipalities do not respond swiftly to the need and grievances of the citizenry, hence, the number of community protests keeps on increasing.

Table 4:6 Community protest must be constitutional and without violence

	Respondents	Frequencies	Percentage
1	Strongly agree	22	37%
2	Agree	32	53%
3	Not sure	3	5%
4	Disagree	0	0%
5	Strongly disagree	3	5%
	TOTAL	60	100%

With regard to the statement that community protest must be constitutional and without violence, the majority of respondents, 32(53%) *agreed* with the statement. There were 22(37%) respondents who *strongly agreed* with the view that community protest must be constitutional and without violence. Only 03(5%) were *not sure* and another three (5%) *strongly agreed* with the view above. There was no respondent who *disagreed* with the statement. A conclusion can be drawn that community members are aware that community protests can be constitutional and without violence based on the statistics. Community members, however, do resort to violent community protests because those in power do not take them seriously when it comes to service provision as the government keeps promising but never delivers.

Table 4:7 Lack of community engagement between the municipality and community at the grass root level is a serious cause of community protest

	Respondents	Frequencies	Percentage
1	Strongly agree	25	41.66%
2	Agree	25	41.66%
3	Not sure	3	5%
4	Disagree	4	7%
5	Strongly disagree	3	5%
	TOTAL	60	100%

In Table 4.7, there were 25 (41.66%) of respondents who *strongly agreed* that lack of community engagement between the municipality and community at the grass root

level is a serious cause of community protest. Another 25 (41.66%) *agreed* with the statement; three respondents (5%) were *not sure*; three participant (5%) *disagree* with the statement; 04 (7%) of respondents *strongly disagreed*. The statistics confirm that lack of community engagement between the two parties is a serious cause of community protest. In a sense that, if there is no communication between the two parties, the municipality will not be aware of the needs of the community. Ultimately those needs, should they be raised by the community, will not be prioritized or given enough attention, therefore, community engagement is very crucial for effective and efficient service delivery.

Table 4:8 Violent community protests yield positive result

	Respondents	Frequencies	Percentage
1	Strongly agree	7	12%
2	Agree	20	33%
3	Not sure	6	10%
4	Disagree	20	33%
5	Strongly disagree	7	12%
	TOTAL	60	100%

There is a draw between respondents who *agreed* 20(33%) and those who *disagreed* 20 (33%). Another draw is for those respondents who *strongly agreed* 07 (12%) and 07(12%) who *strongly disagreed*. Only 06(10%) were *not sure* whether violent community protest can yield positive results. The findings paint a clear picture as to why protestors loot from foreign shops and state properties because their motives are not the same. Some protestors actively participate for good reasons, while others are there to push their own agenda, which is to destroy and to steal for political or personal gain.

Table 4:9 Community protests are clouded by xenophobic and criminal activities

	Respondents	Frequencies	Percentage
1	Strongly agree	9	15%
2	Agree	20	33%
3	Not sure	7	12%
4	Disagree	15	25%
5	Strongly disagree	9	15%
	TOTAL	60	100%

The data from the above Table 4.9 shows that 20(33%) *agreed* and 15 (25%) *disagreed* that community protests are clouded by xenophobic and criminal activities. There is a tie between those who *strongly agreed* 09 (15%) and *strongly disagreed* 09(15%). Seven (12%) respondents were *not sure* whether community protests are clouded by xenophobic attack or not. From these statistics, it is evident that community protests are clouded by xenophobic attack, although, some participants disagreed with the view; maybe those who disagreed are amongst those who have hatred towards foreign nationals. In conclusion, it can be said that community members use community protest as a scape goat to loot and to demonstrate their hatred towards foreign nationals.

Table 4:10 Aftermath of community protest is felt most by the community members

	Respondents	Frequencies	Percentage
1	Strongly agree	29	48%
2	Agree	19	32%
3	Not sure	10	17%
4	Disagree	1	1,66%
5	Strongly disagree	1	1,66%
	TOTAL	60	100%

The majority of respondents, 29 (48%) *strongly agreed* that the aftermath of community protest is felt most by the community members and 19(32%) also *agreed* with the statement. Ten respondents were *not sure* whether community members are the ones that are hit hard by the aftermath of community protests or not. Only 01(1.66%) respondents *disagreed* and *strongly disagreed* with the view. The statistics prove that community members are the ones who mostly bear the consequence of the actions of community protests. Below is a picture of a pothole which developed as a result of barricading the road with burning tyre during community protest at Lenyeny Township. Potholes are the major causes of road accidents and the very same community members become the victim of road accidents caused by such potholes. In the light of the findings above, community members need to be careful when protesting because at the end of the day, they are the one who are going to suffer the consequences and the findings have proven this point.



Figure 4:1 The above picture was taken of the road between Thlabine Bridge and Lenyeny Kwaite on the R 36 Road where the road was barricaded with burning tyres during a community protest.

Table 4:11 Vandalism of infrastructure hinders community development

	Respondents	Frequencies	Percentage
1	Strongly agree	24	40%
2	Agree	19	32%
3	Not sure	12	20%
4	Disagree	3	5%
5	Strongly disagree	2	3%
	TOTAL	60	100%

Table 4.11 show that many respondents *strongly agreed* 24 (40%) that vandalism of infrastructure hinders community development. There were 19 (32%) respondents who *agreed*; 12(20%) who were *not sure* and 3(5%) who *disagreed* and 2(3%) *strongly disagreed* with the statement. Looking at the data it is evident that vandalism of infrastructure hinders development for government has to render the same services twice to cater for the needs of the community and that creates a huge backlog on the municipals' IDPs. The money which is used to repair and replace destroyed service infrastructure can be used to build others and create jobs. Very few participants differ on the idea, however, it could be that, they do not understand the concept of community development.

Table 4:12 Burning and vandalism of infrastructure slow down development

	Respondents	Frequencies	Percentage
1	Strongly agree	34	57%
2	Agree	21	35%
3	Not sure	3	5%
4	Disagree	0	0%
5	Strongly disagree	2	3%
	TOTAL	60	100%

The data from Table 4.12 above shows that 34 (57%) of respondents *strongly agreed* and 21 (35%) *agreed* that burning and vandalism of infrastructure slow down

development. Only three (5%) respondents were *not sure*; 2(3%) *strongly disagree* and there was no respondent who *disagreed* that burning and vandalism of infrastructure slow down development. The findings affirm that burning and destroying infrastructure slows down development. There is no community that can develop if it does not have social infrastructure, such as electricity, water and sanitation. The communities' general wellbeing is uplifted when there is infrastructure development. Well-tarred roads make transportation very efficient and electricity make life easier. Only two participants disagreed with the idea that destroying and burning infrastructure slows down community development. One, however, cannot argue with the findings because people view development in different ways.

4.2.2.2 Impact of community protest on infrastructure development

This sub-section considers the impact of community protest on infrastructure development. The information will be presented in a tabular form, followed by a short discussion.

Table 4:13 Unsustainable infrastructure has a negative impact on development and the economy of the country

	Respondents	Frequencies	Percentage
1	Strongly agree	26	43%
2	Agree	27	45%
3	Not sure	4	7%
4	Disagree	2	3%
5	Strongly disagree	1	2%
	TOTAL	60	100%

The data shows that the minority of respondents *disagree* 2(3%) and *strongly disagreed* 1 (2%) with the idea that unsustainable infrastructure has a negative impact on the development of the country. This was followed by 4(7%) who were *not sure*; 27(45%) *strongly agreed* and 26(43%) *agreed*. Based on the statistics, unsustainable infrastructure has a negative impact on development and the economy of the country. Infrastructure is one of the factors that measure a country's development and is one of the indicators that play a pivotal role in the economy of the country. Technology and network are very crucial in modern world and if they are unsustainable, the country's economy will not grow and be developed. From the findings it was not surprising when the majority of respondents *strongly agreed* with the idea.

Table 4:14 Infrastructure enables service delivery to be effective and efficient

	Respondents	Frequencies	Percentage
1	Strongly agree	24	40%
2	Agree	26	43%
3	Not sure	7	12%
4	Disagree	3	5%
5	Strongly disagree	0	0%
	TOTAL	60	100%

From Table 4.14, the majority of respondents *agreed* with 26 (43%) and 24 (40%) *strongly agreed* that infrastructure enables service delivery to be effective and efficient. Few respondents, 07 (12%) seemed *not sure*; 03 (5%) *disagreed* and none 0 (0.0%) of the respondents *strongly disagreed*. The statistics show that people understand the importance of infrastructure, for life will be sub-standard without electricity, technology, shopping malls because they create better life. The finding shows that quality infrastructure is a necessity to better the life for the community.

Table 4:15 Infrastructure plays a pivotal role in the economy of the country

	Respondents	Frequencies	Percentage
1	Strongly agree	27	45%
2	Agree	26	43%
3	Not sure	6	10%
4	Disagree	1	2%
5	Strongly disagree	0	0%
	TOTAL	60	100%

The findings reveal that many respondents, 27(45%) *strongly agreed*; followed by 26(43%) who *agreed*; 6 (10%) was *not sure* and 1 (2%) who *disagreed* and no respondent who *strongly disagreed* that infrastructure plays a pivotal role in the economy of the country. The data attest, therefore, that infrastructure plays a pivotal role in the economy of the country. So without well-structured dams, community members will not have access to water; without technology and electricity businesses

will not flourish and the majority of people will not have jobs. Infrastructure, thus, is very crucial and contributes 30% to the country's economy.

Table 4:16 Vandalising and burning state property is a criminal offence

	Respondents	Frequencies	Percentage
1	Strongly agree	37	62%
2	Agree	20	33%
3	Not sure	1	1,66%
4	Disagree	1	1,66%
5	Strongly disagree	1	1,66%
	TOTAL	60	100%

Table 4.16 depicts that most respondents at 37 (62%) *strongly agreed* and 20 (33%) *agreed*; 01(1.66%), were *not sure*; 01(1.66%) *disagreed*, and 01(1.66%) *strongly disagreed*. The findings are very clear; vandalism and burning of state infrastructure are criminal offences. Those who burn and vandalize state property during community protest must be arrested and sentenced to jail.

Table 4:17 Municipalities have difficulties in providing efficient services because of emerging burden to repair damaged infrastructure

	Respondents	Frequencies	Percentage
1	Strongly agree	18	30%
2	Agree	20	33%
3	Not sure	11	18%
4	Disagree	7	12%
5	Strongly disagree	4	7%
	TOTAL	60	100%

Most respondents at 20(33%) *agreed* and 18(30%) *strongly agreed* that municipalities have difficulties in providing efficient services because of emerging burden to repair damaged infrastructure. There were 7(12%) who *disagreed*; 4(7%) who *strongly disagreed*; 11 (18%) who were *not sure* if municipalities have difficulty in providing efficient service because of emerging burden to repair damaged

infrastructure. This proves that municipalities have a difficulty in providing efficient services because of additional burden of repairing damaged infrastructure. Below is a picture of a tarred road with potholes that support the above findings.



Figure 4.2: The picture above was taken at Ramalema Road just next to the entrance of Maake Plaza. The road had potholes right next to a hump and community members had to cover the pot holes with soil to prevent accidents. This proves that municipalities have difficulty in providing efficient services because of emerging burden to repair damaged infrastructure.

Table 4:18 Fruitless expenditure and corruption impact negatively on the credibility of sustained infrastructure

	Respondents	Frequencies	Percentage
1	Strongly agree	27	45%
2	Agree	26	43%
3	Not sure	6	10%
4	Disagree	0	0%
5	Strongly disagree	1	2%
	TOTAL	60	100%

With regard to the statement that fruitless expenditure and corruption impact negatively on the credibility of sustained infrastructure, the majority of respondents 27(45%) *strongly agreed*; 26(43%) *agreed*; 10 (10%) were *not sure*; one (2%) respondent *strongly disagreed* and there was no respondent who *disagreed* with the statement. In view of the data, fruitless expenditure and corruption impact negatively on the credibility of sustained infrastructure. The study concludes that the quality of the infrastructure is compromised because politicians loot money and end up providing substandard infrastructure.

4.2.2.3 Strategies that can be used to address the issue of looting or vandalism of state infrastructure during protest

The following are strategies which can be used or implemented to address the implication of community protests on infrastructure development in local government. The findings will be presented in the Tables below, together with a brief interpretation of the information.

Table 4:19 There are policies adopted by government to regulate community protest

	Respondents	Frequencies	Percentage
1	Strongly agree	15	25%
2	Agree	26	43%
3	Not sure	15	25%
4	Disagree	3	5%
5	Strongly disagree	1	2%
	TOTAL	60	100%

With regard to the Table 4.19, above 26 (43%) *agreed* and 15 (25%) *strongly agreed*; 15 (25%) were *not sure*; 3 (5%) *disagreed* and 1(2%) *strongly disagreed* with the statement that there are policies adopted by government to regulate community protest. The data proves that the majority of respondent are aware about the policies put in place to regulate community protests. It is ironic, however, that even though the public is aware of the policies initiated by government there is still an increasing number of violent community protests. Looking at the statistics it can be concluded that there is something amiss on the government's part, for there must be reasons that push community to protest violently and not follow procedures of the Regulation of Gathering Act.

Table 4:20 There are regulations put in place to ensure that contractors meet the service standard to deliver quality infrastructure

	Respondents	Frequencies	Percentage
1	Strongly agree	19	32%
2	Agree	25	42%
3	Not sure	9	15%
4	Disagree	5	8%
5	Strongly disagree	2	3%
	TOTAL	60	100%

The majority of respondents 25 (42%) *agreed*; 19 (32%) *strongly agreed*; 9 (15%) who are *not sure*; five (8%) respondents *disagreed* and 2 (3%) *strongly disagreed* with the view above. The data shows that the majority of respondents agreed that there are regulations put in place to ensure that contractors meet the service standard to deliver quality infrastructure, however, in most instances, contractors do not follow the regulations put in place. Once they get the funding, they utilize the money for their personal things and put little money aside to run the projects. This means that some projects are left incomplete or are of poor quality with cracks and employees on the projects end up not being paid; hence, there were some respondents who disagreed with the statement based on the above point.

Table 4:21 System Model can serve as crucial mechanism to tackle violent community protest

	Respondents	Frequencies	Percentage
1	Strongly agree	10	17%
2	Agree	26	43,3%
3	Not sure	19	31,66%
4	Disagree	4	6,66%
5	Strongly disagree	1	1,66%
	TOTAL	60	100%

From Table 4.21, most respondents 26 (43,3%) *agreed* that a system model can serve as a crucial mechanism to tackle violent community protest. This was followed by 19 (31,66%) of respondents who were *not sure*; 10 (17%) who *strongly agreed*; 04(6,66%) *disagreed* and 01(1,66%) who *strongly disagreed* with the statement. The data shows that the majority agreed with the suggestion, while other participants were not sure. A system model can serve as a mechanism to address violent community protests because there will be communication between the community and government. When communities raise their grievances with government, a register of those needs can be kept and listed in terms of priority. The government then goes back to the community and addresses them as to which services it will be able to provide, and the community chooses which one they need most. In that way, when government provides services they will surely benefit the communities and they will respond positively to government by utilising the services rendered to them and caring for any infrastructure built. It is hoped a system model will serve as a channel of communication and assist in the realisation of community needs.

Table 4:22 The municipality endangers the life of community members by involving police during protests

	Respondents	Frequencies	Percentage
1	Strongly agree	12	20%
2	Agree	16	27%
3	Not sure	5	8%
4	Disagree	18	30%
5	Strongly disagree	9	15%
	TOTAL	60	100%

The data from Table 4.22 indicates that 18 (30%) *disagreed* that the municipality endangers the life of the community by involving police during protest, while 16 (27%) *agreed* with the view. There were 12 (20%) respondents who *strongly agreed*; 09 (15%) *strongly disagreed* and 5 (8%) were *not sure*. The above data depicts that the majority of respondents disagree that municipality endangers the life of the community by involving police during protest. If, however, we were to combine *strongly agreed* with *agreed* the data would give a different view point, that indeed police do endanger the life of the community members by involving police during community protest. This is, mainly, because police are there to enforce peace and order but in some instances police officers cause protestors to become violent when they start shooting protestors with rubber bullet and whipping them.

Table 4:23 Regular consultation between the municipality and the community can remedy community protest

	Respondents	Frequencies	Percentage
1	Strongly agree	24	40%
2	Agree	22	37%
3	Not sure	10	16,66%
4	Disagree	3	5%
5	Strongly disagree	1	1,66%
	TOTAL	60	100%

The data indicates that the majority of respondents, at 24 (40%) *strongly agreed* that regular consultation between the municipality and the community can remedy community protest while 22 (37%) of respondents *agreed* with the view. Only 10(16,66%) were *not sure*; 03 (5%) participants who *disagreed* and 01(1.66%) who *strongly disagreed* with the above suggestion. Looking at the findings it can be concluded that regular consultation between the municipality and the community can remedy community protests. The study reveals that lack of communication between the community and the municipality is a major cause of community protests. Community needs are not given the attention needed by the municipality because the parties do not engage with each other on a regular basis; therefore, it becomes difficult for the municipalities to identify which needs should be prioritized above the other.

Table 4:24 Government must place harsh measures on the perpetrators who vandalize and burn infrastructure

	Respondents	Frequencies	Percentage
1	Strongly agree	30	50%
2	Agree	25	41,66%
3	Not sure	1	1,66%
4	Disagree	1	1,66%
5	Strongly disagree	3	5%
	TOTAL	60	100%

The data shows that 30 (50%) *strongly agreed* and 25 (41, 66%) *agreed* with the suggestion that government must place harsh measures on perpetrators who vandalize and burn infrastructure. Only one (1,66%) respondent was *not sure*; another one (1,66%) *disagreed* while 03 (5%), respondents *strongly disagreed* with the suggestion above. The figures show that the government has to enforce heavy sentence or punishment on individuals who abuse, damage and burn state infrastructure during community protests. Community, therefore, must protest peacefully without violent actions. Burning and vandalism of infrastructure is not a solution and its consequences are felt most by the community itself. Very few participants strongly disagree with the suggestion.

Table 4:25 Community engagement in the IDP process, from the start till the end can assist in addressing the issue of community protest

	Respondents	Frequencies	Percentage
1	Strongly agree	33	55%
2	Agree	19	31,66%
3	Not sure	7	11,66%
4	Disagree	1	1,66%
5	Strongly disagree	0	0%
	TOTAL	60	100%

Most of the respondents, 27(45%) *strongly agreed* and 33 (55%) *strongly agreed* that the involvement of community members in the IDP can assist in addressing the issue of community protest; 19(31,66%) *agreed*; seven respondents were *not sure*; no respondent *strongly disagreed* and only 01(1.66%) respondent *disagreed*. This demonstrates that community engagement in the IDP process, from the start till the end can remedy the issue of community protests. Community members have to be actively involved in order for them to have a sense of ownership over the services and ensure that they are of the right quality and have followed compliance by contractors, in working within the time frame and delivering quality services.

4.2 ANALYSIS OF DATA COLLECTED THROUGH INTERVIEW

This section covered the analysis of the information collected through interview. A narrative form was implemented to interpret the findings.

4.2.1 Question 1: What are the implications of community protest on infrastructure development?

Participant A:

The first participant stated that the implication of community protest on infrastructure causes a setback on infrastructure development and the economy of a place.

Participant B:

The participant is of the view that communities protest when their demands are not being met by government and as such they think protests can help to change government strategies in servicing the community.

Participant C:

The participant responded that, members of the community tend to disturb infrastructure development because they want to be heard by government and when government does not respond to their grievances, they resort to protest.

Participant D:

The participant replied that during protests, protesters vandalize and burn property under the guise of “we want to be heard quickly”.

Participant E:

The participant indicated that the implication of community protest on infrastructure development is poor service delivery which hampers economic growth and destroys public and private properties; this then requires high expenditure to repair the damages caused by the protests.

Participant F:

The participant stressed that implications of community protest on infrastructure are death, criminal activities in the community, lack of adequate water supply,

disturbance in access to transport and food supply to the community, by business entities.

Participant G:

Participant articulated that corruption by municipal officials and community leaders drive unemployment, lack of education amongst the youth and ritual killings are some of the results of community protests on infrastructure development.

Participant H:

The participant stated that implications of community protests on infrastructure development are destruction and total shut down of all community activities with the intention of attracting the attention of political leaders to come and address communities' grievance or meet their needs.

Participant I:

The participant stressed that community protests have implication on infrastructure development in a number of ways – one, it deprives children of their right to education because during protests, schools are burned to send a strong message to government about the protestors' seriousness and usually at such times, children are not allowed to attend school.

Participant J:

The participant is of the view that community protests impact negatively on infrastructure development as most properties get damaged.

From the above findings, Participant A stated that, the implication of community protest on infrastructure is to cause a setback on infrastructure development and the economy of the country. Participant B is of the view that communities protest when their demands are not met by government and as such, protests can help to change the governments' strategies for service delivery. Participant C stressed that the community members engage in protests to demand infrastructure development and when the government does not respond to their grievances they resort to violent protests as the mechanism to get the government's attention. Participant D concurs with participant C emphasising that during protest protesters vandalize and burn property to get a quick response from government. Participant E indicated that the

implication of community protest on infrastructure development is poor service delivery which hampers economic growth and destroys public and private properties which requires high expenditure to repair the damage incurred during protest. Participant F stress that results of community protest on infrastructure include, death, criminal activities in the community, lack of adequate water supply, disturbance of access to transport and food supply to the communities, by business entities.

Participant G articulated that corruption by municipal officials and community leaders, unemployment, lack of education amongst the youth and ritual killings are some of the implications from community protest. Participant H stated that implication of community protests on infrastructure development is destruction and total shut down of all community activities with the intention of attracting the attention of political leaders to come and address their grievance or meet their needs. Participant I argues that community protest has implication on infrastructure development in a number of ways; one it deprives children of their right to education because during protest schools are closed to send a strong message to government about their seriousness; often children are not allowed to attend school during such occasions. Participant J is of the view that community protest badly impact on infrastructure development because most properties end up being damaged.

On the question of the implication of community protest on infrastructure development participants A,B,C,D,E,H and J stressed that communities vandalise state properties as a result of government unresponsiveness when it comes to service delivery. Community barricade the road with tree trunks, burning tyres and other heavy objects to bring the community to a total shut down so those in higher offices can come and listen to their grievances. The strategy always wins, however, it has the danger of causing many casualties and death as police officers are always called to maintain peace and order. When community expectations are not met, the protests turn violent. Participant A stated that it causes a setback in infrastructure development and the economy of the country. This is true because when infrastructure is damaged in the name of “we want to be heard” it creates a strain for the community and government. This hampers economic growth and destroys public and private properties as mentioned by Participant E.

Participant F,G and I had a different viewpoint from the above participants. Participant F indicated that implications of community protest on infrastructure are death, criminal activities in the community, lack of adequate water supply, disturbance of access to transport and food supply to the community, by business entities. The findings correlate with literature from other authors as they indicated that community protests have an element of criminality within and multitudes will die as a result of community protests. In an instance where a woman has to give birth or a person is badly injured and the road is blocked with burning tyres, the two cannot get medical assistance if community members are not allowed to move around. The findings from Participant G highlighted that corruption by municipal officials and community leaders are some of the implications of community protest. Looking at the data one cannot argue or disagree with the findings because corruption is so embedded in most government institutions and it compromises service delivery and infrastructure development. The statistics from Participant G also mentioned the issue of unemployment and lack of education amongst the youth. This cannot be argued against because most community protests are led by school-dropout youth and the fact that they are unemployed gives them time to actively participate in community protests. Due to lack of knowledge or educational background their decision-making ability is impaired and that is the reason they vandalise and loot state properties. The statistics from Participant I show that community protests have implication on infrastructure development in a number of ways. One being that it deprives children of their right to education. In most cases children are not allowed to go to school during community protest and it is even more serious for those who are in matric or Grade 12 because their future is gravely and negatively affected. Some schools are burned down and equipment and technological gadgets are looted by protestors. From the findings it can be concluded that protestors use school children and school properties to send a strong message to government regarding the demands they have put on the table.

4.2.2 Question 2: What are the impacts of community protest on infrastructure development?

Participant A:

On the question of the impact of community protest on infrastructure development the first participant answered that the impacts of community protests include, vandalism, looting and criminality.

Participant B:

The participant responded that sometimes it is good to protest because it makes government to respond swiftly to demands for services, hence, help the community as expected.

Participant C:

The participant stressed that the impact of community protests are vandalism as built infrastructure will be burned and destroyed; as such the process of infrastructure development will be hindered and delayed.

Participant D:

The participant articulated that one of the impacts of community protest is that properties are burned down, vandalized and people loot from the properties that are burned or vandalized.

Participant E:

The participant asserted that community protests have a negative impact as they delay infrastructure development, destroy learning and education, disturb sustainable development and cause socio-political problems and poor leadership.

Participant F:

The participant alluded that the impacts of community protest on infrastructure development are, they reduce access to economic growth of the municipality, create retrenchment of the majority of workers, deprive community of access to quality health care and education and these overwhelm the poor people in the community. Furthermore, it deprives people of their human rights to essential needs, such as water, shelter food and clothes.

Participant G:

The participant agrees with the above respondent that community protests hinder community development because protestors tend to burn and damage state property because of their anger.

Participant H:

The participant stated that community protests impact negatively on infrastructure development as it slows or hinders development. Communities suffer from protests because protestors burn clinics, schools and other government institutions.

Participant I:

The participant answered that community protest has a negative impact on infrastructure development because during protest angry protestors barricade the road with burning tyres and the former later develop potholes. It also slows down development since the municipality will have to repair or rebuild the vandalized properties rather than building or create other infrastructure with that money.

Participant J:

The participant said that community protest has a negative impact on infrastructure development because roads and buildings end up being damaged.

From the findings it can be concluded that community protests have a negative impact on infrastructure development as indicated by Participants A,B,C,E,F,G,H,I and J. Participant A stated that the impact of community protest on infrastructure development is vandalism, looting and criminality. Participant B argues that sometimes it is good to protest because it makes government to respond swiftly to the service demands and help the community as expected. Participant C concurs with participant A stressing that the aftermath of community protest are vandalism as infrastructure is often burnt and destroyed and as such the process of infrastructure development is hindered and delayed. Participant D agreed with the views of Participants A and C by stating that properties are burned down, vandalized and people loot from the properties that are burned or vandalized. Participant E asserted that protests on infrastructure development has a negative impact as they delay development, destroy learning and education, disturb sustainable development and

cause socio-political problems and poor leadership. Participant F alludes that the impact of community protest on infrastructure development is to reduce access to economic growth of the municipality, retrenchment of the majority of workers, deprive community of access to quality health care and education and that overwhelms the poor people in the community. Furthermore, it deprives people's human rights to essentials, such as water, shelter food and clothes.

Participant G agrees with the above respondent that the impacts of community protest hinder community development because protestors tend to burn and damage state property because of their anger. Participant H concurs with the views of participant G by stating that community protests impact negatively on infrastructure development as they slow, or hinder development and the community suffers, as protestors' burn clinics, schools and other government institutions. Participant I is of the view that, community protests have a negative impact on infrastructure development because during protest angry protestors barricade the road with burning tyres and when it rains, where the burning tyres were placed develop into potholes. Participant I further, emphasized that it also slows down development in that the municipality will have to repair or rebuild the vandalized properties rather than building or create new infrastructure with that money. Participant J emphasised that roads and buildings end up being damaged as a result of community protest.

On the question of the impact of community protest on infrastructure development all participants from A to I agree that community protests have a negative impact on infrastructure development. Protestors target infrastructure in order to be heard because in many instances government only shows up after infrastructure has been damaged or stolen. One can conclude that government values infrastructure more than to service the community that voted them into power. Findings from Participants E puts much emphasis on this statement by adding that community protest delays infrastructure development; this is indeed the case, because if a hospital gets burned down while the community is protesting for water, it creates a gap and infrastructure development becomes compromised; not to mention the cost needed to fix or to provide the damaged infrastructure, as indicated by Participant I. Burning of infrastructure also slows down the development processes. Infrastructure development does not only benefit government in terms of growing the economy, it also benefits the communities by creating employment opportunities and making

services easily available. Damaged road will negatively affect accessibility to transport which will, in the long run, deprive communities of access to health care services, hence, causing many unnecessary deaths.

4.2.3 Question 3: What are the strategies that can be used to address the issue of looting or vandalising state infrastructure during protest?

Participant A:

The participant suggests that vandalism or looting of state properties during protest can be addressed if municipalities can engage with communities and keep communities informed about any development and delays. The participant further suggested that politicians and municipal officials must desist from corruption and the deployment of cadres who are incompetent and councillor must stop making promising that cannot be fulfilled.

Participant B:

The participant provided that for government to curb looting and vandalism during protest, municipalities must not wait for the public to protest for them to provide services. Municipalities must listen and respond to the communities' grievances and ensure that they do not take long time to render services.

Participant C:

The participant recommended the following strategies to address the issue of looting or vandalism of state infrastructure during protest - educating all members of the community about the aftermath of vandalism or looting and employing a large number of police officers in the affected areas.

Participant D:

The participant on the question raised above mentioned that, the companies concerned should address the needs or try to meet the communities' request. The respondent indicated that proper handling of matters before it accelerates to strike or protest. The participant added that more police officers must be hired and trained to deal with protest, such as POPs Unit (Public Order Policing).

Participant E:

The participant suggested - providing infrastructure support projects and policing for infrastructure, provision of service delivery projects to ensure that services are delivered to the people and providing good leadership - can help to curb the issue of vandalism or looting during community protests.

Participant F:

The participant proposed that - councillors should have wards meetings to address main issues in the communities and implement the resolutions; the Mayor and municipal officials should call municipal *imbizo* to discuss and solve the problems faced by the community through its Integrated Development Plan (IDP) and prioritise service delivery to meet the needs of the community – should prevent looting or vandalism of state infrastructure.

Participant G:

The respondent proposed that protestors must be told that if they loot or vandalise state properties they will be arrested, and municipality should implement rules and regulations to guide protestors. In that light, protestors will stop looting or vandalising state infrastructure during protests.

Participant H:

The participant advocates that regular consultation or community engagement can help to remedy the issue of looting and vandalism. The respondent further stressed that police officers must arrest and impose harsh measures on those protestors who loot or vandalise state infrastructure. The participant continued to say that community empowerment can also help to address protest issues.

Participant I:

The participant advocated that municipalities must develop projects-support units that will ensure that community needs are responded to and prioritized. The respondent further indicated that community engagement can help to remedy the problem of looting and vandalism of state infrastructure because the communities will be educated about the relevant steps or channels to issue queries. The respondent

furthermore suggested that police officers must protect protestors and not engage them in fights.

Participant J:

On the above question on strategies, the participant replied that it is crucial for those who occupy top positions to meet with the communities in order to update them about the progress of the services or projects they are rendering and to ensure that the communities' needs are met in time. The respondent added that addressing the community in time will enlighten and make them understand that vandalism and looting will only cause more problems and add to government's unfruitful expenditure.

In conclusion, Participant A suggested that vandalism or looting of state properties during protest can be addressed if municipalities can engage with communities and keep them informed about any developments and delays. The Participant further made remarks that politicians and municipal officials must stop corruption, the deployment of cadres who are incompetent and councillor must stop promising services that cannot be met. Participant B provided that for government to curb looting and vandalism during protest, municipalities must not wait for the public to protest for them to provide services. Municipalities must listen and respond to the communities' grievances and ensure that it does not take long to render services. Participant C recommended the following strategies to address the issue of looting or vandalism of state infrastructure during protest - educating all members of the community about the aftermath of vandalism or looting and employing a large number of police officers in the affected areas. Participant D emphasised that, companies concerned should address the needs or try to meet the communities' request. The respondent indicated that proper handling of matters before it accelerates to strike or protest and the need for more police officers trained to deal with protest such as POPs Unit (Public Order Policing), could be some intervention strategies. Participant E suggested that proving infrastructure support projects and policing for infrastructure; provision of service delivery projects to ensure that services are delivered to the people and providing good leadership can help to curb the issue of vandalism or looting during community protests.

Participant F proposed that - councillors should have wards meetings to address main issues in the communities and implement the resolutions; the Mayor and municipal officials should call municipal *imbizo* to discuss and solve the problems faced by the community through its Integrated Development Plan (IDP) and prioritise service delivery to meet the needs of the community – thereby, looting or vandalism of state infrastructure will decline. Participant G proposed that protestors must be threatened that if they loot or vandalise state properties, they will be arrested and the municipalities should implement rules and regulations to guide protestors; if this is implemented, protestors will stop looting or vandalising state infrastructure during protests. Participant H advocated that regular consultation or community engagement can help to remedy the issue of looting and vandalism. The respondent further stressed that police officers must arrest and impose harsh measures on those protestors who loot or vandalise state infrastructure during protests.

The participant continued to say that, community empowerment can also help to address protest issues. Participant I concurred with participant H and added that municipalities must develop projects support units that will ensure that community needs are responded to and prioritized. The respondent further indicated that community engagement can help to remedy the problem of looting and vandalism of state infrastructure because community will be educated about the relevant steps or channels to issue queries and that police officers must protect protestors and not engage them in fights. Participant J suggested that regular consultation between municipality and the community in order to update the community about the progress of the services or projects they are rendering will ensure that community needs are met in a stipulated time frame. The participant also stressed that addressing the community in time will keep the community informed and make them realise that looting and vandalism are not the solutions, rather they will only add more problems to the government's unfruitful expenditure.

The data above indicate that municipalities must perform their mandate which is to render services to the public and they must also stop corruption because it compromises service delivery and the community suffer the consequences. From the data provided above a conclusion can be drawn that municipalities or government institutions do not value the community they serve, in the sense that communities try by all means possible to reach out to the municipality or government but to no avail.

Government only waits for the situation to become ugly, then that they want to engage with the public. When the situation turns ugly they call the police whereas they are the ones who created the situation. Communities always protest and send memoranda of demands to municipalities but not much is done about them and that proves that indeed the municipalities do not listen to the grievances of the community. The data also reveal that deployment of police officer in community protest incidents can help, however, some participants argue that, municipalities have to normalise the culture of community engagement and update the communities frequently, by so doing they will stop protesting. The data also revealed that good leadership can help to curb the issue of vandalising, looting and burning state property. On that note, it is very important for government or municipalities to employ people with leadership skills in senior position because such individuals have the capability to make decisive decisions.

4.3 CONCLUSION

In conclusion, data was collected and interpreted according to the topic. Sixty respondents answered questionnaire and ten participants answered interview questions. The questionnaire had two sections A and B. Section A covered biographical information of respondents, education and position of respondents, age and gender. Section B focused on three themes, namely, implication of community protest on infrastructure development in local government, impact of community protest on infrastructure development and strategies that can be used to address the issue of looting or vandalism of state infrastructure during protest. Many respondents who participated in the study were female and the majority were community members because they are in the fore-front of community protest. On respondents' education, the majority had matric or Grade twelve certificates, followed by those with diploma or degrees. In terms of age many respondents were between 22-30 years of age. The findings on Section B showed different opinions. Some findings were contradictory, for example 20(33%) of respondents *agreed* and 20(33%) *disagreed* that violent community protest can yield positive result. Another contradictory response was when 15 (25%) *strongly agreed* and 15 (25%) were *not sure* whether government had adopted policies to regulate community protests. The data from the interview indicated that many participants shared the same sentiment.

After giving a summary of the preceding chapters, below is an exposition on the primary findings in detail.

CHAPTER FIVE

FINDINGS, CONCLUSION AND RECOMMENDATION

5.1 INTRODUCTION

This chapter covers the findings of the data collected from chapter four, recommendations and conclusion on the study. The findings are divided into three sections including recommendations on the overall findings of the study.

5.2 MAJOR FINDINGS OF THE STUDY

These subsections presents major findings of the study which arose from specific objectives of the study, which were - to articulate the implications of community protest on the infrastructure development; to indicate the impact of community protest on infrastructure development and to come up with strategies that will address the issue of looting or vandalism of state infrastructure during protests.

5.2.1 Implications of community protest on the infrastructure development

The findings reveal that municipalities do not respond swiftly to the needs and grievances of the citizenry. The statistics shows that the majority of respondents understand that community protests must be constitutional and without violence. The Regulation of Gathering Act, 1993 (Act No. 205 of 1993) indicates the guidelines on how protest must be conducted, so failure to follow or adhere to the protocol, the protest is deemed as unconstitutional and as such a criminal activity. The findings reveal a strong feeling that lack of community engagement between the municipalities and the communities at the grassroots level is a major cause of community protest. In light of the data, there are different viewpoints when it comes to whether community protests yield positive results; the respondents were split in two groups, equally, with one group agreeing, while others disagreed. The statistics indicate that the majority of respondents are fully aware that community protests are clouded by xenophobic and criminal activity, considering the recent protest that took place in Gauteng around some part of Pretoria and Johannesburg.

The findings reveal that the majority of respondents strongly agreed that the aftermath of community protest is felt most by the community members. This is evident because when a community damages infrastructure that benefit them in an

attempt to get other services, the consequences are faced by them. The findings point out that vandalism of infrastructure hinders community development; this is true because development is about the betterment of the general wellbeing of the community so if that is hindered then development is compromised. The data demonstrate that vandalism and burning of infrastructure slow down community development. The quality and readiness of infrastructure improve the living conditions of the poor communities, hence, when infrastructure is destroyed during community protests, development is bound to be slow in that particular community.

From the above findings, Participant A stated that the implication of community protest on infrastructure is to cause a setback on infrastructure development and the economy of the country. Participant B is of the view that communities protest when their demands are not being met by government and as such they think protests can help to change the strategies for government to offer service in time. Participant C stressed that, those members of the community protest to disturb infrastructure development because they want to be heard by government and, when it does not respond to their grievances, they resort to protest as the mechanism to get the government's attention. Participant D concurred with participant C emphasising that during protest, protestors vandalize and burn property so as to get a quick response from government. Participant E indicated that the implication of community protest on infrastructure development is poor service delivery which hampers economic growth and destroys public and private properties; this then requires high expenditure to repair the damage caused by protest. Participant F stressed that implications of community protest on infrastructure are high mortality, criminal activities in the community, lack of adequate water supply, disturbance of access to transport and food supply to the community by business entities.

Participant G articulated that corruption by municipal officials and community leaders, unemployment, lack of education amongst the youth and ritual killings are some of the reasons for community protest. Participant H stated that, implication of community protests on infrastructure development is destruction and total shut down of all community activities with protestors' intention of attracting the attention of political leaders to come and address their grievance or meet their needs. Participant I argues that, community protest impact on infrastructure development in a number of ways including, depriving children their right to education because during protests

schools are burned down. This is to send a strong message to government about the protestor's seriousness and often children are not allowed to attend school to show the seriousness of the situation to the government. Participant J believes that community protests impact negatively on infrastructure development because most properties end up being damaged.

The findings reveal that the effects of community protest on infrastructure is amongst others - corruption, unemployment, ritual killings, deprivation of children's right to education, looting, burning and vandalism of infrastructure. The findings further indicate that community protests cause a setback to infrastructure development and the economy of the country. The study discovered that, vandalism, looting and burning of infrastructure hinder community development, hamper economic growth and disturb food supply and access to transportation by business entity and the community at large.

5.2.2 Impacts of community protest on infrastructure development

The findings point out that unsustainable infrastructure has a negative impact on the development and the economy of the country. From the findings many respondents stressed that infrastructure enables service delivery to be effective and efficient. The statistics revealed that the majority of respondents understand that infrastructure plays a pivotal role in the economy of the country, makes life easier and service easily accessible. The findings point out that vandalism and burning of state property is a criminal offence as vandalism of any property falls under malicious damage in terms of SAPS regulation. The findings reveal that municipalities are faced with difficulties in providing efficient services because of the emerging burden of having to repair damaged infrastructure. In light of the data provided, fruitless expenditure and corruption impact negatively on the credibility of sustainable infrastructure.

From the findings it can be concluded that community protests have a negative impact on infrastructure development from Participants A,B,C,E,F,G,H,I and J responses to the interview questions. Participant A stated that the impact of community protest on infrastructure development is vandalism, looting and criminality. Participant B argues that sometimes it is good to protest because it makes the government to respond swiftly to concerns with services and to help the community as expected. Participant C concurs with participant A stressing that the

impact of community protest are vandalism as infrastructure will be burned and destroyed and as such the process of infrastructure development will be hindered and delayed. Participant D agree with the views of participant A and C by stating that properties are burned down, vandalized and people loot form the properties that have been burned or vandalized. Participant E asserted that the impact of community protests on infrastructure development is negative as it delays infrastructure development, interferes with learning and education, disturbs sustainable development and causes socio-political problems and poor leadership. Participant F suggests that the impact of community protest on infrastructure development is to reduce access to economic growth of the municipality, create retrenchment of many workers, deprive community of access to quality health care and education and that overwhelms the poor people in the community. Furthermore, it deprives people of their human rights to essentials, such as water, shelter food and clothes.

Participant G agrees with the above respondent that the impact of community protest hinders community development because protestors tend to burn and damage state property because of their anger. Participant H concurs with the view of Participant G by stating that community protests impact negatively on infrastructure development as it slows or hinders development and is at the expense of communities because protestors burn clinics, schools and other government institutions. Participant I believes that, community protest has a negative impact on infrastructure development because during protests angry protestors barricade the road with burning tyres and when it rains, where the burning tyre was placed develops a pothole. Participant I further, emphasized that protests also slow down development, in that municipalities will have to repair or rebuild the vandalized properties rather than building or creating new infrastructure with that money. Participant J emphasised that roads and buildings end up being damaged as a result of community protest.

The findings point out that community protest has a negative impact on infrastructure development because protestors tent to burn, loot and vandalize state properties. From the findings many participants stressed that it is good for communities to protest violently because it sends a strong message to government and it then, responds swiftly. Violence is a sign that the community are tired of empty promises, they want answers or services. In conclusion, community protest is not

advantageous but government leaves the communities with no choice as it is reluctant to respond to their needs. It was stated that councillors must stop promising services that cannot be fulfilled.

5.2.3 Strategies that can be used to address the issue of looting or vandalising state infrastructure during protests

With regard to the strategies that can be used to address the issue of looting or vandalising state infrastructure during protests, the majority of respondents are very aware of the policies adopted by government to regulate community protest, however, not much is being done to implement such policies and failure to implement triggers protests. The majority of respondents believe that the involvement of community members in the IDPs can assist in addressing the issue of community protest, therefore, a system model can serve as a mechanism to tackle violent community protests. The findings point out that the municipalities endanger the lives of the community members by involving police officers during protests as that has been the case in many community protests. The statistics reveals that indeed regular consultation between the municipality and the community can remedy vandalism, looting and burning down of state property. The data shows that the majority of respondents support that view that government must place harsh measures on those protestors who vandalize, loot and burn infrastructure. In summary of the above findings it is evidence that much still need to be done to fight the 'virus' of vandalizing, looting and burning down state and private infrastructure in the guise of attracting government or the mayor's attention.

In conclusion of the findings above participant A suggested that vandalism or looting of state properties during protest can be addressed if municipalities can engage with communities and keep them informed about any development and delays. The participants further made remarks that politicians and municipal officials must stop corruption and the deployment of cadres who are incompetent and councillor must stop promising services that they cannot provide. Participant B suggested that for government to curb the looting and vandalism during protest, municipalities must not wait for the public to protest for them to provide services. Municipalities must listen and respond to the communities' grievances and ensure that they do not take a long time to render services. Participant C recommended the following strategies to

address the issue of looting or vandalism of state infrastructure during protest - educating all members of the community about the aftermath of vandalism or looting and employing a large number of police officers in the affected areas. Participant D emphasised that the companies concerned should address the needs or try to meet the communities' requests. The respondent indicated that proper handling of matters before it accelerates to prevent strikes or protests and t more police officers must be hired and trained to deal with protest such as POPs Unit (Public Order Policing) would help. Participant E suggested that proving infrastructure support projects and policing for infrastructure, provision of service delivery projects to ensure that services are delivered to the people and providing good leadership can help to curb the issue of vandalism or looting during community protest.

Participant F proposed that - councillors should conduct wards meetings to address main issues in the communities and implement these resolutions; the Mayor and municipal officials should call municipal *imbizo* to discuss and solve the problems faced by the community through its Integrated Development Plan (IDP) and to prioritize service delivery to meets the needs of the community, then, looting or vandalism of state infrastructure will decline. Participant G proposed that protestors must be threatened that if they loot or vandalise state properties they will be arrested and municipalities should implement rules and regulations to guide protestors, so that, protestors will stop looting or vandalising state infrastructure during protest. Participant H advocates that regular consultation or community engagement can help to remedy the issue of looting and vandalism. The respondent further stressed that police officers must arrest and give harsh measures to those protestors who loot or vandalise state infrastructure during protests. The participant continues to say that community empowerment can also help to address protest issues. Participant I concur with participant H and add that municipalities must develop projects-support units that will ensure that community needs are responded to and prioritized. The respondent further indicates that community engagement can help to remedy the problem of looting and vandalism of state infrastructure because the community will be educated about the relevant steps or channels to deal with queries. The respondent furthermore suggests that police officers must protect protestors and not engage them in fights. Participant J suggested that regular consultation between municipalities and the communities to update the latter about the progress of the

services or projects they have targeted for them will ensure community needs are met in a stipulated time frame. The participant also stressed that addressing the community in time will keep the community informed and make them realise that looting and vandalism is not the solution, rather, it will only add more problems and increase government's unfruitful expenditure.

With regard to the strategies that can be used to address the issue of looting or vandalising state infrastructure during protest the participants suggested that government must not wait for the public to protest in order to provide services. Municipalities must listen and respond to the communities' grievances and ensure that it does not take long time to render services. In conclusion, proper handling of community grievances seemed to be the primary solution, as many respondents stressed that municipalities should respond to the needs of the community as they promise and adhere to the given time frame for the completion of projects. The findings further, show that municipalities must develop projects support units in order to empower the community and be the overseer, to ensure that community needs are responded to and prioritized. Furthermore, more police officers must be employed and trained to deal with the issue of community protests.

5.3 RECOMMENDATIONS OF THE STUDY

The following recommendations were made based on the findings of the study - recommendation on the implication of community protest on infrastructure development; recommendation on the impacts of community protest on infrastructure development and lastly the strategies that can be used to address the issue of looting or vandalising state infrastructure during protest.

5.3.1 Implications of community protest on the infrastructure development

The findings show that the public has faith in the municipality when it comes to addressing the needs and grievances of the citizenry, therefore, it is very important that municipalities who have problems in attending to the needs and grievances of their citizenry, find out from those who are doing well as to how they do it to avoid unnecessary protest. Community protests must be constitutional and without violence. Community members are to follow protocol or channels when submitting memorandum of demands to register protests with SAPS. In an event where their

demands are not met, protest should be done outside the premises of the department or municipalities concerned, rather than picketing on the streets and blocking the roads. Lack of community engagement between the municipality and the community has proven to be one of the root causes of community protest. It is, therefore, crucial for municipalities and government departments to ensure that they communicate regularly with the community. When that happens, community members will not have to protest because all their questions and concerns will be addressed in time and in case of any delay in terms of service provision, they will be informed in time.

Violent community protests have been shown to work for some, while it is not the case with others, however, violence is never the answer. Government, however, pushes communities to protest violently before it intervenes. On that note it is suggested that government must not wait for communities to picket on the street; it must come up with strategies such as an app where community members can register their grievances when the local municipality or department concerned fails to meet their demands. The suggestion boxes in public institutions must be monitored, if possible, checked twice in a week rather than waiting for the box to be full; that will help officials to notice or discover grievances early.

The data shows that community protests are clouded by xenophobic and criminal activities. Stealing is a criminal activity regardless of the person whose goods are stolen from and as such those who commit such act must be arrested and they must account for their actions. Xenophobic activities are not encouraged as we are all Africans and human beings. The same sentences and penalties charged for discrimination must be applied to those involved in xenophobic attack. The aftermath of community protest is felt most by the very community who burned and looted state property. Community members are the ones who are heavily affected by the aftermath of community protest. No one should damage the “pot” at home just because there is no food to eat. In light of the findings it revealed that vandalism and burning of infrastructure slows down development, therefore, the study suggests that protestors who are caught in the act of vandalizing and burning state property must pay for the infrastructure they damaged, if they are not working, their parents’ assets must be seized and auctioned to repair the damage. In a situation where communities burn state property to get governments’ attention; government must

repair the damaged property first before it can provide the ones the community was protesting for because it is cheaper to repair than to build from the scratch. In that light, government will be instilling the sense of Ubuntu within the communities and members will stop vandalising state property.

In light of these findings, the researcher recommends that, protestors must stop burning, looting and vandalising infrastructure, rather, they must go to the institution or department concern and picket outside until they get the answers or services they are looking for, because destroying infrastructure is not a solution, rather, protests hinder development. When a community becomes developed, employment opportunities increase, services are easily accessible, the economy grows, and the wellbeing of the community becomes uplifted. The findings show that community protest is not the answer, however, communities protest because government leaves them with no choice as it is reluctant to respond to their need or to listen to their grievances. From the findings many respondents acknowledge that community protests have a negative impact on infrastructure development, thus, it is suggested that government must work together with the community. Politicians must understand that their task is to serve the community and it is not appropriate for community to use violence to make them to execute their duties.

It is suggested that councillors must not promising the citizenry services that they cannot fulfil. The study showed that implication of community protest is not good on infrastructure development. Before a community decides to protest on the street, it must ascertain that other people's rights are not violated by their actions. School children must not be used as a shield or stepping-stone to get services. Burning and vandalizing state property will only make the situation worse than current status quo. Protests worsen the economy as business will not be operating, employment will be affected as businesses will be forced to retrench workers because they are not making profit. This means poverty will increase as food supply and transportation will be hit hard by the protest. None of the above constitute a solution; violent protests can never be the solution.

5.3.2 The impacts of community protest on infrastructure development

The statistics revealed that unsustainable infrastructure has a negative impact on development and the economy of the country. It is suggested that since infrastructure

contributes a great deal in the development and Gross Domestic Products (GDP) of the country, it's important that it gets substantial funds from treasury because it contributes to job creation. Projects must be monitored from the scratch by competent experts to avoid mismanagement of state resources and sub-standard work. Infrastructure enables service delivery to be effective and efficient, therefore, it is advised that government must invest in infrastructure as it has the ability to impact positively on service delivery. If bridges, water dams, electrification and road construction are available in a local community, protests will subside because most protests emanate from shortage of the above. The statistics shows that infrastructure plays a pivot role in the economy of the country; it drives exports performance and makes trade much easier and as a result boosts the economy of the country; public and private infrastructure must, therefore, be well maintained and protected. Shopping complexes, malls, clinics, schools improve the general welfare of the community because it creates employment and makes community to access health care services and food among others. As for those protestors who burn and vandalize state property, they must be arrested and denied bail because destroying or damaging state property is a criminal offence and such acts cannot be tolerated.

The results illustrate that municipalities have difficulties in providing efficient services because of the emerging burden of having to repair damaged infrastructure. Based on the findings, municipalities are urged to actively engage with the community and to respond swiftly to the demands of the community. Once the municipalities start to carry out their mandate as envisaged in the constitution, their problems will be eliminated. Repairing damaged structures will create a backlog in service delivery because the money which is used could be used to attend to the demanded services, however, the problem is not in repairing the damaged infrastructure but in meeting the demands of the community and to engage with the public. The issue of corruption and fruitless expenditure is very serious in many government institutions and until officials and politicians understand that their duty is to serve the public and not the other way round, community protests will continue to rise. Politicians and “tenderpreneurs” must stop manipulating the awarding of tenders. Tenders must be awarded to deserving candidates who are competent. The suggestion is to employ competent and loyal officials who have the best interest of the community at heart, as

such the quality of projects will not be compromised and resources will not be wasted.

It is obvious that no matter how angry and disappointed the community is, vandalizing state property is not the answer. Violent community protests are not a solution as they affect the community more than government, although, community protest seems to be the only action that government understands better. The study suggests a shift in a way government and politicians serve the public; as long as government does not value or listen to the demands and the needs of the public, community protests will continue to rise as protestors want to send a message across to government - that they are tired of empty promises. Those who are appointed to serve the public must carry out their mandate as community protests destroy all the built resources of the community.

5.3.3 The strategies that can be used to address the issue of looting or vandalising state infrastructure during protest

The findings reveal that the community members understand that there are policies adopted by government to regulate community protest. It is also essential for government to enforce implementation of the policies put in place to regulate community protest and ensure that government officials and politicians do execute their tasks; incompetency and laziness make it difficult for government to fulfil its mandate of serving the public. As long as those policies, although, available but not implemented, it is just a waste of state resources because policies are initiated to address burning issues faced by the communities on a daily basis. The data reveal that involvement of community members in the IDP process from the start till the end will help to address the issue of community protests because members will have a sense of ownership over the projects. They will have the information as to which services will be prioritised and which ones will be provided at a later stage; this will eliminate corruption and unfruitful expenditure in government departments and municipalities. A systematic channel of communication is believed to be a tool to tackle community protests. When there is well-structured channel of communication between the government department and the community, there will be progress as the community will give feedback on services provided and the government will swiftly respond to the comments or suggestions made by the community. A

systematic channel of communication will not only help to reduce community protests, it will help the municipality not to incur unnecessary cost for services that are not needed or useful to the community; this will also help the municipality to measure its progress on service provision.

Municipalities endanger the life of the community by involving police during community protests. On that note, the researcher recommends that municipalities must respond swiftly to the demands of the community to avoid strikes. In most cases, communities protest because the municipalities are not responsive; they submit numerous memoranda, and nothing is done. When the community takes to the street to picket, it is only then that the Mayor and other stakeholders avail themselves to the public in a quest to address them. If municipalities can perform their task as mandated, police officers will not have to come and disperse angry crowds or protestors on the street blocking the roads with burning tyres. The study reveals that regular consultation between the municipality and the community can prevent community protests. On that note, it is important for municipal officials to strengthen its *imbizo*, *lekgotla* and community meetings and by so doing members will be aware as to which services are to be rendered this financial years and which one will be provided later and why. Should there be any delays and challenges, the community will be updated through these interaction sessions. During these sessions, the municipality will explain the delays and how it is intending to fix it and give the community a time frame as to when the projects will be completed. Government should place harsh measures on perpetrators who vandalize and burn state infrastructure; that will send a strong message to the public that such acts cannot be tolerated in the country.

The results indicate that proper handling of community grievances and demands can help remedy community protests. If government departments and municipalities have a united structure, this will ensure that grievances are attended to and resolutions are made known or are available for the community. This can only be done if municipalities listen and respond to community memoranda when they are submitted in their offices. Police should do what they are assigned to do, which is to protect the community members and not engage in fights with them. Police must arrest corrupt officials and those who misuse state resources to enrich themselves; by so doing, it will send a strong message to the government, politicians and officials to serve the

public with loyalty. Officials must perform their tasks and stop making promises which cannot be met. Furthermore, the researcher urges the municipality to meet the needs of the community and if ever there are some difficulties, the community must be updated before members resort to violent protests.

5.4 RECOMMENDATIONS FOR FUTURE STUDIES

The study suggests that all government institutions are to execute their duty which is to serve the community and should there be any delays or failure to render a service there must be communication between the two parties before the community takes to the street and protests. Communication is very crucial in this instance because it will ensure the community is fully informed, addressed and updated about delayed services to reduce conflict and violence. Police officers are to perform their duty which is to protect the general public and not to shoot and kill them, rather. Future researchers need to investigate further on how to find an amicable solution to the problem at hand. The deployment of trained police officer is essential in addressing the issue of looting, burning and vandalising of state infrastructure. The role of the police during community protest is to monitor the situation not to engage in a fight with the public and shooting. School-going kids should not be deprived of their right to education due to police officers who harass and shoot them with tear gas and rubber bullet. Community protests affect everyone, so it is in the best interest of every member to ensure that protests are peaceful, harmonious and constitutional.

5.5 LIMITATION OF THE STUDY

When conducting this study there were some challenges encountered along the way. The first limitation was the resource to collect data and the transportation cost. The second limitation was securing appointment at the nearest police station to interview police officers who deal with community protest-related issues. The channel of communication is very bureaucratic at SAPS as permission to collect data was never issued and that caused a delay in the projects, however, the researcher managed to find five police officers, who in their personal capacity agreed to participate in the study because they understood the significance of this project. The last limitation was the cost associated with printing of the document for data collection. Despite all these limitations, it is worth noting that the project was completed.

5.6 CONCLUSION

In conclusion, chapter one covered the introduction of the study, its back ground and research problem. The research problem clearly defined the importance of the study because since 2004 the municipal IQ reports shows that delivery protest are escalating. The research problem “implication of community protest on infrastructure development” indicated a need for meaningful investigation to eliminate or improve the problem of looting, burning and vandalizing state properties during protests. Not all community protests start of violent, but protestors end up being violent because those in power take them for granted, so, they resort to violence to get their attention. Not all protests are about lack of service delivery by municipalities but about comprehensive social ills that affect the communities on a daily basis. The chapter also covered the objectives of the study, research questions, objectives and the significance of the study. Delimitation of the study, preliminary literature and the organisation of the study were also covered in the chapter.

Chapter two focused on the literature review from theories and literature. The researcher applied frustration-aggression theory and legislative framework. The causes of community protest were discussed with the aim to better understand the causes of violence during protests. In light of the above information it can be concluded that community protest has both positive and negative outcomes. Positive in the sense that, even those in parliament, office of the presidency and ministers respond swiftly to angry protestors. The negative part of it include the fact that school kids are deprived of their right to education and the economic meltdown that comes as a result of burned, destroyed and vandalized government and private properties. In the discussions were suggested ways in which community protests and vandalism or looting of state properties can be addressed. Parents in South Africa are just like any other parent in the world; they have a strong desire to see their children progressing and having a brighter future but due to government failure to render services or deliver quality services, parents are forced to use their children as weapon of war against government.

In summary, chapter three covered the methodologies to ensure that appropriate scientific procedures are followed and relevant tools are employed to answer the

research questions and objectives. The study area, sampling, population and ethical principles considered were all detailed.

Chapter four dealt with the analysis from the data collected. The findings of the study reveal that the majority of participants agree that lack of community engagement between the municipality and the community at grass root level is a major cause of community protest and that regular consultation between municipality and the community can prevent community protest. Those who answered the interview question also concurred with the questionnaire finding, that community protest has negative impact on infrastructure development. The majority of respondent agreed with the statement that unsustainable infrastructure has a negative impact on development and the economy of the country.

The statistics shows that majority of participant 20% *strongly agree* and 27% *agree* with the statement that municipality endangers the life of community members by involving police during protests. Those who answered the interview question had a different view; the majority stated that more police officers need to be trained and employed to deal with community protest issues and more police officer must be placed in areas where there are protests. On this point, the researcher recommends that police officers must execute their duty which is to protect the community. Municipalities and other government institutions must perform their duties and deliver services to the public as promised and if there are delays or complications, municipalities must communicate with the community and give them updates as to what is causing the delay and when will they be able to deliver. In this context, community protests will be a thing of the past. Further recommendations were made to address the issue of community protests and vandalism or looting of state infrastructure. The study also made recommendations for future studies. In conclusion it can be said that weak and unstained infrastructure places too much constrain on the growth and development of the country's economy, hence, community protests also play a pivotal role in holding government accountable to the community.

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LETTER TO RESPONDENTS

Enquires: Modiba KM

Cell : 071 1039 228

Email : littlekongza222@gmail.com

P.O Box 624

Letaba

0870

13 October 2018


Dear Sir/Madam

I am a registered student at the University of Venda doing Masters in Public Administration (BADMIN). Part of my academic requirements is to conduct a survey in order to complete my studies. My research topic is “**Implication of community protest on infrastructure development in Local Government**”.

I would like you to participate in my study by completing a questionnaire which consists of twenty two (25) questions. There is no right or wrong answer; all you need to do is to tick in the boxes indicating strongly agree, not sure, strongly disagree or disagree. I assure you the information provided will solely be used for the study and nothing else; and will be treated with a high degree of confidentiality.

In anticipation, please accept my sincere gratitude for your willingness to participate in my study.

Yours sincerely

.....


MODIBA MARIA

Student Number: 11625353



University of Venda

Appendix B

CONSENT FORM

Ihereby agree to participate in the research study, titled “**Implication of community protest on infrastructure development in Local Government**”. A copy of this signed consent form can be provided upon request.

- The study aims to investigate the implication of community protest on infrastructure development. In an effort to better comprehend the complex circumstances around service delivery protest, to examine the governance of the municipality and community’s perception on community protest and how the municipality considers responding to such protests.
- The information provided will solely be used for the purpose of the study.
- Participation is voluntary and participants are free to withdraw anytime without any penalty if he/she is no longer interested to partake in the study.
- The data will be handled with high degree of confidentiality. Respondents are allowed to use false names such as ABC, if they don’t want to disclose their name.
- Participants can jump certain questions in the process of answering questionnaire if they feel uncomfortable.

I understand that the information provided will not be used for any other purpose except to help the researcher complete her studies. For more information, respondents can contact me on 071 1039 228 or send me what’s up on 062 8499 707.

.....

Signature

.....

Date



University of Venda

Appendix C

INSTRUMENT

QUESTIONNAIRE

**IMPLICATION OF COMMUNITY PROTEST ON INFRASTRUCTURE
DEVELOPMENT IN LOCAL GOVERNMENT**

This study is about the Implication of community protest on infrastructure development in Local Government. I am requesting you to be part of the study by giving your perspectives about the Implication of community protest on infrastructure development. Note that there is no right or wrong answers. Please put a cross (x) in an appropriate space provided.

SECTION A: BIOGRAPHICAL DETAILS OF RESPONDENTS

1. Gender of respondent

Male	
Female	

2. Age of respondent

Less than 21 years	
22 to 30 years	
41 to 50 years	
51 years and above	

3. Position of respondent

Traditional leader	
Headman / woman	
Municipal major	
Municipal officials	
Ward councillor	
SANCO members	
Police officer	
Selected members of the community	

4. Qualification of the respondent

Grade 11 and less	
Grade 12 (Matric)	
Diploma / Degree	
Honours / BTech	
Masters / MTech	
PhD	

SECTION B: IMPLICATION OF COMMUNITY PROTEST ON INFRASTRUCTURE DEVELOPMENT IN LOCAL GOVERNMENT.

Items	Implications of community protest on the infrastructure development	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
5.	Municipalities respond swiftly to the needs and grievances of the citizenry.					
6.	Community protest must be constitutional and without violence.					
7.	Lack of community engagement between the municipality and the people at the grass root is a merger cause of community protest.					
8.	Violent community protests yield positive result.					
9.	Community protests are clouded by xenophobic and criminal activities.					
10	Aftermath of community protest is felt most by the community members.					
11	Vandalism of infrastructure hinders community development.					
12	Burning and vandalism of infrastructure slows down development.					

Items	Impacts of community protest on infrastructure development	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
13.	Unsustainable infrastructure has a negative impact on development and the economy of the country.					
14.	Infrastructure enables service delivery to be effective and efficient.					
15.	Infrastructure plays a pivotal role in the economy of the country.					
16.	Vandalising and burning state property is a criminal offence.					
17.	Municipalities have difficulties in providing efficient services because of emerging burden to repair damaged infrastructure					
18.	Fruitless expenditure and corruption impact negatively on the credibility of sustained infrastructure.					

Items	Strategies that can be used to address the issue of looting or vandalising state infrastructure during protest	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
19.	There are policies adopted by government to regulate community protest.					
20.	There are regulations put in place to ensure that contractors meet the service standard to deliver quality infrastructure.					
21.	System model can serve as crucial mechanism to tackle violent community protest.					
22.	The municipality endangers the life of community members by involving police during protests.					
23.	Regular consultation between municipality and the community can remedy community protest.					
24.	Government must place harsh measures on the perpetrators who vandalize and burn infrastructure.					
25.	Community engagement in the IDP process, from the start till the end can assist in addressing the issue of community protest.					

THANK YOU FOR YOUR CONTRIBUTION



University of Venda

Appendix D

INSTRUMENT

INTERVIEW

What are the implications of community protest on the infrastructure development?

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What are the impacts of community protest on infrastructure development?

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What are the strategies that can be used to address the issue of looting or vandalising state infrastructure during protest?

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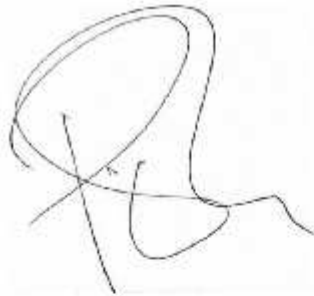
THANK YOU FOR YOUR PARTICIPATION

Appendix E

PROOF OF EDITING

19 May, 2021

This is to certify that I, Dr P Kaburise, of the English Department, University of Venda, have proofread the research report, titled - **IMPLICATION OF COMMUNITY PROTEST ON INFRASTRUCTURE DEVELOPMENT IN LOCAL GOVERNMENT: A CASE STUDY OF GREATER TZANEEN MUNICIPALITY, LIMPOPO PROVINCE**- by Modiba Kongkong Maria, (student number 11625353). I have indicated some amendments which the student has undertaken to effect, before the final manuscript is submitted.



Dr P Kaburise (0794927451; email: phyllis.kaburise@gmail.com)

Dr P Kaburise: BA (Hons) University of Ghana (Legon, Ghana); MEd University of East Anglia (Cambridge/East Anglia, United Kingdom); Cert. Teaching English as a Foreign Language (Cambridge University, United Kingdom); Cert. English Second Language Teaching, (Wellington, New Zealand); PhD University of Pretoria (South Africa)

Appendix F

Enq: Modiba KM

Cell No: 071 1039 228

Email: littlekongza222@gmail.com



University of Venda

The Provincial Commissioner

SAPS: Limpopo

44 Schoeman Street

Polokwane

0700

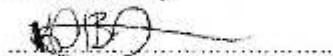
02 March 2020

I am a registered student at the University of Venda studying Masters in Administration (BADMIN). Part of my academic requirements is to conduct a survey in order to complete my studies. My research project is titled "**Implication of community protest on infrastructure development in Local Government**".

I would like to conduct a study in Tzaneen Cluster for SAPS employees to participate in my study by completing a questionnaire which consists of twenty two (25) questions or answer three interview questions. Please note that there is no right or wrong answer, all it takes is to tick in the boxes indicating strongly agree, not sure, strongly disagree or disagree. I promise that the information provided will solely be used for the study and nothing else. Furthermore, the information will be treated with a high degree of confidentiality.

In anticipation, accept my sincere gratitude for allowing me to collect data in your institution or community. I hope you will find the above in order.

Yours sincerely



MODIBA MARIA

Student Number: 11625353



LIMPOPO PROVINCE
CO-OPERATIVE GOVERNANCE HUMAN
SETTLEMENT AND TRADITIONAL AFFAIRS
NKUNA TRADITIONAL COUNCIL.

Muhlave Royal Palace
P.O. Box 125, LETABA, 0870
Tel/Fax: (015) 356 3161 / 083 431 6127
nkunatcouncil@gmail.com



Ref: CH11/8/5

Enquiry: Chauke HE

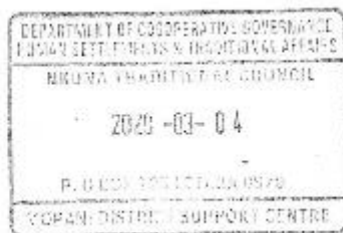
Contact: 071 866 3838

TO WHOM IT MAY CONCERN

This letter serves as a confirmation that the Nkuna Traditional Council has permitted Ms KM Mochiba student no 11625353 to conduct the research in our communities on the project title: Implication of community protest on infrastructure development in local government: A case study of Greater Tzaneen Municipality, Limpopo

Hope the above is in order

Nkuna Traditional Council





**GREATER TZANEEN MUNICIPALITY
GROTER TZANEEN MUNISIPALITEIT**

P.O. BOX 24
TZANEEN 0950

TEL: 015 307 8000
FAX: 015 307 8019




To whom it may confirm

**THE IMPLICATION OF COMMUNITY PROTEST ON
INFRASTRUCTURE IN LOCAL GOVERNMENT:**


I hereby confirm having participated in the research questionnaire for Ms Modiba K a student at your Institution University of Venda during the month of March the 4th / 2020.


I hope you the above in order

Thanking in advance



SN Ngobeni

 **LIMPOPO**
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA



DEPARTMENT OF
**CO-OPERATIVE GOVERNANCE,
HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS**


Bakgaga-Ba-Maake T/C
P.O. BOX 29
LENYENYE
0857


TO WHOM IT MAY CONCERN

SIR/MADAM

Bakgaga-Ba Maake Traditional council gave Ms K.M.Modiba Permission to conduct
Research in our community .we have no objection.

Hoping this letter to be highly considered
Yours faith full





Bakgaga-Ba-Maake



Batlhabe Traditional Council
Kgosi Mogoboya of the Batlhabe Tribe

P.O. Masaroni
Lenyeny 0857
Tel: 015 355 4117
Cell: 078 656 9478
/ 083 768 9241

Date: 05 March 2020

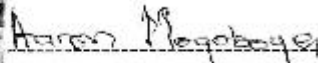
To whom it may concern

Sir/ Madam


This is to certify that Modiba Maria I.D 8906101296085 has been given permission to Ask questions related to her research to residents of tlahina regarding the impact of Strike and other related issues. for more information Modiba Maria will relate further

Your Co-operation in this regard will be highly appreciated.

Yours Fithfully



(CHIEF COUNCILLOR)



(TRADITIONAL COUNCILLOR)



Batlhabe Traditional Council

RESEARCH AND INNOVATION
OFFICE OF THE DIRECTOR

NAME OF RESEARCHER/INVESTIGATOR:

Ms KM Modiba

Student No:

11625353

PROJECT TITLE: Implication of community protest on infrastructure development in local government: A case study of Greater Tzaneen Municipality, Limpopo Province.

PROJECT NO: **SMS/19/PDN/01/3005**

SUPERVISORS/ CO-RESEARCHERS/ CO-INVESTIGATORS

NAME	INSTITUTION & DEPARTMENT	ROLE
Prof N Nkuna	University of Venda	Supervisor
Dr E Mahole	University of Venda	Co - Supervisor
Ms KM Modiba	University of Venda	Investigator – Student

ISSUED BY:

UNIVERSITY OF VENDA, RESEARCH ETHICS COMMITTEE

Date Considered: May 2019

Decision by Ethical Clearance Committee Granted

Signature of Chairperson of the Committee: 

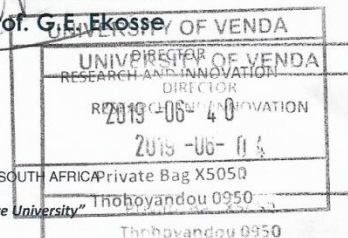
Name of the Chairperson of the Committee: Senior Prof. **G.E. Ekosse**



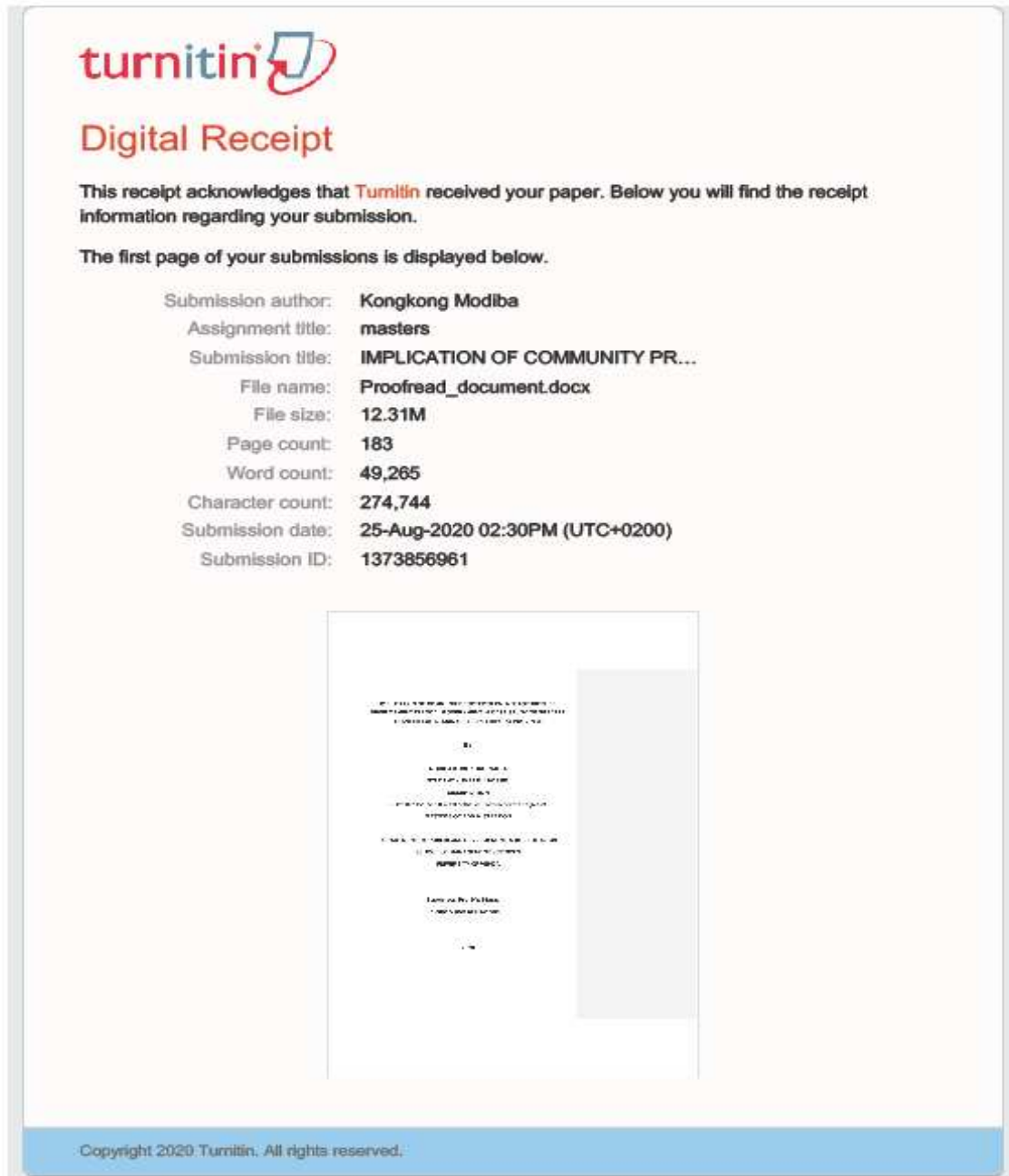
University of Venda

PRIVATE BAG X5050, THOHOYANDOU, 0950, LIMPOPO PROVINCE, SOUTH AFRICA
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