

**PUBLIC PARTICIPATION AS A STRATEGY TO PROMOTE GOOD GOVERNANCE
IN LOCAL GOVERNMENT: THE CASE OF BLOUBERG LOCAL MUNICIPALITY**

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DECLARATION

I, **Maela Khutso Delphus**, Student Number: 15009784, hereby declare that this dissertation entitled Public participation as a strategy to promote good governance in local government: the case of Blouberg Local Municipality, is my own work and has not been previously submitted for any degree or evaluation at any other University. This dissertation is being submitted for the degree for Master of Administration (MADMIN) at the University of Venda submitted, by myself. This is my own work in design and execution, and that all reference materials contained herein have been duly acknowledged.

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18 JUNE 2021

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ABSTRACT

The study focused on public participation as a strategy to promote good governance in Local Government. The focus area was Blouberg Local Municipality. Public participation is a process by which an organization consults with affected individuals, organizations, and government entities before taking a decision. Public participation is considered as a two-way communication and cooperative problem-solving process whose goal is to achieve better and more acceptable decisions. Public participation simply entails that the publics must be able to cooperate with government on decisions that affect them. The municipalities must also be able to interact and consult with the public on the use of land and municipal development at the local level, defined as a process involving the training of civil servants, administrative and fiscal decentralization, dialogue between governments and civil society and staff incentives. Good governance begins with the political will to govern well. However, Good governance is a tremendously undefinable objective. This is because good governance means different things to different organizations and to different actors within these organizations. The study used the mixed method research approach to understand the scope and nature under which public participation is practiced, to achieve good governance. For the purpose of this study, the researcher used both qualitative and quantitative research approach as well as pragmatic approach to support the research. In addition, the researcher used descriptive and contextual research design. The data collection methods used are questionnaires and interviews. The sampling group of the study consists of municipal officials, councillors and selected community members. The research used non-probability sampling and purposive to select the sample members. The data was analysed using thematic and statistical analyses. The researcher strictly adhered to ethical conduct.

The major findings of the study are the following:

The study found that the 36 respondents, who constitute 36%, pointed out that community members are not informed about the activities of the municipality. The study found that the majority, 36 (36%) of respondents strongly disagreed with the statement that the municipality has adequate financial and human resources to enable public participation. Fifty-five (55) respondents, which constitute 55% strongly disagreed that the municipal officials have a good relationship with the residents and councillors of the Blouberg local Municipality. Public participation helps in the provision of adequate and relevant services to the publics. The findings revealed that corruption hinders public participation. Finally, the study revealed that public participation can be enhanced through imbizos and utilization of radio stations to inform members of the public about public participation.

The recommendations of the study are the following:

The study recommends that there is a need to inform the public about the activities of the municipality. The researcher recommends that there must be adequate financial and human resources to enable public participation. The study recommends that there must be a good relationship between municipal officials, residents and the councillors of the Blouberg local Municipality. The study recommends public participation is in the provision of the adequate and relevant services to the publics. The study recommends that there is a need for ethical practises within the municipality to promote public participation. The study recommends that public participation be ensured through imbizos, utilization of radio stations to inform public about their participation

Key words: Good Governance; Governance; Municipality; Public; Public Participation; Local Government

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ABBREVIATION:

BLM	: Blouberg Local Municipality
DPLG	: Department of Provincial Local Government
DPSA	: Department of Public Service and Administration
GG	: Good Governance
GGLN	: Good Governance Learning Network
IBM	: International Business Machinery
IDP	: Integrated Development Plan
LED	: Local Economic Development
PP	: Public Participation
PPF	: Public Participation Framework
PSC	: Public Service Commission
SALS	: South African Legislative Sector
SPSS	: Statistical Product and Service Solution

CHAPTER 1:

INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 INTRODUCTION

The study focused on public participation as a strategy to promote good governance in Local Government, the case of Blouberg Local Municipality. The South African government is regarded as one of the most advanced democracies on the African continent. The Constitution of the Republic of South Africa, 1996 was developed to enable a high level of public participation, and to suggest the roles and functional mechanisms, as well as independent bodies, to look after each other's practices. Section 152 (1) (e) of the Constitution of the Republic of South Africa, 1996 stipulates that the local Government must encourage communities and community organisations in the matters of local government. In South Africa, the government is divided into three spheres: namely, local, provincial and national with the main purpose to satisfy all the rights of the publics and promote good governance.

Public participation is regarded as a way of countering development and encouraging the public to cooperate for moving towards sustainable development (Kandil 2016). Sebola (2016); asserts that public participation is seen as an idea that is defined in different ways by numerous and different people and in a diversity of environments. Furthermore, Sebola (2016) emphasises that public participation is used interchangeably with the concepts, citizen participation, civil participation and community participation. Section 152 (1) (a) of the Constitution of the Republic of South Africa, 1996 ensures provision of democratic and accountable government for local communities. A democratic and accountable government for local communities includes the involvement of the people in matters that affect their well-being.

Erasmus (2010:98), emphasises that good governance enforces the state to perform its tasks or exercise with its main purpose to achieve and maintain transparency, predictability, a culture of justification of State action and certainty. According to the International Federation of Accountants (2013:78), good governance is aimed at motivating public participation; improving accountability and sufficient service delivery, by creating a standard for good governance in the public sector.

1.2 BACKGROUND OF THE STUDY

Public participation in local government is not a new phenomenon in South Africa. Before the introduction of a democratic constitutional dispensation in April 1994, public participation was limited and not supported by legislation. For instance, in terms of Section 52 of the Constitution of the Republic of South Africa, 1983 (Act 110 of 1983), which was in effect from 1983 to April 1994, participation in general elections was limited to white, coloured and Indian citizens only. Mulaudzi and Liebenberg (2013:142); assert that the minority/black people were not allowed to partake in policy and decision-making processes that affected their life. Morebodi (2015:15); emphasises that before 1994 in South Africa, the government did not notify and consult the people, and that led to lack of transparency, widespread disregard of human rights and public accountability. Furthermore, under the apartheid regime public participation in issues pertaining to local government was discouraged. Public participation in South Africa has its roots in the freedom charter that was officially adopted by the Congress of the People that took place in 1955 at Kliptown (Turok, 2014).

In addition to the above, after 1990, the apartheid government, under the leadership of F.W. De Klerk, adopted a policy to deal with discrimination, by releasing Nelson Mandela, which was followed by the Convention for a Democratic South Africa (CODESA) talks that led the country towards democracy (Jolobe, 2014:1-2). The ultimate enactment of the Constitution of the Republic of South Africa 1996 affirmed South Africa as a constitutional democracy. Currently, South Africa is regarded as a Constitutional democracy that aims at promoting participatory democracy. South Africa, as a democratic government, provides its people with opportunities to participate in local government, to ensure that government is well-informed about the aspirations, challenges and needs of the people, particularly those at the grassroots, who were not afforded any chance to participate in government affairs during the apartheid regime. This will encourage good governance. Section 72 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) emphasises that the intention of ward committees must be to promote participatory democracy in local government.

Ward committees plays a significant and effective role in South Africa, as they promote democracy and accountable government. The official concept of local good governance is suggested in Chapter 7 of the Constitution of the Republic of South Africa, 1996, Local Government: White Paper on Local Government, 1998 and the Local Government: Municipal Systems Act 2000. Good governance, in this period has a strain on public awareness for the operations of public institutions. According to Cobbinah, Black and Thwaites (2013); good governance is considered as the institutional plan and tool that is aimed at easing the miseries

of the people. Furthermore, good governance is recognised as a method that makes government more responsive and active to the demands, opinions, desires and needs of its people (Cobbinah et al, 2013). Hulme, Savoia and Sen (2014); suggest that Good governance is a concept over-flooded with various meanings and controversial interpretations. The concept of good governance has become a household name that calls into question the efficacy of governments in serving as lubricant for the engine of growth (Benson, Bigg, Bass, Geoghegan & Watson, 2013).

1.3 PROBLEM STATEMENT

In the past, many people in South Africa were just living their lives, without political consciousness, and the government was making social, economic and political decisions on their own even though some of them should have been shared with ordinary citizens (Kesselman, Kreiger & Joseph, 2018:02). The national government prescribes regulations for provincial and local governments to implement. The Public Participation Framework for the South African Legislative Sector (2013); contends that the intention of public participation provision in the Constitution is clear because it influences government policy outcomes, so that they can reflect the will of the people. Section 52 of the Constitution of the Republic of South Africa, 1996 confirms a number of citizen rights and more specifically, the right of people to be involved in local governance. The White Paper on Local Government, 1998 together with Section 4 of the Traditional Leadership and Governance Framework Amendment Act, 2003 (Act 41 of 2003) and the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) support the involvement of people in the local government issues that affect their lives. According to Makgamatha and Moikanyane (2018:214); participation strategy has been active for quite a while after the apartheid era and has collapsed recently because of loss of confidence in the ruling government because it inadequately considers the public's needs and aspirations. The Constitution of the Republic of South Africa, 1996 Section 152 (1) (e) stipulates that the local government must promote the involvement of communities and community organisations in the matters of local governance

Despite all the legislative provisions indicated above, there are several challenges facing the Blouberg Local Municipality regarding public participation to promote good governance: namely, lack of public participation in the IDP planning and imbizos as well as influences from higher institutions (politicians). The other challenges include the following: resources constraints, lack of skills, technological development and information to involve people in participation. It is also unclear to what extent ward committees indeed bring public responses and proposals to bear on local government decision-making. According to the study conducted

by Mafunisa (2008:452460) on public participation and Integrated Development Planning it was found that participation in the IDP seems to have become a sophisticated process, only meaningful to and understood by, the few educated elite, co-opted individuals, including senior municipal officials, but not including ordinary community members. The study sought to come up with mechanisms to enhance public participation with the intention to promote good governance in the local government, particularly the Blouberg Local Municipality.

1.4 AIM OF THE STUDY

The aim of the study was to evaluate the importance of public participation as a strategy to promote good governance in local government and to recommend strategies that can be used to enhance public participation in promoting good governance.

1.5 OBJECTIVES OF THE STUDY

The following objectives of the study benchmarked the aim of the study:

- To determine the importance of public participation as a strategy to promote good governance;
- To examine the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation;
- To establish the consequences of poor public participation in promoting good governance; and
- To recommend some mechanisms to enhance public participation in promoting good governance in the Municipality.

1.6 RESEARCH QUESTIONS

The following were the researcher questions that the researcher sought to answer when conducting the research.

- What is the importance of public participation as a strategy to promote good governance?
- What are the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation?

- What are the consequences of poor public participation in promoting good governance?
- What are the mechanisms to be used to enhance public participation in promoting good governance in the Municipality?

1.7 SIGNIFICANCE OF THE STUDY

The study was conducted to ensure that the Municipality performs its mandate, as stipulated in the Constitution of the Republic of South Africa, 1996, namely to involve the public in municipal decisions that impact on their lives and provide sufficient and adequate services. This study will educate the residents of Blouberg Local Municipality about the importance of their contribution in municipal planning and to enable that to take part in decision-making that affects their life. Furthermore, this study will help the public to be aware of their participation in municipal programmes such as IDPs, to influence quality services. This study is important because it will always remind the municipality to involve people in the decision-making process. The White Paper on Local Government of 1998 also encourages municipalities to develop structures, which will ensure meaningful participation and interaction with municipal councillors. The study findings will compel the Municipality to improve mechanisms and resources to encourage public participation, so that good governance can be practised and maintained. Public participation also important because it makes the people aware of the mechanisms used when they want to participate in municipal planning. The study will also help the researcher to more become aware of the importance of public participation in municipal planning and decision-making. Finally, the study is important for the University of Venda as an academic institution, as reference in future generations to acquire knowledge with regard to public participation.

1.8 DELIMITATION OF THE STUDY

This study is about public participation as a strategy to promote good governance in local government, the case of Blouberg Local Municipality. Therefore, this study is based at the Capricorn District Municipality, which comprises of four Local Municipalities, after the dissolution of Aganang Local Municipality; they are the Blouberg Local Municipality, LepelleNkumpi Local Municipality, Molemole Local Municipality and Polokwane Local Municipality. The study is however, delimited to the Blouberg Local Municipality. The Blouberg Local Municipality is one of the municipalities in the Capricorn District Municipalities that experiences problems that hinder the enhancement of public participation to promote good governance.

1.9 DEFINITION OF CONCEPTS

This section provides a clear meaning of important terms that are used in the research. The important terms that are used includes the following: public, participation, public participation, governance, good governance and Local government.

1.9.1 Public

According to Van, der Waldt (2014:27); from a local government view of point, the public refers to people that live under the jurisdiction of a particular municipality. According to Alford (2002:337); the concept of the public means pertaining to the citizens of the country, who are also referred to as communities or client in the public sector. For the purpose of this study the public refers to people living within the Blouberg Local Municipality. Public refers to the residents of the Blouberg Local Municipality.

1.9.2 Participation

Participation is an indispensable element of democracy and good governance because it promotes transparency, accountability and the prioritisation of pressing needs in the delivery of public services (Mavee, 2014:202). Public participation includes, people's involvement in decision-making process, attending meetings, contributing to community project and implementing program (Phologane, 2014:16). In this study participation refers to a process in which the people of Blouberg Local Municipality are given an opportunity to express their needs and concerns to their representatives, so that they can develop mechanisms to address such problems.

1.9.3 Public participation

Public participation is regarded as an integral aspect of effective and accountable local governance (Mkhwanazi, 2013: 9). According to Mahole (2012:1), public participation is a means of empowering citizens by creating public platform for them to develop skills and abilities, in order to negotiate their needs and demands with the government. For the purpose of the study, public participation refers to the involvement of the people of the Blouberg Local Municipality in the matters that affect their municipality as well as their well-being. This people must be involved in policymaking and in the implementation of their municipality's IDPs as well as in imbizos and other programmes in their municipality.

1.9.4 Governance

Governance is regarded as a method where in which elements in society exercise power, influence and authority, and endorse decisions and policies regarding public life and social upliftment (Global Development Research Center, 2016). According to the Mercy Corps (2010), governance is a method of decision-making and how those choices are executed. For the purpose of the present study, governance is all about including the people in the affairs of their municipality, particularly in decision-making as well as the execution of the selected decisions, so that they can have a voice.

1.9.5 Good governance

Erasmus (2010:98), asserts that good governance involves a way in which the state exercises authority, which results in transparency, certainty, predictability and a culture of justification of State action. According to the Organisation for Economic Co-operation and Development (2013:05-04), Good Governance refers to participation, transparency and accountability, efficiency and effectiveness and equity in promoting rule of law. For the purpose of the study, good governance is all about implementing principles of professionalism, such as integrity, respect, ethics, responsibility and commitment in order to allow open public participation in the affairs of their municipality, so that their representatives cannot do as they please, but to be directed towards the achievement of the needs of the citizens.

1.9.6 Local Government

Sidgwick (2014:2), asserts that local government is the government of some sub organs that have special powers to issue regulations within the area, which they manage. In addition, Godwin (2014:02-03), defines local government as a management of their affairs by the people of the locality where they are. For the purpose of the present study, local government is defined as a the government closest to the people. The local government is the government that involves the people in the matters of their municipality.

1.10 ORGANISATION OF THE STUDY

This research will be divided into five chapters, as follows:

Chapter 1: Introduction and background of the study- This chapter discusses the introduction and background of the study, problem statement, aim of the study, objectives of the study, research questions, significance of the study, delimitation of the study, definition of operational concepts and organisation of the study.

Chapter 2: Literature review - This chapter reviews literature on the importance of public participation in promoting good governance. The chapter also presents the following: theoretical framework for public participation, concept of public participation, the importance of public participation, the concept of good governance, elements of good governance, relationship between public participation and good governance, legislative framework for public participation, challenges of public participation in promoting good governance and government strategies to enhance public participation in promoting good governance.

Chapter 3: Research design and methodology- This chapter presents the research design and methodology that the researcher will follow when conducting the research. The chapter also presents the methodology, study area, population of the study, sampling, sampling method, sampling size, data collection, pilot study, data analysis, and ethical considerations and limitations of the study.

Chapter 4: Data presentation, analysis and interpretation- This chapter presents the analysis and interpretation of the data to be collected through interviews and questionnaires. The data was collected using both qualitative and quantitative methods. The data will be analysed thematically and statistically. Data collection is based on the public participation as a strategy to promote good governance in local government.

Chapter 5: Findings, conclusion and recommendations- This chapter presents the findings, conclusions and recommendations. In this chapter, the synthesised discussion of findings, recommendations on public participation as a strategy to promote good governance in local government, as well as recommendations for future research on a related subject, are represented.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

The previous chapter discussed the introduction and background of the study. The chapter present literature review of the study. The literature chapter contains the following: the theory of public participation; conceptual framework for public participation; the importance of public of public participation; the concept of good governance; elements of good governance; relationship between public participation and good governance; legislative framework for public participation; challenges of public participation in promoting good governance and strategies to enhance public participation in promoting good governance.

2.2 THEORETICAL FRAMEWORK OF PUBLIC PARTICIPATION IN GOOD GOVERNANCE

This section presents the theories available for public participation. There are three theories of public participation namely: Public Choice, Social and Democratic Theory therefore, however, this Social Choice theory will be discussed because is relevant to the studies.

2.2.1 The Public Choice Theory

The foundation of a new political economy literature, which appeared in the late 1970s was constructed by the Public Choice theory (Johnson, 2014:4). Public Choice Theory essentially evolved in the aftermath of World War II, gained intensity in America in 1950s and 1960s and in Europe and Japan during the 1970s. The Public Choice Theory, the failure and inadequacy of limited approaches for resources between individuals and institutions in political science akin to economics, have led public choice theorists to economic methods and analyses of Public Choice. Failure and the inadequacy of the scarce political science approaches of resources between individuals and institutions, just like in economics, political science, has led to of (Borooah, 2005:2-3). Due to this tendency, the idea used by economists could be useful in explaining the conducts of governments and other institutions that prioritize public welfare. Thus, this idea represented the backbone of the literature of Public Choice (Borooah, 2005:1).

The Public Choice or the economy of politics has emerged as a new branch of economics with the leadership of James Buchanan and Gordon Tullock in Virginia (West, 1990: 105). Buchanan defines Public Choice, as a sub-discipline between economics and political science and which reversed the generic point of view of academicians (Sönmez, 2011: 70). The Public Choice Theory is an economics idea that was approved to define and clarify political realisms and how they influence the nature of public decisions (Blankart & Koester, 2006:171). This

Public choice theory is formed by individual's human values, which are the norms on which public policies are based. Public Choice Theory is relevant in the field of public administration since it shows why it is necessary to encourage participatory democracy as a way of limiting the excesses of representative democracy. The Public Choice Theory provides the public or people with the satisfaction of participating and shaping their society. By showing the self-centered nature of some public officials, the public choice theory ensures the institution of effective structures of public participation in the decision-making procedures of the government (Jolande, 2017:69).

Public Choice Theory dictates that society decides the processes by which governments make decisions and social interdependence costs vary amongst these processes (Jolande, 2017:69). According to the Public Choice Theory, when it comes to governmental intervention and decision-making, rather than focusing on all possible areas of concern in a community, the government should focus on the areas that are absolutely barred from correction or intervention by the private sector or when the collective has difficulty coming to a consensus (Jolande, 2017:69). In this way, interdependence costs may be reduced. Another means of reducing interdependence costs is through representative government (Jolande, 2017:69). Decisions regarding how resources will be allocated in the public sector are made through the election of representatives who are supposed to represent their constituents through their individual vote or the appointment of others to administrative agencies (Hardina, 2006:17). There is much variation in representative government, ranging from individuals directly participating in collective choice, to one representative for all members. When considering representative government, an optimal degree of representation is desired (Jolande, 2017:70). Public Choice Theory is enforced through the general behavior of groups of individuals, community at large or individuals (Callahan & Yang, 2005:8)

Jordaan, (2005:317) states that it is guaranteed that if the public feels positive about specific issues concerning their well-being, they can follow various routes to express their demands to government. If the needs and demands of the society are carried out sufficiently, it is expected of government to assimilate this recognized public opinion within its regulatory framework because government was elected by the society and should therefore, in general, adhere to their needs (Jordaan, 2005:317).

2.2.2 The relevance of Public Choice Theory in public participation

Becker (1976:5) asserts that Public Choice Theory is the application of economic analysis to the study of government decision. It assumes that government consists of individuals. No government thinks or acts (Becker, 1976:5). Government actions are the result of individuals

making decision in their roles as elected officials, appointed officials, or bureaucrats (Becker, 1976:5). To understand how governments have worked in the past, there is need to analyse how individuals in government choose and economize (Becker, 1976:5). Public Choice Theory is relevant in the sense that it enforces public participation through voting and other means of election of their representatives (Becker, 1976:5).

Public Choice Theory utilizes the microeconomic theory of voting behavior (Jordaan, 2005:317). Public choice rejects the construction of organic decision-making units, such as the people, the community, or society (Jordaan, 2005:318). Groups do not make choices, only individuals do. The problem then becomes how to model the ways in which the diverse and often conflicting preferences of self-interested individuals get expressed and collated when decisions are made collectively (Jordaan, 2005:318). One key conclusion of public choice is that changing the identities of the people who hold public office will not produce major changes in policy outcomes. Electing efficient people will not, on its own, lead to much better government (Jordaan, 2005:318). Adopting the assumption that all individuals, be they voters, politicians, or bureaucrats, are motivated mainly by self-interest than by public interest evokes a Madisonian perspective on the problems of democratic governance (Jordaan, 2005:318).

2.3 THE CONCEPT OF PUBLIC PARTICIPATION

Tanaka (2007:140) asserts that public participation is an enabling component of democracy in the sense that through it, the publics are involved in the government affairs. Public participation encourages unity amongst government and the public, mainly in the provision of quality and sustainable services (South African Legislative Sector (SALS, 2013). Mathebula (2015:25) emphasizes that public participation has different application interpretation and meaning. This is because public participation is responsible for creating more active common good, partaking and well-motivated citizens that support a sustainable future development (Leggewie & Nanz, 2016). Sebola (2016:25) acknowledges that public participation is a term that is demarcated in different ways by numerous and diverse people and in a multiplicity of environments. Public participation is considered as a conduct in which the public uses control and influence over the decisions that affects them (Devas & Grant 2003:309). According to Gaventa and Valderrama; (1999:4), public participation is regarded as an interference of citizens with determination of social interest in the activities of the publics. Public participation is responsible for deepening democracy and promotes good governance. The South African Legislative Sector (2013:1) affirms that public participation in governance methods ensures that their empirical and grounded views alert government on their demands and how these demands can be easily addressed. Public participation is at the heart of the democratic political frameworks, promoting public power (Arnstein, 1996; Denhardt, 2000). Public participation is regarded as tool to

establish democracy (Arnstein, 1996; Denhardt, 2000). Tapscott (2012:3) emphasizes that marginalized people are disadvantaged in competitive politics; therefore, policy formulation and implementation impose biasness. To regard public participation as effective the public must have an understanding of how all spheres of the government work (Ben-Zeev & Waterhouse (2012:1). Furthermore, the state public service itself can undermine the participation by the public which might lead to poor allocation of resources to the marginalized people (Tapscott, 2012:3). The British government's Department for International Development (2000:24) emphasizes that the context of decision-making public participation is central as it allows the public to fight for their rights; however effective public participation requires active voices and rights to be considered as far as decision making by officials is concerned and this official must remain accountable to the publics. According to the Constitution of the Republic of South Africa, 1996 Section 40 (1) the South African government is divided into three spheres: local, provincial and national, with the main purpose being to satisfy all the rights of the public and promote good governance.

Sebola (2016:25) affirms that public participation is a way to ensure that the people who make decisions are responsible for making decisions that affect the life of the public are able to communicate with the public before taking those decisions. Public participation enforces public trust in governmental legitimacy and responsiveness, and it ensures transparency in the affairs of local government (Royo, Yetano & Acerete, 2014). According to Bryson, Kathryn, Quick, Barbara and Crosby (2013:1) In a democratic government, the public is regarded as important stakeholders because it can easily participate directly or indirectly through its representatives in the formulation, adoption and implementation of policies and laws that affect it. In addition to the above, public participation is recognized as a central part of the relationship of public government democracies (Bryson *et al*, 2013:1). Kandil, (2016:19) concurs that public participation is concerned with encountering the development and encouraging the publics to cooperate with the main purpose of moving towards sustainable development. Public participation refers to the participation of the people and civil society in the activities of the government. According to Kaapama, Blaauw, Zaaruka, and Kaakunga (2007:40), In addition, Public participation is also similar to democratic participation. Kaapama *et al*, (2007:40) considers public participation as a cooperative engagement and contribution of the public, individually or collectively, in the public spheres of the society. Public participation is considered as political legitimacy of the state in the sense that it enables transparency and accountability of the public institutions. Keulder (2010:8) describes the importance of public participation in governance by pointing out that it gives value to people's lives because it endorses openness in the public institutions. Keulder (2010:08) views public participation as a structure that acquires publics to enables the reliably be familiar with government procedures

and structures of governance. The justification for encouraging public participation is on the notion that, if the public participates in development, it will be considered as legitimate and will stand a better chance of sustainability (Theron, 2009:112). In this regard, Mchunu (2012:16) states that public participation raises the hopes of a positive future, for the poorest of the poor.

Qina (2015:45) states that the concept of public participation may be seen and described as mainly laying emphasis on a people-centred approach, wherein development, communication, influence, and dialogue take place in the public sphere. Currently, public participation is progressively known standard practice and is considered as a vital characteristic of and condition for a successful modern democracy and good governance in which the manipulative participatory methods are replaced by authentic and empowering participatory ones (Tozie de la Poterie, & Baudoin, 2015:313). Totemeyer (2010:109) regards active public participation as an imperative component of the dynamics of local participatory democracy. Swanepoel and De Beer (2011:50) add that public participation is a vague idea that acts as an umbrella term for the new style of development planning often considered involvement, facilitation or enablement in the community development debate. Public participation has been used to refer to a set of methodological tools used in development programmes, as well as to be evoked as a political philosophy (Sefora, 2017:2).

According to Jaroszynski, 2009:05) public participation is a term used to refer to Public involvement. It has also been used to refer to several social or political interactions in different circumstances and scales. Scholars are certain that public participation is not a term that can be described in one sentence. This, according to Theron and Mchunu (2014:10), is positive because meanings should not serve as blueprints but should be dealt with as part of a social learning process. Radcliff and Wingenbach (2000:19); Green (2004:37) and Mafunisa (2004:491), in Booyesen (2009:02) assert that public participation in democracy is more a process in social learning and involvement than a means to an end. This is because it leads to a reflection of views, discussion and consideration of other viewpoints, and generally supports a platform for the development of political and social strategies. Stiegel and Wolfe (1994:4), in Theron and Mchunu (2014:08), affirm that public participation is known as one of the trendy catchwords for some government; it is supported by many but understood by few. Theron and Mchunu (2014:08) concurs that it has become obvious, both internationally and locally, that public participation as both a concept and strategy, has many faces, good (well-intended) and bad (poorly executed). However, at its core it implies how ordinary people exercise their political agency and voice in taking part in the decision-making processes that affect their lives (Jaroszynski, 2009:05). Rahman (1993:150) suggests that public participation should relate to the knowledge and exposure of that part of the development or facilitation, that

is the practical reality and framework of the principle and strategy related with it (Rahman, 1993:150). The idea of public participation, stems from the fact that public participation is known as the dynamic contribution of the publics as well as stakeholders and traditional leaders in the activities that affect the community of certain area (Rahman, 1993:150).in this study public participation refers to the involvement of the public or community of Blouberg Local Municipality in the affairs that affect the municipality as well as the community's well-being.

2.3.1 The origin of public participation

In the past, public participation was not considered as part of the decision-making method (Shiple & Utz, 2012:131). The late 1960s is considered as a period of substantial social and political change around the world. Public participation in the 1970s embodied one-way communication between local authorities and the public (Mngoma,2010:01). The public had an unexperienced sense that they were active participants of the course. Public participation is emerged in the South African local government with the adverts of new democracy. This importance, however, should be explained in the framework of the wider political process that has been unfolding in South Africa pre- 1994, a method which stimulated the participation of the publics in decisions that affect their well-being.

Ideologies of good governance by the people was transliterated into the permeable of the Constitution of the Republic of South Africa, 1996. Public participation provides an opportunity for the public to participate in the planning of the implementation of the mandate of the local municipality. The local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) provides for the establishment of ward committees and ward participatory structures, as statutory formal structures for local communities, to involve municipalities. Public Participation has so matured in South Africa that national parliament, and some provincial legislators engage in the process of taking parliament to the people (Municipal Systems Act, 2000).

2.3.2 The nature of participation

It is not sufficient to observe the instruments used for public participation without also investigating the nature and quality of their participation by members of the public in the policy process. The nature of public participation is based on acknowledgement that certain mechanisms for public participation may limit the ability of participants to influence decisions (Arnstein 1969:217). In addition, a typology of eight levels of participation in a hierarchy was recommended (Arnstein, 1969:217). Through the ladder of public participation, Arnstein (1969: 217) used the different types of public participation to illustrate the level to influence the public

in decision-making. The eight levels of public participation ranging from the top are manipulation, therapy, informing, consultation, placation, partnership, delegated power, and public control. Arnstein (1967:217) argued that in the first level of public participation that government allows the public to participate in committees, in a advisory role, to government's decisions. The instruments used for participation at this level comprise of participatory methods that are destined to gather data, to encourage the public image of the government and gather support from the public on a particular policy or programme. With regards to therapy, government involves participants in public participation activities under the charade of participation (Arnstein, 1969:217).

2.3.3 Public participation in the local government context

According to Houston (2001:206) the idea that the legislation responsible for local government in South Africa ensures provision of municipalities to implement a system of participatory democracy with the main purpose to guarantee free expression of societal needs within their wards under their municipality. The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) (MSA) provides for a municipality to encourage the involvement of the local community through the established mechanisms, such as ward meetings, Integrated Development Planning (IDP) meetings and imbizos. It is important that municipal councils should regularly inform the community about the quality level, impact and range of municipal services delivered by the municipality, which is regarded as a key to regulate the level of services requested by the community. Pollit (2007:99) regards public participation as the most active form of link, as the citizens are often directly engaged in the decision-making process. It is also important in the sense that it sustains democracy and promotes good governance in local government, especially municipalities.

The Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) provides that even though municipalities encourage the public to actively participate, it remains the job of the municipality to ensure public participation. This along with the Local government: Municipal Systems Act, 2000 (Act No 32 of 2000) Section 4 set out the duties of a municipality; firstly, it must encourage the involvement of the local community and consult the local community about the level, quality, range, and impact of municipal services. Secondly, the municipality must provide the community with information regarding the available options for basic service delivery (Municipal Systems Act, 2000).

2.3.3.1 Achieving development through participation

In the local sphere of government, municipalities utilize public participation as a key to deepen local democratic culture (Madumo, 2012:45). Thus, local democracy is entitled to ensure the promotion of the delivery of goods and services to the communities (Madumo, 2012:45). Public participation creates an inextricable link between the processes of public participation and development. South African Legislative Sector (2013:07) states that public participation in South Africa simply means any activity from the election of the representatives to consultation of people when formulating legislation by those elected. Municipalities have the potential to involve the people in a participatory process to enhance the local economy and thereby create sustainable livelihoods (Seduma, 2014:18). Public participation is aimed at achieving in developmental local government, thereby creating an environment that is conducive to growth. On the other hand for growth to succeed, there is need for municipalities to understand the needs of the community (Madumo, 2012:45-46). These needs could be attained through an Integrated Development Plan (IDP). The IDP is a strategic process through which municipalities aim to effectively and efficiently achieve their developmental goals. It is important for participation to take place in local government, as municipalities, as facilitators of IDP, are the agents of the state closest to the local communities (Du Plessis, 2012:21).

2.3.3.2 Ward committees, their roles, and functions in promoting public participation

The Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) Section 73 provides for the establishment of ward committees to enhance participatory democracy in local government. Theron and Mchunu (2013:106) assert that, in principle, ward committees should ideally create a bridge between the public, political and administrative structures of municipalities. Theron and Mchunu (2013:106) emphasize that ward committees are fraught with problems, ranging from politics of representatives, power play and party politics. However, municipalities are obliged to establish ward committees as representatives of the community. Legislation makes it compulsory for municipalities to develop tools to involve and consult communities in matters of the municipality and its procedures. The White Paper on Local Government (1998:28) states that the main purpose of the municipality is to establish the ward committees that comply with the feature of the legislation on public participation.

Municipalities are required to come up with lasting and successful models by making sure that participation takes place through these established structures (Mtshali, 2016:29). Ward committees play crucial role at the local government level because they assist in attaining the goals of local governance and democracy, as stipulated in the Constitution of the Republic of

South Africa, 1996. The Ward committee Resource book (2005:20) clarify that ward committees systems constitute of not more than 10 members of a ward and ward councillor is the chairperson. Ward committees perform decisive role in enabling participatory democracy; assisting in rebuilding corporation for quality service delivery; assisting with challenges faced by the public at ward level and distribute material (The Ward committee Resource book 2005:20). ward committee is an area-based committee. The Ward committee Resource book (2005:20) ensures provision of information about the ward committees:

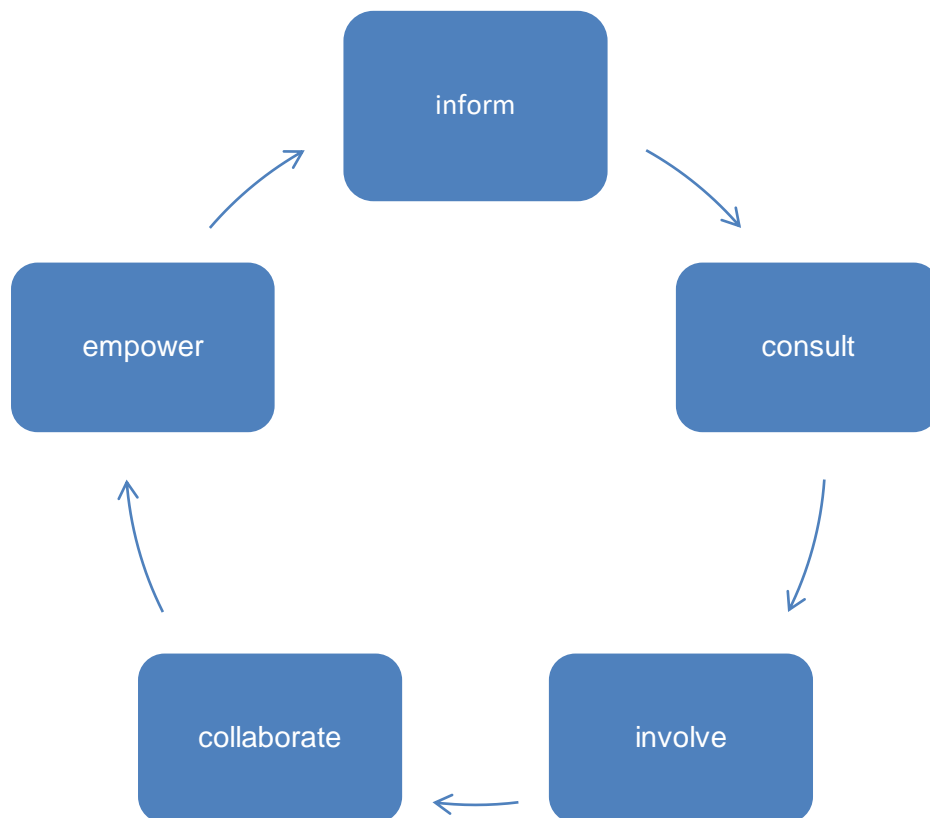
- Are made up of representatives of a particular ward;
- Compose of members who represent various interest within a ward;
- Are chaired by the ward councilor;
- Give the community members the opportunity to ensure their needs, views concerning the issues that affect their lives, and to make sure they are taken into account at the municipal level through ward councilor systems; and
- Are knows as advisory body established in the community scope to help the ward in ensuring the mandate in an effective democratic way. This simply means that the ward committees are given duties to promote challenges concerning local ward, ensure a link between the municipal and publics, and participate on behalf of the community in the preparation, integrated development plan, decisions, budgetary process and performance management.

Public participation in the local government is very important in the sense that the local government implemented the Acts to allow for public participation. Public participation in local government is enforced through the legislation established by the Constitution of the Republic of South Africa, 1996.

2.3.4 The levels of public participation

This section discusses the levels of public participation. The levels of public participation in promoting good governance includes: inform, consult, involve, collaborate and empower.

Figure 1,1: The levels of public participation



(Source: Naidoo,2018:82)

Public participation comprises different levels, as outlined above in the diagram of Naidoo (2018:82). The arguments on the idea of public participation presented here are informed by the diversity of secondary sources. Therefore, the following levels of public participation are discussed.

2.3.4.1 Inform

Inform is considered as the first and lowest stage of public participation. This stage of public participation is aimed at providing public with stable and impartial data to assist in understanding the challenges and solutions. The public officials' promise to the public is to keep them updated about the techniques to involve them in the municipal affairs through the use of websites, open houses and sheets (Svensson, 2011:78). The public need to be informed about the project, for example, through the meetings or flyers; the publics may be asked while their opinion may not be considered. (Svensson, 2011:78). The Inform stage of public participation does not really offer the chance for public participation at all, but rather delivers the public with the data they need to understand the agency decision-making process. According to International Association of Public Participation (2017:6) this stage is on the

spectrum to ensure agencies that sometimes the opportunity for the public to participate in decision making and informing their officials is denied and discouraged. When you aimed at conducting the inform stage of public participation, it is important to know that you are not trying to encourage or manipulate the public in any way (International Association of Public Participation, 2017:6). As such, the inform level is not the same as a public relations campaign. The inform level of public participation needs the agency to help as an honest broker of information, providing the public what they require to fully comprehend the project and decision and to reach their own conclusions as to the appropriateness and adequacy of the decision (International Association of Public Participation, 2017:6). Both the public participation goal and promise at the inform level is to keep the public informed (Kandil, 2016:34).

The first step or stage of public participation is aimed at ensuring that the public is informed about the business of the municipality through the channels of communication including sheets, website and open houses (IDP, 2018/2019:33). The municipal official must also include r this level by making sure that the public is involved in the affairs of the Blouberg Local Municipality. This will assist the municipality in addressing the demands and grievances of the ill-informed (IDP, 2018/2019:33). The municipal officials must keep the public updated about the activities of the Blouberg Local Municipality, and where possible and necessity, they must participate. The public must participate in giving ideas and views concerning the challenges that the Blouberg Local Municipality is facing and come up with strategies to deal with the challenges (IDP, 2018/2019:33).

The primary objective of this level of participation is to make sure that the methods of informing the public about the day-to-day business of the municipality are established and maintained (IDP, 2018/2019:33). Information is considered as the best key in considering and dealing with the activities and programmes of the Blouberg Local Municipality. This simply means that the public should be informed about the activities and programmes of the municipality, so that they can easily participate (IDP, 2018/2019:33).

2.3.4.2 Consult

The objective of this level of public participation is to gain public response on investigation, decisions and alternatives (Kandil, 2016:34). The public officials' duty to the public is to keep them updated, attend and recognize the concerns and objectives and to comment on how the public has influenced the decision-making methods used in this level, public groups, survey, public meetings and public commentary (Svensson, 2011:78 & International Association of Public Participation, 2007:7). Craythorne (1997:99), believes that consultation includes a procedure of communiqué between the government and the governed (community) is dealing

with a public issue (International Association of Public Participation; 2017:7). Consultation also refers to a process of seeking information or advice. Consultation between the local government and participants is a two-way process, where each has something the others wants. Therefore, consultation is a form of participation in which information is made available and the opinions of participants is are elicited. The public participation goal at the consult level is to obtain and consider public input (Kandil, 2016:34). The aim at the consult level is to consider the public input received and to provide feedback as to how that input influenced the decision (Kandil, 2016:34).

The primary objective of the level of participation is to ensure that feedback concerning public comments on the municipal issues raised are obtained and taken into account (Svensson, 2011:78). The municipal officials must be able to accommodate or acknowledge the concerns and needs of the public. The acknowledgement of the needs and concerns of the public will help the Blouberg Local Municipality in making policies that will be based on the aspirations and demands of the citizens (IDP, 2018/2019:33). Therefore, consultation is crucial when making policies or taking decisions because the decision taken will include the needs and aspirations of the community (IDP, 2018/2019:33). Furthermore, the methods of consultation should be established and monitored, so that the public can easily express their views, concerns, demands and aspirations so that they can be included in the output (IDP, 2018/2019:33). Consultation is the important tool when making public policy. Therefore, the municipal officials of Blouberg must inform the public through the available methods of consultation when deciding policies (IDP, 2018/2019:33).

2.3.4.3 Involve

The third level of public participation is known as involve (Svensson, 2011:78). The aim of this level of public participation is to function closely with the public to guarantee that the needs and aspirations of the public are clearly understood and considered. This level of participation considers the use of workshops, and deliberative polling are some of the techniques used in this level (International Association of Public Participation, 2017:7). There must also be a link between the municipal officials and the public as enforced by the ward committee's structures. The ward committees are considered as the structures that link the public and municipal officials. Ward committees are considered as the structure closest to the people that encourage the involvement of the communities in the affairs of the municipality. The public participation goal at the involve level is to work directly with the public and consider their inputs throughout the decision-making process (Kandil, 2016:37). The aim at the involve level is that the public will have access to the decision-making process and decision makers will be

provided the opportunity to give inputs throughout the process and receive direct feedback on how their input helped to influence the decision (Kandil, 2016:37).

The primary aim of this level is to ensure that the public is involved in the affairs of the Blouberg Local Municipality (IDP, 2018/2019:33). The Blouberg Local Municipality must advance and monitor the methods that ensure the involvement of the public in the activities of the municipality. The Blouberg Local Municipality officials must work together with the public with the intention of identifying the challenges and concerns of the public so that they can be discussed and lead to alternatives to address the challenges (IDP, 2018/2019:33). The involvement of the public when deciding the policies of Blouberg Local Municipality must be considered by making sure that the municipality is aware of the demands and concerns of the public (IDP, 2018/2019:33). The Blouberg municipal officials, therefore, conduct the workshops and public meetings so that they can liaise with the public and other stakeholders with the intention of encouraging and improving public participation.

2.3.4.4 Collaborate

This level of public participation is known as collaborate. The aim of this stage is to ensure that there is partnership with the public in every feature of choices with the development of alternatives and on identification of solutions. The rationale to the public is that the public will be looking for advice and innovation in establishing strategies and incorporate their advice and recommendations into the preferred solutions (Kandil, 2016:37). The promise to the public is that the public will be looking for advice and decisions to the maximum extent possible. This level of public participation uses the following techniques: consensus-building, participatory decision-making and advisory committees (International Association of Public Participation, 2017:7). The collaborate level of public participation includes all the elements of involve. To collaborate means to work together. At the collaborate level, the public is directly engaged in decision making (International Association of Public Participation, 2017:7). The collaborate stage often includes the explicit attempt to find consensus solutions. The public participation goal at the collaborate level is to design a process that allows for effective partnering with the public on all aspects of the decision (International Association of Public Participation, 2017:7).

Collaboration is very essential in the Blouberg Local Municipality in the sense the goal of the municipality will be achieved (IDP, 2018/2019:33). The officials of the Blouberg Local Municipality must therefore, work together with the public/ communities, stakeholders, traditional leaders and Non-Governmental Organization (NGOs) when making municipal policies (IDP, 2018/2019:33). This will assist the municipality in the sense that community members' thoughts, views and ideals will be identified, and the solutions will be generated by

both parties and the best alternatives will be voted and considered (IDP, 2018/2019:33). Without collaboration or cooperation, the goals of the municipality will not be realised. When dealing with municipal programmes, projects and activity public participation should be encouraged so that everyone can take part and this will help the municipality in promoting openness and transparency, courtesy, and ethnicity (IDP, 2018/2019:33). Therefore, for the Blouberg Local Municipality to consider the needs of the public, this level of public participation should be established and monitored, so that it accommodates all the people (IDP, 2018/2019:33).

2.3.4.5 Empower

Empowerment is considered as the highest and last level of public participation. The promise to the public is to establish the decisions that they decided upon. This level uses the following techniques: ballots, delegated decision-making and citizens (Svensson, 2011;78 & IAP2, 2017:7). At the empower level, agencies provide the public with opportunities to make decisions for themselves. The most common activities at this level are public voting or ballots. However, there are other techniques available as well as the public (Svensson, 2011;78 & IAP2, 2017:7). The aim of the public participation mission at the level of empowerment is to make a program that enable the public to come up with informed decisions.

The empowerment level of public participation aims at giving agency power to implement policies or decisions which are decided by the public (IDP, 2018/2019:33). This level of public participation plays a vital role because the public is given power to decide on suggested alternatives. The Blouberg Local Municipality must, therefore, encourage involvement of the public in all matters of the municipality and the public must decide on policies to be established (IDP, 2018/2019:33). The empowerment of the community is very important because if the public fails to receive services, they cannot blame the municipality because they are the ones that took final decision on the activities of the municipality (IDP, 2018/2019:33).

2.3.5 Approaches to public participation

Madumo (2012:45) asserts that public participation procedures must guarantee that municipalities accomplish the goal of developing local democracy. Therefore, the following approaches to public participation are used namely: structured, open, informal, induced, extractionist and vertical public participation will be discussed. A discussion of these following.

2.3.5.1 Structured participation

Structured participation method is defined by the legitimacy, it seeks to pursue and enhance public participation (Madumo, 2014:137). In local government, ward committees are established by the legislation to promote and encourage public participation. Nzimakwe (2012:153) emphasizes that public participation legitimizes municipalities by making participation acceptable to the communities. As such, the municipalities are forced to follow a structural participation approach, in order to achieve the predetermined objectives.

2.3.5.2 Open Participation

The approach of open participation is flexible. In addition, creates a forum that aims at inviting individuals to participate in such a platform in their capacity as residents. Madumo (2014:137) assert that the promotion of open participation approach is primarily based on the perception that the representatives should not be entrusted with the agenda of advancing development, because they might eventually support the authorities, over the interests of their people (Madumo, 2014:137). The convenience of such an approach, has the potential to improve the trust relation between the municipalities and members of the community, in that, its processes facilitate the acceleration of development, as one is expected to directly represent his/her own interests (Madumo, 2011:57). Therefore, open participation will generate an expectation that requires the formation of a forum, where all stakeholders inter alia the residents, schools, non-governmental organization and business are summoned to discuss and share ideas on matters concerning a particular area of jurisdiction (Madumo, 2011:57). However, open participation inadvertently emphasizes direct democracy, where individuals participate in the determination of the fate of their society. In contemporary democracy, open participation would be effective as due to the rapid growing size of the communities (Madumo, 2011:57).

2.3.5.3 Informal participation

Informal participation approach is compound of both the abovementioned approaches, namely, structured and open participation (Maphumo, 2014:157). Informal participation suggests that the identified public representatives and community members acting in their individual capacity are granted an opportunity to participate in platforms created, for them to raise their views and concerns within the municipality (Maphumo, 2014:157). For instance, during the formulation of the Integrated Development Plan (IDP) municipalities would invite communities to make proposals and submissions, regardless of the presentation.

2.3.5.4 Handout-induced public participation

The handout- induced public participation approach tends to maintain the supremacy of professional knowledge and expertise (Patton, 1989:11). This approach often stifles people's initiatives, as people have to wait for professional guidance and approval, to elaborate and implement policies. Dependency, therefore, develops and leads to paternalism (Patton, 1989:11). The orientation of this approach is the modernization school of thought, which believes that poverty is caused by such internal factors as ignorance, diseases, disasters and climatic conditions (Patton, 1989:11). The model is characterized by an attempt to involve knowledge and resources from outside in the policy-making process.

2.3.5.5 Extractionist Public Participation

The extractionist type of public participation is reminiscent of the central government's development planning, where a blue-print or plan is elaborated and handed to the local government (Kotze, 1984:99). In this framework, policy makers perceive public participation as a process of drawing people into the making and implementation of policy (White, 2003:43). People are thus regarded as potential resources in the policy-making process. As such, communities are seen as having readily available and free labour for local government's modernization programmes, which are termed sweat equity (Kotze, 1984:99). In extractionist public participation, people are often treated as objects to be acted upon by policy makers (White, 2003:43). In this paradigm, people are stripped of their policy making responsibilities. Through carefully planned manipulation, loaded with participatory slogans and rhetoric, people are relegated to the status of mere tools for the execution and implementation of policies elaborated by others (White, 2003:43). This approach assumes that people do not know their development needs and priorities. Law enforcement and punitive measures are usually employed to coerce people to co-operate where persuasion fails. Such an approach undoubtedly creates room for abuse of power (White, 2003:43).

2.3.5.6 Vertical public participation

Vertical public participation manifests itself in circumstances where community powerbrokers of development of mutually beneficial relations with individual elites forms the basis for people's mobilization for public participation (Fox, 1979:37). In this form of participation, a community appoints one or more formal representatives in a policy-making institution (Fox, 1979:37). The basic view is that when less people are represented in a policy making institutions, their interests, preferences, and demands would most likely be sidelined or

overlooked. In this case public participation is understood in terms of representation (Fox, 1979:37).

2.3.6 The ladder of public participation

Participatory democracy practice has several forms of public participation that have been identified. A so-called public participation ladder has been used to differentiate and distinguish the scope of different kinds of participation, in which citizens act as co-decision- makers and forms in which they are merely consultants (Bevir, 2007:665). In the table below, the first three modes of participation are connected to more participators and deliberative democracy models. The fourth and fifth modes of participations are connected with representative democracy. Therefore, the table below indicates the ladder of public participation (Bevir, 2007:665).

Table 2.1: Ladder of public participation

Participation form	Citizen role	Government role
1 Self-governance	Initiators, self-governance of communities or local cooperatives pick up litter to a common pick-up point	Supporter (financially or offering facility and resources)
2 Partnership	Equal partners, co-producing plans and policies such as contractors appointed to remove waste in informal settlements	Equal partners, coproducing plans and policies
3 Delegated co-decision making	Delegated co-decisionmakers within policy lines previously set by	Main policy makers leaving abstract decisions to citizens

	governmental actors, such as extension of services to newly developed areas	
4 Open advice	Advisors, all kinds of problem definitions and potential solutions may come to the fore during the policy making process.	Requesting advice by formulating open questions.
5 Consultation	Consultants advising on rather closed set of questions. Formulated by government actor.	Consultor, asking advice or limited and controlled questions

Source: Extracted from Bevir (2007:665)

2.4 IMPORTANCE OF PUBLIC PARTICIPATION AND GOOD GOVERNANCE

Public participation encourages a robust civil society as it offers the public and other local based stakeholders a chance to be involved in a civic society matters and activism aimed at developing the community. (Chaney, 2016:282). Public participation assists in building an informed and accountable public which has a sense of ownership of all amenities and services provided for them. It positively influences the outcomes of projects being undertaken because the community is likely to support such developments. Good governance is perceived as the best insurance policy for long-term resilience and a deterrent to unethical conduct, scandals, and crime. Public participation is a continuous method of involving the public in planning, implementing, and monitoring projects that improve the well-being of the community (Mubangizi, 2010:158). Camay and Gordon (2004:250) recognize the importance of public participation by suggesting the following:

- It ensures the platform for publics to lay their preference and demands to their representatives and administrators (decision-makers);
- Public participation is responsible for legitimating policy decision.

- Public participation only supports and considers the policy-making process if the public/citizens are involved because they know their views and demands will be included in the policy; and
- It is a platform aimed at representing the disadvantaged and ill-informed groups in communities that are regularly overlooked by their representatives; for example the, old physically challenged as well as youth.

Public participation is a tool that is used by politicians to collect data about societal needs and problems from the grassroots (Bryson, 1993:3). Public Participation is considered as a way for local authorities to obtain facts on the local needs, conditions, attitudes, and desires of the community. Such information is as vital in reaching the established resolutions within the policy management process (Bryson, 1993:3). Public participation is a way to ensure that individuals that are affected by suggested policies have the chance to express their views and to try to influence public officers regarding the desired proposed policies (Hanekom, 1987:34). Furthermore, public participation ensures the provision of opportunities to includes and educate the public because people are likely to be dedicated to a project if they are involved in its planning and preparation. Mothepu (2013:42) contends that many countries regard participation in local government as a basic democratic right of the people; participation promotes equality among the public, in line with the democratic principle that public needs equal opportunity to influence the process of policy development and planning if they so wish.

In addition, Aucamp (2009:50); & Nadeem & Fischer (2011:3) recognize the following advantages of public participation: to provide a platform for people to express their problems as their input influences decision-making and enhance environmental justice, equity and cooperation, educates and increases public awareness by encouraging mutual learning. Indigenous knowledge that cannot be reduced from scientific reports can be found from local people in return the public can acquire knowledge on the projects and its potential environment impact and help with conflict resolution. When the participants have the authority to analyses the proposal and have an input into the process, it will be regarded a more suitable and justifiable project. As a result, the project will have greater public recognition, enhance informed decision-making. Maphazi, Raga, Taylor, and Mayekiso, (2013:63) state the following advantages of public participation: to improve the quality of decisions; anticipating public concerns and attitudes: consensus-building; increased ease of implementation; avoiding worst-case confrontations; maintaining credibility and legitimacy; developing civil society and minimizing the costs and delays.

Theron, Caeser and Davids (2007:02) emphasised that public participation strategies must have two main benefits for a democratic policy making process; namely, participation assists

the public in developing the capacity for improving their lives and leads to better policy outcomes. Taking the input of the public into account during the processes of policymaking, implementation is important as it contributes towards combating dictatorship and promotes principles of good governance (Theron *et al*, 2007:02). Masango (2002:59) contends that public participation saves costs by minimising and eliminating the need for the policy execution to be policed. Importantly, continuous public participation in policymaking and implementation could serve as a control mechanism to limit the abuse of authority.

Clapper (1996:77) states that an informed citizenry could ensure that public officials use their discretion in a responsive and responsible manner. Through public participation, the public is informed, involved, and educated. Public participation is vital as it enables local municipalities to consult with their community thereby promoting democracy in the local government spheres (Van der Waldt, 2014:28).

2.5 THE CONCEPT OF GOVERNANCE

According to Maloba, (2015:46) Governance is a relationship between the government, civil society, NGOs, and other stakeholders. Good governance it is therefore a concept that includes all societal actors within and outside the terrain of the state and within and outside the borders of a country. Governance can then be referred to as a partnership and collaboration between the state and the non-state, actors such as business, academia, and civil society. A more articulate description of governance is the one provided by Williams (2009:22) who maintains that the term governance has emerged as a compelling descriptor of a more interactive and symbolic relationship; it describes, in effect the creation of partnerships. Governance stands for the relationship between the government, civil society, NGOs, other stakeholders. Therefore, this concept includes all societal actors within and outside the state (Williams, 2009:22). Governance is regarded as a partnership and collaboration between the state and non-state actors such as business, academia, civil society, etc. Williams (2009: 22) posits that, the term 'governance' has emerged as a compelling descriptor of a more interactive and symbolic relationship. Williams further argues that the notion of governance is grounded in a collective action approach to problem solution." In addition, governance involves integrating stakeholders and communities to resolve complex and messy public problems by including not only the state but many independent organizations. The United Nations Economic and Social Commission for Asia and the Pacific (2014:95) contends that concept of governance is not new hypothesis. It is as old as human civilization. Public participation is acknowledged in governance and development discourse, as a mechanism for building capacity in the rural poor in the quest for poverty reduction and good governance (GPAD, 2011:08). Governance means the process of decision-making and the process by which

decisions are implemented (or not implemented). Governance can be used in several contexts such as corporate governance, international governance, national governance and local governance.

According to the United Nations Economic and Social Commission for Asia and the Pacific, (2014:64) asgovernance is the process of decision-making and the process by which decisions are implemented, an analysis of governance focuses on the formal and informal actors involved in decision-making and implementing the decisions made as well as formal and informal structures that have been set in place to arrive at and implement the decision. Government is one of the actors in governance. Other actors involved in governance vary depending on the level of government under discussion. In rural areas, for example, other actors may include influential landlords, associations of peasant farmers, cooperatives, NGOs, research institutes, religious leaders, finance institutions political parties, and the military etc. (United Nations Economic and Social Commission for Asia and the Pacific 2014:64).

2.5.1 Democratic governance in South Africa

South African government is considered as a democratic one, which is in line with its Constitution, 1996. A constitutional democracy is a government that allows the supremacy of the constitution and legislation that originates from it. A constitutional democracy is a democratic state that is ruled through adherence to the constitution. Democratic governance in South Africa refers to government's adherence to democratic principles as pronounced by the Constitution, 1996. Reddy (2010:67) affirms that South Africa gained it prominence as a democratic state in 1994 when the public is given rights to vote regardless their race. According to Kotze, (2004:23) South African is globally lauded as a success story of democracy in the sense that it was transformed from an authoritarian state to one that is democratically governed and upholds the rule of law. Du Pisani (2010:9) in Bosl, Horn and Du Pisani (2009:17) states that constitutional democracy is known as a democratic state because the constitution is a supreme tool that binds all the institutions, political or otherwise. Constitutional democracy is a system of government that is built on the principle of the 'rule of law'. A constitutional democracy stands in contrast to authoritarian and totalitarian regimes that have no regard for the rule of law (Rosenfeld, 2001:1310). Before 1994, there were no democratic structures that allowed all South Africans to participate in electing political representatives in the three spheres of government (Van der Waldt, 2014:20). However, all people enjoy an array of human, voting and property rights coupled with the government's commitment to promote participatory democracy. People have an opportunity to participate in government affairs because the Constitution, 1996 mandates the government to devolve democracy to the three spheres of government in the existence of the public to participate in political affairs and public decision-

making. Dahl (2005:188) maintains that the key feature of democracy is the continuing responsiveness of government to the preferences of individuals, considered as political equals. Dahl (2005:188) outlines eight criteria that must be present in a democracy, these were the right to vote, right to be elected, right of leaders to compete for support and vote in free and fair elections, freedom of assembly, freedom of expression, alternative sources of information, and institutions capable of making government measures depend on votes and other expressions of popular will. Offor (2006:268) in Booysen (2009:03) indicates that democracy is a system of government in which every individual participates in the process of government maximally or minimally.

Democracy is widely used as a preferred system of governance around the world. Sen (1999) in National Research Council (2008:02) describes democracy in three ways. Firstly, it has intrinsic significance; that is, freedom to participate in social and political discussion and to take part in political action to achieve human wellbeing. Secondly, democracy can make pertinent contributions to political action to serve the general needs of the public; specifically, those of the needy but neglected groups. Democracy can take different forms, such as participatory, direct and representative, or parliamentary democracy (Heywood, 2007:73). According to National Research Council (NRC) (2008:02), in direct democracy the public can exercise their decisions directly, while in a representative democracy, elected representatives act in the interest of the people. Roux (2006:10) further elaborates that in a direct democracy the people rule themselves while in a representative democracy the communication of the people's will is facilitated by their elected representatives (Roux, 2006:10; NRC, 2008:2).

2.6 THE CONCEPT OF GOOD GOVERNANCE

Good governance is defined as a governance system which enables processes for public participation to be transparent and accountable in making decision, and formulating policy (Naidoo, 2011:32). Good governance is considered as the levels of ethical standards, accountability, and the response of government to public needs (Mohamed Sayeed and Pillay, 2012:3) Good governance enforces the state to perform its task with the aim of achieving and maintaining predictability, accountability, certainty, and a culture of justification of the state. According to the International Federation of Accountants (IFA) (2013:7), good governance is intended to motivate public participation, improved accountability, and sufficient service delivery by creating standard for good governance in the public sector. Good governance is regarded as the institutional plan and tool that are meant to ease the miseries of the people (IFA, 2013:7). Furthermore, good governance is recognised as a method that makes government more responsive and active to the demands, opinions, desires and needs of its people Cobbinah, Black, and Thwaites (2013:45).

In addition, good governance enables the public participation in economic development, political education and in the administration of its local structures, with the intention of playing an agent role in influencing, directing and owning development in its area (Gwala, 2011:55). Good Governance is also known as idea of better life for all, people-centred development and public participation. The Public Administration Leadership And Management Academy (PALAMA) (2009:114), emphasizes that good governance is the integrated management of political, socio-economical and institutional relationships between people, policy, and power for decision-making about the distribution of development or public resources. Good governance is fundamentally concerned with relationships between people as individuals, interested groups, stakeholders and organisations (IFA, 2013:7). Decision-makers in the public sector, private sector, and civil society organisations are accountable to the public and the relevant institutional stakeholder's participation (Cornwall, 2008:119-121). Furthermore, good governance is achieved through political accountability and creates an empowering environment for participatory democracy. Also, good governance is regarded as a basic hallmark that provides vital and basic capacity building to allow public individuals in a particular society to survive (Grindle, 2011:74). Good governance is aimed at good performance, investment and management of good public behaviour, public money, and good results (IFA, 2013:7). Good governance is regarded as a value driven method that necessitates the improvement of policies which stimulates quality service delivery results that can be distinguished from bad governance (Dassah, 2013:733). For Erasmus (2010:98), those under the rule of law are entitled to have an understanding on the restriction of their rights, the procedures available when redress becomes necessary and the tasks of the officials and organs of the state. The state must have a government that discusses and takes into account development matters, rather than accommodating politics with the purpose to benefit the public at sub-national levels (Erasmus, 2010:98).

Good governance is equal to purposive and development-oriented administration, which is faithful to the advance the quality of life of the people and increasing the scope of public participation in the decision-making process of development (Onichakwe, 2000:176). Good governance is a public-caring, responsive, public-friendly, an autonomous political society, decentralized local government system; an efficient and accountable bureaucracy; a free media and strong civil society (Huque, 2001). Good governance is defined by global power politics, as a result, in order to encounter and accomplish the problems of globalization. Farazmand (2013:350) proposes the concept of sound governance in the place of good governance. In addition, Farazmand (2013:356) concurs that sound governance means more than the term government and governs and good governance. Sound governance involves the state as an allowing institution, the engaged public, the civil society constitutional framework,

the international/global institutional structure within limits the private sector (Farazmand, 201:469). Farazmand, (2013: 350) argues that it is comprehensive and promotes participation and interaction in a progressively complex, diverse, and dynamic national and international environment. Therefore, the meaning of good governance cannot be narrowed in a timeframe. Environmental realities, traditional values, cultural heritage, economic structure and political culture must therefore, be considered in defining features of good governance (Asaduzzaman 2011:54). The concept of good governance implies a participative way of governing that functions in an accountable manner, based on the principles of efficiency, legitimacy and consensus with the intention of ensuring the rights of individuals citizens and the interest of the public, thus showing the exercise of political will for ensuring the material welfare of society and sustainable development with social justice (Muhith 2007:4). Good governance can be associated with democratic governance. Democratic governance is based on institutional and societal norms and values (Bertucci, 2007:3). In this regard, Bertucci (2007:3) emphasizes that state government must ensure and implement measures or instruments that give society the power and freedom to exercise its rights, for example, to be involved in electing their leaders.

2.6.1 The notion of good governance

Good governance and public administration cannot be adequately applied without mastering the one or the other (Maloba, 2015:48). In fact, public management and public administration reinforce the notion of good governance, which is also underpinned by principles such as participatory governance, transparency, accountability, legitimacy, effectiveness, and equity. Another scholarly view suggests that good governance entail not only reform of the public services, efficiency and cost effectiveness of public agencies but also ensure participation of the poor, marginalized and the underrepresented (Rajesh & Ranjita, 2002:10). It is clear that good governance cannot be well understood without conceptualizing the criteria established for measuring the said good governance. The United Nations Development Programme (1995:93) once set the following seven criteria for identifying 'good governance.

2.6.2 Critique of good governance

The human development paradigm emphasis that good governance and democracy play a key role concerning human development (Abrahamsen, 2000:36). Democratic governance is the essence of ensuring and creating human development because it establishes accountability and incorporates civil society. When speaking about good governance in development assistance, it is often perceived as a positive thing which no one can dispute of. There are however sceptics of the good governance agenda who criticizes the way it is employed in developing countries. Abrahamsen (2000:36) analyses the discourse of Good

Governance and the normative aspect in it. Abrahamsen (2000:36) believes that the promotion of good governance and democracy is another way of establishing or ensuring the hegemony of the West. Abrahamsen (2000:36) argues that the good governance agenda relies on Western values and political systems, such as democracy and human rights, which makes her compare the implementation of good governance with the colonization.

In addition, Abrahamsen, (2000:36) states that democratisation is stated as a moral duty similar to the civilizing of the colonies, which gives the Western countries the right to intervene. The good governance agenda returns to previous development thinking, where the developing countries are to be reformed by and reach the stage of the developed countries (Abrahamsen, 2000:36). Good governance discourse sanctions the right of Western countries to intervene in the third World to promote their vision of development and democracy, while simultaneously marginalizing alternative interpretations. (Abrahamsen, 2000:36) Abrahamsen (2000:36) describes the theories of Modernisation, which stressed the interaction of the developed countries with the developing countries as benefiting the developing countries in their progress of development. The good governance agenda serves as a way of legitimising economic liberalisation and consequently, giving the structural adjustment programmes of the Bretton Woods institutions a democratic face (Abrahamsen, 2000:36). Furthermore, good governance legitimises economic liberalism because it is perceived to be interrelated to democratisation. This means that promoting democracy implies promoting economic liberalism and delegitimising state-led development. Abrahamsen (2000:36) furthermore, addresses the issue of empowering civil society. Abrahamsen (2000:36) also emphasizes civil society's relation to economic liberalism as emerging from economic liberalisation and the reduction of the state. This means that strengthening civil society also involves reduction of the role of the state.

2.6.3 Elements of good governance

Madjid (1997:3) emphasised that in improving and advancing great administration, the frameworks and structures must supplement one another, including the human component. Madjid (1997:3) states that terrible administration prompts defilement and thus produces terrible outcomes on the open funds. In addition to the above, Madjid (1997:3) enforced the following components with intention of ensuring good administration:

2.6.3.1 Participation

Madjid (1997:3) stipulate that the public is capable or fit for taking decision that is useful on issues of administration or in approach plan and making. Public participation ensures the

dynamic contribution of the public in a specific area be it local council or community enclave in the issues of their environment. Public participation is also the commitment of the residents in the formulation, execution and assessment of approaches or policies that influence them. It involves a two-way channel of correspondence between the legislature and the administered. Public participation guarantees that government works for the benefit of general society and the public has a feeling of having a place and responsibility when they effectively takes part in its communities' political or social commitment (Madjid, 1997:3).

According to the United Nations Economic and Social Commission for Asia and the Pacific (2014:6), public participation by both men and women is regarded as a cornerstone of good governance. Public participation can either be direct or through legitimate intermediate institutions or representatives. Public participation therefore needs to be informed and structured. Freedom refers to freedom of association and expression on the hand and an organized civic society on the other (United Nations Economic and Social Commission for Asia and the Pacific, 2014:6).

2.6.3.2 Rule of law

Lawful structures ought to be reasonable authorized and unbiasedly, especially the laws on human rights. The Organization for Economic Cooperation and Development (OECD) (1997:6) expresses that that the standard of law fortifies and give help with improving and strengthening the lawful, legal, and law implementation frameworks, and guaranteeing their viable application in all pieces of the nation and at all dimensions of society. Where the rule of law is solid, individuals maintain the law not out of fear but since they have a stake in its adequacy (OECD, 1997:6). Virtually any state, can enact laws; corrupt and repressive regimes can legislate it will. However, genuine rule of law paradoxically, requires the participation of state and society, and is a result of complex and profoundly established social procedures. In addition, good governance requires fair legal frameworks that are imposed impartially. Furthermore, good governance requires full protection of human rights, especially those of the few (OECD, 1997:6). Impartial enforcement of law also requires an independent institutional stakeholder (United Nations Economic and Social Commission for Asia and the Pacific, 2014:6)

2.6.3.3 Transparency

Abubakar (2010:9) claims that the issue of transparency is inclusiveness, openness and adherence to due process. Transparency guarantees that data with regard to financial management and its revelations is timely, accurate and accessible. The target of being transparent while in office is to leads to high levels of discipline and project good governance

ethics in delivering the services to the public. Abubakar (2010:9) emphasized that in order to accomplish transparency in any type of governance in local government, data divulgence, clearness and exactness must be taken into consideration. According to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) (2013:206) transparency ensures that decision taken and their enforcement are done in a manner that follows rules and regulations. Transparency also ensures that the information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. The United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) (2013:206), asserts that transparency also means that enough information should be provided and that it is provided in easily understandable manner forms and media. Transparent means that the process of decision-making and implementation should not be hidden from public criticism and information freely and directly accessible to those who will be affected by the decisions (UNESCAP, 2013:206).

2.6.3.4 Equity and inclusiveness

The process of decision -making and implementation need to be just and fair, while, the needs of the most vulnerable are taken into account and all the members of society must feel that they have an equal stake in it. In other words, no one must feel that they are excluded, left out, treated unfairly or discriminated (UNESCAP, 2013:207). Uniformity among people is essential and principal in guaranteeing great administration since both have a chance to improve or keep up their prosperity (OECD, 1997:6). Good governance ensures the right of all people to opportunities to advance or maintain their wealth or well-being as impartial and comprehensive way (International Federation of Accountants, 2013:23). This last point may be the most significant guideline of good governance as it necessitates that all choices/decisions of an organisation be made inside framework which is outward looking and future oriented (Madjid, 1997:3). A society's well-being is based on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society. This requires all groups, but specifically the most vulnerable, to have opportunities to maintain their well being

2.6.3.5 Effective and effectiveness

Effectiveness and efficiency in the context of governance is the appropriate process of decision-making and implementation needed to be effective and efficient (UNESCAP, 2013:204). Effectiveness must produce the results that meet the needs of society, deliver rapid service, and make the best use of resources in a sustainable way that protects the environment (UNESCAP, 2013:204). Good governance implies that procedures and institutions produce results that address the issues of society while utilizing assets available to them (Maloba,

2015:53). The idea of efficiency with regards to good governance additionally covers the practical utilization of natural resources and the protection of the environment. Decision makers ought to have a wide and long-term vision on the most proficient method to improve the procedure of governance to guarantee continued economic and social development. Procedure must also be set up to guarantee the most profitable utilization of resources (Madjid, 1997:3). Good governance ensures that the processes and institutions produce outcomes that meet the needs of the intended beneficiaries, while making the best use of the resources at their disposal. The term efficiency in the context of good governance covers the sustainable use of natural resources and the protection of the environment (Madjid, 1997:3).

2.6.3.6 Accountability

According to Obasanjo (2003:67) accountability remains the first and basic constituent of good governance in an organization. Accountability is the capacity of one to be receptive to one's activities. Accountability is one of the five standards of successful governance outside efficiency, predictability or rule of law, transparency, and legitimacy (Maloba, 2015:56). An economical system for development and advancement is essential and it is dependent on accountability in each circle of life and action inside the economy of a given country. According to Bovens (2007:45), accountability goes about as an idea needed to change activity and conduct, which enables actors to be authorized if conduct is in opposition to existing rules and guidelines. Accountability remains the key point of good governance. All the governmental institutions and private sector must be able to account to their judiciary and be an impartial incorruptible police force (Bovens, 2007:45).

2.6.3.7 Strategic vision

Pioneers and the public's ought to have a wide and long-haul viewpoint of good administration (Madjid, 1997:3). Furthermore, leaders and the public should have a broad and long-term perspective of good governance. Both leaders and the public must be aware or have an understanding of the other dimensions, such as social, political, and economic complexities (Madjid, 1997:3). A strategic vision is more important because it keeps managers focused on their organization's goal. A strategic vision spells out the long-term organisational aims and moulds organisational identity (Madjid, 1997:3). A strategic vision points an organisation in a particular direction and charts a strategic path for it to follow (Thomson & Strickland 2011:6). A strategic vision provides direction for organisations and legislative bodies. The public and leaders have a broad perspective on human development and good governance. There is also a historical, social, and cultural complexities in which the perspective is grounded (Governance

for Sustainable Human Development, 2005:8). A strategic vision includes all elements necessary for a good governance.

2.6.4 South African perspective on the concept of good governance

Pillay (2016:27) emphasised that In South Africa, the historical negotiations that were initiated in the early 1990's and passed through a number of turbulent moments, produced a Constitution that paid significant attention to detail with regard to good governance, which deals exclusively with the role of just administrative action that advocates lawful, reasonable and procedurally fair action that promotes efficient administration (Section 33), underlines the significance of professional ethics in Section 195 (1), transparency, in Section 195(1) (g) states that transparency must be maintained; and the key obligation of public administrators representing the public in the Constitution of the Republic of South Africa, 1996 Section 195 (1) (i) Following the adoption of the country's Constitution in 1996, a plethora of legislative and regulatory measures have been put in place as foundations of a clean, ethical and honest government of which the cornerstone is considered to be the Batho Pele principles (Pillay, 2016:27). The Constitution of the Republic of South Africa, 1996, aims through consultation, setting service standards, increasing access, ensuring courtesy, provision of information, openness and transparency, redress; and value for money to establish the foundations upon which good governance is rooted. The states have been articulated in great detail in the Department of Public Administration's (DPSA) documents where the foundations and principles of good governance are outlined (DPSA 1997; DPSA 2000).

According to Samararatunge and Pillay (2011:394) South African is knowledge of good governance is planned and accomplished with archaic principles, which has led to poor governance as the public sector has reinforced the inequality that threatens democracy. Currently, corruption and maladministration within the public sector of South Africa give the impression that the functioning and contribution of governance mechanisms are non-existent. Pollitt and Bouckaert (2011:21) explain that the concept of governance has, since the 1990s, become the popular alternative to government, as the concept governance includes moving away from the traditional hierarchical structures of organisations and embracing a network form that focuses on participatory interactions and emphasises regulation and implementation. In the South African context, Madzivhandila and Asha (2012:371) argue that the motivation for local governance is based upon the need to address inequality, empower of communities, improve living conditions, alleviate poverty, and create opportunities for better access to resources. The South African Organization for Economic Cooperation and Development (OECD, 2001:5) associates good governance with public sector reform and explores eight major characteristics of good governance which are as follows: Participatory, consensus

oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive as well as the rule of law.

The legislative measures in South Africa were designed to combat unethical conduct, they includes: the Investigation into Serious Economic Offences Act of 1991 (Act No. 117 of 1991); the Reporting of Public Entities Act of 1992 (Act No. 93 of 1992); the Prevention of Corruption Act of 1992 (Act No. 94 of 1992); the Audit Act of 1992 (Act No. 122 of 1992); and the Public Service Act of 1994 (Act No. 103 of 1994). The Constitution of the republic of South Africa, 1996 Chapter 9, ensure formal mechanisms in place to ensure ethical governance, such as commissions of inquiry appointed to look into specific issues; standing committees of Parliament that are set up if circumstances demand it; the Human Rights Commission and the Public Protector. These measures require the public official to fulfil their duties in an ethical manner.

2.6.5 Good Governance arrangements within Local Government

In South Africa local government plays a prominent development role and serves as the epicentre of service delivery (Lekala, 2019:23). Therefore, local Government is seen as the spheres closest to the people. The previous pre-1994 regimes created a set of complex issues at local level, ranging from racially driven spatial planning to unequally funded Bantustans. The local government in South Africa has a mammoth task at hand. Since 1994, different attempts by different stakeholders have been made to address these challenges (Lekala, 2019:23). The spirit and philosophy of local government in South Africa demands, instead, that the sphere pursue and be guided by good governance principles: Participatory local government Section 152(1) (e); (White Paper on Local Government 1998:17). It also provides for a local government that promotes local democracy and accountability, while providing services sustainably (Section 152 and 153 of the Constitution; Section 6 of Municipal Structures Act, 2000 (Act No. 32 of 2000); Sound and sustainable financial management characterized by transparency, accountability, and effectiveness (Section 215(1) of the Constitution of the Republic of South Africa, 1996; Section 60 and 61 of Municipal Finance Management Act,2003 (Act No. 56 of 2003). Promotion of effective and efficient governance (Section 59) Act No 32 of 2000; Section 160(1) (d) of the Constitution). Local government that is responsive to the needs of communities through the process of needs analysis called integrated development planning (White Paper on Local Government, 1998: 22). Taking the above sections into account, good governance in South Africa's local government is therefore, mandatory (Lekala, 2019:23).

The Freedom Charter of 1955 and the Constitution of the Republic of South Africa, 1996 indicate that there are mechanisms that facilitate and promote good governance. These principles embedded in these legislative pieces of good governance are applicable to the local sphere of government and

must be encouraged in municipal officials and councillors. Naidoo (2012:663) mentions that in order for a culture of good governance to exist the municipality must be governed by the principles highlighted within the Constitution, 1996. Public participation has long been recognised as one of the main components of good governance. This is especially true at the local level where it is assumed that increased engagement will create direct routes of accountability with local authorities, thereby improving local public service delivery and generating better local-level policies to tackle poverty.

2.7 RELATIONSHIP BETWEEN PUBLIC PARTICIPATION AND GOOD GOVERNANCE

Gibson, Lacy and Dougherty (2005:7) proposed that public participation is the key element of good governance; hence, the levels of public participation are linked to the level of governance. Public participation is the cornerstone of good governance. However, it is only applicable in democracy where publics are empowered to request and structure best decision, seek justice, lay complain and hold government accountable for their activities. Good governance is considered as a key to achieving development while true participatory democracy guarantees that development is sustainable and impartial. Kofi Annan (2000:797) contends that good governance is all about strengthening law, transparency, democracy, and capacity in public administration. Hyden (2004:19) confirms that public influence and oversight are requirement for good governance. Public influence and oversight is all about a conduct through which public can contribute or partake towards public policy making. Public participation plays significant role in strengthening democracy Hyden (2004:19). Public participation is also known as a components of good governance and it promote and maintain accountability and efficiency in the public institutions. Good governance ensures that public officials and public institutions comply with their constitutional mandate of safeguarding goodliving standards for the publics (Johnston, 2002:1). Therefore, it is very difficult to separate public participation from the practice of public administration. In terms of the Constitution of the Republic of South Africa 1996, public participation in local government is a fundamental democratic right of the publics and it occupies a key role in facilitating local democracy and promoting values of good governance (transparency, consultation, openness and the rule of law).

Ile and Mapuva (2010:30) state that democratic governance is characterised by the existence of a strong civil society that is able to keep a check on government performance and provide input into policy processes that will enhance good government. Good governance means working in partnership with the public to improve the living conditions for local communities (Ile & Mapuva, 2010:30). An effective public participation process makes provision for local people to influence development agendas and contributes to policy imperatives impacting on municipal management (Municipal Systems Act, 2000).

2.8 THE CONCEPT OF LOCAL GOVERNMENT

According to Green Paper on Local Government 1997, Local Government in South Africa is undergoing a process of fundamental transformation. Furthermore, local government is a process, which affects all, and will influence the places where the public lives, the services that it is entitled to receive, the economies public is part of, and the social communities, which gives the identity and security, and define who are as local communities and as a nation. South Africa has three levels of government, national, provincial, and local. Local government refers to the specific institutions or entities which are created by legislation and is considered the lowest level or closest entity to the general public (Department of Public Services and Administration 2003:2). The Education and Training Unit (ETU) (2012:2) states that local government is an important role player, because it can be seen as the sphere of government which is closest to local businesses and communities. Local governance includes a wide range of services to improve the life of residents, creating the space for democratic participation and a sustainable environment for local development, as well as facilitating the outcomes to enrich the quality of lives of residents (Shah & Shah 2009:2; Williams 2000:10).

2.8.1 The Concept of democracy in local government

The post 1994 democratically elected government had to explore means of bringing about the previously excluded groups into the decision-making and policy formulation processes of government. Davids (2005: 18) argues that one of the means in which this was pursued, was an emphasis on legislation that would transform local government, by giving it a duty to include the previously excluded groups into decision-making processes. This transformation was in response of a call by the constitution of Republic of South Africa 1996, to re-establish local government. Therefore, direct democracy and participatory democracy will be discussed below.

2.8.1.1 Direct democracy

Fatke and Freitag, (2012:238) stipulate that direct democracy enables openness and transparency in the political decision making to ensure that the public is engaged in the activities. Direct democracy is an uninterrupted exercise of authority by the people with the aim of influencing government decisions by utilising various mechanisms established to allow public to participate in government affairs. Direct democracy enables people to vote on important issues that may be excluded from, or cut across, representative party politics (Fatke & Freitag, 2012:238). Elected representatives may, once in office, put the interests of privileged elites before those of ordinary citizens, treating their position as a personal entitlement rather than a public office. Representatives from different parties may collude to pursue personal agenda. Direct democracy protects elite and incumbent interests at the expense of broader public interests (Bulmer, 2014:67).

2.8.1.2 Participatory democracy

Smit and Oosthuizen (2011:60) affirm that participatory democracy allows the public to be involved in the decision-making process in public institutions. Participatory democracy is considered as structure of ensuring accountability in government is the public knows government methods and policies and how they must be accomplished. Participatory democracy is a process of collective decision making that combines elements from both direct and representative democracy: the public has the power to decide on policy proposals and politicians assume the role of policy implementation (Smit & Oosthuizen, 2011:60). Public participation in local government activities is crucial for municipalities to keep in touch with the public on matters of community development through effective and efficient service delivery systems. Public participation is also a key instrument in facilitating local democracy through formal municipal structures (Zondi & Reddy, 2016:27). In the South African context, the concept of public participation became relevant with the introduction of the Reconstruction and Development Programme (RDP) in 1994, which was aimed at mobilising South African publics towards the total eradication of repressive systems and social exclusion (Zondi & Reddy, 2016:27). For examples RDP is not only concerned with the provision of goods to passive publics, but also implied the growing involvement of the population (African National Congress 1994:5).

2.8.1.3 Contextualising local democracy

Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) directs local municipalities to establish ward committees, to enhance local democracy. Ward committees are community-based structures that bridge the gap between members of the community and the local municipality. Local government promote local democracy by bridging the communication gap between the community and the municipality (Naidu, 2011:2), by giving the community a platform to interact with public officials. According to Gwala (2011:3), authentic and empowering public participation entails creation of space for the publics to influence, direct, control and own the development process as beneficiaries of the programme or project. Democracy is consolidated when the public is allowed space to participate in decision-making at micro-level (Gildenhuys, Fox & Wissink, 1991:124). Heywood (2007:72) states that when the public does not participate in decision-making, democracy translates into being a hurrah word, a feel-good approach. Patrick (2006:6) state that democracy is considered as government of the people, by the people and for the people. A democratic state is known as the one that valued and sustained by the needs of the public because government is at the people' services. In this regard, public participation is a main concept since it enables an avenue for the publics to express their interest (Patrick 2006:6). There is no democracy if chances are not enforced for publics to be involved in the government activities (Waldron, 2002:52). There must be measures to assure that all public are involved in the government affairs since government decision affect all.

2.8.1.4 Public participation in local government IDP process

The channels of public participation in local government, as legislated by the Local government: Municipal Structures Act 1998 (Act No. 117 of 1998), gives chances and channels for public to be involved in local government through structures such as ward committees, Community Based Plans (CBPs) and IDP forums in their local government development processes. The local government: Municipal Structures Act 1998 (Act No. 117 of 1998) ensures that CBPs are a form of participatory planning which was established to create a link between community action and the IDP where local communities develop their own CBPs, which are then presented to the IDP representative forum. Ward committees are structures that are established to work with the democratically elected ward councillor to carry out his/her mandate; members of the 19 ward committee are community members who are tasked with representing the different interests of the ward. The local government: Municipal Structures Act, 1998 (Act No. 117 of 1998) state that publics rely on the mechanisms of participation and as a result, many municipalities make use of these structures and mechanisms in order to enhance public participation in their policy processes.

The effective public participation in municipal IDP processes continue to be impossible because in these processes' public continue to have limited power to influence decisions in the IDP process. Ndlela (2005:32) found that South African municipalities need to move away from these low levels, superficial and conventional forms of community outreach and participation programs such as road shows, because such programs lack iterative communication, which is necessary to develop knowledge. These low-level forms of participation do not empower and guarantee that the communities and stakeholders will directly influence the decision-making (Ndlela, 2005:32).

Traditional authorities and competing political parties and to bring them together towards a common end (DPLG 2000: 14). This is because the IDP must supersede all development of a municipality, therefore all development projects must be aligned to the IDP. These force different stakeholders in a municipality who might have different objectives to come together and find a common ground for the alignment of their different objectives to one objective of the IDP (DPLG, 2000: 14). The South African government associates public participation in the IDP process with democracy and governance (DPLG, 2000: 14). Public participation It is described by the IDP Guide Pack 1 (DPLG, 2001a: 38) as one of the ways of enabling interaction between local government and citizens. The following are the reasons for public participation in the IDP process:

- To ensure that development responds to public's needs and problems;
- To ensure that municipalities come up with appropriate and sustainable solutions to problems of communities in a municipality. The use of local experience and knowledge in this regard is helpful;

- To entrench a sense of ownership to local communities by making use of local resources and initiatives; and
- To promote transparency and accountability of local government, by opening a space for all concerned to negotiate different interests.

2.9 LEGISLATIVE FRAMEWORK FOR PUBLIC PARTICIPATION

The legislative framework summarizes the constitutional and legal tools that provide for public participation in government affairs. Therefore, this section will identify and discuss the legislative and regulatory framework of public participation to promote good governance in South Africa.

2.9.1 The Constitution of the Republic of South Africa, 1996

The Constitution of the Republic of South Africa, 1996 is the bedrock of public participation in local government because it directs local government institutions to involve communities in policymaking. The Constitution of the Republic of South Africa 1996, is the supreme law of the country. In its preamble, the Constitution of the Republic of South Africa, 1996 envisages democratic values, social justice, and human rights to be the hallmarks of the South African society. The Constitution of the Republic of South Africa 1996, Section 152 (1) oblige the local municipality to ensure the following:

- Ensure democratic and accountable government for local communities;
- Responsible for the provision of services to communities in a sustainable manner;
- Promote and maintain social and economic development;
- Promote a safe and healthy environment; and
- Ensure the involvement of communities and community organizations in the matters of Local Government.

The Constitution of the Republic of South Africa, 1996 Section (195) ensure the following basic values and principles governing public administration:

- A high standard of professional ethics must be promoted and maintained;
- Efficient, economic, and effective use of resources must be promoted;
- Public administration must be development-oriented;
- Services must be provided impartially, fairly, equitably and without bias;
- People's needs must be responded to, and the public must be encouraged to participate in policymaking;
- Public administration must be accountable;
- Transparency must be fostered by providing the public with timely, accessible and accurate information;

- Good human resource management and career-development practices, to maximise human potential, must be cultivated and
- 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.

The Constitution of the Republic of South Africa, 1996 Chapter 6 stipulate that ward committees can be involved in local government in the following ways:

- ensure assessment and approval of budget; and
- Plan and develop the integrated Development Plan- ward committees should associate themselves closely with councillors and other community organizations to ascertain important needs and ensure that they are counted in the budget proposal and plan (Constitution of the Republic of South Africa, 1996).

Maphazi (2012:10) states that public participation in local government is a Constitutional obligation. Tau (2013:157) asserts that government established independent institutions with the main aim to allow for community consultation on matters concerning their well-being. These institutions include ward committee's systems and local municipalities, which are all intended to promote local democracy since they offer the community with an opportunity to participate in government affairs. Municipalities are forced by the Constitutions to take measures that will encourage the involvement of communities and CBOs in local government development initiatives like the IDP (Gwala, 2013:1). Pieterse (2013:20) believes that the South African local government system was contrived to accommodate community involvement in municipal matters. Local municipalities must ensure that they govern according to the wishes of the public they serve. In this regard, ward committees are an enabling structure of public participation through which local communities can be involved in municipal affairs. However, municipalities should not only rely on ward committees but should make use of other forms of public engagement. South African Constitution, 1996 is the supreme law of the country since it ensures and advocates for municipalities to consider and strengthen public participation with the main purpose to ensure that publics are involved in the matters affecting their well-being. The Constitution of the Republic of South Africa, 1996 is also responsible for promoting the following: democracy, build trust, enhance accountability, increase transparency, ascertain priorities, reduce conflicts, ensure efficiency and effectiveness, protect human rights and provision of quality services to the public. Therefore, it is concluded that South Africa government is enforced by Constitution, 1996 in every matter that affect the public and all decision are decided by the Constitution, 1996.

2.9.2 The White Paper on Local Government, 1998

White Paper on Local Government 1998, Section 53 to 55 entails that the public must be involved in local government as the following: as voters to declare the maximum democratic accountability of the elected political leadership for the policies they are aimed to support. In addition the White Paper on Local Government, 1998 ensure that public should participate as citizens who express their views and demands through various stakeholders associations during and after the policy development process with intention to affirm that indeed policies carries the community preferences as far as possible; as consumers and end-users who expect value for money, courteous and responsive services and reasonable services; and as partners who can be involved in the organizations of resources for development (White Paper on Local Government, 1998). The White Paper on Local Government (WPLG), 1998 is a principal regulation that aimed at transforming the spheres of local government into a democratic and people centered entity. To deal with the challenges relating to apartheid era, the WPLG emphasis the importance of public participation and development in local government by providing for the establishment of a local oriented systems of public participation.

The WPLG, 1998 further, emphasis the concept of Integrated Development Plan (IDP). IDP is regarded as holistic and participatory planning by allowing individuals, stakeholders, and other sectors of society in the development planning. IDP feeds into development local government in two aspects: firstly, it supports coordinated and sustainable development. Secondly, it promotes public demands in development programmes of their locality. Municipalities must establish mechanisms to ensure citizen participation in policy initiation, formulation, monitoring and evaluation of decision-making including implementation (White paper on Local Government, 1998). Development Provincial and Local Government (DPLG) (2009:10) argues in White Paper on Local Government, 1998 which ensure general outline about the systems of ward committees, their function, composition and role, the vision of ward committees as a channel of communication, powers and duties of ward committees, vitality of citizens, accountability and also the administrative arrangements. It is considered as the first piece of legislation that further represented the concept of local government working together with the local citizens. The White paper on Local Government launch the center for a new developmental local government system (DLG), which affirms its loyalty on working with citizens, communities and groups. White Paper on Local Government, 1998 is aimed at encouraging and ensuring public participation so that the needs of the citizens can be express, and the public officials can remain accountable to the needs of the society. It also ensures IDP policy with the main purpose to enforce public participation. The White Paper on Local Government, 1998 requires the municipalities to involve communities actively in the municipal affairs. Municipalities should ensure that they implement sustainable mechanisms by which to engage with communities, the community forums, private sector and placing the emphasis on participative planning.

2.9.2.1 Levels of involving communities

The levels for involving the communities by the White Paper on Local Government 1998, are as follows.

- **Organised partners**

Municipalities generate a large part of their revenue through rentals, property rates, electricity, water and sanitation and other chargeable services offered by the municipality to private business, non-government institutions and citizens (White Paper on Local Government, 1998). This simply requires the municipality not to treat communities as voters but as a strategic partner. In a partnership, the power is shared by negotiation between publics and stakeholders (White Paper on Local Government, 1998). Planning and decision-making tasks are carried out through bodies like joint policy boards, planning committees and other mechanisms that might enforce such a partnership. Municipalities work best with an organized power base in the region or community where meetings can be held, finances can be taken care of and where the group can do business with its employees. The key to effective partnership is definitely a good organization and planning (White Paper on Local Government, 1998).

- **Citizens**

South Africa has a diversity society. It is important for the municipalities to consider the cultural and religious diversity within the society (White Paper on Local Government 1998). After local government elections, all elected leaders become the leadership of the entire community, not only the people who voted for them. This forces the municipalities to provide services to all local communities regardless of political affiliation and should be unbiased when providing (White Paper on Local Government 1998).

- **Consumer and end-users**

The White Paper on Local Government, 1998 emphasised that community members who expect to receive adequate services from their respective municipalities become consumers or end-users. As a service provider to these consumers, it is incumbent upon the municipality to have an obligation to provide services, which are well organised, reasonably priced and rendered in a courteous and responsive manner (White Paper on Local Government 1998).

- **Regarding local people as consumers and service-users**

The White paper on Local Government 1998, state that the relationship between citizens and municipalities is through the citizens' consumption of municipal services. Municipalities therefore need

to carefully consider the needs of all local communities (such as residents' business and investors) and ensure that they respond adequately to these needs, as they are the customers who consume municipal services. Quality consumer's management and services provision are important to build a conducive environment for local economic and social development (White Paper on Local Government, 1998).

- **Voters**

Municipalities must ensure that elected leadership maintain high levels of democratic accountability through the promotion of policies aimed at achieving good governance and the attainment of the constitutionally required objectives of local government. This can only be achieved through transparent and consultative local governance processes (White Paper on Local Government, 1998).

2.9.2.2 Batho Pele Principles (People First Principles)

White Paper on Transforming Public service Delivery, 1997 and The White Paper on Local Government, 1998 introduced the following eight Batho Pele principles with the intention of improving service standards and promoting participative local government that acknowledge the public in the municipal affairs. These Batho Pele principles are expressed in broad terms in order to enable national and provincial departments to apply them in accordance with their own needs and circumstances. The Batho Pele principles are:

- **Consultation/ consulting users of services**

According to White Paper on Transforming Public, service Delivery, (1997:9) state that all national and provincial departments must, regularly and systematically, consult not only about the services currently provided but also about the provision of new basic services to those who lack them. Consultation will give publics the opportunity of influencing decisions about public services, by providing objective evidence, which will determine service delivery priorities. Consultation can also help to foster a more participative and co-operative relationship between the providers and users of public services. The White Paper on Transforming Service Delivery,(1997:9) emphasises that there are many ways to consult users of services, including customer surveys, interviews with individual users, consultation groups, and meetings with consumer representative bodies, NGOs and CBOs, including bodies representing previously disadvantaged group (White Paper on Transforming Service Delivery,1997:9). Consultation provides the citizens with chance to influence decision about public services, by ensuring evidence of objectives which will determine services delivery priorities (White Paper on Transforming Service Delivery,1997:9).

The White Paper on Transforming Service Delivery,(1997:9), support that effort must be made to include the views of those who have been previously disadvantaged or who, due to geography, language barriers, fear of authority or any other reason, have previously found it hard to make their voices heard. The consultation process should be undertaken sensitively; for example, people should not be asked to reveal unnecessary personal information, and they should be able to give their views anonymously if they wish. More than one method of consultation will be needed to ensure comprehensiveness and representativeness (White Paper on Transforming Service Delivery,1997). Consultation assists in fostering more cooperative and participate relationship between the users and providers of public services. When considering the consultation process, service users must be able to express and say how they need the services to be rendered. Only the consultation process motivates publics generally to feel that they are part of democracy and their concerns are considered (Kroukamp, 1999:327). Sekoto and Staanten (1999:104) affirm that there are many ways to consult the users of services which include: interview with individuals' users and consulting the group as well as customer survey. The method or methods suggested must be selected to suit the characteristics of the communities and users (Sekoto, 1999:104). It should be adapted to the context within which communities are located. It is essential that consultation should include the demands of those who have previously been denied access to the publics (Sekoto, 1999:104).

- **Setting service standards**

The White Paper on Transforming Service Delivery, (1997:10), entails that the National and provincial departments must publish standards for the level and quality of services they will provide, including the introduction of new services to those who have previously been denied access to them. In the case of certain services, such as health, or education, national departments, in consultation with provincial departments, may set standards which will serve as national baseline standards. Individual provinces may then set their own standards, provided these meets or exceed the national baseline (White Paper on Transforming Service Delivery,1997). White paper on Transformation public service delivery (1997:9) public organisations must set and publish standards for the level and quality of services they will provide, including the induction of the services to those who have denied the access previously. The Department of Cooperative Governance (2010:12), affirm that the standards must also be measurable and precise so that the users can easily evaluate themselves whether or not they are getting the intended services from their representatives. The Department of Cooperative Governance (2010:12), state that it is very important for the standards to be realistic in considering the huge differences acquired because of the realms of apartheid and the previously discriminated policies.

Department of Cooperative Governance (2010:12), contends that the standards must be set at the stage that is demanding and must be realistic and demanding. These standards must ensure and

display the point of the delivery and communicated as widely as possible to all potential users so that they can be aware of the level of service delivery they were entitled to, and could complain if they do not receive it (Department of Cooperative Governance, 2010:12). The standards must be measured to check performance and the result must be published at least once in a year and more than frequently where suitable. The measurements and standards must be published so that everyone could see and be able reduce the underperformance by the organizations and specific municipalities (The Department of Cooperative Governance, 2010:12).

- **Increasing access**

All national and provincial departments are required to specify and set targets for progressively increasing access to their services for those who have not previously received them (White paper on Transformation public service delivery, 1997:11). In setting these targets, institutions which promote the interests of previously disadvantaged groups, such as the Gender Commission, and groups representing the disabled should be consulted (White paper on Transformation Public Service Delivery, 1997:11). One significant factor affecting access is geography. The public who lives in remote areas have to travel long distances to avail themselves of public services. In drawing up their service delivery programmes, national and provincial departments must develop strategies to eliminate the disadvantages of distance, for example, by setting up mobile units, and redeploying facilities and resources closer to those in greatest need (White Paper on Transformation Public Service Delivery, 1997:11). Rapea (2004:209) affirm that all the public organization are requested to specify and set goals for progressively increasing access to their services for those previously failed to receive services. Geography is one of the factor that affects the access. According to Rapea (2004:209) majority of people living in remote areas have to travel long distances with the aims of getting public services. Lack of infrastructure is also another problem that enforces difficulties of communication with the remote areas. Service delivery programmes should be able to address the need specifically with the aim of redressing the disadvantages of all barriers to access (Rapea, 2004:209).

- **Ensuring courtesy**

The White Paper on Transforming Public Service Delivery (1997:12) emphasized that the code of conduct for Public Servants states by the Public Service Commission, clarify that courtesy and regard for the public is one of the major fundamental work of public servants, by clarifying that public servants treat public as customers who are the receivers of the services. The public must be treated as customers in a polite manner so that they can easily participate in identifying their needs. The White Paper on Transforming Public Service Delivery (1997:12) contends that the National and provincial departments must specify the standards for the way in which customers should be treated. These are

to be included in their departmental Codes of Conduct. These standards should cover, among other things:

- Greeting and addressing customers;
- The identification of staff by name when dealing with customers, whether in person, on the telephone or in writing;
- The style and tone of written communications;
- Simplification and 'customer-friendliness' of forms;
- The maximum length of time within which responses must be made to enquiries;
- The conduct of interviews;
- How complaints should be dealt with;
- Dealing with people who have special needs, such as the elderly or infirm;
- Gender; and
- Language.

The staff performance especially who deals with communities must regularly be monitored, and poor performance should not be tolerated. The organization should, therefore, ensure that poor performance is dealt with (Arko-Cobbah, 2002:55). Customer care and service delivery should be included in all future training programmes, and additional training should be enforced to all those who is responsible and contact with the public, whether face to face or in witting and telephone (Arko-Cobbah, 2002:55). All the managers have duty to ensure that the behavioural norms and values of their organisations are in line with the principles of Batho Pele (Arko-Cobbah, 2002:55).

- **Providing more and better information**

According to the White Paper on Transforming Public Service Delivery (1997:11) information is one of the most powerful tools at the customer's disposal in exercising his or her right to good service. National and provincial departments must provide full, accurate and up-to-date information about the services they provide, and who is entitled to them (White Paper on Transforming Public Service Delivery, 1997:11). National and provincial departments must ensure this is done actively, in order to ensure that information is received by all those who need it, especially those who have previously been excluded from the provision of public services. The consultation process should also be used to find out what customers and potential customers need to know, and then to work out how, where and when the information can best be provided (White Paper on Transforming Public Service Delivery, 1997:11). Implementing Batho Pele will require a complete transformation of communication with the public. Information must be provided in a variety of media and languages to meet the differing needs of different customers (White Paper on Transforming Public Service Delivery, 1997:11). Arko-Cobbah (2002:58) regards information as one the most powerful too at the communities' disposal to exercise

the right good to suitable basic services. Organization must ensure full account and updated information about the basic services provided, and who is entitled to them. In addition, Arko-Cobbah (2002:58) state that this must be actively, in order to ensure that information is acquired by those who need it, especially those who have previously been excluded from the provision of basic services. The process of consultation should be used to search out what community member and potential community member need to know, and then to work out how, when and where the information can best be provided (Arko-Cobbah, 2002:58).

- **Openness and transparency**

The White Paper on Transforming Public Service Delivery (1997:13) Openness and transparency are the- hallmarks of a democratic government and are fundamental to the public service transformation process. In terms of public service delivery, the importance lies in the need to build confidence and trust between the public sector and the public they serve (White Paper on Transforming Public Service Delivery, 1997:13). A key aspect of this is that the public should know more about the way national and provincial departments are run, how well they perform, the resources they consume, and who is in charge. The White Paper on Transforming Public Service Delivery (1997:13) affirm the mechanism for achieving this openness and transparency which is an Annual Report to publics published by each national and provincial department setting out, in plain language:

- staff numbers employed, and the names and responsibilities of senior officials.
- performance against targets for: improved service delivery, financial savings, and increased efficiency;
- resources consumed, including salaries and other staff costs, and other operating expenses;
- any income, such as fees for services;
- targets for the following year; and
- a name and contact number for further information.

Sekoto and Staaten (1999:115) emphasises that there is need for publics to be informed on how the national and provincial departments are operation, how much they cost and who is in charge. It is of greatest for the Public service and administration to be run as open book to encourage openness and transparency. The duty of the public serve is to serve the people and people have the right to the services it offers. Many people, specifically poor people, do not have access to things like social grants, free basic service because they lack information to access it (Rapea, 2004:247).

- **Redress**

The White Paper on transforming Public Service Delivery (1997:14) state that the capacity and willingness to take action when things go wrong is the necessary counterpart of the standard setting

process. It is also an important constitutional principle. There are a number of institutions, such as the Public Protector, the Human Rights Commission and the Auditor-General, which serve to protect the public from maladministration and impropriety by government departments (White Paper on Transforming Public Service Delivery, 1997:14). However, such institutions should be seen as a last resort by publics after exhausting departmental remedies, and are not a substitute for swift, effective action by service deliverers when services are falling below the promised standard (White Paper on Transforming Public Service Delivery, 1997:14). The publics have the right to redress if the services entitled to them by the Public Services are not rendered (Kroukamp, 1999:336). The public servants should immediately give suitable apology and tell them what is going to be done to address the problem. If the public servants fail to give reason they should speak with their supervisor or manager and come up with solutions to tackle down the problems. The promotion of Administrative Justice Act, 2000 (Act 3 of 2000) allows the public to ask for reason for any decision taken by the government that affect them. The promotion of Administrative Justice Act, 2000 (Act No. 03 of 2000) makes sure that the publics have the right to administrate decisions that are not legit, procedurally fair and reasonable. Where public are dissatisfied with the reasons given, the promotion of Administrative Justice Act, 2000 (Act No. 03 of 2000) enable people to lay complain about decision taken and appeal for it or review of the administrative action by a court or, where independent, impartial tribunal and appropriate. The Batho Pele principle of Redress requires a completely new approach to handling complaints. Complaints are seen by many public servants as a time-consuming irritation. The White Paper on Transforming Public Service Delivery (1997:15) confirms that the National and provincial departments are required to review and improve their complaints systems, in line with the following principles:

➤ **Accessibility**

The White Paper on Transforming Public Service Delivery (1997:15) emphasis that complaints systems should be well-publicised and easy to use. Excessive formality should be avoided. Systems which require complaints to be made only in writing may be convenient for the organisation but can be off-putting to many customers. Complaints made in other ways, such as face-to-face, or by telephone, should therefore also be welcomed.

➤ **Speed**

The longer it takes to respond to a complaint, the more dissatisfied customers will become. An immediate and genuine apology together with a full explanation will often be all that they want. Where delay is unavoidable, the complainant should be kept informed of progress and told when an outcome can be expected (The White Paper on Transforming Public Service Delivery, 1997:15).

➤ **Fairness**

Complaints should be fully and impartially investigated. Many people will be nervous of complaining to a senior official about a member of their staff, or about some aspect of the system for which the official is responsible (White Paper on Transforming Public Service Delivery, 1997:15). Wherever possible, therefore, an independent avenue should be offered if the complainant is dissatisfied with the response, they receive the first time round.

➤ **Confidentiality**

The White Paper on Transforming Public Service Delivery (1997:15) state that the complainant's confidentiality should be protected, so that they are not deterred from making complaints by feeling that they will be treated less sympathetically in future.

➤ **Responsiveness**

According to the White Paper on Transforming Public Service Delivery (1997:15) the response to a complaint, however trivial, should take full account of the individual's concerns and feelings. Where a mistake has been made, or the service has fallen below the promised standard, the response should be immediate, starting with an apology and a full explanation; an assurance that the occurrence will not be repeated; and then whatever remedial action is necessary. Wherever possible, staff who deal with the public directly should be empowered to take action themselves to put things right (White Paper on transforming Public Service Delivery, 1997:15).

➤ **Review**

Complaint's systems should incorporate mechanisms for review and for feeding back suggestions for change to those who are responsible for providing the service, so that mistakes and failures do not recur (White Paper on Transforming Public Service Delivery, 1997:16).

➤ **Training**

According to the White Paper on Transforming Public Service Delivery (1997:15) complaints handling procedures should be publicised throughout the organisation and training given to all.

• **Value for money**

According to the White Paper on Transforming Public Service Delivery (1997:16) improving service delivery and extending access to public services to all South Africans must be achieved alongside the Government's GEAR strategy for reducing public expenditure and creating a more cost-effective

public service. The Batho Pele initiative must be delivered within departmental resource allocations, and the rate at which services are improved will therefore be significantly affected by the speed with which national and provincial departments achieve efficiency savings which can be ploughed back into improved services (White Paper on Transforming Public Service Delivery, 1997:16). Public services should be provided efficiently, effectively and economically in order to provide publics with the best possible value for money (Arko-Cobbah, 2002:67). The public servants should not waste the scarce resources of the government and they should deliver basic services at cost-effective and efficient as possible. They are tasked to ensure and inform management of any wastage of resources and check for procedures of saving time and money, without compromising the quality of the services to be delivered to the people (White Paper on Transforming Public Service Delivery, 1997:16).

2.9.3 Local Government: Municipal Structures Act, 1998 (Act No 117 of 1998)

The Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) (MSA) provides for municipalities to ensure adequate public participation by developing ways aimed at consulting and involving CBOs and the community in local government matters (Khan, Khan & Govender, 2013:128). Local Government: Municipal Structure Act, 1998 (Act No. 117 of 1998) Chapter 4 charges municipalities to establish ward committees through an appropriate election system, to be independently administrated by the Independent Electoral Commission. Raga and Taylor (2005:141) ensure support to Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) Chapter 4 since stipulates that municipalities must enhance community participation, and moreover, municipalities must: receive process and consider petitions and complaints lodged by members of the community, Institute notification and public comment procedures. The main aim of ward committees is to ensure and advance community input and participation in the municipal governance and development processes, especially IDP (Oldfield, 2008:490). The Local Government: Municipal Structure Act, 1998 (Act No. 117 of 1998) highlights the importance of municipalities to give effect to the Act when establishing ward committees. The Local Government: Municipal Structure Act, 1998 (Act No. 117 of 1998) emphasises that a municipality's executive mayor or executive committee are required to issue annual reports on the extent to which the public had contributed or participated in the municipal affairs (Lelokoana, 2011:34). Local Government: Municipal structures Act, 1998 (Act No. 117 of 1998) it is concluded that the Constitution delegated power to the ward committees in the local government to enforce public participation as the municipal officials and other stakeholders represent the public. Therefore, the local Constitution has mandated the Local

government with officials who are responsible to enforce public participation in the matters of the municipality.

2.9.4 Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000)

The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) (MSA) Chapter 4 Section 17(2) highlights that a municipality must establish appropriate mechanisms, processes and procedures to enable the local community to participate in the affairs of the municipality. The Local government: Municipal Systems Act, 2000 (Act No. 32 of 2000) clearly outlines what it truly means to have public participation in local government. The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) Chapter 4 deals with public participation and section 16 thereof specifically requires municipalities to develop a culture of municipal governance that complements formal representative government with a system of participatory governance. Municipalities in this regard are expected not to only create conditions for public participation, but to also contribute to building the capacity of local communities to participate in governance affairs, and to annually allocate funds to this effect.

The aim of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), is to assure the establishment of municipalities in accordance with the requirements relating to categories and types of municipality:

- implement criteria for shaping the category of municipality to be created in an area;
- define the types of municipality that may be established within each category;
- to provide for appropriate division of functions and powers between categories of municipality;
- control the internal systems, office-bearers of the municipalities and structures; and
- Provide the appropriate electoral systems and ensure provision of matters in connection therewith.

The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), recommend for the launch and operation of municipal ward committees on steps to be followed in inaugurating ward committees; how they structured to operate; and the conduct of ward committee members. These procedures enforce ward committees to prepare an annual capacity building and training needs assessment for the members of the committee. The guidelines require the ward committees to meet at least quarterly (Municipal Systems Act, 2000). Ward committees existed since 2001 and the key institutional mechanisms were aimed at working towards considering the masses centered development, participatory and democratic local governance. The role of ward committees is to complement the role of elected concillors by bridging the gap between political representatives and communities (Municipal Systems Act,

2000). Ward committees has been set up in the vast majority of wards in municipalities across the country (Putu, 2006:15). The public meetings are encouraged to be conveyed regularly. The meetings are aimed at empowering the ward committees and ward councilors to register the demands and inputs of the community with regard to issues in the ward and service delivery, and report back to the community on issues that hinders development in the ward (Putu, 2006:15).

2.9.5 Municipal Planning and Performance Regulations, 2001

There is a close relationship between the municipal planning and performance Management Regulations and Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000). The Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) state that a municipality through appropriate mechanisms, procedures and process established in terms of Chapter 4, must allow the community to participate in development, implementation and review of the municipalities performance management systems, and in particular, allow the community to participate in the setting of appropriate key performance indicators and performance target. The Municipal Planning and Performance Management Regulations,2001 Section 15 further says that if there are no other municipal wide structures for community participation, a municipality must establish a forum. The forum must be representative and enhance public participation in the Integrated Development Plan (IDP) (Municipal Planning and Performance Management Regulations, 2001). In addition, the forum must ensure and develop public participation in monitoring and reviewing performances.

The regulations play a crucial role in ensuring that ward committees fulfill their mandate in enforcing participatory in local government affairs. The local Government; Municipal planning and performance Regulations, 2001 overlaps with the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000), in that it obliges the municipality, through suitable channels and mechanisms to include the local communities in the development, planning, implementation and review of the municipalities performance management systems, and in particular to let community participation in crafting key performance indicators about the municipality (Municipal Systems Act, 2000).

2.9.6 Promotion of Access to information Act, 2000 (Act No. 02 of 2000)

The Local Government: Municipal Structure Act, 1998 (Act No. 117 of 1998), White Paper on Local Government, 1998 and The Local Government: Municipal Systems Act, 2000 (Act, No. 32 of 2000) seeks to fulfil the Constitutional mandate, which grants communities and citizens the right to access state-held information or state-owned information that is held by another person and is in the public

interest. With respect to municipalities, the local Government: Municipal Systems Act, 2000 (Act, No. 32 of 2000) and the Municipal Finance Management Act, 2003 (Act No. 56 of 2003) require municipalities to publish certain finance-related information on the municipality's website and in local newspapers which circulate within the province. This information includes performance reports on the municipality, the IDP, the annual budget and all other notices as set out in applicable Acts (Municipal Systems Act, 2000). As part of the promotion of access to information protocols, municipalities are further required to specify dates of mayoral imbizo (road shows) schedules in local newspapers, notices, local radio broadcasts and other forms of communication in order for the community to attend such meetings (Municipal Systems Act, 2000).

2.9.7 Integrated Development Plan (IDP)

The Integrated Development Plan (IDP) remains the Bible for local government and it is this document which guides the actions and resolutions of the municipality for a period of 5 years. However, it is reviewed annually by both the Municipal Council and community in terms Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000). Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) Section (34), it is stipulate that a municipality is obliged to conduct public consultation hearings when conducting the IDP annual review and should consider public suggestions and preferences when approving the IDP. The duties required of the municipality as per Section 153 of the Constitution, 1996 are clearly laid out. The Constitution of the Republic of South Africa, 1996 section (153) describes how the local government should work with the other spheres of government to ensure that the fundamental rights of all people are progressively achieved. These developmental duties can be achieved through the IDP, which is a participatory planning process in which there is direct involvement of the community. In this way the plan which guides the municipality's planning, budgeting, management, and decision-making has the direct input of the citizens who are affected by it (Madzivhandila & Asha, 2012:23).

2.10 International and Regional Agreements in Public Participation

According to South African Legislative Sector (SALS) (2013:24) International and regional agreements to open up government decision-making procedures, are requesting the national governments to take action to improve transparency, participation and accountability. Principle 10 of the Rio Declaration was adopted by nations around worldwide at the 1992 Earth Summit in Rio to ensure the importance of the public to access the judicial process and procedures, participation and information in decision-making process. The United Nations Economic Commission from Europe adopted the Convention on Access to Public Participation in decision Making, Access and information to Justice in environmental Matters (SALS, 2013:24). The

International Association for Public Participation (IAP2) (2002:32) is an international association of members who want to improve and promote the practice of public participation. This is done in relation to governments, institutions, entities and other individuals that affect the public interest in nations throughout the world.

The IAP2 (2002:32) affirm the adoption of a set of Core Values for Public Participation. These values are intended to serve as the warrant for public participation practices. The Core Values is established for the following:

- Public participation is based on the belief that those who are affected by a decision have the right to be involved in the decision making process;
- Public participation includes the promise that the public's contribution will give effect on decision;
- Public participation ensures promotion of suitable decision by recognize and communicate the interest and needs of all participants, including decision makers;
- Public participation aimed at facilitating the involvement of those publics affected by decision;
- It seeks input from participants with the information they need to participate in an effective manner; and
- Public participation communicates with participants or publics on how their inputs contribute to the decision

2.11 CHALLENGES OF PUBLIC PARTICIPATION IN PROMOTING GOOD GOVERNANCE

This section seeks to discuss the problems that hinder public participation in promoting good governance. The challenges to be entailed include participatory skills, power relations, consultative structure, insufficient financial resources at local level, and political will. These problems need to be considered when enforcing public participation.

2.11.1 Participatory skills

Public participation can be more complex and require different types of skills. Experience, leadership, managerial capabilities and knowledge (Gavenda & Valderrama, 1999:42). Therefore, it is guaranteed that if the participants have a poor background or they are not trained properly it will be difficult for them to contribute effectively to the discussions, and they will end up withdrawing from participating. Shortage of essential planning skills and experience is considered as obstacles for meaningful participation. According to Gavenda and Valderrama (1999:42) if the local government officials is not taking the concerns of the public

and convert them into technical proposal of a high quality standard they force the public to withdraw from participating and this affect the business of the municipality (Gavenda & Valderrama, 1999:42). Lack of participatory skills by the officials of the Blouberg Local Municipality affect the municipality in the sense that the municipality will fail to identify and address the needs of the community since their participation is hindered due to shortage of skills by the municipal officials (IDP, 2018/2019:33). Therefore, erroneous selection by the municipality when providing employment affect the municipality because candidates with shortage of skills are hired and that hinders the participation in the BLM since the skills to ensure the participation cannot be enforce (IDP, 2018/2019:33). It is important for the Blouberg Local Municipality to enforce employment to the suitable candidate so that they can impose skills that improve and ensures participation in the municipality (IDP, 2018/2019:33).

2.11.2 Power relation

The structure that is responsible for conducting public participation is mostly under the control of government institutions, and this can be considered as barrier for effective and meaningful participation (Gaventa, 1999:42). These cases are also applicable in other countries for example, in Tanzania were ward development committees at local level participants were appointed by political representative who knows that they will work according to his mandate. Similarly, in Zimbabwe, the power or control by the government restrict the influence of traditional leaders' authorities to establish decision suggested by the local communities, since power is vested to ward development committees who carry forward government's mandate (Gaventa, 1999:42).

Power relation in the Blouberg Local Government is applicable where erroneous selecting it practiced with the intention of favour in return. This simply means some officials are given works, but their power is limited since they function according to the person appointed them and that affect the functioning of the municipality since the unethical conduct are practiced (IDP, 2018/2019:33). Power relation affects the participation since few people who have close relationship with municipal officials will participate while the views and concerns of the majority will not be expressed (IDP, 2018/2019:33).

2.11.3 Consultative structure

Municipality does not invite a wide range of stakeholders to participate in issues that affect their well-being, thereby shaping their environment (Cuthill, 2003:382). Public participation is regularly conducted during the execution of programmes, but not during initial stage of the project design. Public Participation is considered as a challenge since government comes with

predetermined or suggested outcomes that cannot be changed during participation (Cuthill, 2003:382; Gaventa & Valderrama, 1999:21; & Makgoba *et al*, 2004:23). This becomes a challenge since government comes with already predetermined outcomes that cannot be changed during participation (Gaventa & Valderrama, 1999; Cuthill, 2003:382, Makgoba, *et al*, 2004). The way the municipal officials works in the municipality they affect the community because they decide everything for the community, the state the problems and come up solutions without even visiting the areas of their community (IDP, 2018/2019:33). The needs of the community are not expressed because the opportunity is hindered; they only receive but cannot participate (Cuthill, 2003:382). Public receive services which are not part of their concerns because municipal officials decide for their needs. According to the IDP (2018/2019:33) It is not good for the municipal officials to decide for community while the community are ready to participate in ensuring the needs, but the consultative structure affect restrict their participation (IDP, 2018/2019:33). The Blouberg Local municipality must monitor and improve the consultative structure so that the public or communities can participate in expressing their needs to their municipality so that the municipal officials can convert them into output (IDP, 2018/2019:33).

2.11.4 Insufficient financial resources at local level

Participation at local government is regarded as unsponsored command because financial resources to establish development activities suggested by the publics are ignored because of lack of insufficient resources (Ababio, 2004:23; Cuthill, 2003:382; Gaventa & valderrama, 1999:21; Makgoba, *et al*, 2004:23 & Tosun, 2004:11). Finance is considered as the oil that keeps the engine of the government from functioning smoothly (Craythorne, 1997:391). Insufficient financial resources lead to ineffective and poor sustainability of the provision of the municipal services. Municipalities must allow and maximise their potential financial income and should use such resources sparsely and diligently. The municipal finances is generated using two sources which includes the sharing in revenue that is considered nationally and revenue that is generated locally through the means of collecting the rates, surcharges on services and taxes (Craythorne, 1997:391).

Cloete and Thornhill (2005:402) assert that challenges of financial sustenance are commonly created by the situation where municipalities fail to institute proper mechanisms to ensure that they indeed collect their revenue as planned. For instance, municipalities rendered services in the financial period 2013/2014 and were defaulted by more than 93.4 billion (South African Government Research Centre, 2014:27a). In addition, Cloete (2005:402) emphasis that without appropriate funding, it becomes difficult for local government to provide services to the publics. The insufficient financial resource is the major problem not only in Blouberg Local

Municipality but also even in other municipalities (IDP, 2018/2019:33). The financial problem at BLM affects the functioning of the municipality because when implementing public participation because the following issues consider funding: meetings, travel allowances by municipal officials, printing of proposed forum, and other activities which require funding (IDP, 2018/2019:33). Therefore, the BLM must manage its financial problems so that the functioning of the municipality cannot be affect.

2.11.5 Political will

According to Gaventa and Valderrama; (1999:21), a politician's incapability to ensure promotion of public participation and the lack of high level bureaucratic and political support for taking part at local level also led to nonparticipation. Failure to communicate with the public since they are responsible for selecting their leaders leads to poor participation (Cloete & Thornhill, 2005:402). Therefore, communities will take part effectively if they see that their representatives communicate with them regularly concerning the issues that affect their well-being (Cuthill, 2003:382; & Gaventa & Valderrama, 1999:21). The political will enforce by the political leaders in the Blouberg Local Municipality affect the public participation in the sense that the leaders do not consider the interest of the community, they only consider their wealth and this affect all the decision taken by the municipality since the concerns of the public will not be contained (Cuthill, 2003:382; & Gaventa & Valderrama, 1999:21). There is need in the Blouberg Local municipality to consider the principles of Batho Pele and by that public participation will be practiced (IDP, 2018/2019:33).

2.11.6 Unethical conduct of the/behaviour of municipal officials

Thornhill (2005:409) emphasises that since lack of funding is a challenge, the situation is then degraded by the unethical conducts. Unethical conduct is practices often in many municipalities that the procedures of selecting service provider are prejudiced by the politicians, thereby persuading the precise supply chain procedures (Thornhill, 2005:409). Municipal managers in some municipalities was suspended by the municipal council because of failure to select service providers that the politicians support (South African Local Government Research Centre 2014:21b). While corruption enriches only few government officials, tenderpreneurs and politicians for example, it has generally underdeveloped the creation of wealth and severely limited and hampered the government's power to deal effectively with poverty and deprivation (Mbaku, 2008:13). The unethical conduct in the Blouberg Local Municipality by municipal officials hinders the process of public participation and this hinders the developmental in the municipality (IDP, 2018/2019:33). The unethical practices such as nepotism, bribery etc. affect the functioning of the municipality because the

municipality is aimed at improving developing the welfare of the publics but since they are not participating due to unethical conducts practiced in the municipality it hinders development and destroy the image of the BLM (IDP, 2018/2019:33). Therefore, the municipal officials at the BLM need to be monitored and supervised when performing their task and that will help in bettering the image of the Municipality and improving the welfare of the public since their concerns will be heard and taken into consideration.

2.12 GOVERNMENT STRATEGIES TO ENHANCE PUBLIC PARTICIPATION

This section discusses the strategies that are used for public participation in public sectors. The strategies to be discussed include: imbizos, open meetings, public hearings, Ward Committees and Community Development Workers, Citizen/ community advisory committees and elections and traditional leaders.

2.12.1 Imbizos

According to the Department of Public Service and Administration, (2008:8) Imbizo has been by a long shot the most well-known strategy, which politicians in the nation have used throughout the years to speak with citizens on policies issues and government programs (DPSA, 2008). An "Imbizo" is an African word, which alludes to a special meeting, more often than not assembled by somebody in power, for example, a traditional leader. Throughout the years, particularly since the approach of democratic government in 1994, it has turned out to be synonymous with interaction with citizens to promote democratic principles (DPSA, 2008:8). Government launched the Imbizo programme in 2001 as a time of strengthened movement where all spheres of government national, provincial and local associate with the citizens across the country (DPSA, 2008:8). Imbizo gives effect and concrete expression to participatory democracy, so that citizens can express their rights so that they can be heard and help the national government to provide a suitable life for all (DPSA, 2008:8).

Imbizo is about unmediated communication between government and its people. It is a forum for enhancing dialogue and interaction between ordinary people and senior government executives (DPSA, 2008:8). Imbizo ensure provision of opportunity for government to be able to communicate its action progress and programme directly to the people. It also promotes participation of the citizens in the programmes to improve their lives (DPSA, 2008:8). The interaction through imbizo highlights specific problems that need attention, blockages in policy area that may need review. The interaction through imbizos ensures the demands or inputs of the public and the alternatives to tackle down the problems (DPSA, 2008:8). It provides the president and others direct access to what people say and feel about government and the

service delivery, to accommodate their concerns, their complains, and provide them with the strategies or advices about the government's work direction (DPSA, 2008). The imbizos must consider too much the participation by the communities since the communities are the one to express their demands and grievances. The government is there to serve the public and the DPSA provide it with the system of imbizo to consider the participation by the public (DPSA, 2008:8). The imbizos aimed at ensuring that public are given fair change to take part in the affairs of their municipality by laying their inputs which must be converted to the output by the public official in their jurisdiction. Imbizo in considered as the strategy to enhance public participation with the main purpose of achieving and promoting good governance (DPSA, 2008:8).

2.12.2 Open meeting and Elections

According to Schroeder, (2004:11) open meetings are considered as the technique for public involvement that are seems open to the public. Therefore, open meetings are unlike closed meetings since it allows and welcomes all people. Open meetings are significant and a rich since they are broadly regarded as the representative of the community (Schroeder, 2004:11). The main purpose of open meetings is based on discussing policy issues such as proposed budget. Netswera (2012:75) asserts that elections method which engage the public in decision-making. Elections that are held at regular intervals allow public to select people who will serve or represent them in the government affairs. Elections are regarded as techniques of public participation since voted representatives are elected on the basis of their capability to represent the needs of the public (Netswera, 2012:75). Elected representatives are the ones that open doors for their constituencies so that they can easily participate.

2.12.3 Public hearings

Silveira, Shaffer and Behr, (1993:4) confirms that public hearings are corporate structure of receiving public ideas and needs (inputs) in public decision making. Public hearings are regarded as open method since it allows all members of the public to partake and they are assembled to deal with issues of particular interest. Public hearings ensure that public are provided with chance to participate in issues that affect their life with their representatives (municipal officials, government representatives and local politicians) (Silveira *et al*, 1993:4).

2.12.4 Ward Committees and Community Development Workers

Nyalunga, (2006:44) suggest that ward committees are regarded as a vehicle that establishes participatory governance at the grassroots level by means of encouraging active public involvement in the activities of local government. Ward committees are established with the

main aim to maintain and promote participatory democracy by bridging the gap between the community and the local municipality (Van Rooyen & Mokoena, 2013:761). Ward committees are responsible for promoting grass-roots democracy by expanding the constitutional obligation of advanced accountability and local government democracy (Ababio, 2007:614 & Raga & Taylor, 2005:143). According to Smith, (2008:23) community development workers are deployed by government to work in communities to make sure that people can access government services.

The main function of Community Development Workers (CDWs) is to help in increasingly meeting the demands of the community, assisting them to achieve their perspective targets, be aware of their aspirations and acquire their general wellbeing (Maphazi, 2013:63). The CDWs are required to simplify the explanation of government policy to normally be in the language that the community will understand. The CDWs must have knowledge on how the government departments and services (Maphazi, 2013:63). The CDWs has duties entitled to them as to interact with the ward councilors and ward committees so that they can easily serve the interest of the ill-informed.

2.12.5 Citizen/ community advisory committees

The advisory committees are considered as instrument that is responsible for involving the public in the decision-making (Hull, 2010:3). Community advisory committees differ in membership, function and structure though what is common is that they are responsible for representing the public interest (Hull, 2010:3). These community advisory committees are made up of representatives of the community arranged with the purpose to focus on a particular subject such as a proposed policy. The community advisory committees provide decision makers with the inputs from their community. Community Advisory committees are regarded as method of public participation since they consider and represent the interest of their community (Hull, 2010:3).

2.12.6 Open Government Partnerships (OGP)

The Open Government Partnership (OGP) is an international initiative of the President of the United State of America and it is aimed at encouraging and seeking commitments from governments to promote and maintain transparency, fight corruption and improve new information, effective and accountable government, technology to make government more open and increase public participation (DPSA, 2008:9). In order for countries to qualify, the OGP must meet the following criteria: access to information, citizen engagement, disclosure related to elected or senior public officials and fiscal transparency (DPSA, 2008:9). For

countries to be involved they must first, deliver concrete action plan, developed with public consultation, embrace a high-level open government and commit to independent reporting on their progress going forward (DPSA, 2008:9). Like the African Peer Review Mechanisms (APRM), the OGP is considered as an instrument through which countries voluntarily subject them to peers' evaluation (DPSA, 2008).

South Africa is known as member of the OGP and it is in line with the requirement of OGP participation, involved civil society and other partners through consultation in the development of a plan with concrete commitments on open government to address the challenge of service delivery (DPSA, 2008:9). The South African commitments included among other, the following: public participation, implementation of know your service rights, establishment of service delivery improvements forums, strengthen participatory budget process, development of a portal for environmental management systems and capacitate national anti-corruption forums and hotline (DPSA, 2008:9). The OGP contends the public participation where communities are offered an opportunity to have a say in decision making and other development procedures of the country and departments must be able to play sustainable role to encourage their stakeholders and public to play active role in this process and strategies on mobilizing publics should be included in the departmental public participation plans (DPSA, 2008).

2.12.7 Traditional leaders

Constitution of the Republic of South Africa, 1996 Chapter (12) Section (212) subsection (1) makes provision for the formulation of national legislation that affords traditional leaders a role at local level. Thus, they play a part in community participation and are an important component of most constituencies, as they have a protracted record of facilitating community consultations. Traditional Leadership and Governance Framework Act, 2003 Section (4) ensure the primary functions of traditional councils. These include facilitating the involvement of the traditional community in the development of municipalities' IDP and recommending to government appropriate interventions that will contribute to development and service delivery within their jurisdictions. The important process in which public, particularly the traditional communities can participate in the affairs of the local government is through traditional authorities systems (Maphazi, 2013:64). Traditional leaders play an important role in public participation and are regarded as the important component of the most rural communities (Maphazi, 2013:64).

2.12.8 African Peer Review Mechanisms (APRM)

The African Peer Review Mechanisms is considered as a mutually suggested instrument voluntarily acceded to by the Member State of the African Union (AU) as an African self-monitoring mechanism (DPSA. 2008:10). The South African Government is a member of the African Peer review Mechanisms and government departments and civil society are encouraged to participate in the country APRM procedures that regularly lead to the development of the self-assessment report (DPSA. 2008:10). The APRM is in much respect similar to the Open Government Partnership (OGP) in the sense that through these instruments, countries subject themselves to voluntary peer review (DPSA. 2008:10). The APRM ensure the encouragement of citizens to participate in decision-making procedures and force interface between government and citizens during the provision of inputs by the public and development of self-assessment reports (DPSA. 2008:10). The departmental plans and strategies on public participation must ensure the encouragement of the departments to include their citizens and stakeholders in the APRM procedures related to their interest of participating department (DPSA. 2008:10).

2.12.9 The Integrated Development Plan

Integrated Development Plan is the process, which underscores the needs for citizen's participation, as well as to ward meetings as a space for local participation (IDP, 1996:3). Public participation in this process of IDP takes place through institutional structure such as representative's forum meetings, which are external, and steering committee meetings, which are internal (IDP, 1996:3). The latter forum meetings include representatives from the state departments, CBO's, NGO's as well as local sectors, which may include agricultural sector and business. The IDP is reviewed annually; therefore, the municipal councils manage the budget, evaluate progress, and prioritise then most basic needs of the community. The Local Government: Municipal systems Act, 2000 (Act No. 32 of 2000) Section 16 stipulate that the IDP must be participatory in nature, that is the community participates in drafting the actual plan, and all stakeholders are included in the process through appropriate forum (Municipal systems Act, 2000). According to South African Local government Association, (2012:4) the IDP is a constitutional obligation, and effectiveness and functionality should assess community needs and draw up vision for the long-term future (SALGA, 2012:4). The IDP is supposedly participatory, it is has been argued that the information is not easily accessible and is an extremely technical process. The IDP does not explore the issues faced by communities, since it compromises of set of priorities identified by the relevant city.

2.13 EMPIRICAL EVIDENCE OF PUBLIC PARTICIPATION AND GOOD GOVERNANCE AT BLOUBERG LOCAL MUNICIPALITY

Blouberg Local Municipality is hailed as champions of public participation throughout the country because of, amongst others, the effectiveness of their Ward committee's system (IDP, 2018/2019:33). Blouberg Municipality has always regarded its Ward Committees as important mobilizing agents for community action. As part of government's concerted commitment to enhance participatory democracy, the Blouberg Municipality had a Council Imbizo programme at Leokaneng Village in Ward 22 on 29 March 2019 (IDP, 2018/2019:33). The Blouberg Municipality ordinary council meetings are held six times per annum in villages to afford communities an opportunity to build good relations with their leaders, have their say on municipal affairs and raise their service delivery challenges and compliments (IDP, 2018/2019:33). The formal council sitting kick started with the presentations of the Executive Committee reports emanating from the six portfolio committees of the municipality, the presentation of the draft 2019/2020 Integrated Development Plan (IDP/Budget by the Mayor Cllr Maseka Pheedi followed by the Municipal Public Accounts Committee (MPAC) report presented by its Chairperson, Cllr Jonathan Sekgoloane. Blouberg Local Municipality encourage all ward members to participate in municipal affairs, however, some community members fail due to lack of information and resources (IDP, 2018/2019:33). Ward Fifteen (15) scooped the award of best performing ward in public participation programmes having consistently had ward public meetings with attendance figures exceeding hundred and twenty in all instances.

To improve the lives of its citizenry, the Blouberg Local Municipality is currently implementing various capital projects to address the need of the respective communities. As required by the Local Government: Municipal Systems Act, (Act No. 32 of 2000) section 16, the municipality consulted with the communities regarding the draft Integrated Development Plan IDP/ Budget before approval for adoption by the council (IDP, 2018/2019:33). Through the municipal public participation on the Revised Draft IDP/ Budget for the financial year 2018/2019, the people have spoken and the municipality is walking the talk by ensuring that the IDP/Budget responds to the issues as raised by the citizens (IDP, 2018/2019:33). The objective of promoting public participation is to strengthen the community's capacity to identify problems and come up with solutions, carry out action plans, as well as monitor the progress and make an appropriate evaluation, measurement, and analysis of impact and results and give feedback to stakeholders, community and others who wish to learn about the programme (IDP, 2018/2019:33). Public participation in Blouberg is promoted for four main reasons;

- Firstly, Blouberg local Municipality promotes public participation. The rationale behind promoting public participation is legislative requirement to be fulfilled by the municipality.

- Secondly, public participation is promoted in order to make development plans and services more relevant to local needs and conditions.
- Thirdly, public participation is encouraged in order to hand over responsibility for services and promote community action.
- Fourthly, public participation is encouraged to empower local communities to have control over their own lives and livelihoods (IDP, 2018/2019:33).

Public participation has to be focused if it is to succeed (Craythorne 2003:246). The reason is that direct public participation usually advocates public participating in formulating development plans at the formative stage, not after municipal officials committed to particular choices (Craythorne, 2003:246). Public participation involves community members at every stage of community economic development cycle. By doing that, the community members become well informed and are aware of their shared concern or common need, and members decide together to take action in order to create shared benefits (Craythorne, 2003:246).

2.14 SUMMARY

Public participation ensures significant role in providing the municipality with the community needs and demands, so that the municipality can work on direction given by the needs and aspiration of the ill-informed. Good governance is maintained when the public are involved in the affairs that affect their well-being. It is important for the people to inform the municipality about what they want, rather than the municipality telling the people what they need. This chapter discussed the following relevant literature: the theory of public participation; concept of public participation; the importance of public of public participation; the concept of good governance; elements of good governance; relationship between public participation and good governance; legislative framework for public participation; challenges of public participation in promoting good governance and strategies to enhance public participation in promoting good governance. It is therefore, concluded that participation is the principle of good governance, when public officials attempt to involve the publics in the government affairs, they are practically practising good governance. The following chapter will discuss the research design and research methodology.

CHAPTER 3:

RESEARCH METHODOLOGY

3.1 INTRODUCTION

The main aim of this chapter is to present the research methodology in the study. The following topics are discussed: research paradigm, research design, research methodology, the study area, population of the study, sampling method and sampling size, data collection methods, pilot study, data analysis, ethical considerations as well as the organisation of the study.

3.2 RESEARCH PARADIGM

A research paradigm is an approach or a research model to conduct a research, that has been verified by the research community for a long time and that has been in practice for hundreds of years (Nirod & Dash, 2005:65). According to Kuhn (1970:31), a research paradigm is a set of common beliefs and agreements shared between scientists about how problems should be understood and addressed. The research paradigm used in this study is the pragmatic. The pragmatic paradigm did not arise among philosophers, who argued that it was not possible to access the truth about the real world solely by virtue of single scientific method, as advocated by the positivist paradigm, nor was it possible to determine social reality as constructed under the interpretivist paradigm (Alise & Teddie, 2010:53). The Pragmatic paradigm is an approach to research that is more practical and pluralistic because it allows a combination of methods that jointly shed light on the actual behaviour of participants.

3.2.1 The relevance of the pragmatic paradigm

The pragmatic paradigm is relevant to the proposed study because it advocated for the use of mixed methods as a pragmatic way to understand human behavior (Kivunja & Kuyini, 2017:35). Furthermore, the pragmatic paradigm advocates a relational epistemology (that is relationships in research are best determined by what the researcher deems appropriate to that particular study), a non- singular reality ontology (that there is no single reality and all individuals have their own and unique interpretations of reality), a mixed methods approach (a combination of qualitative and quantitative research methods), and a value-laden axiology (conducting research that benefits people) (kivunja & Kuyini, 2017:35).

3.2.2 Characteristics of research located within the pragmatic paradigm

Pragmatic paradigm was developed in an effort to put an end to the two diametrically opposed positions of the positivist (and Post positivist) on the one side, and the interpretivist, on the

other, and thus ends what were referred to as paradigm wars. According to Mertens (2015: 35-36), research within this paradigm ensures the following characteristics: a rejection of the positivist notion that's social science inquiry can uncover the truth about the real world; an emphasis of workability in research; the use of what works so as to allow the researcher to address the questions being investigated without worrying as to whether the questions are wholly qualitative in nature; adoption of a worldview that allows for a research design and methodologies that are best suited for the purpose of the study; utilizing lines of action that are best suited to studying the phenomenon being investigated; a rejection for the need to locate your study either in a positivist (post positivist) paradigm or an interpretivist (constructivist) paradigm. It also seeks the best approaches to gaining knowledge discovery; choice of research methods depending on the purpose of the useful and a search for useful points of connection within the research project that facilitate understanding of the situation.

3.3 RESEARCH DESIGN

Gray (2016:138), emphasises that a research design is the overarching plan for the collection, measurement and analysis of data. Babbie (2014:93), argues that research design is the entire plan of the study that answers the why and how questions of the study. The researcher used the descriptive research design and contextual research design.

According to Burns and Grove (2013:201), descriptive research design is a research designed to provide a picture of a situation as it naturally happens. Polit and Hungler (2013:72), define descriptive research design as a research study that has the accurate portrayal of the characteristics of persons, situations or groups as their main objective. Descriptive research design was used in the present study because it is a pre-cursor to future research as it is helpful in identifying variables that can be tested. The descriptive research design was used to collect accurate data and provide a clear picture of the phenomenon under the study.

Burns and Grove (2010:32), define contextual research design as a design that focuses on the specific events in naturalistic settings. Speziale and Carpenter (2011:363), define contextual research design as research done in a natural setting, to an enquiry done in a setting free from manipulation. Contextual research design was used in this study to consider the respondents, ethnic background, physical and cultural values as well as the occurrence of the event in a place where nature takes its course without interruption. Contextual research design is also used to describe and understand events within the concrete, natural context in which they occur.

3.4 RESEARCH METHODS

According to Leedy and Ormrod (2010:12), research methodology is the researcher 's general approach in carrying out the research project. Burns and Grove (2010:581), define research methodology as the methodology that includes the design, setting, sample, methodological limitations and the data-collection and analysis techniques in a study. The researcher used the mixed methods.

Creswell and Plano (2011:23), define the mixed methods as collecting, analysing, and mixing both quantitative and qualitative data in a single study or series of studies. Cameron (2011:98), defines the mixed methods as the method that includes a qualitative and quantitative dimension in which difficulties arise when the researcher attempts to articulate how the two elements relate to one. The mixed methods was used because its central premise is that the use of quantitative and qualitative approaches, in combination, provides a better understanding of research problems than either approach alone. Furthermore, the mixed methods was also used to help in answering the research questions that cannot be answered by quantitative or qualitative methods separately.

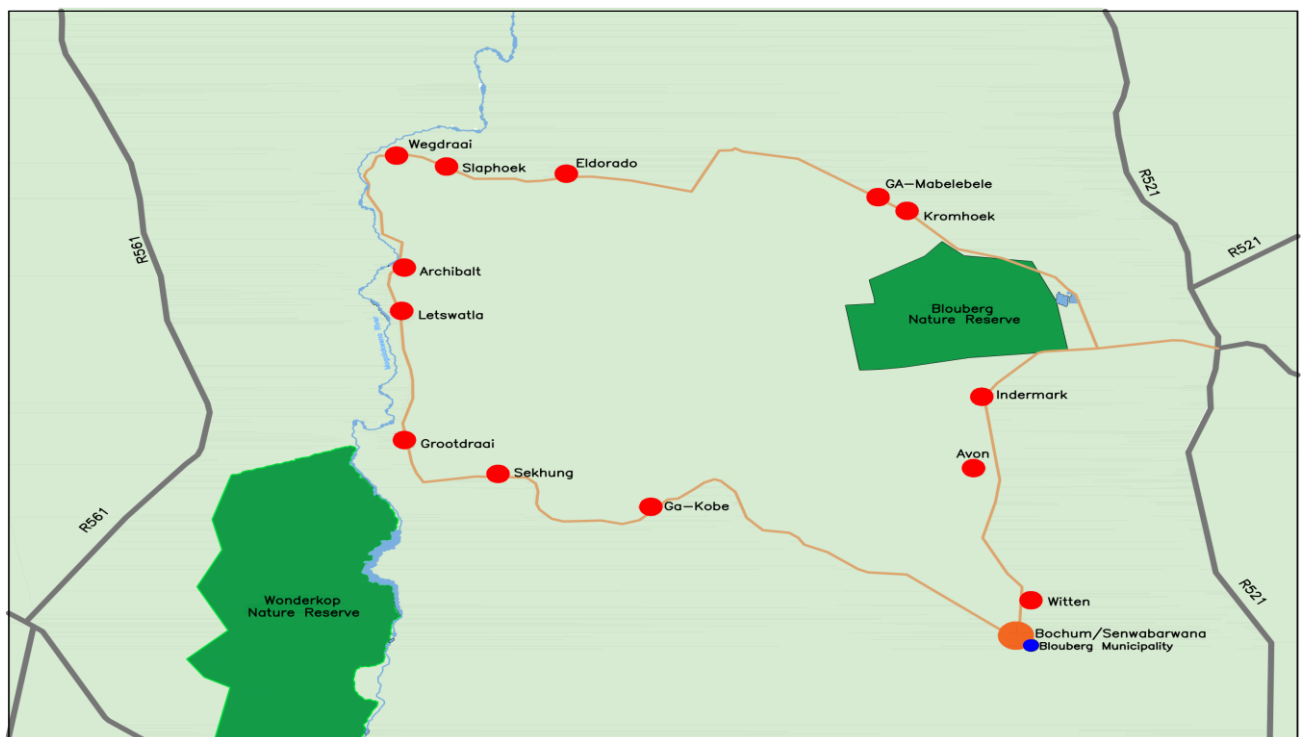
Bryman (2012:35), defines quantitative research as a research strategy that emphasises quantification in the collection and analysis of data, while, Edmonds and Kennedy (2010:4), define quantitative research as a type of educational research in which the researcher decides what to study asks specific, narrow questions, collects quantifiable data from participants, analyses these numbers using statistics, and conducts the inquiry in an unbiased objective manner. Quantitative research was used in the current study because findings are likely to be generalised to a whole population or a sub-population as it involves the larger sample, which is randomly selected. The Quantitative method was used to investigate the answers to the questions starting with how many, how much, and to what extent.

Burns and Grove (2013:19), define a qualitative method as a systematic subjective approach used to describe life experiences and situations to give the meaning of such experience. Holloway and Wheeler (2010:30), define qualitative research as a form of social enquiry that focuses on the way people interpret and make sense of their experience and the world in which they live. The qualitative method was used in the present study to explore the behaviour, perspectives, experiences and feelings of people and emphasise the understanding of these elements. The qualitative method was used because it is also essential in the sense that it emphasizes the participation of stakeholders, mutual learning and sharing of experiences.

3.5 STUDY AREA

A study area is the geography location in which data is analysed in a report and/or map (Du Plessis & Van Niekerk, 2014:12). Nilsson (2011:54), defines a study area as a previously mapped Palaeozoic sedimentary basin in the Baltic Sea Area. The study area was based at the Capricorn District, which has four (4) municipalities. The study was conducted at Blouberg Local Municipality, which is a predominantly rural municipality situated to the north western boundary of the Republic of South Africa, with Botswana and Zimbabwe as its borders. Roads R521 (P94/1 and P94/2) provides a north-south link between Blouberg and Molemole, Polokwane and Makhado Municipality. To the east, the municipality is served by road R523 (D1200) which provides access to the towns such as Mogwadi, Morebeng, Duiwelskloof, Tzaneen and Lephalale. There is another important road (N11) from Mokopane town to Botswana that passes through the municipality, which has the potential to stimulate the economy.

Figure 3.1: Map indicating Blouberg local municipality and surrounding Areas



(Source: map data AfriGIS (Pty) Ltd, 2019).

3.6 POPULATION OF THE STUDY

De Vos (2014:193), defines a population as the term that sets boundaries on the study units, while, Kumar (2011:13) defines population of study as the aggregation of elements from which

the sample is selected. Study population were drawn from the Blouberg Local Municipality, under the Capricorn District. The Blouberg Local Municipality is estimated to have 261 employees. For the purpose of the study, the selected population included the following: Municipal officials, Community members and Councillors. The population of the study consisted of 110 respondents. Participants were 18 years and above in age and variables are as follows 18-29, 30-39, 40-49, 50-59, 60 and above

3.7 SAMPLING

Sampling refers to the selection of a subset of persons or things from a larger population, also known as a sampling frame, with the intention of representing the population (Neuman, 2011:246). On the other hand, Kessio & Boit (2012:317) define sampling as a process of selecting samples from a group or population, to become the foundation for estimating and predicting the outcome of the population as well as to detect the unknown piece of information. The sampling group of the present study consisted of municipal officials, councillors and selected community members.

3.7.1 Sampling method

The researcher used non-probability sampling and its subtypes to select the respondents of the study. Non-probability sampling method according to Etikan and Alkassim (2016:4), is a sampling method that represents a group of sampling techniques that help researchers to select units from a population that they are interested in studying. On the other hand, nonprobability sampling method is defined as a sampling technique where the odds of any member being selected for a sample cannot be calculated (Ritchie & Elam, 2013:111).

The researcher used purposive sampling method to select some respondents of the study. Purposive sampling is defined as the process in which participants are selected based on the researcher's judgement about which ones will be most representative of the broader population (Babbie, 2010:179). Johnson and Clark (2010:109), define purposive sampling as a strategy in which settings, persons or events are selected deliberately to provide important information that cannot be obtained from other choices. Purposive sampling method was used in the present study to allow the researcher to choose participants arbitrarily for their unique characteristics or experience and attitudes or perceptions. Purposive sampling method was used to select sample members to confirm criterion. Purposive sampling method was also used in the present study because the researcher knows the age groups to consider as well as the variables used in the study. The purposive sampling method was thus, used because it

helped the researcher deciding who can provide the most useful information regardless of the failure of public participation in the Blouberg Municipal planning.

3.7.2 Sampling size

The sample of the study consisted of 110 respondents, as follows: (01) municipal manager, (01) IDP manager, (07) IDP staff members, (01) LED manager, (06) LED staff members, (17) community development workers, (07) ward committees members, (02) councils members, (62) Selected community members, (02) traditional leaders and (04) public participation office staff members. The following table shows number of sampling.

Table 3.1: Sampling size

Respondents	Number of sampling size
Municipal manager	01
IDP manager	01
IDP staff members	07
LED manager	01
LED staff members	06
Community Development Workers	17
Ward committees members	07
Councils members	02
Selected community members	62
Traditional leaders	02
public participation office staff members	04

3.8 DATA COLLECTION

Data collection is the process of gathering and measuring information on variables of interest, in an established systematic fashion that enables one to answer stated research questions, test hypotheses, and evaluate outcomes (Creswell, 2017:201). Sekaran and Bougie (2016:156), define data collection as a process of collecting information from all the relevant sources, to find answers to the research problem, test the hypothesis and evaluate the outcomes. The researcher used use an unstructured questionnaire and an open-ended interview to collect the data.

A questionnaire is a research instrument consisting of a series of questions (or other types of prompts) for gathering information from the respondents (Zohrabi, 2013:254). A questionnaire is also defined by Fink (2012:372), as an unstructured form, either written or printed, consisting of formalized set of questions designed to collect information on some subject or subjects from one or more respondents. The researcher used unstructured questions. An unstructured questionnaire is an instrument or guide used by an interviewer who asks questions about a particular topic or issue. The reason for using an unstructured questionnaire is that the question guide was provided for the interviewer to direct the interview. Furthermore, the specific questions and the sequence in which they are asked are not precisely determined in advance. Closed-ended questionnaires were used. A questionnaire saves the exact information. The questionnaire were closed-ended for determining the responses that are unplanned and may result from not suggesting responses to individuals. A closed-ended questionnaire is analogous to the multiple-choice format. Closed-ended questionnaires requires respondents to select from a set of alternatives; thus, relatively inarticulate people were not struggle trying to answer closed-ended questionnaires. Furthermore, the researcher made appointments before collecting the data. One hundred (100) respondents were given the questionnaire to respond. The questionnaire were consisting of five (5) Likert-scale responses; namely Strongly Agree, Agree, Not sure, Disagree and Strongly disagree.

An Interview is defined by Fink (2012:374), as the process that involves an interviewer, who coordinates the process of the conversations and asks questions, and an interviewee, who responds to those questions. On the other hand, Rubin (2011:65) defines an interview as a systematic way of talking and listening to people and as another way to collect data from individuals through conversations. The researcher used open-ended questions to interview the participants. Ten participants were interviewed face-to-face using open-ended questions. The reason for using open-ended interview is to gather the exact information and provide complete explanations that will lead the interviewer or researcher in new directions and let that person become aware of the views and opportunities, which were not considered before. The researcher made appointments to interview the participants.

3.9 PILOT STUDY

A pilot study is a small-scale preliminary study conducted to evaluate feasibility, time, cost, adverse events, and improve upon the study design prior to performance of a full-scale research project (Best & Kahn, 2016:302). A pilot study is also defined by Friedli and Almond (2015:172), as a mini-version of a full-scale study or a trial run done in preparation of the complete study. For the purpose of this study, the researcher interviewed three respondents and handed out questionnaires to two respondents possessing the same characteristics as

the respondents but who were not part of the study. This was done to assess the efficacy of the procedures and methods of the research instrument.

3.10 DATA ANALYSIS

Schurink (2011:397), defines data analysis as the process of bringing order, structure and meaning to the mass of collected data, while, Kantardzic (2011:15), defines data analysis as the process of systematically applying statistical and/or logical techniques to describe and illustrate, condense and recap, and evaluate data. The researcher used statistical analysis and thematic analysis to analyse data.

Statistical analysis is defined by Stevens (2012:145), as determining whether any differences observed between groups being studied are real or whether they are simply due to chance. Statistical analysis is also defined by Urdan (2011:264), as a measure of whether the research findings are meaningful. Data collected through questionnaire were analysed through the International Business Machinery: Statistical Product and Service Solutions (IBM: SPSS) the latest Version 25.0. The information were presented in the form of tables, graphs followed by frequencies and percentage.

Qualitative data were analysed using thematic analysis. Thematic analysis is defined by Turunen and Bondas (2013:398), as a method for identifying, analysing, and reporting patterns (themes) within data. Schurink (2011:400), defines thematic analysis as a foundational method for qualitative analysis, as it provides core skills for conducting many other forms of qualitative analysis. The choices taken forces the researcher to get out there and be immersed in local culture, developing language skills and confidence. The risks are that factors such as lack of participant interest mean that you might not collect as much data as you had hoped. Information collected through interview were presented in narrative form and grouped in themes, using eight Creswell's (2014:334) steps of data analysis. Data for this subject will be gathered in a narrative form and presented in tables and graphs. The steps for data analysis are discussed below:

3.10.1 Organise and prepare the data for analysis

Organise and prepare the data for analysis involves transcribing interviews, optically scanning material, typing up field notes or sorting and arranging the data into different types depending on the sources of information. Organizing and preparing data also includes sorting and arranging the data into different types depending on the sources of the data.

3.10.2 Read through all the data

A first step is to obtain a general sense of the information and to reflect on its overall meaning. What general ideas are participants saying? What is the tone of the ideas? What is the impression of the overall depth, credibility and use of the information? Sometimes qualitative researchers write notes in margins or start recording general thoughts about the data at this stage.

3.10.3 Begin detailed analysis with a coding process

Coding is the process of organizing the material into chunks or segments of text before bringing meaning to information (Rossman & Rallis, 1998:171). It involves taking text data or pictures gathered during data collection, segmenting sentences (or paragraphs) or images into categories, and labelling those categories with a term, often a term based on the actual language of the participant (called an in vivo term).

3.10.4 Generate a description and theme

Description involves a detailed rendering of information about people, places, or events in a setting. Researchers can generate codes for this description. This analysis is useful in designing detailed descriptions for case studies, ethnographies, and narrative research projects. Then use the coding to generate a small number of themes or categories, perhaps five to seven categories for a research study. These themes are the ones that appear as major findings in qualitative studies and are often used to create headings in the finding's sections of studies.

3.10.5 Interrelate Themes

The most popular approach is to use a narrative passage to convey the findings of the analysis. This might be a discussion that mentions a chronology of events, the detailed discussion of several themes (complete with subthemes, specific illustrations, multiple perspectives from individuals, and quotations) or a discussion with interconnecting themes. Many qualitative researchers also use visuals, figures, or tables as adjuncts to the discussions. They present a process model (as in Grounded Theory), advance a drawing of the specific research site (as in ethnography), or convey descriptive information about each participant in a table (as in case studies and ethnographies).

3.10.6 Searching for Alternative Explanations

In this step as the researcher discovers the patterns in the data, the researcher should engage in critically challenging the patterns that seem to be apparent. The researcher searched for other possible explanations for those data and the linkage among them.

3.10.7 Testing Emergent Understanding

The researcher begins the process of evaluating the possibility of the researcher's understanding and explores them through the data.

3.10.8 Interpretation

This step also includes asking, what were the lessons learned and captures the essence of the idea (Lincoln & Guba, 1985). These lessons could be the researcher's personal interpretation, couched in the understanding that the inquirer brings to the study from the researchers own culture, history, and experiences. It could also be a meaning derived from a comparison of the findings with information gathered from the literature or theories. In this way. Authors suggest that the findings confirm past information or diverge from it. It can also suggest new questions that need to be asked; questions raised by the data and analysis that the inquirer had not foreseen earlier in the study.

The researcher emphasised five opinions based on data analysis. The researcher organises and prepares data analysis to collect data from the respondents. In the second step, the researcher reads through all the data collected from the respondents. In the third step, the researcher begins detailed analysis with a coding process. In the fifth step, the researcher interrelates themes to convey the findings of the analysis. The eighth step is that the data will be interpreted to check if the literature contradicts, will other researchers' findings.

3.11 ETHICAL CONSIDERATIONS

Daly and Farley (2011:87), define ethical consideration as an accumulation of values and principles that address questions of what is good or bad in human affairs. Fink (2014:87), defines ethical consideration as the norms or standards for conduct that distinguish between right and wrong. The following research ethics were followed when conducting the study:

3.11.1 Permission to conduct the study

The researcher was granted permission by the University of Venda to conduct the research in the municipality and tribal council. The researcher submitted the permission letter from the

University of Venda and the Blouberg Local Municipality requesting permission to conduct the study. The researcher has attached the letter from the University of Venda and BLM as one of the annexures in the present study. The researcher obtained the letter of permission to conduct the study from Blouberg Local Municipality and tribal council. The researcher attached the latter of permission from the municipality and tribal council to conduct the study as an annexure.

3.11.2 Informed consent

Flick (2014:96) defines informed consent as a voluntary agreement to participate in the research. In Informed consent, research participants have got the right to know that they are being researched, the right to be informed about the nature of the research and the right to withdraw their participation at any time if they wish to do so. Bless, Smith & Kagee (2006:143) suggests that the researcher must have time to explain to respondents what the study entails. A cover letter requesting the respondents were provided, explaining the value and the purposes of the study. Denzin & Lincoln (2009:195) indicates that it is the research 's code of ethics that participants must agree voluntary to participate without any physical or psychological coercion. If the research participants are harmed as a direct result of research, they should be cared for and compensated. This is simple justice. The fact that they offered to participate in no way alters the view that mere decency calls for us to take care of these volunteers

3.11.3 Voluntary Participation

Hart (2013:187), defines voluntary participation as a human research subject's exercise of free will in deciding whether to participate in a research activity. The researcher informed the participants that participation is entirely voluntary and that participants have the right to withdraw their consent at any time.

3.11.4 Confidentiality and Anonymity

Amdur and Bankert (2010:278), define confidentiality as the treatment of information that an individual has disclosed in a relationship of trust and with the expectation that it will not be revealed to others without permission in ways that are inconsistent with the understanding of the original disclosure. The researcher avoided the attribution of comments, in report or presentation, to identify participants, both the direct attribution (if specific comments are linked to a name or a specific role) and indirect attribution (by reference to a collection of characteristics that might identify an individual or a small group) which must be avoided.

Anonymity is defined as data collected from respondents who are completely unknown to anyone associated with the survey (Flick, 2014:76). The researcher ensured that the names of research participants are kept strictly confidential so that are not known to anyone except the researcher. The researcher informed the participants that their names in this study will not be known by anyone expect the researcher and they must not be afraid when providing the information.

3.11. No harm to participants

Bankert (2010:312), defines No-Harm as the requirement that the researchers may not put participants in a situation where they might be at risk of harm because of their participation. The researcher ensured that participants are not in a situation where they might be at risk of harm because of their participation. No harmful deception will be chosen because the truth from the respondents will not be misinterpreted and the researchers explained the nature of the study as it is, and he did not hide any information regarding the study.

3.13 SUMMARY

This chapter described the research design and the sub-divisions namely, descriptive research design and contextual research design. The chapter also presented the research methodologies wherein the researcher selected the mixed method for collecting and analysing data. The researcher also provides the reasons for using mixed methods of collecting and analysing data. This chapter also provides the study area which was based on Blouberg Local Municipality. Population of the study were members of Blouberg Local Municipality community and municipal officials. The chapter provides the sampling of targeted members to participate in this study. The researcher selected non-probability sampling method and purposive sampling method. The researcher also provides the reason for using these sampling methods. The sampling size of this study was also provided in this chapter.

This chapter further describes the data collection in which the researcher selected both questionnaires and interview questions. The questionnaire consisted of Five 5 Likert scale which are, Strongly Agree, Agree, Not sure, Disagree and Strongly Disagree. The chapter also discusses data analysis which consists of statistical analysis and thematic analysis. Ethical considerations which include permission to conduct the study, informed consent, voluntary participation, confidentiality and anonymity, and no harm to participants, were also provided n this chapter.

CHAPTER 4:

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 INTRODUCTION

The previous chapter discussed the procedures and methods to be followed in collecting data as well as how the data was analysed. It also outlined the research design and methodology of the study. The chapter sought to find out the methods, which were used to analyse data. Therefore, this chapter seeks to present, analyse and interpret data collected through questionnaires and interviews. The main purpose of this chapter is to present, analyse and interpret the data. The data collected are concerned with public participation as a strategy to promote good governance at Blouberg Local municipality. The data concerning public participation as a strategy to promote good governance in the Blouberg Local Municipality were collected through the procedure of qualitative and quantitative methods. In the practice of both qualitative and quantitative methods of collecting data, the researcher used a questionnaire and interview to collect data from participants such as Municipal manager, IDP manager, IDP staff members, LED manager, LED staff members, community development workers, ward committees' members, councils' members, selected community members, traditional leaders and public participation office staff members. The responses of the above-mentioned participants to the questionnaires are presented graphically in tabular form and graphs followed by an explanation of the answers for the questionnaires, and the answers to the interview questions are obtained in a narrative form and are followed by an interpretation of findings.

4.2 ANALYSIS OF THE DATA COLLECTED THROUGH QUESTIONNAIRES

The purpose of this section is to present data which was collected through questionnaires from the participants such as municipal manager, IDP manager, IDP staff members, LED manager, LED staff members, community development workers, ward committees' members, councils members, selected community members, traditional leaders and public participation office staff members. The researcher used graphical tabular format, frequencies and percentages to present the data that was collected through the questionnaires. Each table and graphs will be followed by a brief discussion of the results.

4.2.1 Section A: Bibliographical details of the respondents

The study in this sub-section presents the biographical details of the respondents. The data is presented in a graphical tabular form and followed by brief justification of the findings. Section A entails the biographical information of the respondents.

Table 4.1: Age of the respondents

	Age of Respondents	Frequency	Percentage
1	18-25 Years	05	05%
2	26-35 years	40	40%
3	36-45 Years	25	25%
4	46-59 Years	20	20%
5	60 Years and above	10	10%
	Total	100	100%

Table 4.1 above indicates that the majority of respondents at 40 (which constitute 40%) were between 26-35 years of age; the study also shows that the 25 respondents (which constitute 25%) were aged 36-45 years. Twenty respondents (which constitute 20%) were aged 18 to 25 years of age. The research study shows that 10 respondents which constitute 10% were above 60 years of age while 05 respondents (which constitute 05%) were between 46-59. From the above data investigation, the study was dominated by 40 respondents (which constitutes 40%) and who range from the ages of 26-35 years. Based on the above the research study sought to find responses from the different respondents regarding public participation as a strategy to promote good governance in local government in the Blouberg Local municipality.

Table 4.2 Gender of the respondents

	Response	Frequency	Percentage
1	Male	55	55%
2	Female	45	45%
5	Other	00	00%
	Total	100	100%

Table 4.2 above indicates that the bibliographical details of the respondents in terms of gender and the majority at 55 (55%) were males while 45 (45%) were females. The overall percentage was rated to 100%. The findings shows that males exceeded the females in the study. The difference in the number of male participants to females is 5% and this sows that male respondents dominated the study. The targeted (100%) respondents were able to complete the questionnaire and return them to the research to be examined.

Table 4.3 Highest level of education of the respondents

	Highest level of education of the respondents	Frequency	Percentage
1	Post graduate	15	15%
2	Diploma/Degree	35	15%
3	No post-graduation qualification	30	30%
4	Grade 8 to 12	15	15%
5	Grade 1-7	05	05%
	Total	100	100%

Table 4.3 represent the analysis of data on the level of qualification of the respondents. The levels of formal education are divided in 5 categories namely; Post graduate 15 (15%), Diploma/Degree 35 (35%), No Post-matric qualification, 30 (30%) grade 8 to 12; 15 (15%) and grade 1 to 7. 05 (05%). From the analysis, 35 (35%) respondents a hold Diploma/Degree qualification. Thirty respondents which constitutes (30%) hold no post-matric qualification. Fifteen respondents which constitutes 15% hold a post-graduate qualification. The study research also found that 15respondents 15 which constitutes 15% had a grade 8-12 qualification. Lastly 05 of respondents which constitute (05%) held a Grade 1 to 7 qualification. Form the data above study was dominated by respondents who were a holders of Diploma/Degree qualification (35%), followed by those who had no post-graduate qualification.

Table 4.4 Occupation of the respondents

	Occupation of respondents	Frequency	Percentage
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1	Employed	23	23%
2	Unemployed	54	54%
3	Self employed	09	09%
4	Retired	14	14%
	Total	100	100%

Table 4.4 presents the data on occupation of the respondents. From the analysis 54 (54%) respondents are unemployed. On the other hand twenty-three respondents, which constitutes (23%) are employed. The study also found out that fourteenth respondents which constitute (14%) are retired and lastly 09 (9%) respondents are self-employed. From the data above the study was dominated by 54 respondents are unemployed 54%, followed by 23 respondents constituting 23% which are employed.

Table 4.5 Working experience of the respondents

	Working experience of respondents	Frequency	Percentage
1	1-3 years	14	14%
2	4-7 years	34	34%
3	8-10 Years	10	10%
4	11 and above	06	06%
5	No Experience	36	36%
	Total	100	100%

Table 4.5. presents the data on working experience of the respondents. Thirty-six of the respondents which constitute 36% do not have any experience and 34 (34%) respondents have 4-7 years' experience. Furthermore, fourteen respondents which constitute (14%) have 1 -3 years' experience. 10 (10%) respondents have 8-10 years' experience, while 06 (06%) have 11 and above

years' experience. From the data, a conclusion can be drawn that the study was dominated by 36% respondents who are inexperienced, followed by 34% who are experienced.

4.2.2 Section B: The importance of public participation in promoting good governance

The data in this section is presented in a graphical tabular form which was compiled from the questionnaire items. This section is categorised into four (04) sub-section, namely; the importance of public participation in promoting good governance; challenges faced by the municipality in promoting good governance through public participation; the consequences of poor participation in promoting good governance, and mechanisms to enhance public participation in promoting good governance in the municipality.

4.2.2.1 The importance of public participation in promoting good governance

This sub-section presents the data regarding the importance of public participation in promoting good governance at local government at the Blouberg Local Municipality. The data is presented in the form of tables, followed by short interpretations.

Table 4.6: Municipal officials encourage the community members to participate in municipal affairs

	Response	Frequency	Percentage
1	Strongly Agree	09	09%
2	Agree	05	05%
3	Not Sure	36	36%
4	Strongly disagree	32	32%
5	Disagree	18	18%
	Total	100	100%

Table 4.6 present the data on the statement that municipal officials encourage the community members to participate in municipal affairs. The data indicates that the majority of the respondents at 36 (36%) were not sure whether municipal officials encourage community members to participate in municipal affairs or not. Thirty-two (32) respondents which constitutes 32% of the respondents Strongly Disagreed with the idea that municipal officials encourage community members to participate

in municipal affairs, while only 09 (9%) of the respondents who strongly agreed with the statement. There were 18 (18%) respondents who Disagreed that municipal officials encourage the community members to participate in municipal affairs, while 5 (5%) of the respondents Agreed with the statement. It can be concluded that the majority of the respondents at 36 (36%) were not sure whether municipal officials encourage the community members to participate in municipal affairs.

Table 4.7 Community members express their needs and demands to the municipality

	Response	Frequency	Percentage
1	Strongly Agree	05	05%
2	Agree	18	18%
3	Not Sure	45	45%
4	Strongly disagree	18	18%
5	Disagree	14	14%
	Total	100	100%

Table 4.7 presents the data collected on the statement that community members say their needs and demands to the municipality. The data collected indicates that the majority 45 (45%) of the respondents, were not sure that municipal officials encourage the community members to participate in municipal affairs, and 18 (18%) respondents strongly disagreed. Another, 18 (18%) respondents agreed that community members express their needs and demands to the municipality. From the total number (100) in this study, 14 (14%) of the respondents disagreed that community members express their needs and demands to the municipality. On the other hand, 5 (5%) respondents strongly agreed with the statement. It can be concluded that the majority of the respondents are not sure if community members express their needs and demands to the municipality.

Table 4.8: Community meetings are convened regularly to discuss the needs and demands of the public

	Response	Frequency	Percentage
1	Strongly Agree	05	5%

2	Agree	09	09%
3	Not Sure	05	05%
4	Strongly disagree	54	54%
5	Disagree	27	27%
	Total	100	100%

Table 4.8 presents the data on the statement community meetings are held regularly to discuss the needs and demands of the public. Data collected indicates that the majority, 54 (54%) of the respondents, strongly disagreed, while 27 (27%) respondents disagreed with the statement. There were 09 (9%) respondents who agreed that community meeting are convened often to discuss the needs and demands of the publics. From the total number of respondents there were 5 (5%) respondents who strongly agreed that community meetings are convened regularly to discuss the needs and demands of the public. On the other hand 5 (5%) respondents were not sure whether community meeting are convened regularly to discuss the needs and demands of the publics. It can be concluded that the majority of the respondents strongly disagreed with the view that community meetings are convened regularly to discuss the needs and demands of the public.

Table 4.9: Community members are informed about the activities of the municipality

	Response	Frequency	Percentage
1	Strongly Agree	14	14%
2	Agree	27	27%
3	Not Sure	18	18%
4	Strongly disagree	36	36%
5	Disagree	05	05%
	Total	100	100%

Above table 4.9 present the data collected on the statement community members are informed about the activities of the municipality. The data indicates that the majority 36 (36%) of the respondents strongly disagreed while, 27 (27%) respondents agreed with the statement. There were 18 (18%) respondents who were not sure. Furthermore, 14 (14%) respondents strongly agreed that community members are informed about the activities of the municipality, while 5 (5%) respondents disagreed. It can be concluded that the majority of respondents strongly disagreed with the view that community members are informed about the activities of the municipality.

Figure 4.10: There are community forums to enable the public to be involved in the decision making within the municipality

	Response	Frequency	Percentage
1	Strongly Agree	09	09%
2	Agree	18	18%
3	Not Sure	45	45%
4	Strongly disagree	05	05%
5	Disagree	23	23%
	Total	100	100%

Table 4.10 presents data on the statement that there are community forums to enable the public to be involved in the decision making within the municipality. The data indicates that the majority 45 (45%) of respondents were not sure, while 23 (23%) respondents disagreed. Furthermore, 18 (18%) of respondents who agreed that there are community forums to enable the public to be involved in the decision making within the municipality. Another, 09 (9%) of respondents who strongly agreed that there are community forums to enable the public to be involved in decision making within the municipality, while 5 (5%) of the respondents strongly disagreed with the statement. It can be concluded that the majority of the respondents were not sure if there are community forums to enable the public to be involved in the decision making within the municipality.

4.2.2.2 Challenges faced by the municipality in promoting good governance through public participation

This sub-section presents the data on the challenges faced by the municipality in promoting good governance through public participation. The data is presented in the form of tables, followed by a short interpretation.

Table 4.11: The municipality has enough financial and human resources to enable public participation

	Response	Frequency	Percentage
1	Strongly Agree	23	23%
2	Agree	20	20%
3	Not Sure	12	12%
4	Strongly disagree	36	36%
5	Disagree	09	09%
	Total	100	100%

Table 4.11 presents the data collected on the statement that says the municipality has enough financial and human resources to enable public participation. The data collected indicates that the majority, 36 (36%) of the respondents strongly disagreed, while 23 (23%) respondents strongly agreed with the view. Another 20 (20%) respondents agreed that the municipality has enough financial and human resources to enable public participation. Nine respondents disagreed, that municipality has enough financial and human resources to enable public participation, while 12 (12%) were not sure whether the municipality has enough financial and human resources to enable public participation. It can be concluded that the majority of respondents strongly disagreed that municipality has enough financial and human resources to enable public participation.

Table 4.12: Municipal officials have a good relationship with residents and councilors of the Blouberg Local Municipality

	Response	Frequency	Percentage
1	Strongly Agree	04	04%

2	Agree	09	09%
3	Not Sure	14	14%
4	Strongly disagree	55	55%
5	Disagree	18	18%
	Total	100	100%

Table 4.12 presents the data on the statement that municipal officials have a good relationship with residents and councilors of the Blouberg Local Municipality. The data indicates that the majority 55 (55%) of respondents strongly, while 18 (18%) disagreed with the view. Another 14 (14%) respondents were not sure. Furthermore, 09 (09%) of the respondents agreed, while 04 (04%) respondents strongly agreed. It can be concluded that the majority of respondents strongly disagreed that municipal officials have a good relationship with residents and councilors of the Blouberg Local Municipality.

Table 4.13: Councillors serve the interests of the public

	Response	Frequency	Percentage
1	Strongly Agree	12	12%
2	Agree	06	06%
3	Not Sure	09	09%
4	Strongly disagree	60	60%
5	Disagree	13	13%
	Total	100	100%

Table 4.13 presents the data on the statement that councillors serve the interests of the public. The data indicates that the majority 60 (60%) of respondents strongly disagreed while 13 (13%) respondents disagreed with the view. Another 12 (12%) respondents strongly agreed. Another 09 (09%) of respondents were not sure, while 06 (06%) of the respondents agreed that councillors serve the interests of the public. It can be concluded that the majority of respondents strongly disagreed that councillors serve the interests of the public.

Table 4.14: The municipality has a good structure to enable the public to take part in municipal affairs

	Response	Frequency	Percentage
1	Strongly Agree	69	69%
2	Agree	15	15%
3	Not Sure	04	04%
4	Strongly disagree	07	07%
5	Disagree	05	05%
	Total	100	100%

Table 4.14 presents the data on the statement that says the municipality has good structures to enable the public to take part in municipal affairs. The data indicates that the majority 69 (69%) respondents strongly agreed, while 15 (15%) respondents agreed with the view. Another 7 (7%) of the respondents strongly disagreed while, 05 (05%) respondents disagreed that the municipality has a good structure that enable the public to take part in municipal affairs. Finally, 4 (4%) respondents were not sure. It can be concluded that majority strongly agreed that the municipality has a good structure to enable the public to take part in municipal affairs.

Table 4.15: The Blouberg Local Municipality encourages public participation

	Response	Frequency	Percentage
1	Strongly Agree	07	07%
2	Agree	13	13%
3	Not Sure	02	02%
4	Strongly disagree	53	53%
5	Disagree	25	25%
	Total	100	100%

Table 4.15 presents the data on the statement that the Blouberg Local Municipality encourages public participation. The data indicates that the majority, 53 (53%) of the respondents strongly disagreed while 25 (25%) respondents disagreed. Another, 13 (13%) of the respondents agreed that the Blouberg local Municipality encourages public participation. Furthermore, 07 (07%) of the respondents strongly agreed, while 02 (02%) of the respondents were not sure. It can be concluded that the majority of respondents strongly disagreed that the Blouberg Local Municipality encourages public participation.

4.2.2.3 The consequences of poor participation in promoting good governance

This sub-section presents the data regarding the consequences of poor participation in promoting good governance. The data is presented in the form of tables, followed by the short interpretation findings.

Table 4.16: Community members receive quality services from the municipality

	Response	Frequency	Percentage
1	Strongly Agree	09	09%
2	Agree	06	06%
3	Not Sure	10	10%
4	Strongly disagree	64	64%
5	Disagree	11	11%
	Total	100	100%

Table 4.16 present the data on the statement that says community members receive quality services from the municipality. The data indicates that the majority, 64 (64%) of the respondents strongly, while 11 (11%) respondents disagreed with the view. Another, 10 (10%) respondents who were not sure. 09 (9%) of respondents strongly agreed that community members receive quality services from the municipality. Finally, 06 (6%) of the respondents agreed to the statement that community members receive quality services from the municipality. It can be concluded that the majority of respondents strongly disagreed that community members receive quality services from the municipality.

Table 4.17: The Blouberg Local municipality considers the input of the public in the municipal affairs

	Response	Frequency	Percentage
1	Strongly Agree	15	15%
2	Agree	05	05%
3	Not Sure	25	25%
4	Strongly disagree	53	53%
5	Disagree	02	02%
	Total	100	100%

Table 4.17 presents the data on the statement that says the Blouberg local municipality considers the input of the public in the municipal affairs. The data indicates that the majority 53 (53%) of the respondents strongly disagreed, while 25 (25%) respondents were not sure. Another, 15 (15%) of the respondents strongly agreed that the Blouberg Local municipality considers the input of the public in municipal affairs. Another, 5 (5%) of the respondents agreed, while 02 (02%) of the respondents disagreed. It can be concluded that the majority of respondents strongly disagreed that the Blouberg Local municipality consider the input of the public in municipal affairs.

Table 4.18: The Blouberg Local Municipality residents participate willingly in the activities of the municipality

	Response	Frequency	Percentage
1	Strongly Agree	40	40%
2	Agree	35	35%
3	Not Sure	15	15%
4	Strongly disagree	03	03%
5	Disagree	07	07%
	Total	100	100%

Table 4.18 presents the data on the statement that the Blouberg Local Municipality residents participate willingly in the activities of the municipality. The data indicates that the majority, 40 (40%) of the respondents strongly agreed, while 35 (35%) respondents agreed with the view. Another, 15 (15%) of the respondents were not sure. Furthermore, 7 (7%) of the respondents disagreed with the view, while 03 (03%) of the respondents strongly disagreed. It can be concluded that the majority of respondents strongly agreed that the Blouberg Local Municipality residents participate willingly in the activities of the municipality.

Table 4.19: Municipal officials consult the communities about the day-to-day business of the municipality

	Response	Frequency	Percentage
1	Strongly Agree	05	05%
2	Agree	09	09%
3	Not Sure	37	37%
4	Strongly disagree	39	39%
5	Disagree	10	10%
	Total	100	100%

Table 4.19 presents the data on the statement that municipal officials consult the communities about the day-to-day business of the municipality. The data indicates that the majority, 39 (39%) of the respondents strongly disagreed, while 37 (37%) respondents were not sure. Another, 10 (10%) of the respondents disagreed. Furthermore, 09 (9%) of the respondents agreed, while 5 (5%) of the respondents agreed with the statement. It can be concluded that the majority of the respondents strongly disagreed that municipal officials consult the communities about the day-to-day business of the municipality.

Table 4.20: Municipal officials discourage community protests (strikes)

	Response	Frequency	Percentage
1	Strongly Agree	27	27%

2	Agree	40	40%
3	Not Sure	25	25%
4	Strongly disagree	05	05%
5	Disagree	03	03%
	Total	100	100%

Table 4.20 presents the data on the statement that municipal officials discourage community protests (strikes). The data indicates that the majority 40 (40%) of the respondents agreed, while 27 (27%) respondents strongly agreed with the view. Another, 25 (25%) of the respondents were not sure that municipal officials discourage community protests (strikes). Furthermore, 5 (5%) of the respondents strongly disagreed that municipal officials discourage community protests (strikes). Finally 03 (03%) of the respondents disagreed. It can be concluded that the majority of respondents agreed that municipal officials discourage community protests (strikes).

4.2.2.4 Mechanisms to enhance public participation in promoting good governance in the municipality

This sub-section presents the data regarding the mechanisms to enhance public participation in promoting good governance in the municipality. The data is presented in the form of tables, followed by a short interpretation.

Table 4.21: Financial and human resources are essential for promoting public participation

	Response	Frequency	Percentage
1	Strongly Agree	20	20%
2	Agree	05	05%
3	Not Sure	30	30%
4	Strongly disagree	25	25%
5	Disagree	20	20%
	Total	100	100%

Table 4.21 presents the data collected on the statement that financial and human resources are essential for promoting public participation. The data indicates that the majority 30 (30%) of the respondents were not sure while 25 (25%) respondents strongly disagreed with the view. Another, 20 (20%) of the respondents strongly agreed. Another, 20 (20%) of the respondents disagreed while, 05 (05%) respondents disagreed with the statement. It can be concluded that the majority of respondents agreed that financial and human resources are essential for promoting public participation.

Table 4.22: The training of councillors and municipal officials before performing their tasks is essential

	Response	Frequency	Percentage
1	Strongly Agree	50	50%
2	Agree	23	23%
3	Not Sure	17	17%
4	Strongly disagree	08	08%
5	Disagree	04	04%
	Total	100	100%

Table 4.22 presents the data on the statement that says the training of councillors and municipal officials before performing their tasks is essential. The data indicates that the majority 50 (50%) of the respondents strongly agreed while 23 (23%) respondents agreed with the view. Another, 17 (17%) of the respondents were not sure. Furthermore, 08 (08%) of the respondents strongly disagreed, while 04 (04%) of the respondents disagreed with the statement. It can be concluded that the majority of the respondents strongly agreed that the training of councillors and municipal officials before performing their tasks is essential.

Table 4.23: Good interpersonal relationships between municipal officials, councilors and public enhance public participation

	Response	Frequency	Percentage
1	Strongly Agree	30	28%
2	Agree	21	40%

3	Not Sure	19	25%
4	Strongly disagree	20	05%
5	Disagree	10	03%
	Total	100	100%

Table 4.23 presents the data on the statement that says good interpersonal relationships between municipal officials, councilors and public enhance public participation. The data indicates that the majority 30 (30%) of the respondents strongly agreed, while 21 (21%) respondents agreed with the view. Another 20 (20%) of the respondents strongly disagreed. Furthermore, 19 (19%) of the respondents were not sure, while 10 (10%) of the respondents disagreed with the statement. It can be concluded that the majority of the respondents strongly agreed that the good interpersonal relationships between municipal officials, councilors and public enhance public participation.

Table 4.24: Holding municipal officials to account to the public is important

	Response	Frequency	Percentage
1	Strongly Agree	60	60%
2	Agree	30	30%
3	Not Sure	3	03%
4	Strongly disagree	2	02%
5	Disagree	5	05%
	Total	100	100%

Table 4.24 presents the data on the statement that says holding municipal officials to account to the public is important. The data indicates that the majority 60 (60%) of the respondents strongly agreed, while 30 (30%) respondents agreed with the view. Furthermore, 05 (05%) of the respondents disagreed. Another, 03 (03%) of the respondents were not sure. Finally, 02 (02%) of the respondents strongly disagreed with the statement. It can be concluded that the majority of respondents strongly agreed that holding municipal officials to account to the public is important.

Table 4.25: Mechanisms for monitoring and evaluating assist the municipality in achieving its goal and plans

	Response	Frequency	Percentage
1	Strongly Agree	10	10%
2	Agree	40	40%
3	Not Sure	27	27%
4	Strongly disagree	20	20%
5	Disagree	03	03%
	Total	100	100%

Table 4.25 presents the data on the statement that mechanisms for monitoring and evaluating assist the municipality in achieving its goal and plans. The data indicates that the majority 40 (40%) of the respondents agreed, while 27 (27%) respondents were not sure with the view. Another, 20 (20%) of the respondents strongly disagreed. Furthermore, 10(10%) of the respondents strongly agreed, while 03 (03%) of the respondents disagreed. It can be concluded that the majority of the respondents agreed that mechanisms for monitoring and evaluating assist the municipality in achieving its goal and plans.

4.3 ANALYSIS OF THE DATA COLLECTED THROUGH THE INTERVIEW SCHEDULE

This section represents the data collected through the interview schedule. The data is presented in narrative form.

4.3.1 Question 1: What is the significance of public participation as a strategy to promote good governance?

Participant A:

With regard to the first questions of what the importance of public participation as a strategy is to promote good governance, the participant answered by stating public participation ensure that all individual opinions are taken into account when making decisions regarding the needs of the communities. Public participations also ensure that the inputs of people are addressed in responding to the people's needs.

Participant B:

In response to the first question, the participant answered by saying that public participation ensures that relevant services are provided to members of the public and ensures that members of the public have an opportunity to present their needs. The public should be awarded opportunity to participate in the municipal affairs so they can easily represent their views.

Participant C:

Responding the first question, the participant stated that the public participation gives peoples an opportunity to have a say and decide on what they want and how they want it. The public should have a say in all they need and how they need their services. The activities of the municipality will be achieved if the needs of the communities are served.

Participant D:

In response of the first question, the participant stated that public participation helps in the provision of the adequate and relevant services to the public. Public participation also helps in achieving the desired outcomes, which benefits both municipality and the public. Public participation also helps in achieving good outcomes because all needs will be identified and prioritized.

Participant E:

With regard to the first question, the participant stated that public participation is important in the sense that the needs of the community become clear. Public participation enforces the municipal officials to prioritize the demands and needs of the society. With public participation the municipal officials have to involve the publics in the affairs of the municipality.

Participant F:

Responding to the first question, the participant stated that public participation is important in empowering the community since the community members will be given opportunity to express their feelings and needs as far as development is concerned.

Participant G:

In response of the first question, the participant stated that people can participate in identifying the difficulties they come across with the views to overcome their challenges as they have the representatives in the municipality.

Participant H:

With regard to the first question, the participant stated that public participation helps in reducing municipal problems of rendering services that are not considered as important, for example, the delivery of tar roads while people do not have houses and water. Public participation helps in building strong and solid relationship between municipal officials and community members.

Participant I:

In response of first question, the participant stated that public participation ensures that the community be able to raise their voices. Public participation helps in fighting poor service delivery, because the municipal officials will deliver based on prioritized needs.

Participant J:

With regard to first question, the participant stated that public participation leads to development as the municipality will be monitoring the day-to-day activities of the society and attend them with the intention of developing the community.

With regard to the above question, participants A, B, C, E, F, G and I indicated that public participation is important in the sense that the public will be able to express their needs, aspirations as well as views. Participant C pointed out that public participation is essential since the public will be able to decide on their needs and how they want them. Participant D and I pointed out that public participation is important for service delivery and making sure that it fights poor service delivery in order for the municipality to achieve the desired outcome. Participant E stated that public participation compels the municipal officials to prioritize the demands and the needs of society. Participant F stated that public participation is important in empowering the community since they will be given opportunity to express their feelings and views as far as development is concerned.

Participant H stressed that public participation helps in building a strong and solid relationship between the municipal officials and community members. Participant J stated out that public participation helps in development within the community since the municipality will be monitoring day-to-day activities of the community members. From the above responses the researcher, concludes that most respondents agreed that public participation is important since the publics will be able to express their needs and aspirations, raise their needs that they can be able to receive the relevant and prioritized services.

4.3.2 Question 2: What are challenges faced by the Blouberg Local Municipality in promoting good governance through public participation?

Participant A:

With regard to the second question what are challenges faced by the Blouberg Local Municipality in promoting good governance through public participation, the participant stated that the challenges faced by Blouberg Local Municipality includes lack of interest in participation from community members. Too many views that leads to conflicts of interest. Public participation may also be time consuming.

Participant B:

In response to the second question, the participant stated there is lack of effectiveness in participation by members of the public. Community members are not active as far as their participation is concerned and they don't participate willingly within their municipality.

Participant C:

In response to the second question, the participant stated that municipality has with finance and communication. The Blouberg Local Municipality is composed of people who speak various language, so it forces people to use English although some people are not proficient in the language.

Participant D:

In response of the second question, the participant stated that insufficient funds, poor communication channel, power hunger, politics and poor personnel/staff are some of the challenges faced by the municipality.

Participant E:

With regard to the second question, the participant stated that challenges faced by Blouberg local municipality includes weak channel of communication, and mixing politics with work. Participants E said municipal officials are mixing politics with their duties which affects the functioning and activities of the municipality. Furthermore, channels of communication are poor within the municipality and it affects the municipal performance and functioning.

Participant F:

Responding to the second question, the participant stated that Blouberg Local Municipality faces the following difficulties: insufficient funds and unhealthy relationship between municipal officials and

community members. Insufficient funds within the municipality is a challenge because services will not be delivered.

Participant G:

In response to the second question, the participant stated that staff members within the municipality are divided into groups based on their political affiliation and that hinders public participation as well as development within the municipality and the community. Divisions within the municipality is also seen as a major problem and it causes unhealthy relationship between employees and the community members.

Participant H:

With regard to the second question, the participant stated that community members and municipal officials fight each other and that leads to poor relationships which affect public participation. The fighting between the municipal officials and community members affects the activities of the municipality and as such the municipality will not be able to render proper services and achieve its desired goal.

Participant I:

In response to the second question, the participant stated that insufficient funds and corruption hinder public participation. Corruption is major problem that affects many municipalities. The Bouberg Local Municipality is one the municipality which experience corruption and it hinders the performance of the municipality.

Participant J:

With regard to the second question, the participant stated that nepotism; discrimination and favouritism are the manmade challenges that hinder public participation. Factors such as nepotism, corruption, favour and discrimination affect the activities of the municipality because services will be rendered in biased manner.

With regard to the above question on the challenges faced by the Blouberg Local municipality in promoting good governance through public participation? Participant C, D, F and I emphasized that challenges faced by Blouberg local Municipality in promoting public participation includes insufficient funds. Participant F, G, H and J pointed pointed out that Blouberg Local Municipality staff are experiencing or having unhealthy relationship towards each other. Participants C, D and E stated that communication is also a challenge at Blouberg local Municipality. Participants D and E stated that politics is another problem that the municipality face in promoting public participation. Participant A

stated that too many views that leads to conflict of interest are seen as a challenge. Public participation may be time consuming while the municipality responds to needs fastly. Participant B pointed out that BLM experiences the flowing challenges, lack of effectiveness participation by the members of the public. Participant D emphasized that power hunger, poor personnel/staff members is seen as challenges faced by the municipality. Participant G expressed that staff members within the municipality are divided into groups based on their political parties and that hinder public participation as well as development within the municipality and the community. Participant H stated that community members and municipal officials fight each and that lead to unhealthy relationship and it ended up affecting public participation. Participant I emphasized that corruption hinders public participation. participant J pointed out that nepotism, discrimination and favour are the challenges that hinder public participation. From the above information the researcher, conclude that most respondents pointed out that insufficient funds are the reason why public participation is hindered in the municipality.

4.3.3 Question 3: What are the consequences of poor public participation in promoting good governance?

Participant A:

With regard to third question, what are the consequences of poor public participation in promoting good governance, the participant stated that poor participation includes failure to address community needs, poor relationship among the stakeholders, municipality, NGOs, ward councilor and community member. Furthermore, poor decision aimed at ensuring that community needs are addressed.

Participant B:

In response to the third question, the participant stated that the municipality will end up delivering projects that are not aligned with the needs of members of the public. Furthermore, poor public participation encourages protests concerning service delivery by the members of the public.

Participant C:

In response with the third question, the participant stated that the consequences are that the desired outcomes will be compromised. This simply means that the expected needs of the society will be negotiated while is the municipal officials' duties to make sure that the publics receive adequate services.

Participant D:

With regard to the third question, the participant stated that poor public participation leads to protests by the community and unexpected/inadequate services to the public. Furthermore, waste of municipal resources will occur due to non-contested service delivery. Poor services will lead to protests by the public and that will hinder development and municipal reputation within the area.

Participant E:

In response to the third question, the participant stated that the municipality will end up not achieving its desired outcome. If the municipality does not involve the public in the discussion of their needs in the municipality will end up not achieving its desired outcomes. Therefore, municipal officials must ensure that the public are involved in municipal decision-making.

Participant F:

In response to the third question, the participant stated that community members will suffer and receive unexpected services. Lack of public participation affects community members since they will end up receiving services which are not even part of their most important needs. The research found that failure of the municipality to involve the community in their affairs will lead to tensions and community members will end striking because they will be receiving poor services.

Participant G:

In response to the third question, the participant stated that service delivery will remain community problem, which will destroy the municipal's reputation. Furthermore, protest by the community will ensure if the public is not participating in municipal affairs service delivery, and development within their municipality will always be a challenge.

Participant H:

In response to the third question, the participant stated that irregularities and corruption are consequences of poor public participation in the municipality. The research found that corruption needs to be dealt with because it is the reason why there is poor public participation within the Blouberg Local Municipality.

Participant I:

In response to the third question, the participant stated that community protests are some of the consequences of poor public participation. The study also revealed that community protests are some

of the problems within the municipality and the only solution is to, involve the community members in municipal affairs, to express their needs and receive proper services.

Participant J:

With regard to the third question, the participant stated community members will no longer participate willingly and they can reject services since they will be receiving unsolicited services. The study found that the public is no longer interested in service delivery because they are receiving services which are not needed.

With regard to the question, what are the consequences of poor public participation in promoting good governance, participants B, D and I pointed out that poor public participation leads to community protests against the municipality and its officials. Participants D and F stated that poor public participation leads to community members receiving unwanted services. Participant A emphasized that failure to address community needs, poor relationship among the stakeholders, municipality, NGOs, ward councilors and community member are the consequences of poor public participation. In addition, poor decision for ensuring that community needs are met by the municipality. Participant B asserted that the municipality will end up delivering projects that are not aligned to the needs of the public. Poor public participation also increases protests regarding service delivery by members of the public. Participant C stated that the desired outcomes will be compromised, while Participant D stressed that poor public participation leads to protest by community members and unwanted services to the public.

Participants E propounded that the municipality will end up not achieving its desired outcomes, while, Participant G pointed out that service delivery will remain a community problem, which will lead to poor reputation as well as protests by the community and some municipal officials. Participant H stated that irregularities and corruption are the consequences of poor public participation in the municipality. From the above response the researcher, concludes that most respondents believe that poor public participation can lead to protests by community members.

4.3.4 Question 4: What are the mechanisms to enhance public participation in promoting good governance in the municipality?

Participant A:

With regard to fourth question on the mechanisms are to enhance public participation in promoting good governance in the municipality, the participant mechanisms include; improved and effective communication; raising community awareness on the importance of public participation; involving

traditional leaders in public participation and developing a policy and strategies for improving public participation.

Participant B:

In response to the fourth question, the participant answered public participation can be enhanced through imbizos, utilization of radio stations to inform members of the public about public participation. Newspapers can also serve as mechanisms to enhance public participation

Participant C:

In response to the fourth question, the participant stated that mechanisms include; empowering the public, informing and ensuring public gatherings or meetings. Empowering is very important because once people are empowered, they will be able to participate in all activities affecting their development and needs. The study also revealed that it is important to consider empowerment as a strategy to enhance or promote public participation.

Participant D:

With regard to the fourth question, the participant stated that information and community involvement should serve as mechanisms for promoting public participation. In addition, Radios, newspapers, public notices, ward councilors; municipal officials can also serve as mechanisms to inform the public about the activities of the municipality.

Participant E:

In response to the fourth question, the participant indicated that the stakeholders and businessmen/women should be involved in municipal affairs, because they can assist in creating employment. The study findings revealed that stakeholders play a crucial role in developing the community and in promoting public participation.

Participant F:

In response to the fourth question, the participant indicated that imbizos and transporting community members attend meetings is seen as a mechanism that will help in achieving public participation. The study found that community imbizos serve as a method to enforce public participation within the municipality.

Participant G:

With regard to the fourth question, the participant stated that communication through headmen/women in communities is very important since it can lead the community and can help in achieving public participation. The findings also revealed that headmen/women play an important role because they are responsible for developing their areas and motivating the community members to participate in municipal activities.

Participant H:

In response to the fourth question, the participant indicated that monitoring, inspection and supervision may serve as mechanisms to ensure public participation with the intent to promote good governance. The findings show that strategies such as monitoring, inspection and supervision can help in promoting public participation because the activities of the municipality will be included in these methods.

Participant I:

In response to the fourth question, the participant indicated that media such as community radios, municipal newspapers and notices help in promoting public participation. The findings also revealed that media are very important in the sense that the information reach all members of the community.

Participant J:

With regard to the fourth question, the participant stated that the municipal budget for community meetings and imbizos is very essential for public participation and development. The findings revealed that the municipality must have a budget for promoting an enforcing imbizos, so that the community members can participate.

With regard to the above question on the mechanisms to enhance public participation in promoting good governance in the municipality, Participants B, D and I propounded that radios, newspapers and public notices can serve as mechanisms to promote public participation at Blouberg Local Municipality. Participants B, F and J replied that public participation can be achieved and maintained through imbizos. Participant A and G stated that public participation can be well developed and practiced through improved and effective communication channels. On the other hand Participant, A emphasized that raising community awareness on the importance of public participation; involving traditional leaders in public participation and developing a policy and strategies for improving public participation is essential for achieving public participation. Participant C stated that public participation can be promoted through empowerment of the public, informing and ensuring public gatherings or meetings. Participant D emphasized that community involvement should serve as mechanisms for

ensuring public participation, in addition, it is stated that, ward councilors; municipal officials should serve as a mechanism to inform the public about the activities of the municipality. Participant E suggested that stakeholders and businessmen/women should be involved in community affairs, because they can assist in creating employment. Participant F contended that the transportation for community members residing too far away to attend meetings was a mechanism to help in achieving public participation. Participant G propounded that communication through headmen/women to communities is very important and members of the royalty can help in achieving public participation since they are next to the people. Participant H suggest that monitoring, inspection and supervision may serve as mechanisms to ensure public participation with intentions to promote good governance. Participant J argued that the municipal budget for community meetings and imbizos is very essential for public participation and development. From the above information the researcher, can conclude that most respondents believe that radios, newspaper public notices and imbizos are important for the promotion of public participation.

4.4 SUMMARY

This chapter presents the data, which was collected through a questionnaire, and consists of two sub-sections. In the first sub-section, the researcher presented the biographical details of the respondents. In the second sub-section, the researcher presented the data which was developed from the questionnaire items distributed to and collected from the respondents by the researcher. The researcher used the graphical tabular format, frequencies and percentages to present the data that was collected. Each and every table was followed by a brief discussion of the findings. This chapter also presented data collected through the interview which were given by the researcher to the participants. The data were presented in narrative form. Ten (10) participants were interviewed using open-ended questions. The study found out that main findings in the study is that of corruption, consultation, poor communication, lack of skills and nepotism.

CHAPTER 5

FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

The previous chapter presented the analysis and interpretation of the collected data, by discussing the sampled population's responses as a way of providing an understanding of the nature of the research findings on public participation as a strategy to promote good governance in Blouberg Local Municipality. In this chapter, the researcher presents a synthesised discussion of findings, recommendations for the public participation as a strategy to promote good governance in Blouberg Local municipality as well as recommendations for future research study on a related topic, finally the, conclusion will be documented.

5.2 OVERVIEW OF THE STUDY

The study focused on public participation as a strategy to promote good governance in the Blouberg local Municipality. The study revealed that the challenges facing Blouberg Local Municipality in promoting good governance through public participation include; insufficient funds, poor channel of communications, maladministration, corruption, nepotism, dishonesty, power hunger, lack of political will, interference by stakeholders. The aim of the study was to evaluate the importance of public participation as a strategy to promote good governance in local government and to recommend strategies that can be used to enhance public participation in promoting good governance. The study sought to answer the following research objectives:

- To determine the importance of public participation as a strategy to promote good governance;
- To examine the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation;
- To establish the consequences of poor public participation in promoting good governance; and
- To recommend the mechanisms to enhance public participation in promoting good governance in the Municipality.

The study also had some critical research questions which were as follows:

- What is the importance of public participation as a strategy promote good governance?

- What are the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation?
- What are the consequences of poor public participation in promoting good governance?
- What are the mechanisms to enhance public participation in promoting good governance in the Municipality?

The study findings revealed the status of public participation at Blouberg Local Municipality to the publics. The study also recommends the strategies that can be used to improve public participation in order to promote good governance. The study also ensures the main findings of the study which are corruption or maladministration, poor consultation, political barriers, and poor channels of communications

5.3 MAJOR FINDINGS OF THE STUDY

The major findings arose from the specific objectives of the study. The following specific objectives benchmarked the realisation of the aim of the study, and they sought to determine the importance of public participation as a strategy to promote good governance; to examine the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation; to establish the consequences of poor public participation in promoting good governance; and to recommend mechanisms to enhance public participation in promoting good governance in the Municipality. The main research findings are summarised as follows;

5.3.1 Major findings on the importance of public participation as a strategy to promote good governance

The first objective of the study was to determine the importance of public participation as a strategy to promote good governance. The study found that the majority, 36 (36%) were not sure that municipal officials encourage the community members to participate in municipal affairs. The study also found that 45 (45%) of the respondents were not sure that community members express their needs to the municipality. The findings also revealed that meetings were not convened regularly to discuss the needs of the community. Most respondents, at 54 which constitutes 54%, supported the statement. The study also found that 36 respondents, who constituted 36% pointed out that community members are not informed about the activities of the municipality. The findings also revealed that 45 respondents, who constitute 45%, are not sure that there are community forums to enable the public to be involved in decision-making within the municipality.

From the interviews which were carried out to determine the importance of public participation as a strategy to promote good governance, the study revealed that public participation ensures that all opinions in the community are taken into account when making decisions regarding the needs of the communities. Public participations also ensure that the inputs of people are addressed in responding to their needs. The study found that public participation ensures that the relevant services are provided to the public and to assure that members of the public will have an opportunity to present their views. The study also revealed that public participation is important because it will give people an opportunity to decide on what they want and how they want it. Public participation helps in the provision of adequate and relevant services to the public. Furthermore, public participation helps in achieving the desired outcomes, which benefits both the municipality and the public. The study found that public participation is important in the sense that the needs of the community will be considered. Finally, public participation compels municipal officials to prioritize the demands and needs of the society.

The findings show that public participation is important in empowering the community as they would be given opportunity to express their feelings and state their needs as far as development is concerned. Furthermore, people will be able to participate in identifying the difficulties they come across with the aim perception of overcoming their challenges as they would have representatives in the municipality and in their village. The study also revealed that public participation helps in reducing municipal problems of rendering services that are not considered as important, for example, the delivery of tar roads while people do not have houses and water. Public participation helps in building strong and solid relationships between municipal officials and community members. The study also found that public participation helps the community to raise their concerns. Public participation also helps in fighting poor service delivery, because municipal officials will deliver based on the community's prioritized needs. Furthermore, the study revealed that public participation leads to development as the municipality would be monitoring the day-to-day activities of the society, as well as attending them with the intention of developing the community.

5.3.2 Major findings on the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation

The second objectives of the study was to examine the challenges faced by the Blouberg Local Municipality in promoting good governance. The study found that the majority, 36 (36%) of respondents, strongly disagreed with the statement that the municipality has enough financial and human resources to enable public participation. This indicates that the municipality does not have sufficient funds to enable public participation. Fifty-five (55), respondents which constitutes 55% strongly disagreed that municipal officials have a good relationship with their residents and councilors of Blouberg Local Municipality. The findings also revealed that 60 (60%) respondents strongly

disagreed that councillors serve the interests of the public. This proves that the interest of the public are not taken into consideration. The study findings found out that 69 (69%) of respondents strongly agreed that the municipality has good structures to enable the public to take part in municipal affairs. This proves that municipal structure to enable public participation in municipal affairs are solid. The majority of respondents (53), which constitute 53% strongly disagreed that the Blouberg Local Municipality encourages public participation. The study findings shows that the municipality discourages public participation.

From the interview schedule which was conducted to examine the challenges faced by the Blouberg Local Municipality in promoting good governance. The findings revealed that the Blouberg Local Municipality lacks interest to participate from their community members. Furthermore, there are too many views from the public which leads to conflict. Public participation is also time consuming. The study also found that the municipality lacks effectiveness during participation by members of the public. This simply means that the public are not active as far as their participation is concerned. The study further, revealed that finance and communication are problems as far as participation is concerned. In addition, the Blouberg Local Municipality is composed of people who speak various language which, compels to English although some are proficient with the language.

The findings also showed that insufficient funds, poor communications channel, power hunger, politics, mixing politics with work. and poor personnel/staff are problems within the municipality. The findings also revealed that unhealthy relationship between municipal officials and community members are a challenge in the municipality. The study also found that staff members within the municipality are divided based on political affiliation and that hinders public participation as well as development within the municipality and the community. Community members and municipal officials also fight constantly and that leads to poor relationships and it affects public participation. Furthermore, the study findings also revealed that corruption hinders public participation. Finally, the findings revealed that nepotism; discrimination and favouritism are the manmade challenges that hinder public participation.

5.3.3 Major findings on the consequences of poor participation in promoting good governance

The third objectives of the study was to establish the consequences of poor participation in promoting good governance. The study found that the majority of respondents (64) which, constitutes 64% strongly disagreed that community members receive quality services from the municipality. This shows that the municipality provides inadequate services to the community. The study also revealed that 53 respondents which constitutes 53% strongly disagreed that the Blouberg Local Municipality

considers the inputs of the public in the municipal affairs. This shows that the inputs of the public are not considered in the municipality. The findings also revealed that 40 (40%) respondents strongly agreed that the Blouberg Local Municipality residents participate willingly in the activities of the municipality. This shows that community members heed calls by municipality by participating in municipal affairs. The study found that 39 (39%) respondents strongly disagreed that municipal officials consult the communities regarding the day-to-day business of the municipality. The findings shows that the community members are often not consulted about the service standards rendered. The findings also revealed that 40 respondents which constitutes 40% agreed that Municipal officials discourage community protests (strikes).

From the interview on the consequences of public participation, the study revealed that the consequences of poor participation are poor relationships among the stakeholders, municipality, NGOs, ward councillors and community members and poor effective decisions aimed at ensuring that the community needs are met. The study findings found that poor public participation increases protests regarding service delivery by members of the public. The findings also revealed that the desired outcomes will be compromised. Furthermore, the study revealed that poor public participation leads to protests by the community as well as unwanted services to the public. There will also be a waste of municipal resources due to unwanted services. The findings further, revealed that service delivery will always remain a community problem, which will ruin the municipal's reputation and leads to protests by the community and some municipal officials. The findings further, showed that irregularities and corruption are the consequences of poor public participation in the municipality. Finally, the findings showed that community members would no longer participate willingly, and they can reject the services since they would be unsolicited.

5.3.4 Major findings on mechanisms to enhance public participation in promoting good governance in the municipality

The fourth objective of the study was to recommend mechanisms to enhance public participation in promoting good governance in the municipality. The study found that the majority respondents (30) which constitutes 30% were not sure that financial and human resources are essential for promoting public participation. The findings also showed that half at the 50 (50%) respondents strongly agreed that the training of councillors and municipal officials before performing their tasks are essential. The findings also revealed that 30 respondents, which constitute 30% strongly agreed that good interpersonal relationships between municipal officials, councilors and the public enhance public participation. The findings further, revealed that the majority 60 (60%) of the respondents strongly agreed that holding municipal officials to account to the public is important. The findings also found

that the majority (40) of respondents which constitutes 40% agreed that mechanisms for monitoring and evaluation assist the municipality in achieving its goal and plans.

From the interview schedule on the mechanisms to enhance public participation in promoting good governance in the municipality, the study revealed that improved and effective communication; raising community awareness on the importance of public participation; involving traditional leaders in public participation and developing a policy and strategies for improving public participation could assist in enhancing public participation. The study also revealed that public participation can be enhanced through imbizos, utilization of radio stations, to inform members of the public about public participation. Newspapers can also serve as mechanisms to enhance public participation. The findings also revealed that informing the public and ensuring public gatherings or meetings are mechanisms for public participation. Informing the community and community involvement could serve as mechanisms for promoting public participation. Radios, newspapers, public notices, ward councillors; municipal officials should also serve as mechanisms to inform the public about activities of the municipality. The findings also revealed that the stakeholders and businessmen/women could be involved in public participation, because they can assist in creating employment. Imbizos and transportation for the community members residing too far away to attend is seen as a mechanism that will help in achieving public participation. The findings also revealed that communication through headman/woman to the public is very important since they lead the community and can help in achieving public participation. Monitoring, inspection and supervision could also serve as a mechanism to ensure public participation with the intent to promote good governance. Finally, the findings showed that the municipal budget for community meetings and imbizos is very essential for public participation and development.

5.4 SYNTHESIS OF RESEARCH FINDINGS

The key points in this study from the research questionnaire can be summarised as follows:

- Most of the respondents were not sure that municipal officials encourage the public to participate in municipal affairs.
- The majority of respondents were not sure that the public express their needs and demands to the municipality.
- Most of the respondents stated that community meeting are convened often to discuss the needs and demands of the public.
- Majority of respondents discovered that public are informed about the activities of the municipality.
- It is not clear to whether there are community forums to enable the public to be involved in the decision making within the municipality.

- The municipality does not have enough financial and human resources to enable public participation.
- Municipal officials have a poor relationship with residents and councillors of Blouberg Local Municipality.
- Councillors do not serve the interests of the public.
- the municipality has good structure that enable the public to take part in municipal affairs.
- The Blouberg Local Municipality discourages public participation.
- The public receive poor services from the municipality.
- The Blouberg Local municipality do not consider the input of the public in the municipal affairs.
- The Blouberg Local Municipality residents participate willingly in the activity of the municipality.
- Municipal officials do not consult the public about the day-to-day business of the municipality.
- Municipal officials discourage community protests (strikes).
- It is not clear whether financial and human resources are essential for promoting public participation.
- The training of councillors and municipal officials before performing their tasks is essential.
- Good interpersonal relationship between municipal officials, councilors and public enhance public participation.
- Holding municipal officials to account to the public is important

The key points in this study from the research interview can be summarised as follows:

- There are too many views from the public and that leads to conflict of interest.
- Public participation is time-consuming.
- Finances and communication are problem as far as participation is concerned.
- Insufficient funds, poor communication channel, power hunger, politics, mixing politics with work. and poor personnel/staff members are problems within the municipality.
- The study findings showed that staff members within the municipality are divided based on political affiliation and that hinders public participation and development within the municipality and the public.
- There is conflict between the public and municipal officials which leads to poor relationship and it affect public participation.
- Nepotism: discrimination and favour are challenges that hinder public participation
- regarding the importance of public participation, it is suggested that all individual opinions are considered when making decisions regarding the needs of the communities.
- Public participation ensures that the inputs of people are addressed in responding to needs.

- It is suggested that relevant services are provided to the members of the public to ensure that members of the public have an opportunity to state their needs.
- It is suggested that there must be improved and effective communication, raising community awareness on the importance of public participation.
- There must be involvement of traditional leaders in public participation and development of a policy and strategies for improving public participation.
- imbizos, utilization of radio stations to inform members of the public about public participation are suggested as a way forward.
- informing and ensuring public gatherings or meetings is essential for public participation.
- Community involvement serves as a mechanism for promoting public participation.
- Radios, newspapers, public notices, ward councilors; municipal officials should also serve as mechanisms to inform the public about the activities of the municipality.
- businessmen/women should be involved in public participation because they can assist in creating employment.
- It is suggested that communication through headman/woman to communities is very important.
- Monitoring, inspection, and supervision may serve as mechanisms to ensure public participation with the intent to promote good governance.
- There must be a municipal budget for community meetings as well as public participation and development.
- Failure to address community needs, poor relationship among the stakeholders, municipality, NGOs, ward councillors and community member and poor effective decision are challenges that need to be addressed.
- Poor public participation increases protests regarding services delivery by the members of the public.
- There will also be a waste of municipal resources due to unsolicited service delivery.
- Irregularities and corruption are consequences of poor public participation in the municipality.
- There is lack of interest in participation from the public at Blouberg Local Municipality.

5.5 RECOMMENDATIONS OF THE STUDY

This section presents the recommendations of the study. These recommendations arose from the major findings on the importance of public participation as a strategy to promote good governance; challenges, faced by the Blouberg Local Municipality in promoting good governance through public participation; the consequences of poor public participation in promoting good governance; and mechanisms to enhance public participation in promoting good governance in the municipality.

5.5.1 Recommendations on the importance of public participation in promoting good governance

The study recommends that there is a need for municipal officials to encourage the public to participate in municipal affairs as the majority of the people are not sure whether public participation is encouraged. The study also recommends that it is very important for the public needs to express their needs to the municipality. The study showed that there is a need to inform the public about the activities of the municipality. The study, therefore, recommends that community forums be established to enable public participation. The study also recommends that all individual opinions and inputs must be considered when making decisions regarding the needs of the public.

From the findings on the importance of public participation in promoting good governance, the study recommends that the municipality must deliver adequate and essential. The study showed that public participation is important as the public can decide on what they want and how they want it. The study recommends that the municipal officials should prioritize the needs of the society. The study also recommends that there should be public participation in building strong and solid relationship between municipal officials and the public. There is also a need to ensure good working relations between municipal officials and communities. The study recommends that there should be public participation as it leads to community development. Finally, the study recommends that public participation should be practices as it helps in fighting poor service delivery.

5.5.2 Recommendations on the challenges of public participation in promoting good governance

The research study recommends that there must be enough financial and human resources to enable public participation. There is a need to ensure a good relationship between municipal officials, residents and councillors in the Blouberg Local Municipality. The study recommends that councillors should serve as the interest of the public. The study further, recommends that the municipality must have good structure that encourage public participation in municipal affairs. Finally, there is need for the Blouberg Local Municipality to encourage public participation.

From the findings on the challenges of public participation in promoting good governance, the study recommends that problems such a lack of interest, and too many views by the publics need to be dealt with. There is also a need for municipality to have time specifically for public participation. Members of the publics need to be effective and active in municipal affairs. There is also a need for sufficient

budget and proper communication channels, to enable public participation. Furthermore, there is need to address the following problems: power hunger, politics, poor personnel, communication, and funds. The study recommends that there must be healthy relationship between municipal officials and the public. There is also a need to unite municipal officials and the public to enable public participation. The research study recommends that corruption needs to be stopped. There is also a need to stop nepotism and discrimination in order to enable public participation.

5.5.3 Recommendations on the consequences of poor public participation in promoting good governance

The study recommends that the public should receive quality services from their municipality. The research recommends that the inputs of the public need to be considered in municipal affairs. Furthermore, there is a need for the municipality to provide all resources as public participation is voluntary. The research study further, recommends that there is a need to consult the public on the day-to-day activities of the municipality. Finally, there is a need to encourage public participation.

From the findings on the consequences of poor public participation in promoting good governance, the study recommends that there is a need to address public needs, poor relationships amongst the stakeholders, NGOs, ward councillors and the public. There is also a need to discourage community protests by providing quality services. In addition, there is a need to deliver essential services to the publics. Finally, the study recommends that there is a need to address irregularities and corruption within the municipality.

5.5.4 Recommendations on the mechanisms to use to enhance public participation in promoting good governance in the municipality

The research study recommends that the municipality should explain whether financial and human resources are essential for public participation. The study recommends that councillors and municipal officials should be trained before performing their duties. The study further, recommends that good interpersonal relationships should be encouraged between municipal officials, councillors and the public enhance public participation. There is also a need to hold municipal officials to account on their actions. Finally, there is need for monitoring, and evaluation, to assist municipality in achieving its goals.

From the findings on the mechanisms to enhance public participation in promoting good governance in the municipality, the study found that the following mechanisms need to be considered: improved and effective communication; enhancing community awareness on the importance of public participation; involving traditional leaders in public participation and developing a policy and strategies

for improving public participation. There is also a need to enhance imbizos, utilization of radio stations to inform members of the public about public participation. The study also recommends that newspapers are useful in enforcing public participation. The research study recommends that gatherings or meetings are important for public participation. Informing and involving the public in municipal affairs is important. The study recommends that radios, newspapers, public notices, ward councilors; municipal officials can also serve as mechanisms to inform the public about the activities of the municipality. Furthermore, there is a need to involve businessmen/women in public participation. The study recommends that there must be a transport available for public who want to attend imbizos. The study found that monitoring, inspection, and supervision serve as mechanisms to ensure public participation. Finally, there must be municipal budget for the public meetings and imbizos to encourage public participation.

5.6 RECOMMENDATIONS ON THE PRINCIPLES OF ADMINISTRATION

The following are the recommendations for the principles of administration:

5.6.1 Policy

Policy is regarded as a statement of intent. Policy making is the process by which government or other institutions. translate their political vision into programmes and actions to deliver outcomes desire change in the real world. Therefore, every organisation is goal driven and for goal to be attained, there must be a policy to guide all the activities. Policy-making plays important role in maintaining the organisation's focus and aims. Policy is the first step of the organisations or institutions. The Blouberg Local Municipality as an institution has a policy which is considered as a predetermined goal and it needs to be attained. The study recommends that the Blouberg Local Municipality policies need to be properly planned so that personnel can work efficiently. As the Blouberg Local Municipality officials are corrupt there is a need to strengthen policies, so that failure to comply can lead to disciplinary hearings.

5.6.2 organizing

Organising refers to the organisational arrangement for achieving the intended policy of the organisation. It refers to the organisation or institutional plan for achieving the desired outcome or predetermined goal. Goals cannot be achieved without a plan. Therefore, all organisation's plans need to be solid and clear to personnel, so that they can easily work towards achieving its goal. Good working relationships are essential for achieving the desired outcomes. As far as the organisation's plan is concerned there is a need to inform the staff members of any change, so they that they can be familiar with the organisational plan to achieve the desired goal. The study recommends that the institutional structure needs to be well organised so that duties can easily be executed. Blouberg Local

Municipality should be organised in a such way that proper monitoring, inspection, and supervision is maintained. There is also a need for Blouberg Local Municipality to rearrange its organisation so that ethical conduct is practised. The organisation structure for Blouberg Local Municipality also need to be transparent and open so that all activities are accessible to all. Confidentiality should be on an individual's duties.

5.6.3 Personnel

Human resources are about people and the administrative processes associated with them. Personnel is all about staff members who perform institutional duties or activities. Personnel plays an important role in the organisation because without human resources the institution will not operate. Every institution or organisation needs personnel to achieve the predetermined goals. The Blouberg Local Municipality has staff members who perform public activities within the municipality. The personnel is responsible for the accomplishment of the organisational goals. The study recommends that the Blouberg Local municipality should hire qualified and responsible personnel to perform municipal duties. Well trained and disciplined staff members should, therefore, be used at the Blouberg Local municipality.

5.6.4 Financing

Financing is very important in an organisation because it helps in prioritising and using of scarce resources. Furthermore, financing plays an important role because it ensures that there are staff members to perform municipal duties, there is availability of equipment so that the institution can operate. Financing is, therefore, very essential because it leads to efficiency and effectiveness. The Blouberg Local Municipality as public institution is funded by the South African Government to finance the public activities within its local communities. Therefore, they need to budget effectively so that they control and maintain organisational activities. When dealing with finance there must be transparency, and openness so that malicious and unethical practises are prevented. Finances need to be utilised wisely. The study recommends that Blouberg Local Municipality budget needs to be adequate for personnel to perform public activities. Funds should always be sufficient to finance the activities of the municipality.

5.6.5 Control

The control of funds is very important in an organisation. This simply means monitoring and supervising the activities towards achieving the predetermined goals of the organisations. Therefore, the intended policy of the organisation needs to be controlled so that the organisation's staff members work according to the policy and be effective. It is therefore important for the organisation to control its employees and the arranged structure of the organisation. The Blouberg Local Municipality as

public institutions needs to have proper control over its employees, so that they can ensure ethical practices when performing their duties. Control is crucial in the organisation because without it organisational goal may not be attained. The study, therefore, recommends that control measures be tighten up so that there is no inefficiency at the Blouberg Local municipality.

5.6.6 Work methods and procedures

The study recommends that there must be ways and additional policies at the Blouberg Local Municipality to achieve the predetermined goals. Methods and procedures relate to administrative practices that are designed to make it possible for administrators to carry out their daily work. When performing public activities, there are always changes. Therefore, there must be temporary policies for certain duties, for example South Africa and other countries are experiencing the Covid 19 pandemic, therefore, there must be some means or ways of performing municipal duties without being infected by the disease. The work methods and procedures must always be developed so that municipal officials are trained to work with and without pressure.

5.7 RECOMMENDATIONS OF FUTURE STUDIES

The aim of this study was to evaluate the importance of public participation as a strategy to promote good governance in local government and to recommend strategies that can be used to enhance public participation in promoting good governance. The research was conducted at the Capricorn District Limpopo Province. The study recommends that further research should be conducted in all the municipalities within South Africa, to detect problems of public participation as a strategy to enhance good governance. and challenges of insufficient services provision to the communities. The study recommends that the municipalities should acknowledge and prioritise the needs of the community and convert them into services. The studies must be conducted with aim of assisting the municipality to improve its communication channels, ethical practises, get an adequate budget, prioritising the public's needs make proper decisions, provide adequate services and to share information. Furthermore, community members and municipal officials should provide accurate information to future researchers to help them find ways to promote public participation and achieve good governance and make recommendations for those who will conduct studies after them. Future researchers must keep and protect the confidentiality of the participants.

5.8 LIMITATION OF THE STUDY

There is a problem of failing to reach municipal manager as planned by the study. As a result, the study was forced to rely on interviewing the PA to municipal manager. Therefore, it took some of the municipal officials to complete the questionnaire and some refused to complete the questionnaire. At the interview some officials were nowhere to be found while they knew about the interview. It took

some time to convince community members about the importance of the study so that they could provide the relevant information regarding the purpose of the study. It, therefore, took about 03 weeks for the researcher to distribute the questionnaires to the selected community members, civic members, traditional leader and headmen of Wegdraai Tribal Council. The other challenge was that some of the participants could be not found in their offices as agreed during appointment, But the researcher managed to find them at a later stage.

5.9 CONCLUSION

The study was about public participation as a strategy to promote good governance in local government at Blouberg Local Municipality. This chapter was all about the findings, recommendations, and conclusion. The findings and recommendations were made on the following: the importance of public participation as a strategy to promote good governance; challenges faced by the Blouberg Local Municipality in promoting good governance through public participation; consequences of poor public participation in promoting good governance; and mechanisms to enhance public participation in promoting good governance in the Municipality. Recommendations on the principles of public Administration were also made.

In the first chapter the study presented the introduction and background of the study, problem statement, aim of the study, specific objectives of the study, critical research questions, significance of the study and delimitation of the study. The objectives of the study were to determine the importance of public participation as a strategy to promote good governance; to examine the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation; to establish the consequences of poor public participation in promoting good governance; and to recommend some mechanisms to enhance public participation in promoting good governance in Municipality. This study was conducted to benefit Blouberg Local Municipality and the communities of Blouberg Particularly Wegdraai and Eldorado Village Tribal Council. The benefits include among others the advancement of strategies that can be used to improve public participation in promoting good governance.

In chapter 2, the study discussed the relevant literature on: the theory of public participation; the concept of public participation; the importance of public of public participation; the concept of good governance; elements of good governance; relationship between public participation and good governance; legislative framework for public participation; challenges of public participation in promoting good governance and strategies to enhance public participation in promoting good governance. It can therefore be, concluded that participation is the principle of good governance, thus when public officials attempt to involve the public in the government affairs, they are practically practising good governance.

Chapter three discussed, the research paradigm, research design, research methodology, the study area, population of the study, sampling method and sampling size, data collection methods, pilot study, data analysis, ethical considerations as well as the organisation of the study. It also presented research methodology where the mixed methods (integrating quantitative and qualitative research methods) was applied by the researcher to the study. This study focused on the Blouberg Local Municipality and Wegdraai Tribal Council in particular. The researcher chose to conduct the study at Wegdraai Tribal Council under Blouberg Local Municipality because of the availability of participants who have characteristics that the researcher was looking for. Non-probability sampling was appropriate in this study, because the researcher selected the participants based on their availability, convenience, or representing some characteristics features that the researcher wanted to study. The researcher used two methods of collecting data namely, questionnaire and interview methods. For this study two methods of data analysis were used, namely, descriptive statistics and thematic analysis. The ethical issues which were followed in this study indicated the appropriateness of the study's methodology and highlighted all the morality to humankind.

Chapter four discussed data presentation, interpretation and analysis of data collected by discussing the sampled population's responses as a way of providing an understanding of the nature of the research findings to the important of public participation in promoting good governance. Data analysis involves what was seen, heard and read in order to analyse the data collected. The chapter focused on reporting the empirical investigation, by providing answers to the perceptions and understanding of public participation as a strategy to promote good governance. The data regarding the role of municipality was collected using quantitative and qualitative methods which involved the use of questionnaires and interviews to collect data. The responses to the questionnaire items are presented in tabular form followed by a brief synthesis of the findings. The responses to the interview items are presented in a narrative form followed by a brief synthesis of the findings. The chapter is divided into two sections, namely, the analysis of data collected through questionnaire and the analysis of data collected through interview.

The final chapter of the study presents the findings, recommendations, and conclusion. The major findings of the study that arose from the research objectives of the study which are also included. The aim was to determine the importance of public participation as a strategy to promote good governance; to examine the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation; to establish the consequences of poor public participation in promoting good governance; and to recommend the mechanisms to enhance public participation in promoting good governance in the Municipality. The research study recommended that the municipality should explain whether financial and human resources are essential for public participation. The study also recommended that councillors and municipal officials should be trained before performing their duties.

This chapter also presented recommendations on the principles of public administration, recommendations on the future research, limitation of the study, and lastly concludes the study on the importance of public participation as a strategy to promote public participation.

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RESEARCH PROPOSAL APPROVAL LETTER BY UHDC

UNIVERSITY OF VENDA

OFFICE OF THE DEPUTY VICE-CHANCELLOR: ACADEMIC

TO MRIMS K.D MAELA
SCHOOL OF MANAGEMENT SCIENCES

FROM: PROF. J.E CRAFFORD
DEPUTY VICE-CHANCELLOR: ACADEMIC

DATE: 21 JANUARY 2020

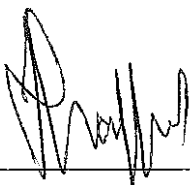
DECISIONS TAKEN BY UHDC OF 21st JANUARY 2020

Application for approval of Masters Proposal Report in Management Sciences: K.D Maela (15009784)

Topic: "Public Participation as a strategy to promote Good Governance: A Case study of Blouberg Municipality."

Supervisor	UNIVEN	Dr. M.M Nekhavhambe
Co-supervisor	UNIVEN	Dr. E. Mahole

UHDC approved Masters proposal



PROF. J.E CRAFFORD
DEPUTY VICE-CHANCELLOR: ACADEMIC

RESEARCH ETHICAL CERTIFICATE

ETHICS APPROVAL CERTIFICATE

RESEARCH AND INNOVATION
OFFICE OF THE DIRECTOR

NAME OF RESEARCHER/INVESTIGATOR:
Mr KD Maela

STUDENT NO:
15009784

PROJECT TITLE: Public participation as a strategy to promote good governance: A case study of Blouberg municipality.

PROJECT NO: SMS/20/PDN/03/1505

SUPERVISORS/ CO-RESEARCHERS/ CO-INVESTIGATORS

NAME	INSTITUTION & DEPARTMENT	ROLE
Dr E Mahole	University of Venda	Supervisor
Dr MM Nekhavhambe	University of Venda	Co - Supervisor
Mr KD Maela	University of Venda	Investigator – Student

Type: Masters Research
Risk: Minimal risk to humans, animals or environment
Approval Period: May 2020 – May 2022

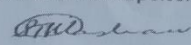
The Research Ethics Social Sciences Committee (RESSC) hereby approves your project as indicated above.

General Conditions
While this ethics approval is subject to all declarations, undertakings and agreements incorporated and signed in the application form, please note the following:

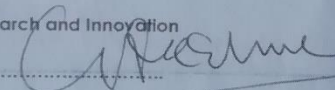
- The project leader (principle investigator) must report in the prescribed format to the REC:
 - Annually (or as otherwise requested) on the progress of the project, and upon completion of the project
 - Within 48hrs in case of any adverse event (or any matter that interrupts sound ethical principles) during the course of the project.
 - Annually a number of projects may be randomly selected for an external audit.
- The approval applies strictly to the protocol as stipulated in the application form. Would any changes to the protocol be deemed necessary during the course of the project, the project leader must apply for approval of these changes at the REC. Would there be deviation from the project protocol without the necessary approval of such changes, the ethics approval is immediately and automatically forfeited.
- The date of approval indicates the first date that the project may be started. Would the project have to continue after the expiry date; a new application must be made to the REC and new approval received before or on the expiry date.
- In the interest of ethical responsibility, the REC retains the right to:
 - Request access to any information or data at any time during the course or after completion of the project.
 - To ask further questions; Seek additional information; Require further modification or monitor the conduct of your research or the informed consent process.
 - Withdraw or postpone approval if:
 - Any unethical principles or practices of the project are revealed or suspected.
 - It becomes apparent that any relevant information was withheld from the REC or that information has been false or misrepresented.
 - The required annual report and reporting of adverse events was not done timely and accurately.
 - New institutional rules, national legislation or international conventions deem it necessary

ISSUED BY:
UNIVERSITY OF VENDA, RESEARCH ETHICS COMMITTEE
Date Considered: May 2020

Name of the RESSC Chairperson of the Committee: Mashau Takalani Samuel

Signature: 

Director Research and Innovation

Signature: 

UNIVERSITY OF VENDA


Date: 26 May 2020

RESEARCH ETHICS COMMITTEE

2020-05-26

Date: 26 May 2020

Tshobane 0250


UNIVERSITY OF VENDA
PRIVATE BAG 3500, TSHOBANE 0250, LIMPOPO PROVINCE, SOUTH AFRICA
TELEPHONE: (013) 852 5040/51/52 FAX: (013) 852 5040
"A quality driven, financially sustainable, rural-based Comprehensive University"

ANNEXURE C

DATA COLLECTION LETTER

**DEPARTMENT OF PUBLIC AND DEVELOPMENT ADMINISTRATION
SCHOOL OF MANAGEMENT SCIENCES**

SEPTEMBER 2020

To : Municipal Manager

: Traditional Leader

: Ward Councilor

REQUEST FOR PERMISSION TO COLLECT DATA FOR MASTER OF ADMINISTRATION (MADMIN) STUDIES OF MR. MAELA K.D - STUDENT NUMBER: 15009784.

The above matter refers.

We hereby wish to confirm that Mr. Maela K.D (Student Number: 15009784), is a registered student for Mater of Administration (MADMIN) in the Department of Public and Development Administration at the School of Management Sciences, University of

Venda. The student is researching on the following topic: **“Public participation as strategy to promote good governance in local government: The case of Blouberg**

Local Municipality”. In order for him to complete his studies, we request your Institution to provide him with the information that he might need for his study project. As an Institution of Higher Learning, we believe that the research he is undertaking will yield the results that might also assist your Institution. We therefore encourage your Institution to assist him with the necessary information that will be collected through questionnaires and interviews .We undertakes that the information that will be provided to him will be solely used for this study.

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



.....
Dr. E Mahole

Supervisor: Department of Public and Development Administration

School: Management Sciences

TELEPHONE: (015) 962 8145

E-MAIL: Ephraim.Mahole@univen.ac.za



University of Venda

ANNEXURE D

THE LETTER FROM THE MUNICIPALITY

Blouberg Municipality



P.O. Box 1593
SENWABARWANA 0790
Tel: No.: 015 505 7100
Fax: No.: 015 505 0568 / 0296
E-mail:
info@blouberg.limpop.gov.za

Sebola HV
015 505 7100

22 September 2020

Att: Municipal Manager

Re: REQUEST FOR RESEARCH

We received a request letter from University of Venda student who is requesting for space to do his academic research in the Municipality.

Attached please receive the student s request letter

Surname & Initials	Field of study	Student No.	Gender
1. Maela KD	Masters of Administration (MADMIN)	15009784	Male

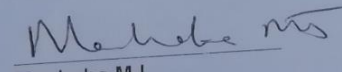
We hope you will find the above in order

Regards



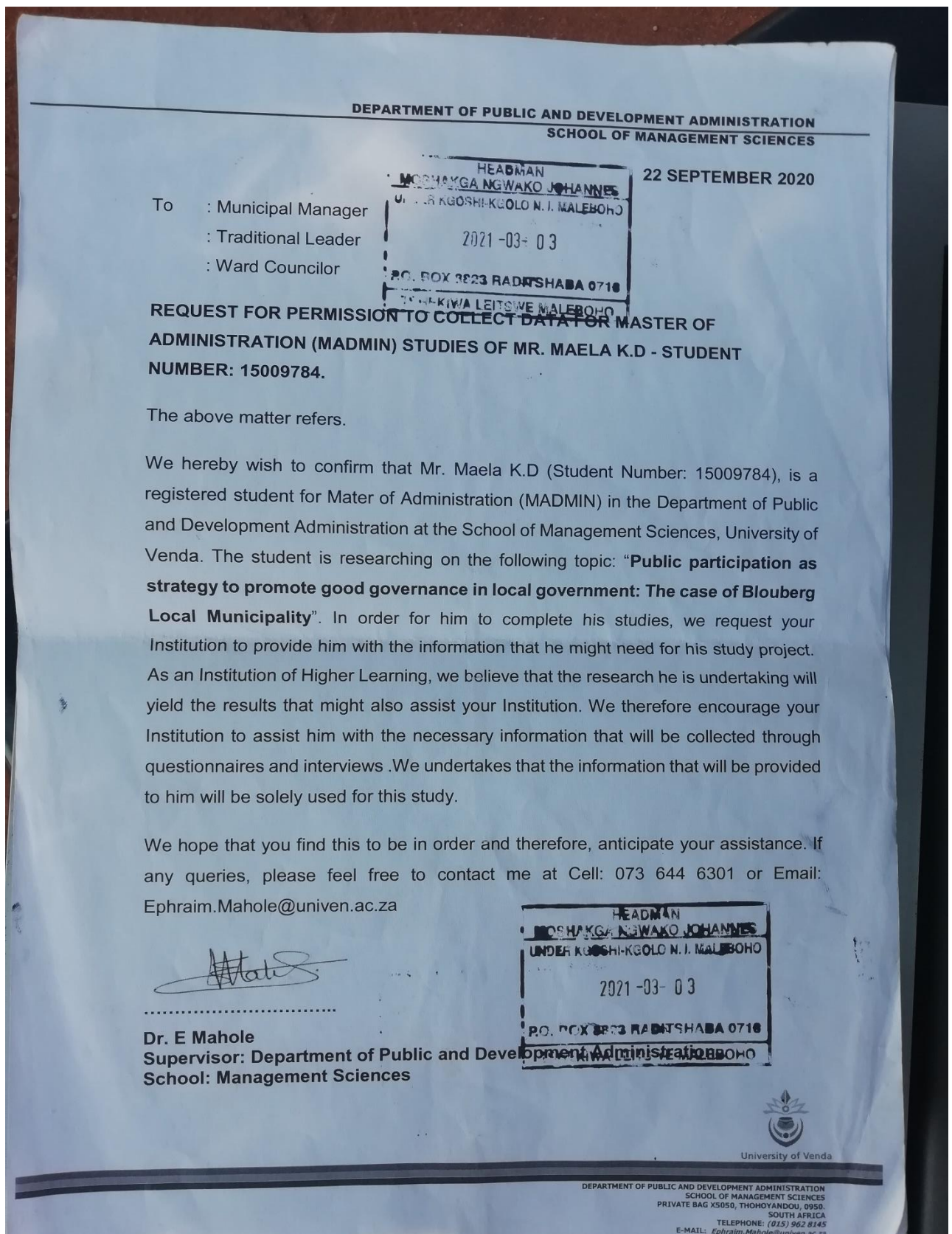
Ramothwala RJ
Director: Corporate Services

Approved / Not Approved



Machaba MJ
Municipal Manager

PERMISSION LETTER TO COLLECT DATA FROM TRIBAL COUNCIL



ANNEXURE F

THE LETTER OF INFORMED CONSENT

I, Maela Khutso Delphus, student at the University of Venda, registered for Masters of Administration, Department of Public and Development Administration, School of Management Sciences. I am conducting a study on public participation as a strategy to promote good governance in Local Government: the case of Blouberg Local Municipality. The purpose of the study is to evaluate the challenges that are faced by Blouberg Local Municipality in enhancing public participation, with the intention of promoting good governance. I humbly request you to take part in this study by providing responses to the questions posed in the subsequent sections of the questionnaire. The identity of respondents will be kept secret during and after the research study. Respondents/participants have the right to remain anonymous. The names and all identifiable background information of participants will not be disclosed to anyone. The information provided by the respondents will only be used for the purpose of the study.

The participation is voluntary and respondents may withdraw at any time without any penalty. All questionnaire and interview data will be handled with confidentiality by the researcher. In addition, participants can refuse to answer certain questions if they feel uncomfortable during the process of data collection. Furthermore, respondents will not be exposed to harmful situation where their well-being could be compromised. The respondents will also not be exposed to physical threats during the process of the research. The information that will be provided by the respondents will not be used for any other purpose, except to help the researcher to meet the academic compromises. Any questions or any further clarifications concerning the study can be directed to my supervisor Dr. E Mahole at Ephraim.mahole@univen.ac.za

.....
MAELA K.D. (Mr.)

Cell: 0720606156/0780699831

Email: khutsodelphus@gmail.com

.....
DATE

LETTER FROM THE STUDENT

Enquiry: Maela K. D

P O BOX 494

Cell : 072 060 6156

RADITSHABA

Email: khutsodelphus@gmail.com

0718

10 JUNE 2019

Dear Sir or Madam.

I, **Maela Khutso Delphus**, am a student at the University of Venda, registered for the Master of Administration (MADMIN) under the Department of Public and Development Administration in the School of Management Sciences. I am required to conduct a study in order to complete my study. My research topic is: **Public participation as a strategy to promote good governance in Local Government the case of Blouberg Local Municipality**.

I humbly request you to be part of the study by participating in my research by providing me with information regarding the above research topic. The information you provide will be solely used for the study.

Thanking you in anticipation.

Yours Sincerely,

.....
MAELA K.D. (Mr)

STUDENT NUMBER: 15009784

.....
DATE

THE EDITORIAL LETTER

SCHOOL OF HUMAN AND SOCIAL SCIENCES

15 March 2021

School of Management Sciences
University of Venda
Private Bag X5050
Thohoyandou
0950

Dear sir/madam


This letter serves to certify that I have proof-read Mr. K.D. Maela's dissertation, titled, "Public Participation as a Strategy to Promote Good Governance in Local Government: The Case of Blouberg Local Municipality".

The proof-reading entailed editing some parts of it, where I felt it would make the document more understandable; for example, to avoid wordiness, redundancy, etc. However, I have not tampered with the content of the dissertation, except where I found that this constituted repetition or made the content confusing.

The dissertation is presently ready for examination.

Thank you for your time.

Sincerely


.....
V.T. Bvuma
Mobile: 083 423 9227



University of Venda

UNIVERSITY OF VENDA

PRIVATE BAG X5050, THOHOYANDOU, 0950, LIMPOPO PROVINCE, SOUTH AFRICA
TELEPHONE (015) 962 8172 FAX (015) 962 4749
E-mail: Vincent. Bvuma@univen.ac.za

"A quality driven, financial sustainable, rural-based comprehensive University"

RESEARCH INSTRUMENT – QUESTIONNAIRE

PUBLIC PARTICIPATION AS A STRATEGY TO PROMOTE GOOD GOVERNANCE IN LOCAL GOVERNMENT: A CASE OF BLOUBERG LOCAL MUNICIPALITY

The purpose of the study is to evaluate the importance of public participation as a strategy to promote good governance in local government and to recommend strategies that can be used to enhance public participation in promoting good governance. I humbly request you to take part in this study by participating in providing responses to the questions posed in the subsequent sections of the questionnaire. Please note that there is no right or wrong answers. Please fill by putting a cross (x) where you feel it is appropriate on the below statements:

SECTION A: BIOGRAPHICAL DETAILS OF RESPONDENT

1.	Age of Respondent	Put a cross (x)
	18-25 years	1
	26-35 years	2
	36-45 years	3
	46-59 years	4
	60 years and above	5

2.	Gender of Respondent	Put a cross (x)
	Male	1
	Female	2
	If other please specify	3

3.	Highest level of education completed by Respondent	Put a cross (x)
	Grade 1-7	1
	Grade 8-12	2
	Diploma/Degree	3
	Postgraduate qualification	4
	No formal education	5

4.	Occupation of Respondent	Put a cross (x)
	employed	1
	unemployed	2
	Self employed	3
	retired	4

5.	Working experience of Respondent	Put a cross (x)
	1-5 years	1
	5-10 years	2
	10-15 years	3
	15-20 years	4
	20 years and above	5

SECTION B: THE IMPORTANCE OF PUBLIC PARTICIPATION PROMOTING GOOD GOVERNANCE

Item No.	The importance of public participation in promoting good governance.	Place an (X) in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
6.	Municipal officials encourage the community members to participate in municipal affairs.	1	2	3	4	5
7.	Community members express their needs and demands to the municipality.	1	2	3	4	5
8.	Community meeting are convened often to discuss the needs and demands of the publics.	1	2	3	4	5
9.	Community members are informed about the activities of the Municipality.	1	2	3	4	5
10.	There are community forums to enable the publics to be involved in the decision-making within the municipality.	1	2	3	4	5

Item No.	Challenges faced by the municipality in promoting good governance through public participation.	Place an (X) in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
11.	The municipality have enough financial and human resources to enable public participation.	1	2	3	4	5
12.	Municipal officials have a good relationship with residents and councillors of Blouberg Local Municipality.	1	2	3	4	5
13.	Councillors serve the interests of the public.	1	2	3	4	5
14.	The Municipality has good structures that enable the public to take part in municipal affairs.	1	2	3	4	5
15.	The Blouberg Local Municipality encourages public participation.	1	2	3	4	5

Item No.	The consequences of poor participation in promoting good governance.	Place an (X) in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
16.	Community members receive quality services from the municipality.	1	2	3	4	5
17.	The Blouberg Local Municipality considers the input of the public in the municipal affairs.	1	2	3	4	5
18..	The Blouberg Local Municipality residents participate willingly in the activity of the municipality.	1	2	3	4	5
19.	Municipal officials consult the communities about day to day business of the municipality.	1	2	3	4	5
20.	Municipal officials discourage community protests (strikes).	1	2	3	4	5

Item No.	Mechanisms to enhance public participation in promoting good governance in the municipality.	Place an (X) in the box that applies to you				
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
21.	Financial and human resource is essential for promoting public participation.	1	2	3	4	5
22.	The training of councillors and municipal officials before performing their task is essential.	1	2	3	4	5
23.	Good interpersonal relationships between municipal officials, councillors and publics enhance public participation.	1	2	3	4	5
24.	Holding municipal officials to account to the public is important.	1	2	3	4	5
25.	Mechanisms for monitoring and evaluation assist the municipality in achieving its goals and plans.	1	2	3	4	5

“THANKING YOU FOR YOUR PARTICIPATION”

RESEARCH INSTRUMENT - INTERVIEW SCHEDULE

**PUBLIC PARTICIPATION AS A STRATEGY TO PROMOTE GOOD GOVERNANCE IN
 LOCAL GOVERNMENT: A CASE OF BLOUBERG LOCAL MUNICIPALITY**

The purpose of the study is to evaluate the importance of public participation as a strategy to promote good governance in local government and to recommend strategies that can be used to enhance public participation in promoting good governance. I humbly request you to take part in this study by participating in providing responses to the questions posed in the subsequent sections of the questionnaire. Please note that there is no right or wrong answers. In section A, please fill by putting a cross (x) where you feel it is appropriate on the below statements and in section B, please answer the questions:

SECTION A: PERSONAL DETAILS OF PARTICIPANT

1.	Age of Participant	Put a cross (x)
	18-25 years	1
	26-35 years	2
	36-45 years	3
	46-59 years	4
	60 years and above	5

2.	Gender of Participant	Put a cross (x)
	Male	1
	Female	2
	If other please specify	3

3.	Highest level of education completed by Participant	Put a cross (x)
	Grade 1-7	1
	Grade 8-12	2
	Diploma/Degree	3
	Postgraduate qualification	4
	No formal education	5

4.	Occupation of Participant	Put a cross (x)
	employed	1
	unemployed	2
	Self employed	3
	retired	4

5.	Working experience of Respondent	Put a cross (x)
	1-5 years	1
	5-10 years	2
	10-15 years	3
	15-20 years	4
	20 years and above	5

SECTION B: THE IMPORTANCE OF PUBLIC PARTICIPATION PROMOTING GOOD GOVERNANCE

6. What is the importance of public participation as a strategy promote good governance?

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7. What are the challenges faced by the Blouberg Local Municipality in promoting good governance through public participation?

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8. What are the consequences of poor public participation in promoting good governance?

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9. What are the mechanisms to enhance public participation in promoting good governance in the Municipality?

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“THANKING FOR YOUR CONTRIBUTION”