

**THE ROLE OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC
SERVICES: THE CASE OF THE THULAMELA LOCAL MUNICIPALITY**

BY

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DECLARATION

I, Emmanuel Maemu (student Number. 14014756), declare that the dissertation entitled “The role of community participation in the delivery of basic services: The case of the Thulamela Local Municipality” hereby submitted by me for the degree of Master of Administration (MADMIN) at the University of Venda has not been previously submitted for a degree in this institution or any other university, and that it is my own work, designed and executed by me, and all references materials contained therein has been duly acknowledged.

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DEDICATION

This dissertation is dedicated to my mother, the late Miss. Muleya Thifhelimbilu Mercinah who passed away on the 17th of January 2009 and my entire family for raising me and giving me all the support, I needed. I have made it because of your love, prayers, being supportive, care and always being there for me at all the times.

ABSTRACT

The study sought to investigate the role of community participation in the delivery of basic services at the Thulamela Local Municipality Limpopo Province. Community participation is a concept meant to ensure that community members are an integral part of processes that determine their destiny in relation to their development needs. Community participation is a means of empowering people, by developing their skills and abilities, to enable them to negotiate and make appropriate decisions for their development. Basic services are the most important services that enable the public to live an acceptable and enjoyable life. Community members play an active role in the delivery of basic services by providing inputs related to the matters of the delivery of basic services. A healthy relationship between the communities and the municipality is an important element in the delivery of basic services to communities. This is evident in the role that communities play in the delivery of basic services, such as volunteering at agencies that are responsible for the delivery of basic services on behalf of the government and providing relevant inputs related to the delivery of basic services. In this study the researcher used a mixed research methodology in which both quantitative and qualitative research approaches were used. The reason for using the mixed method is that it can be combined in such a way that quantitative and qualitative methods retain their original structures and procedures. To achieve the objective of the study, non-probability sampling and its sub-type, purposive sampling method were used by the researcher to select the samples. For data collection, the researcher used two data collection methods namely, questionnaire and interview. The data collected through the questionnaire were analysed using statistical analysis through the computer software called: International Business Machinery (IBM): Statistical Product and Service Solution (SPSS) version 25.0 and the information was presented using graphical tabular form, frequencies, and percentages. The data collected through interview were analysed through thematic analysis and presented in narrative form.

The major findings of the study are:

- Involving communities in basic service delivery and empowering them has the potential to boost their livelihood and foster development.
- The Municipality has an annual financial budget to deliver basic services.
- Voluntarism by community members is allowed by the Municipality to enhance the delivery of basic services.
- The absence of infrastructure such as roads and proper bridges hinder the relationship between the Municipality and the communities.

- There is apathy in some communities due to poor basic service delivery as communities no longer interested to attend IDP meetings and in this regard, the Municipality should have tangible project to motivate community members to attend IDP meetings related to the delivery of basic services.

The following recommendations are therefore made based on the findings of the study

- The study recommends that the Municipality should involve community in basic service delivery and empower them to have potential to boost their livelihood and foster development.
- The Municipality should have an annual plan related to the delivery of basic services to the communities.
- It is recommended that Non-Government Organizations (NGOs) should be allowed to participate in enhancing the delivery of basic services.
- Community members should be involved in the municipal decision making on the delivery of basic services.
- The researcher recommends that the Municipality should fully interact with the community for effective service delivery.

Key words: community; participation; community participation; role; delivery; services delivery; basic services.

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ABBREVIATIONS

| | |
|------|---|
| ANC | : African National Congress |
| CBO | : Community-Based Organisation |
| CBP | : Community Based Planning |
| CBR | : Community Based Rehabilitation |
| CDW | : Community Development Worker |
| DCG | : Department of Cooperative Governance |
| DFA | : Development facilitation Act |
| DPSA | : Department of Public Service and Administration |
| FBS | : Free Basic Services |
| HOD | : Head of Departments |
| IBM | : International Business Machinery |
| IDP | : Integrated Development Plan |
| IEMI | : Integrated Environment Management Information |
| IRFA | : Intergovernmental Relations Framework Act |
| LED | : Local Economic Development |
| MCP | : Municipal Community Partnership |
| MED | : McMillian English Dictionary |
| MFMA | : Municipal Finance Management Act |
| MM | : Municipal Manager |
| MSA | : Municipal Structures Act |
| MSPs | : Municipal Service Partnerships |
| NGO | : Non-Government Organizations |
| NPC | : National Planning Commission |
| NSC | : National Senior Certificate |
| PAJA | : Promotion of Administrative Justice Act |

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| PHP | : People Housing Process |
| PPP | : Public Private Partnership |
| PSC | : Public Service Commission |
| RDP | : Reconstruction and Development Programme |
| RSA | : Republic of South Africa |
| SA | : South Africa |
| SANCO | : South African National Civic Organisation |
| SPSS | : Statistical Package for the Social Sciences |
| TLM | : Thulamela Local Municipality |
| UB | : Union Budget |
| UND | : United Nations Document |
| WB | : World Bank |
| WHO | : World Health Organisation |

CHAPTER 1

INTRODUCTION AND BACKGROUND OF THE STUDY

1.1 INTRODUCTION

This study focused on the role of community participation in the delivery of basic services in the Thulamela Local Municipality. Community participation could best be demarcated as the immediate contribution by community members in issues pertaining to the arrangement, administration, and advancement of development-oriented programmes at local or grassroots level (Mafukidze, 2009:12). According to De Villiers (2001:7), the South African Constitution provides the framework for a representative and participatory democratic system. The Department of Human Settlements (2009:12) states that the South African government seeks to create an enabling environment in which the human settlement process is people-centred. As indicated by Mahole (2012:1), community participation is a method for enabling residents by making an open stage for them to create aptitudes and capacities, to arrange their requirements and requests with the government.

This section presents the introduction and background of 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, preliminary literature review, research methodology, ethical considerations, and organisation of the study.

1.2 BACKGROUND OF THE STUDY

Sharma and Deepak (2001:352) contend that community participation has been a steady subject developed as far back as 50 years ago. Sharma and Deepak (2001:352) add that during the 1970s, community participation became central to development projects to seek sustainability and equity, particularly for the poor. Through the 1990s, extra accentuation has been put on community involvement in planning, decision-making and assessment (Mitchell, 1999:459). It has additionally been perceived that Community-Based Rehabilitation (CBR) organizations can use assets in the network to achieve larger numbers of people with incapacities (Lang, 2000:16).

Sharma and Deepak (2001:358) argue that community participation has turned out to be clear since the reception of vote-based system that contribution from the communities influenced by arranging and service delivery is of enormous esteem. The Reconstruction and Development Programme (RDP), 1996 accentuates the basic role of community participation to guarantee an equitable procedure down to grass-roots level. As per Imperato

and Ruster (2003:15), participation is basic for practical advancement. Where stakeholders are associated with basic leadership at all phases of a task cycle, advancement issues and needs will be better comprehended.

Sharma and Deepak (2001:359) stress that community participation centres around community-organisations, for example, civic groups, and labour unions, promote democratic participation. The Department of Human Settlements (SA, 2009:33) states that communities and Community-Based Organisations (CBO) ought to be brought together to guarantee a progressively powerful commitment with delivery programs. Bertot and Jaeger (2012:30) believe that community participation ought to stretch out to people with disabilities to guarantee satisfactory arrangement and delivery solution which follow the requirements of the communities. Bertot and Jaeger (2012:30) add that without adequate community participation, self-assurance cannot be accomplished adequately, and this may hamper the supportability of human settlements in a critical way. The White Paper on Local Government, 1998 accentuates the significance of local participation in decision-making, as one of the indicators of manageable human settlements.

As indicated by Skidmore (2005:1), policies which promote community participation value social capital. Skidmore (2005:1) further shows that by giving communities a chance to participate in issues of governance and service delivery can build up associations with public officials and institutions. These connections may give communities a chance to get external financial, political, and supportive resources (Chaskin, 2001:291). According to the Department of Human Settlements (2009:13), a decentralised approach to participation prioritises opportunities at local level and enables the broader contribution of skills, labour, creativity, and financial resources.

The Department of Public Service and Administration (DPSA) developed the White Paper on the Transforming Public Service Delivery in 1997. This document plots the eight (8) *Batho Pele* principles, namely, consultation, service standards, access, courtesy, information, openness and transparency, redress, and value for money. *Batho Pele* is a Sotho expression which means People First. The public sector was offered standards to hold fast to as merchandise and enterprises are delivered to the communities (Jonker, 2001:52). The idea of standards helps the public service to consider community individuals as clients or customers of the public sector.

Skidmore (2005:85) asserts that the basic services are built up to address the issues of the communities and improve their way of life. Craythorne (1997:396) stresses that a large portion of the basic services are given to households that cannot bear the cost of services. Furthermore, Craythorne (1997:396) demonstrates that local government is chosen by the

local communities to speak to government and is capable to guarantee that services are delivered to the communities. Jonker (2001:106) asserts that the government embraces the Free Basic Services (FBS) policy, to provide free basic services to all. In addition, it is connected to an indigent policy, which focuses on the most unfortunate segments of communities, to ease the need among poor households. Jonker (2001:106) further demonstrates that basic services include solid waste, water, sanitation, and electricity. Furthermore, Jonker (2001:106) observes that since the introduction of the indigent policy by government in 2001, the government has gained ground in offering an impact to one side to free basic services. Moreover, Jonker (2001:106) accentuated that the basic services are provided by municipalities utilizing their own assets, accounts, hardware, and workers.

1.3 PROBLEM STATEMENT

Section 152 (1) (a) of the Constitution of the Republic of South Africa, 1996 provides for the involvement of communities and community organisations in matters of local government. In addition, Section 195 (1) (e) of the Constitution of Republic of South Africa, 1996 stipulates that people's needs must be responded to, and the public must be encouraged to participate in policymaking. Regarding the local government, section 56 of the Municipal System Act, 2000 (Act No. 32 of 2000) mandates the active participation of communities in the affairs of municipalities as a fundamental aspect of contemporary local government. In terms of Section 4 (2) (c) of the Local Government: Municipal System Act, 2000 (Act No.32 of 2000), the municipal council has a duty to encourage or promote the involvement of the local community and consult the community about the level, quality, range, and impact of municipal services provided by the municipality and options available for service delivery. Sections 21 to 23 of the Municipal Finance Management Act, 2003 (Act No. 56 of 2003) make provision for community participation processes, regarding the municipal budget, integrated development plan, performance management processes, and policy development. Section 72 (3) of the Municipal Structures Act, 1998 (Act. No.117 of 1998) conveys the sentiment that community participation enhances democracy. The Intergovernmental Relations Framework Act, 2005 (Act No. 13 of 2005) clarifies the meaning of the term 'consultation' within a legislative context, defining it as a process whereby the views of communities on a specific matter are solicited, either orally or in writing, and considered.

Despite the provision of the legislations above, there are the following challenges facing communities regarding the delivery of basic services which includes lack of services delivery, lack of community participation in service delivery, low literacy levels and lack of knowledge to the benefits of community participation. According to the study conducted by

Phologane (2014:2) on evaluating community participation in rural development projects, it was found that the challenges facing communities are lack of government commitment, lack of skills development, lack of understanding and knowledge of local government issues and lack of community participation in rural development projects. The study was conducted to come with the strategies that can be used by the local municipality to improve community participation in matters related to the delivery of basic services.

1.4 AIM OF THE STUDY

The aim of the proposed study was to investigate the role of community participation in the delivery of basic services and recommend the strategies to be used to promote community participation in the delivery of basic services.

1.5 OBJECTIVES OF THE STUDY

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

- To determine the role of community participation in the delivery of basic services.
- An overview of the status of basic service delivery in the Thulamela Local Municipality.
- To describe the initiatives in place to enhance the delivery of basic services.
- To investigate the relationship between communities and the Municipality in the delivery of basic services.
- To recommend strategies that can be used to promote community participation in the delivery of basic services.

1.6 RESEARCH QUESTIONS

The following are the research questions that the research sought to answer during the research.

- What is the role of community participation in the delivery of basic services?
- What is the status of basic service delivery in the Thulamela Local Municipality?
- What are the initiatives in place to enhance the delivery of basic services?
- What is the relationship between the communities and the Municipality in the delivery of basic services?
- What are the strategies that can be used to promote community participation in the delivery of basic services?

1.7 SIGNIFICANCE OF THE STUDY

The findings will assist the Municipality to put in place mechanisms and adequate resources aside to deliver basic services to communities. The study will benefit the role-players in community development, such as traditional leaders, Integrated Development Plan (IDP) officials, Local Economic Development (LED) officials, Ward councillors and Community Development Workers (CDWs) to realize the importance of community participation; understand the barriers to community participation; advantages of community participation and necessary structures; recommend improvements needed to ensure effective delivery of basic services; and to increase community participation in the delivery of basic services. The study will also serve as an entry point for further research in community participation in the delivery of basic services.

1.8 DELIMITATION OF THE STUDY

The study focused on the role of community participation in the delivery of basic services. The focus area was the Thulamela Local Municipality. The study was therefore, conducted at the Thulamela Local Municipality, which is found in Vhembe District Municipality. The Thulamela Local Municipality is one of the four local municipalities in Vhembe District Municipality. The other three are Musina, Makhado and the Collins Chabane Municipality. The Thulamela Local municipality is one of the rural local municipalities, where there are some challenges in the delivery of basic services to the communities.

1.9 OPERATIONAL DEFINITIONS OF CONCEPTS

This section provides definitions of the operational concepts used in the study. The concepts are defined in a logical order.

1.9.1 Community

Community is a cohesive unit of individuals bound by characteristic economic, socio-cultural, and political relationships, each with common problems and needs (Schulenkorf, 2012:10). Stock (2012:15) defines community as a social group of any size whose members reside in a specific locality, share government, and often have a common cultural and historical heritage. In the proposed study, community is a group of people living in the same place or having a common characteristic.

1.9.2 Participation

Mahole (2012:1) defines participation as a means of empowering citizens by creating public platforms for them to develop skills and abilities to negotiate their needs and demands with the government, while in the other hand, Participation refers to different mechanisms for the public to express opinions and ideally exert influence regarding political, economic, management or other social decisions (Valenzuela, 2013:10). Based on the above definition, it can be deduced that participation is a practice that engages multiple voices in information-sharing and decision-making.

1.9.3 Community participation

Myers and Hirsch (1999:45) define community participation as an active process by which client groups or beneficiaries influence the direction and execution of the development programme with a view of enhancing their well-being in terms of income, person growth, self-reliance, spiritual development and values they cherish. Gruenewald and Smith (2014:13) define community participation as the process by which individuals, families, or communities assume responsibility for their own welfare and develop a capacity to contribute to their own community's development. To this study, community participation entails a range of processes through which local communities are involved and play crucial roles in issues that affect them.

1.9.4 Basic services

Basic services include electricity and energy, water and sanitation, refuse and waste removal, and these are critical services aimed at improving the lives of the people (Jean, 2012:5). Sibiya (2010:03) defines basic services as a form of social security in which all citizens or residents of a community, region, or country receive unconditional access to a range of free, basic, public services, funded by taxes and provided by a government or public institution. From the above definitions, it can be deduced that basic services are the service that must be delivered by the local government, to improve the standard of living of the community members.

1.9.5 Delivery

Edel (2017:23) defines delivery as an amount set aside for the probable but uncertain economic obligations of an enterprise. Delivery is defined by Miller (2009:9) as the process of transporting goods from a source location to a predefined destination. Based on the definitions above, the study defines delivery as the action of providing or supplying something for use.

1.9.6 Service delivery

Service delivery can be defined as the performance of work or duty by an official or an act of helping others, or power to control or make use of resources, or an organisation or system providing the public with something useful or necessary (Stringer, 2013:5). Service delivery is a set of principles, standards, policies, and constraints to be used to guide the designs, development, deployment, operation, and retirement of services delivered by a service provider with a view to offer a consistent service experience to a specific user community in a specific business context (Hodson, 2014:23). With regards to the above definition, service delivery can be viewed as producing or performing, handing over, taking goods to the intended recipient, or producing results as promised or expected.

1.9.7 Municipality

Section 2 of the Local Government: Municipal Structures, 1998 (Act No. 117 of 1998) defines a municipality as an organ of state within the local sphere of government exercising legislative and executive authority within an area determined in terms of the Local Government: Municipal Demarcation Act, 1998 (Act No. 27 of 1998). Manson (2010:2) defines municipality as a single administrative division having corporate status and powers of self-government or jurisdiction as granted by national and regional laws to which it is subordinate. From the above exposition, it can be deduced that a municipality is an administrative division having corporate status and powers of self-government or jurisdiction as granted by national and state laws to which it is subordinate.

1.9.8 Role

Role is an abstraction of the behaviour of an object that consists of a subset of the interactions of that object together with a set of constraints on when they may occur (Halsetts & Manson 2010:25). Stringer (2013:5) defines a role as a set of connected behaviours, rights, obligations, beliefs, and norms as conceptualized by people in a social situation. Based on the above definition, role can be overviewed as a function assumed or part played by a person or thing in a situation.

1.10 ORGANISATION OF THE STUDY

This research will be divided into five chapters which are as follows:

Chapter 1: Introduction and background of the study- This chapter discusses the introduction and background of 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 provides literature on the subject and issues covered included a theoretical framework, legislative frameworks for community participation in the delivery of basic services, importance of community participation in the delivery of basic services, initiatives to enhance basic service delivery, the relationship between communities and the municipality in the delivery of basic services, conceptualisation of community participation, characteristics of community participation in the delivery of basic services, levels of community participation, forms of community participation, limitations of community participation, purpose of community participation, the philosophy of community participation, approaches to community participation, encouraging community participation, types of community participation, the consequences of participatory processes in the delivery of basic services, constraints to participatory processes in the delivery of basic services, advantages and disadvantages of community participation in the delivery of basic services, principles of *Batho Pele* in the delivery of basic services, strategies to improve community participation in the delivery of basic services, and empirical evidence on community participation.

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

Chapter 4: Data presentation, analysis, and interpretation- This chapter presents the data collected through questionnaires and interview. The chapter also discuss the analysis and interpretation of the collected data by discussing the sampled population's respondents as a way of providing an understanding of the nature of the research findings on community participation as a strategy for the delivery of basic services.

Chapter 5: Findings, recommendations, and conclusions - This chapter discusses the findings, recommendations, and conclusions. In this chapter, synthesised discussion of findings, recommendations on community participation as a strategy for the delivery of basic services, as well as the synthesis of the study, recommendations based on the principles of administration, future research study on a related subject and limitations of the study will be discussed.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

The literature review provides an insight on the topic that the study focuses. In the current study it was the role of community participation in the delivery of basic services. This was done by studying at various sources, to provide a conceptual background within which an investigation of the role of community participation in the delivery of basic services can be located.

The chapter discusses theoretical framework, legislative framework on community participation in the delivery of basic services, importance of community participation in the delivery of basic services, initiatives to enhance basic service delivery, the relationship between communities and the municipality in the delivery of basic services, conceptualisation of community participation, characteristics of community participation in the delivery of basic services, levels of community participation, forms of community participation, limitations of community participation, purpose of community participation, the philosophy of community participation, approaches to community participation, encouraging community participation, types of community participation, the consequences of participatory processes in the delivery of basic services, constraints to participatory processes in the delivery of basic services, advantages and disadvantages of community participation in the delivery of basic services, principles of *Batho Pele* in the delivery of basic services, strategies to improve community participation in the delivery of basic services, and empirical evidence on community participation.

2.2 THEORETICAL FRAMEWORK ON COMMUNITY PARTICIPATION

A theory is a supposition, or a system of ideas intended to explain something (Neuman, 2001:171). Theories that support the provision of basic services are provided below and in doing this, a theory that has relevance to this study is identified. Theories are provided as follows: social theory, public theory, and democratic theory.

2.2.1 Social Theory

In the South African local government context, where there is community discontent on the nature of municipal services as witnessed by the prevalence of service delivery strikes, Padgett (2016:261) is of the opinion that Social Theory enhances our understanding of the root causes of such actions and how they impact on communities. Social Theory is applicable to the study of community participation through ward committees because apart

from understanding social dynamics it helps to explain participation through the ward committees as a representative group of the community.

2.2.2 Public Choice Theory

The Public Choice Theory is an economics concept that was adopted to describe and explain political realities and how they impact on the nature of public decisions (Polit, 2013:171). It is relevant in the field of public administration because it highlights why it is necessary to promote participatory democracy as a way of curtailing the excesses of representative democracy. By highlighting the selfish nature of some public officials, the Public Choice Theory encourages the establishment of effective systems of public involvement in the decision-making processes of government.

2.2.3 Democratic Theory

In Democratic Theory, citizens can vote and engage in any programmes that enable them to influence the policies to be adopted by the government (Nauman, 2001:204). The Democratic Theory enhances our understanding of the principles of democracy and how those principles are at play in a democratic society. With regards to public participation, the Democratic Theory is relevant because through the theory, public administration scholars can identify how to efficiently harness public participation in a democratic dispensation with the aim of promoting local democracy at the local sphere of government.

2.2.3.1 Types of Democratic Theory

Democratic Theory is comprised of direct and indirect theories which will be fully discussed below:

2.2.3.1.1 Direct Democracy

Cole (2006:502) shows that a Direct Democracy is when citizens get to vote for a policy directly, without any intermediate representatives or houses of parliament. If the government must pass a certain law or policy, it goes to the people. They vote on the issue and decide the fate of their own countries. Hart (2013:88) emphasises that people can even bring up issues themselves if they have a substantial consensus on the issue. A direct democracy does not seem like a bad idea, when the population is small, educated and mostly homogeneous. This model of democracy drives people to form parties for their own agendas (Cole, 2006:502).

2.2.3.1.2 Indirect Democracy

Cole (2006:502) shows that a representative democracy or indirect democracy is when people choose to vote for who will represent them in a parliament. This is the most common form of democracy found across the world. Folz (2004:120) stresses that Indirect Democracy takes advantage of division of labour and a small group of representatives who can use their expertise in policymaking to free everyone to pursue other tasks. In addition, Folz (2004:120) shows that Indirect Democracy emphasizes on protecting the rights of not only most of the people in the state, but also the minorities. By electing a more qualified representative, a minority population would be able to vocalize its grievances in a more efficient manner (Mogale, 2001:160). The downside of this form of democracy is that the elected government may fail to pursue the interests of the citizens (Hart, 2013:88).

2.2.3.1 The relevance of the Democratic Theory in this study

With regards to community participation, the Democratic Theory is relevant as it is the government of people by the people for the people. More power is vested in the community members. They have the power to elect the representative that will serve their interest in the local government and improve the delivery of basic services to the communities. The exact opposite of an authoritarian democracy is the participatory form of democracy. There are different types of participatory democracy, however, all of them yearn to create opportunities for all members of a population, to make meaningful contributions to the decision-making process. It empowers the dis-empowered by breaking up the state into small networks and prefers to empower community-based grassroots politics. It values deliberation and discussion, rather than merely voting.

2.3 LEGISLATIVE FRAMEWORK ON COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES

Legislation provides a proper framework in every aspect of human life. Legislations that guide on how communities can participate in the delivery of basic services are analysed below. This legislative framework supports the involvement of community members in the delivery of basic services.

2.3.1 Constitution of the Republic of South Africa of 1996

The objects of the local government in terms of Section 152 (1) (a) of the Constitution, 1996 is to encourage the involvement of communities and community organisations in the matters of local government. Section 156 of the Constitution 1996 further prohibits the passing of by-laws, unless the proposed by-law has been published for public comment in terms of Section 160 (4) of the Constitution, 1996. Section 162 of the Constitution 1996 restricts the enforcing of promulgated by-laws, unless they have been published in the official provincial government gazette and made accessible to the public by the municipality concerned. Section 195 of the Constitution 1996 expounds the basic values and principles that must govern public administration. Section 195 (1) (e) of the Constitution 1996 stipulates that people's needs must be responded to, and the public must be encouraged to participate in policymaking, whilst Section 195 (1) (g) stipulates that transparency must be fostered by providing the public with timely, accessible, and accurate information.

The Constitution (1996) furthermore prescribes that enabling legislation be promulgated in order to give effect to the Bill of Rights and the values and principles enshrined in it. The Constitution (1996) builds on the commitment to deepen democracy by making provision for direct and indirect representation of citizens. The interests of a diverse range of stakeholders can, therefore, be presented through a range of democratic representative structures such as Special Sector Forums, Youth Council, Gender and Women Empowerment Council, Older Persons Forum, Children's Forum, Children's Advisory Council and Persons with Disabilities Forum, Sports Forum, Arts and Culture Forum, Community Based Planning, Integrated Development Planning Forum and Community Development Workers.

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

Section 72 (3) of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) carries the sentiment that community participation enhances democracy. This is achieved through representative structures, where ward committees play an important role. Section 74 of the Act, grants ward committees the powers and functions such as to negotiate

with the community members about how and when the basic services should be rendered (in addition to any other powers and duties delegated to them) to make recommendations on any matters affecting their wards, through the Ward Councillors, to the Council, Executive Committee, or the Executive Mayor.

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

In line with the Constitution of Republic of South Africa, 1996, the Municipal Systems Act, 2000 (Act No. 32 of 2000) furthermore sets out the objects of local government. Its preamble puts it clear that active participation of communities in the affairs of municipalities is a fundamental aspect of contemporary local government. In giving credence to the principle of cooperative government, Section 5 of the Municipal System Act, 2000 (Act No. 32 of 2000) lists reciprocal rights and duties that must be fostered between municipal councils, municipal administration, and local communities. In terms of Section 4 (2) (c) of the Municipal System Act, 2000 (Act No. 32 of 2000) the council of a municipality has the duty to encourage the involvement of the local community and in terms of Section 4 (2) (e) to consult the community about the level, quality, range, and impact of municipal services provided by the municipality and options available for service delivery. Section 5 of the Municipal System Act, grants members of the community the right to engage in the processes and mechanisms established by statute to participate in and contribute to the way the municipality is managed. Section 17 of the Municipal System Act, 2000 (as amended) makes provision for community participation in a way to promote the development of a culture of community participation; makes provision for the establishment of mechanisms, processes, and procedures for community participation; and provide for access to information and platforms for communication.

Developmentally oriented planning is provided for in Section 23 (1) of the Municipal System Act, 2000 (Act No. 32 of 2000) which gives guidance on the way participation by the communities should take place. In addition, Section 42 of the Municipal System Act (Act No. 32 of 2000) shows that community involvement in the municipality's performance management system must be promoted. Section 50 of the Municipal System Act, 2000 emphasises the fact that local government is governed by the democratic values and principles embodied in Section 195 (1) of the Constitution, 1996 which provides that a municipality must strive to achieve the objects of local government.

2.3.4 Local Government: Municipal Finance Management Act, 2003 (Act, No. 56 of 2003) (MFMA)

The objects of the Municipal Finance Management Act, 2003 (Act, No. 56 of 2003) are aligned with those of the Municipal Systems Act, 2000 (Act, No. 56 of 2003) (MFMA) and together they give effect to constitutional imperatives. Sections 21-23 of the Municipal Finance Management Act, 2003 (Act, No. 56 of 2003) makes provision for community participation processes, regarding the municipal budget, integrated development plan, performance management, and policy development. Such community participation processes such as community engagement, are concluded within set time frames in accordance with the specifications set by the Municipal Finance Management Act, 2003.

2.3.5 Intergovernmental Relations Framework Act, 2005 (Act No. 13 of 2005) (IRFA)

The Intergovernmental Relations Framework Act, 2005 (Act No. 13 of 2005) clarifies the meaning of the term consultation within a legislative context, defining it as a process whereby the views of another on a specific matter are solicited, either orally or in writing, and considered. Section 7 (c) of the Intergovernmental Relations Framework Act, 2005 (Act No. 13 of 2005) stipulates that the council is a consultative forum for the President to discuss performance in the delivery of basic services to detect failures and to initiate preventative or corrective action when necessary.

2.4 IMPORTANCE OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES

The common belief is that, involving communities in rural development programs and empowering them has the potential to boost their livelihood and foster development (Kakumba & Nsingo, 2008:107). Community participation empowers the primary beneficiary of development programs or projects by helping them to break away from a dependency mentality (Burkey, 1993:53). Creighton (2005:19) also states that community participation promotes self-confidence and self-awareness. Cooke and Khothari (2001:37) maintain that participation approaches can generally be viewed as having two broad objectives: first, the efficiency arguments that participation will yield better project outcomes; and second, the equity or empowerment arguments that participation is a process of promoting the capacity of people to improve their own lives.

Another importance of community participation is viewed as sustainability by Kumar (2002:23), who states that, through participation, resources available for development projects will be used more efficiently and fewer costs will be incurred if the people

themselves are responsible for the project. Similarly, Hoddinott (2001:98) asserts that participation by beneficiaries is important because the use of locally available information, unknown to outsiders, reduces the costs of intervention. Ghai and Vivian (1992:50) argue that even in sustainable development, participation is a key to the successful implementation of projects, because it may result in the sustainable management of local resources by the people.

According to Nampila (2005:41), through participation, the community can assess their own situation, organise themselves as a powerful group and work creatively towards changing society and building up a new world. Due to a diversity of opinions and perspectives from different role players, community participation helps to obtain a balanced perspective of key issues and to identify creative solutions to problems like for example, the partnership-in-planning approach. Community participation is either an integral component of empowerment or as both a cause and an effect of empowerment (Perkins, Brown & Taylor, 1996: 8687). Empowerment is a process through which people become strong enough to participate within, share in control of and influence events and institutions affecting their lives (Torres, 1986:564). It helps to achieve greater citizen's satisfaction with their communities and development at large and ensures sustainable development and continuity of the development processes. Participation processes can also be costly to undertake and depend heavily on political will, time investments and resources. Given the extensive demands on governmental resources and the strained nature of delivery, the justification of a commitment to participatory programmes, is often an issue. Many argue that money could be better spent on more pressing needs such as physical housing and service delivery (De Villiers, 2001:73).

According to the World Health Organisation (2002:45), community participation helps communities to channel resources to more beneficial projects and allow people to become responsive to community needs and take responsibility. Cole (2006:618) shows that communities have a wealth of untapped resources and energy that can be harnessed and mobilised through community participation. Community participation methods empower people to creatively develop skills and build competencies and capacities within communities. Furthermore, the World Health Organisation (2002:45) indicates that better and more sustainable decisions are made by involving communities in decision making because community participation is a way of extending the democratic process by opening governance and redressing inequality in power. It offers new opportunities for creative thinking, innovative planning, and development.

Hart (2013:105) notes that better community decisions are the ones that involve community, and they are generally more acceptable to local people. Onyenemezu (2014:209) argues that community participation serves to check and balance political activities by allowing fuller access to benefits of a democratic society. This increases democracy and combats exclusion. The World Health Organisation (2002:89) points out that community participation in decision making, planning and implementation is a human right. It is therefore important to implement new structures of governance that transcend the community being viewed as passive recipients of services provided by agencies and decided by few representatives (World Health Organisation, 2002:89). This will open genuine community participation at grassroots, empowerment of local communities and create a sense of citizenship.

Hall, Chipeniuk, Feick, Leahy, and Deparday (2010:761) are of the view that community participation ensures ownership and sustainability of programs, provides a source of information, knowledge as well as experience and eliminates deficiencies in the society, and empowers members to put emphasis on problem solving. Hart (2013:110) suggests that merely knowing that one can participate in community development and become accountable for development of a local community promotes dignity and self-sufficiency within the individual. Interestingly, Bolívar and Chrispeels (2011:35) point out that community participation can legitimise a program, its plans, actions, and leadership, which bring the difference between success and failure of the program. Programs that lack community support end up failing while the ones embraced by the community become successful. The World Health Organisation (2002:89) is of the view that community participation is an essential tool for ensuring that interventions and programs aimed at promoting health, wellbeing, quality of life and environmental protection are sustainable.

Cole (2006:629) argues that active community participation is the key to building an empowered community. Furthermore, Cole (2006:629) shows that participating communities are open to involvement by all groups and responsibilities are divided with an aim of engaging special talents and interests of contributing organisations and individuals thus decentralising power and responsibilities. Participating communities carry out their activities openly and publicise them widely. The citizens are well informed about community work as well as their opportunities for personal involvement in meaningful roles (Torney-Purta, 2002:187). Dahlander and Magnusson (2008:635) accede that successful community participation involves participating communities that do not discriminate against each other. Such communities willingly offer themselves to community involvement and perform their activities with an open mind. Dahlander and Magnusson (2008:635) further show that such communities are not controlled by any single organisation, group or philosophy and their

leadership is used to facilitate discussion of diversity of viewpoints instead of pushing for its own agenda.

2.5 INITIATIVES TO ENHANCE BASIC SERVICE DELIVERY

Cole (2006:629) indicates that municipalities have made progress in attempting to address and resolve some of the challenges associated with their effectiveness and efficiency in delivering services. Section 135 (a) of the Constitution of the Republic of South Africa, 1996 states that a municipality must structure and manage its administration and budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community. Section 214 (1) of the Constitution of the Republic of South Africa, 1996 states that an act of Parliament must provide for the equitable division of revenue raised nationally among the national, provincial, and local spheres of government.

Mogale (2001:187) states that a municipality can outsource services; meaning that it can choose or hire entities to deliver the service, while it remains its responsibility to make sure that the entities deliver services properly. Municipalities must make sure that people in their areas of jurisdiction receive the basic services they need. Folz (2004:198) shows that there are many services that municipalities provide; however, the most important ones are water supply and sanitation, refuse removal, electricity and gas supply, municipal health services, municipal roads and storm water drainage, street lighting, municipal parks, and recreation. These services have a direct and immediate effect on the quality of life of the people in communities. For example, if the water provided is of a poor quality or refuse is not collected regularly, it will contribute to the creation of unhealthy and unsafe living environments. Furthermore, Folz (2004:198) indicates that poor services can also make it difficult for a community to attract business or industry and limit job opportunities for residents.

Cole (2006:632) contends that a municipality can enter Public-private partnerships to provide sustainable services to its communities. Public-private partnerships have great potential but do not provide the final solution to all the problems of infrastructure delivery that face local governments. Public-private partnerships also carry potential risks that should be carefully considered when local governments decide on the one that is best suited for them. Furthermore, Van Donk (2008:200) states that local governments should be motivated by the need to provide efficient and cost-effective services. Examples of public –private partnerships that are entered into are service contracts, leases, concessions, and monopolisation.

Mogale (2001:143) points out that a municipality enters Municipal Community Partnerships (MCP) to providing basic services to the communities. This is a partnership which is promoted and helps local governments to provide quality facilities and services in equitable, efficient, and effective way for the benefit of all residents. Municipal Community Partnerships are an example of one institutional strategy that can help meet development needs at local level. Russell and Vidler (2000:75) indicate that Non-Government Organisations (NGOs) play a key role in providing technical and organisational support in most municipal community partnerships. For this reason, strategies for promoting National Municipal-Community partnerships should aim at working directly with NGOs when dealing with Community Based Organisation (CBOs).

Folz (2004:198) emphasises that another way in which a municipality can provide services is to enter Municipal-public partnerships. Furthermore, Van Donk (2008:201) indicates that there is a widespread belief across many municipalities in South Africa that decentralising service delivery is easier. Despite the amalgamation of municipalities and matching rural and urban areas, it is still presumed that urban areas receive better services than rural areas. In addition, Van Donk (2008:201) states that in their endeavour to deliver these services to the people, officials are required to observe certain principles to enable the people to get the services they deserve. These principles are known as "*Batho Pele*" meaning people first.

The Municipal Service Partnerships (MSPs) option is not an end, but simply one of the means available to municipalities to address the municipal infrastructure and service backlog (Mogale, 2001:153). The MSP is presented as an attempt by government to actively involve the private sector in trying to help the public sector, as a mechanism for municipal service delivery. Mogale (2001:153) furthermore indicates that MSPs are intended to provide municipal councils with greater flexibility in addressing service delivery needs. Mogale (2001:153) furthermore points out that private sector involvement should primarily be aimed at achieving improved and greater levels of services and leveraging additional capacity and investment.

Thulamela Local Municipality IDP Review (2008/9) shows that the Municipality prioritises the responsibility to provide services to meet the basic needs of the poor in the most cost-effective and affordable way. The municipality does this in the following ways: provides effective relief for the poor, for example, a specific allocation of free water and electricity to people who cannot afford certain services. Develop arts and culture programmes/ facilities, work in partnership with local business to improve job creation and investment in the area. However, in most cases most municipalities are unable to provide these services to their customers. Many municipalities are still struggling with defining the roles and responsibilities

of political office bearers, structures, and administration (De Visser, 2010:100). De Visser (2010:100) furthermore contends that operational problems and blockages arise from a direct inability of political decision-makers and officials to agree on roles and to implement an appropriate system of delegation as required by Section 59 of the Municipal Systems Act 2000 (Act No. 32 of 2000). This situation is worsened by high vacancy rates at senior management levels.

2.6 THE RELATIONSHIP BETWEEN COMMUNITIES AND THE MUNICIPALITY IN THE DELIVERY OF BASIC SERVICES

Koma (2010:112) states that a municipality is a sphere of government closest to the people. Furthermore, Koma (2010:112) mentions that municipalities are elected by citizens to represent them and should ensure that services are delivered to the community. A municipality is responsible for the provision of household infrastructure and services, an essential component of social and economic development (Guerrero, Maas & Hogland, 2013:220). The provision of such services includes water, sanitation, local roads, storm water drainage, refuse collection and electricity supply. The National Planning Commission (2013:14) stresses that the provision of basic services, apart from being a constitutional right, is essential to enable people to support family life, find employment, develop their skills, or establish their own small businesses. Blom-Hansen (2010:55) shows that local government or local authorities have existed since the early days and they were providing several basic services to the citizens in their areas of jurisdiction. This therefore implies that municipalities are local government themselves and that they are the ones that deal with the actual service delivery to the communities.

Ababio (2004:272) states that a municipality has the responsibility to make policies and By-laws about the rights and responsibilities of citizens and the delivery of basic services. Owusu and Afutu-Kotey (2010:123) point that a municipality collects revenue from taxes and uses this money to provide services and infrastructure that improves the lives of all the people in the communities, particularly the poor. Liebenberg (2005:21) indicates that a municipality should promote the Bill of Rights, which reflects the nation's values about human dignity, and equality and freedom. Liebenberg (2005:21) furthermore shows that municipalities work with communities to create sustainable human settlements which provide a decent quality of life and meet the social, economic, and material needs of communities in a holistic way. Local government focus on realising developmental outcomes, such as the provision of household infrastructure, integrated cities, and the promotion of local economic development (Nel & Binns, 2001:356).

Slater (2006:737) observes that municipalities are encouraged to think critically about how they operate and relate to local communities, and to develop their own strategies for meeting local needs and promoting the social and economic development of communities in their areas of jurisdiction. Section 152 (1) b of the Republic of South Africa Constitution, 1996 states that, local government ensures the provision of services to communities in a sustainable manner. Sustainability in this regard refers to providing enough services continuously to ensure the general welfare of the communities. Section 73 (1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) stipulates that a municipality gives priority to the basic needs of the local community; a municipality should promote the development of local communities; and a municipality ensures that all members of the local community have access to at least the minimum level of basic municipal services.

According to Thornhill (2008:492), the other relationship between the municipalities and communities is the election of local government. Thornhill (2008:492) furthermore points out that municipalities ensure that voters are constantly made aware of the need to vote and that they can vote easily and safely. Moreover, Carley (2000:273) indicates that communities elect the political party of their choice to represent them in the local government and serve their interests. Koma (2010:120) views that community development workers are deployed by the municipality to work in communities to make sure that people can access basic services. They must give advice, help people with problems, assess needs and work with local organisations to build partnerships with government. They usually know the community well, have good contacts with organisations and can help to do consultation, do research, spread information, and monitor implementation.

As indicated by Carley (2000:273), the political party that is in power in a municipality, appoints ward councillors to work in partnership with local communities and private sectors to develop a vision for local areas, working collaboratively to improve services and quality of life for communities. Furthermore, Carley (2000:273) shows that ward councillors are the representatives of specific communities and are ideally placed to be the link between the people and the municipality. Du Plessis (2007:22) attests that ward councillors bring people's needs and problems to the municipality and consult and inform the community around municipal services and programmes. Ten members are elected in each ward to assist and advise the ward councillor and increase community participation (Piper & Deacon, 2008:61). They are useful for spreading information, assessing needs, building partnerships, consulting the community, and picking up local problems with regards to service provision.

Piper and Nadvi (2010:157) reveal that stakeholder forums exist in the municipality such as community police forums and IDP forums. Other forums that are made up of stakeholders

are set up for specific projects and programmes. Du Plessis (2007:29) indicates that forums are very useful for quick and on-going consultation as well as for building partnerships between the community and government. In addition, Piper and Nadvi (2010:157) show that most municipalities employ staff to liaise with the community. The municipality has access to its own media, for example notice boards, rates, and water bills, etc. This is used to spread information about prices, new plans, budget priorities, etc. The commercial media as well as radio is also used to inform people, and in some cases like phone-in programmes, to consult community members.

Cleave and Arku (2015:323) stipulate that the main contact between local communities and the municipality is through the consumption of municipal services. Cleave and Arku (2015:323) furthermore indicate that municipalities are responsible for the needs of both citizens and businesses as consumers and end-users of municipal services. Du Plessis (2007:22) emphasises that improved customer management and service provision are critical to build an environment conducive to economic and social development. Communities are consulted about the level and quality of services they receive, and, where possible, are given a choice about the services which are provided. Furthermore, Du Plessis (2007:22) stresses that communities know how departments are run, how resources are spent, and who oversees services. Lewis and Kanji (2009:186) state that municipalities utilise partnerships to promote emerging businesses, support non-governmental organisations and community-based organisations, mobilise private sector investment, and promote developmental projects which are initiated but not necessarily financed by local government. In addition, Lewis, and Kanji (2009:186) show that communities allow municipalities to get buy-in and to develop partnerships with stakeholders.

2.7 CONCEPTUALISATION OF COMMUNITY PARTICIPATION

The word community is a multi-dimensional and complex idea that is characterized contrastingly by various researchers. From a sociological perspective, community implies a gathering of individuals who live in a similar place, share same interests, an area or regular situation (McMillian English Dictionary, 2007). Richards and Schmidt (2013:75) are of the view that community may likewise allude to a social or ethnic or language gathering or may allude to gathering of people having the equivalent or comparative premium. The attributes and conduct of communities' contrasts starting with one community then onto the next relying upon the historical background. The primary concern is that community must have similar qualities. As per Green and Mercer (2001:1931), community can be characterised as something that has a feeling of spot, limit or having a place.

A community implies collaboration, uniformity and opportunity inside the group and the likelihood to develop in aggregate cognizance (Hall, 2018:187). A community has been characterised just by Smith (2006:11), as occupants of a topographical neighbourhood or multi-neighbourhood region regardless of how they identify with one another. A community is one of the focal ideas in the sociologies, yet it often comes up short on an exact definition. Tshikwatamba (2004:257) characterises a community as a bunch of individuals living respectively and sharing regular societies and qualities. The author in this instance accentuates the significance of culture and qualities as pointers of will's identity acknowledged as an individual from the community. Tshabalala (2006:46) points out that participation of local community in local government system have its unique practice.

The World Bank in Mansuri and Rao (2004:10) portrays community participation as the dynamic inclusion of a characterised community in probably a few parts of undertaking structure and usage. The World Bank in Mansuri and Rao (2004:10) furthermore indicates that participation is relied upon to prompt better structured tasks, better focused on advantages and more financially savvy and opportune conveyance of venture inputs. Morgan (2001:221) characterises community participation as something that occurs in connection to something different. Morgan (2001:221) further refers to that, in most improvement ventures, community investment identifies with the association of a community in remotely started advancement mediations. In this case, an external body initiates a project, and the community participates.

Community participation is basic for concrete development in rural areas. Theron (2005:120) views community participation as a procedure to offer community a chance to decide their own goal. This implies arrangement of grassroots dimension with capacities, which could empower them to arrange improvement conveyance frameworks and have the option to take educated choices, as far as their advancement needs and priorities (Theron, 2005:119). Parfitt (2004:537) views community participation as a functioning procedure by which customer gatherings or recipients impact the course and execution of the advancement program with a perspective on upgrading their prosperity as far as pay, individual development, confidence, profound improvement, and qualities they treasure.

As indicated by Lyons (2001:1233), community participation has turned out to be increasingly more significant as methods for enabling the community and making physical upgrades progressively feasible. Mogale (2001:160) stresses that involving community in rural development projects has the potential to boost their livelihoods. Bannett and Dearden (2014:107) state that community participation with regards to rural development is not concerned in the principal occasion with how to accomplish a participatory society; however,

it is increasingly concerned about how to achieve some rustic division with respect to the individuals who rely upon that area for an employment.

Tosun (2000:613) is of the view that the motivation behind community participation is to make open doors for the community to take part in planning and policy making assignment and appropriation of assets and the board of administrations. By enabling community to participate in the design, execution and assessment of rustic improvement ventures, nearby experience and information could be consolidated in development projects enhancing not only the success of these projects, but commitment to them (Reed, 2008:2417). Fainstein (2004:451) indicates that the important issue is that participation, whatever form, or direction it might take, cannot be regarded simply as physical or tangible input into development project. Any form of participation occurs within a particular context and will be influenced by the economic and social forces that mound that context.

2.8 CHARACTERISTICS OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES

The characteristics of community participation in the delivery of basic services constitute a very important component of this study. This consists of skills and knowledge, planning, empowerment, and mobilisation. A comprehensive discussion about the above follows below.

2.8.1 Knowledge and Skills

Markey, Halsets and Manson (2010:125) assert that by participating, the community gains knowledge and skills, and thus sustain the delivery of basic services. Sibiya (2010:200) points out that community participation teaches communities how to solve conflicts and allow for different perspectives to be heard, enhances rural people's learning potential and the ability to access and on the other hand, Markey, Halsets and Manson (2010:125) indicates that community participation also entails improving thinking skills. According to Atalay (2012:184), the people should be at the centre of the delivery of basic services. In this regard, Atalay (2012:184) believes that locals should be allowed to make contributes based on their knowledge, practice, and innovations in the process of service delivery for sustainable development.

Hodson (2014:68) argues that participation requires voluntary and democratic involvement of people in contributing to the development efforts; sharing equitably in the benefits derived from there and decision making in respect of settling goals; formulating policies and planning; as well as implementing economic and social development programmes. Hodson

(2014:68) furthermore states that there are two main ways for implementing the notion of participation, such as community development programs which are aimed at preparing a rural population to collaborate with government development plans and establish formal organisations to provide the structure through which the rural people could have some contact with, and voice in, development programmes.

2.8.2 Planning

According to Sibiya (2010:203), participation offers new opportunities for creative thinking and innovative planning and development. Hodson (2014:76) points out that participation is understood as giving a few influential people a voice in local decision-making and planning, whereas the most needy and deprived, who may be most of the community, are not even consulted. Furthermore, Sitorus (2017:18) stresses that the community should therefore be involved in the planning stage of the development projects. In addition, Sibiya (2010:204) asserts that communities should have a say in decisions about actions that affect their lives. They should be included in decision-making processes such as initiation, planning, implementation, and evaluation of the development projects.

2.8.3 Empowerment

Stringer (2013:194) contends that empowerment increases the capabilities of the poor and holds accountable the institutions that provide them. Hodson (2014:68) shows that empowerment attempts to give power and knowledge to rural communities to assist in creating a better quality of life, so that in the future they will have the skills to rely less on the external forces to provide vital services and infrastructure. Sitorus (2017:20) indicates that empowerment is usually seen as a key for good quality of life, increase human dignity, good governance, pro-poor growth, project effectiveness and improved service delivery. Hodson (2014:78) states that participation in development projects is a strong form of empowerment as it entails building capacity of the community so that they can make rational decisions and undertake meaningful input for natural benefits.

2.8.4 Mobilisation

Chifamba (2013:15) indicates that participation entails self-mobilisation, self-reliance, and empowerment of the development process. Furthermore, Chifamba (2013:15) shows that it is the series of interventions designed to increase the level of involvement of a community in the decision that affect its own development. Sitorus (2017:20) is of the view that mobilisation promotes community participation in control and decision making of all actions affecting a community. Furthermore, Sitorus (2017:20) shows that participation of all

members of a target community is essential to both poverty reduction and community development.

2.9 LEVELS OF COMMUNITY PARTICIPATION

Community participation is defined differently by different community members. The degree of involvement ranges from manipulation to citizen control. The levels of participation include the following:

- **Citizen control:** Cornwall (2008:269) contends that a community participates by taking initiatives independently of external institutions for resources and technical advice they need, however, they retain control over how resources are used. An example of citizen control is self-government wherein the community makes decisions.
- **Delegated power:** The government controls the decision-making process and funds it, but communities are given delegated power to make decisions (Bishop & Davis, 2002:15). Communities participate in joint analysis, development of action plans and formation or strengthening of local institutions. The process involves interdisciplinary methodologies that seek multiple perspectives and make use of systemic and structured learning processes. As community members take over local decisions and determine how available resources are used, so they have a stake in maintaining structures or practices (Bishop & Davis, 2002:17).
- **Partnership:** Sitorus (2017:52) provides an example of partnership as a joint project whereby communities have considerable influence on the decision-making process, but the government still takes responsibility for the decision. Cornwall (2008:272) emphasises that community participation is seen by external agencies to achieve project goals, especially at reduced costs. Community members participate by forming groups to meet predetermined objectives related to the project (Chifamba, 2013:20). Such involvement tends to arise only after external agents have already made major decisions. Chifamba (2013:20) furthermore indicates that community participation is for material incentives where communities participate by contributing resources, for example, labour in return for food, cash, or other material incentives.
- **Placation:** The communities are asked for advice and therefore changes are made (Thornhill, 2008:509). In a partnership, the power is shared by negotiation between communities and stakeholders. 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 (Chrispeels, 2011:35).

- **Consultation:** The community is given information about the issues and asked to comment, for example, through meetings or survey; but their views may not be reflected in the final decision, or feedback given as to why not (Cleave & Arku, 2015:328). External agents define problems and information gathering processes, and so control the analysis. Such a consultative process does not concede any share in decision making.
- **Informing:** The community is told about the project, for example, through the meetings or leaflets; the community may be asked although its opinion may not be considered (Du Plessis, 2007:28).
- **Therapy:** Lewis and Kanji (2009:168) attest that community members participate by being told what has been decided or has already happened. It involves unilateral announcements by an administration or project management without listening to people's responses.
- **Manipulation:** Community participation is simply a presence, for example, with the community's representatives on official boards but who are not elected and have no power, or where the community is selectively told about a project according to an existing agenda (Slater, 2006:750).

2.10 FORMS OF COMMUNITY PARTICIPATION

Due to its broad nature, community participation is complex in terms of its definition and open to manipulation (Storay, 1991:31). Geilfus (2008:3) presents community participation ladder in ranks of the type of participation that are possible to have. In this ladder, Geilfus (2008:3) reveals six forms of participation which are: Passivity, Information providers, Consultative participation, Incentive-based participation, Functional participation, Interactive participation, and lastly Self-development. As Geilfus (2008:1) notes what truly determines the level of participation in this ladder, it is the degree of decision-making power accorded to the community or the people that participate. This is true both of relationships between community members and the development agency and those within community organizations and institutional local actors.

Elahi (2015:103) stresses that power dynamics play a significant role in the concept of participation, and that is evident in the different forms of participation. Passive participation is a form where communities are merely tools and have no influence in decision making and conception of projects and initiatives (Davids, 2009:116). The drawback of this kind of participation is that it does not translate into genuine involvement of the communities who participate. They are reduced to merely being labourers in projects that are already created and put in place. The second form of participation requires communities to be given

information and as information providers: communities participate by filling out survey questionnaires, this is done without them having a say in the use given to survey data (Geilfus, 2008:3; Davids et al, 2009:116; & Cornwall, 2008: 272). With this type of participation, there is no reciprocity and people are there to give information about and to pre-determined issues that are being investigated. They have no say in how these surveys are developed or how the questions are phrased. Additionally, Elahi (2015:108) stress that with this type of participation, communities have no control in how the information they give is utilized.

Genuine participation, in which parties involve exchange knowledge, skills and resources, is not achieved with the first two forms of community participation (Nampila, 2005:84). Nampila (2005:84) further indicates that in this form of participation communities are merely consulted by external agents. In consultative participation: communities are consulted by external actors who listen to their opinions; however, they have no say in the decisions made because of these sessions (Davids, 2009:116). In this form like the previous forms of participation there is no genuine participation where there is an equal exchange of information, skills, and resources. Furthermore, Murray (2004:201) attests that there is no collaboration between the different stakeholders involved in these exchanges.

In the fourth conception of what community participation means, participation is categorized based on incentives changing hands (Neves, 2002:43). In incentive-based participation: communities participate mainly by supplying labour or other resources and the exchange for certain incentives (Magida, 2013:354). While the project requires their involvement, they have no direct role in decision-making (Davids, 2009:116). Although the transfer of skills under this form of community participation is involved, there is no empowerment and communities still have no stake in the decision-making process (Twala, 2009:157). Twala (2009:157) further shows that communities have no stake in how their labour or land is used. In additional, Twala (2009:158) indicates that the incentives that communities received are pre-determined by external agents. This means that communities have no decision in how much they gain from their involvement and participation.

The fifth form of community participation on the participation ladder is functional participation. In this form communities play a function in forming and building work groups that ensure pre-established project goals are met (Elahi, 2015:147). Communities have no stake in project formation and design however they are consulted during follow-ups and when adjustments need to be made (Davids, 2009:116). In this form of participation communities' involvement is merely a tool to help meet project objectives and goals (Storay, 1991:78). The sixth form of community participation is more inclusive and entails partnership

formation. Interactive participation is where organized local groups are involved in all aspects of the project, from the design stages to implementation and evaluation (Roodt, 1996:314). This form of community participation involves systematic and structured learning processes, as well as a progressive transition towards the communities being in control and managing the project (Geilfus, 2008:3; Davids et al, 2009:117; & Cornwall, 2008: 272). Roodt, 1996:314) further indicates that in this type of community participation, skills development and learning is achieved.

The last form of community participation is self-development in which organised local groups take the initiative, without waiting for external input. External parties assume an advisory role, acting as partners (Davids, 2009:117). It is evident that as communities move up the ladder, the type of involvement that is required changes (Mphahlele, 2003:164). Partnerships are formed and a shared learning process is achieved in the last form of participation which is a form that encourages self-development and diminishes the top-down approach that we see in other forms of participation (Brynard, 1996:364).

2.11 LIMITATIONS OF COMMUNITY PARTICIPATION

Community participation may be able to enhance or build skills of all the people that take part in development initiatives (Kukumba & Nsingo, 2008). Its definition is broad and open to manipulation and is often used as a propaganda tool to use communities and people as tools for initiatives that are predetermined without consultation (Cooke & Kothari, 2001:201). In addition, Cooke and Kothari (2001:201) show that community participation can be used to romanticise how project are and paint a picture of equality and equal participation when there is none. Elahi (2015:334) notes that participatory development can be described as a manipulative tool to engage communities in pre-determined economic, social, and political processes, and an expedient way to achieve goals or an attempt to support a democratic process for the improvement of well-being of the entire population through their free and meaningful participation in development. In addition to the manipulation of the concept and the fact that the notion is broad and fits people's agendas, Elahi (2015:334) indicates that power dynamics influence the amount of community participation that people have. Furthermore, Elahi (2015:334) stresses that there can never be equality in partnerships that calls for community's equal participation.

Roodt (1996:323) observes that local elites monopolize power and are often hostile to widespread participation, using a combination of power positions, such as class, race, gender, age, and education, often backed by tradition to prevent this from occurring. It is possible that people bring more resources than others and have more influence in how projects are run because of status and it is those power dynamics that limit the effectiveness

of community participation in development initiatives to benefit everyone involved (Rifkin, 1990:36). Some forms of participation require communities to be docile bodies that are used to meet project objectives in which projects are already drawn up and predetermined. So, it remains possible that communities may be side-lined (Geilfus, 2008:97). It is true that through community participation, communities can be empowered (Davids, 2009:118). There is a distinction that is revealed which relates to community participation as involvement or participation as empowerment (Davids, 2009:118).

Community participation as involvement is weak, sometimes co-opted, used to mobilize the public, a top-down decision-making process, anti-participatory and manipulative mode of participation (Davids, 2009:119). However, when community participation is regarded as empowerment, it becomes a process that leads to strong community participation, social learning, capacity building and a bottom-up decision-making process (Davids, 2009:119). Both conceptions of community participation result in different outcomes of community participation (Rosmarin, 2008:146). Community participation result in the empowerment of all the communities that are involved in development initiatives notions of power (Dipholo, 2002:66). Community participation in development is important for the longevity of development projects and it is vital for the skills formation, building and enhancement of all that take part and are involved (Botes & Van Rensburg, 2004:415). Through community participation, people can learn and have access to different resources. It is through the partnerships formed that communities could transfer knowledge about lived experiences and different ways of solving problems to which communities face (Cavaye, 2000:138). The sharing of knowledge exposes all involved to different viewpoints that may enable communities to enhance their lives and enhance their communities (Raid, 2003:401).

2.12 PURPOSE OF COMMUNITY PARTICIPATION

Botes and Van Rensburg (2004:456) reveal that in qualifying community participation, there are aspects that need to be considered, such as an understanding of the purpose of the participation, how in the situation of a project community is defined and who should participate and how they participation is necessary. Rifkin (1990:56) proposes the three most pertinent component questions to define the community participation which are the following: Why participation? Who participates? And how do people participate? Brynard (1996:44) in Kakumba and Nsingo (2008) outline the following as the objectives of citizen participation: To provide information to citizens, to obtain information from citizens, to improve public decisions, programmes, projects, and services; and to protect individual and majority group rights and interests. The objectives of community participation as an active process are empowering the residents, building beneficiary capacity, increasing project; effectiveness,

improving project efficiency, and sharing of project costs (Brynard, 1996:44). According to Burns, Heywood, Taylor, Wilde and Wilson (2004:2), community participation is not the same as consultation. Many organisations believe that they have a community participation strategy when they mean that they have a consultation strategy. Mphahlele (2013:16) is of the view that in South Africa; most local municipalities use consultation as a replacement for community participation because of a lack in differentiating between the two concepts.

Roodt (1996:87) explains that consultation is a limited form of community participation because the change agent dominates the process by defining and giving solutions to the social problem. Roodt (1996:87) further shows that in consultation, the intended beneficiaries do not share in decision-making. Cavaye (2000:13) attains that consultation involves government holding specific events or creating opportunities for communities to comment on a proposal or issue. Twala (2009:40-41) states that there are many developmental organisations, agencies, and government departments that regard local communities as a good source of information. However, these organisations may limit the community participation to an advisory role. Botes and van Rensburg (2004:45) assert that, for the state, community participation programs are often more about maintaining existing power relations in society and ensuring the silence of the poor, as well as legitimising the political system as a form of social control. Participatory programs should work to improve the well-being of the destitute and produce alternative, more democratic, more empowering decision-making models (Burton, 2004:74).

Cooke and Kothari (2001:85) seek to challenge the very idea of community participation in development projects overseas. Burton (2004:14) seeks to describe the literature on community involvement in regeneration and to develop a model of the essential elements of such involvement. Community participation can often be little more than the wish to consult within a narrow policy framework (Rifkin, 1990:187). Community participation is understood to involve responsibility, trust, and cooperation, not just consultation, to help implement outside innovation more efficiently (Rosmarin, 2008:19). Community participation means that communities are playing an active part and have a significant degree of power and influence (Cavaye, 2000:458).

Cavaye (2000:13) asserts that structured community participation entails advisory committees or representative panels that mediate community input. Communities may join with government on specific projects or other forms of formal involvement. Material incentives encourage community participation or people may contribute their time and resources (Cooke & Kothari, 2001:186). Twala (2009:39-40) emphasises that special attention must be paid to the development of local committees and governance structures to

adequately oversee local participation. These local committees and governing structures direct and execute development projects, rather than merely receive a share of project benefits.

Uemura (1999:12) contends that community participation is necessary to assess community contexts, and the agencies responsible for promoting community participation efforts, to create specific plans or components of the projects. Uemura (1999:12) adds that when the agencies are not willing to collaborate with communities in achieving the objectives, it is important to help them understand why community participation is important. Communities need to have a good understanding of why they need to collaborate with government and, what benefits can be yielded (Kukumba & Nsingo, 2008:456). Genuine participation always includes a transfer of power to the relatively disempowered (Magida, 2013:1). Murray (2004:102) points out that the level of participants influences or control on decision-making, actions and outcomes is often a key to the descriptions of community participation.

2.13 THE PHILOSOPHY OF COMMUNITY PARTICIPATION

Storey (1991:307-315), believes that there has been a need to investigate new approaches to community development because of the significant and on-going changes occurring in townships. Community participation has long been a subject of active discussions in the field of political, administrative sciences and community-based activities (Cavaye, 2000:279). Oakley and Marsden (1984:1) indicates that; what give clear understanding of popular participation is the collective efforts by the communities concerned together to pool their efforts and resources to attain objectives they set for themselves. Kumar (2002:24) argues that participation in this regard deals with encouraging participants to take initiatives and actions which are stimulated by their own thinking and deliberation and over which they can exert effective control. Nampila (2005:31) agrees that different individuals in the same community may have different interests and may not necessarily want to participate in development projects. With community participation, the communities decide, act, and reflect on their actions as conscious subjects.

The common belief is that involving communities in community programmes and empowering them have the potential to boost their livelihoods and foster development (Kakumba & Nsingo, 2008:107). Such involvement facilitates the reversal of the inequalities that have been developed under colonialism by helping communities to engage in the process of identifying problems and acting on them. The community should have the authority to make decisions regarding their expertise because the development of their area affects them directly (Nampila, 2005:512). Nampila (2005:512) further mention that communities should also be able to express their views at meetings without fear, and

regardless of presence municipal authorities. Kakumba and Nsingo (2008:108) indicates that offering communities more choices would stimulate competition, geared at making the public service more efficient and service oriented by capturing the most communities' public interest and indicate that when a community participates voluntarily it will benefit from the projects.

2.14 APPROACHES TO COMMUNITY PARTICIPATION

There are two broad implications of community participation which are identifiable: those that view community participation as a means and those that view it as an end (Kumar, 2002:25). Community participation to an end is an issue which has bothered both development thinkers and workers. Burkey (2000:58) indicates that the proportion of the second view often maintains that development for the benefit of the poor cannot occur unless the poor themselves control the process through the praxis of participation. Burkey (1993:58) also points out that until recently the notion of participation to achieve effective development still dominates community-development practice. Oakley and Marsden (1984:23) state that there are two main vehicles for implementing this notion of participation which are community development programmes which were aimed at preparing the township population collaborate with government development plans and the establishment of formal organizations which were to provide the structure through which the township communities could have some contact with, and voice in, development programmes.

Oakley and Marsden (1984:23) contend that the strategy of community participation is to provide meaningful participation of the community in community development. Community participation is an end and is the unavoidable sequence of the process of empowering and liberating the community to understand the process of development (Oakley & Marsden, 1984:23). Kumar (2002:25) agrees that community participation as an end is self- mobilizing where the local communities themselves are in total command. There is no doubt that meaningful participation is about achieving power- which is the power to influence the decisions that affect one's livelihood. Community participation is viewed as an end if it becomes a long-term process, the purpose of which is to develop and strengthen the capabilities of communities for them to participate directly in development initiatives (Kumar, 2002:26).

2.15 ENCOURAGING COMMUNITY PARTICIPATION

The activities of the community are not considered to be in the special vicinity of a knowledgeable policies, but it is the business of everyone (Raid, 2003:34). Community participation is an essential part of human growth, which is the development of self-confidence, pride, initiative, creativity, responsibility, cooperation (Burkey, 1993:56). Kumar (2002:26) states that participation is therefore being increasingly viewed as the process of empowering the local people in general. Kumar (2002:26) further shows that community participation must be more than a policy statement and there must be genuine commitment to encourage participation in all aspects and at levels of development rather than a policy. The most important action the local authorities can take to encourage community participation is to welcome local people to contribute to the activities which are to be implemented (Murray, 2004:83). communities should feel that they can influence the outcome of the project for them to participate (Nampila, 2005:44).

The United Nations Document (1981:5) states that community participation creates an opportunity which enables all members of a community to actively contribute to and influence the development process and to share equitably in the fruits of development. Burkey (1993:56) asserts that communities should be informed of their basic human right and political power should be realigned in favour of disadvantaged groups. The outcomes of a community participation process cannot be predetermined because communities are unpredictable (Nampila, 2005:177). The process must be flexible to adapt to unforeseen circumstances. Nampila (2005:177) further mentioned that it is not always possible to satisfy everyone, which can result in some communities not approving of the initiative. Conditions should be created under which collaborative dialogue can occur around issues that are critical to the community.

Storay (1991:45) is of the view that all viewpoints should be heard, and communities should have an equal chance to participate in the decision-making process. Community participation should seek to give a voice to those normally excluded from the process (Kukumba & Nsingo, 2008:187). Community participation needs to be an on-going commitment with preparedness to begin with where communities are at rather than set aspirations too high in line with the Brown's slow-fast incremental approach (Nampila, 2005:44). The communities should be presented with a clear picture of the work of voluntary institutions (Kumar, 2002:45). This means that the various types of work carried out by voluntary bodies for the benefits of the public should not only be clearly recognizable but also be readily available to the public. Nampila (2005:45) reveals that the other mode to strengthening the community participation is through the welding of public/community/private

partnerships built on existing organisational strengths. Community participation needs to be remunerated for undertaking tasks of infrastructure management and maintenance in partnership or under contract to local government (Mphahlele, 2013:123). Nampila (2005:45) is of the view that if communities are to enter partnerships with local government for the implementation and management of local economic development and infrastructure projects, the capacity to sustain these partnerships will need to be created. The normal education system should give more instruction on the social functioning of the community and the responsibilities of the individual communities (Neves, 2002:34).

2.16 TYPES OF COMMUNITY PARTICIPATION

The literature shows that there are different types of community participation. These range amongst others, from voting in elections, participating in party politics, holding public demonstrations, petitioning local or national leaders, lobbying decision-makers, making written or verbal submissions to committees, and the use of ward committees at local government level (Russell & Vidler, 2000:83). Bolivar and Chrispeels (2011:37) developed seven typologies to demonstrate the different concepts of community participation which are as follows:

2.16.1 Passive participation

Hart (2013:245) points out that, communities participate by being told what is going to happen or what has already happened. Mogale (2003:345) stipulates that passive participation involves unilateral announcements by an administration or project management without listening to people's responses. Furthermore, Hart (2013:245) shows that the information belongs only to external professionals. Some refer to passive participants as lurkers, free riders or individuals who carry out social loafing (De Visser, 2010:90). Folz (2004:213) is of the view that if online communities are composed only of such free riders who prefer to benefit from other people's work without contributing themselves, the community would not be able to function as a scaffolding for knowledge creation, sharing and circulation and may eventually disintegrate. Russell and Vidler (2000:85) argue that passive participation should not be understood as a dysfunction, and at times offering quite a few advantages for online communities. Furthermore, Russell and Vidler (2000:85) stress that passive participants can spread important information about the community, thus assisting in publicising it. Their participation can also become more active as they grow more comfortable within the community. Moreover, Russell and Vidler (2000:85) view that large scale passive participation can prevent information overload.

2.16.2 Participation in information giving

Mogale (2003:365) shows that community members participate by answering questions posed in questionnaires or telephone interviews or similar community participation strategies. Moreover, Mogale (2003:365) indicates that community members do not have the opportunity to influence proceedings as the findings of the research are neither shared nor evaluated for accuracy. Koma (2010:115) stresses that it is not possible in a one-day workshop to give an overview on the overall consortium, to discuss scenarios and go into detail too. On the other hand, Thornhill (2008:500) indicates that stakeholders do not have the resources to meet more than twice a year.

2.16.3 Participation by consultation

Cole (2006:640) points out that, communities participate by being consulted while professionals, consultants and planners listen to their views. Cole (2006:640) furthermore argues that the disadvantage with this type is that professionals define both problems and solutions and may modify these in the light of the people's responses. Furthermore, Van Donk (2008:86) emphasises that the most worrying is that this process does not include any sharing in decision making by the community, nor are professionals under any obligation to consider the community's views. External agents define problems and information gathering processes, and so control analysis (Russell & Vidler, 2010:86). Such a consultative process does not concede any share in decision-making, and professionals are under no obligation to take on board people's views.

Consultation is defined by Folz (2004:219) as a wider continuous process of participation of all stakeholders in the decisions throughout the formulation and execution of a project leading to a sustainable development for the population in the area. Hart (2013:184) shows that consultation is part of the environmental impact assessment of the project. Furthermore, Hart (2013:184) states that consultation is a tool for managing two-way communication between the developer and the communities. Consultation should be understood to achieve certain goals and not as a goal (De Visser, 2010:100). Van Donk (2008:86) indicates that the basic purpose of consultation is to improve decision-making and build understanding by actively involving individuals and organisations with a stake in the project.

2.16.4 Participation for material incentives

Dahlander and Magnusson (2008:645) attest that community members participate by providing resources, such as labour, in return for food and cash. People are the executors of projects, though not included in the initiation and planning of the project so that the community can learn (Folz, 2004:200). In addition, Folz (2004:200) indicates that it is very

common to see this called participation, yet people have no stake in prolonging practices when the incentives end.

2.16.5 Functional participation

Torney-Purta (2002:210) points out those communities participate in a group context to meet predetermined objectives related to the project. In addition, Torney-Purta (2002:210) is of the view that the problem of this type of participation is that community members are not involved in the early stages of the project they are participating in when important decisions are being taken. Community participation is seen by external agencies to achieve project goals (Thornhill, 2008:654). People participate by forming groups to meet predetermined project objectives; they may be involved in decision making, but only after major decisions have already been made by external agents. Moreover, Thornhill (2008:654) shows that when people participate by joining groups to implement projects, usually after important decisions have been made; it is referred to as functional participation.

2.16.6 Interactive participation

Folz (2004:217) indicates that community members participate in a joint situational analysis, in the development of action plans, and in capacity building. In this context, participation is seen as a right, not just a means to achieve project goals. Moreover, Folz (2004:217) shows that the process involves interdisciplinary methodologies that seek multiple perspectives and make use of systemic and structured learning processes. Mogale (2003:432) points out that, groups take control over local decisions and determine how available resources are used, so they have a stake in maintaining structures or practices.

2.16.7 Self-mobilisation

Cole (2006:245) attests that community members participate by taking initiatives independent of external institutions to change systems. This bottom-up approach allows people to develop contacts with external institutions for resources and the technical advice they need though the community members remain with control over how resources are used. Cole (2006:245) furthermore indicates that communities develop contacts with external institutions for resources and technical advice they need but retain control over how resources are used. Thornhill (2008:523) is of the view that self-mobilisation can spread if governments and NGOs provide an enabling framework of support. Such self-initiated mobilisation may or may not challenge existing distributions of wealth and power. As per Koma (2010:345), Self-mobilisation is found where people participate by taking initiatives independently of any external organisation. The people themselves retain control over how

resources are used. This bottom-up approach allows people to develop contacts with external institutions for resources and the technical advice they need (Thornhill, 2008:523).

2.17 THE CONSEQUENCES OF PARTICIPATORY PROCESSES IN THE DELIVERY OF BASIC SERVICES

As indicated by Chaskin (2001:295), community participation has had shifted achievement rates. The procedure functions admirably in the People Housing Process (PHP), yet has additionally caused the breakdown of certain water ventures and urban service delivery programs. According to Mogale (2003:78), the emphasis on interest in South Africa can be watched most plainly in the People Housing Process program. Mogale (2003:78) furthermore points out that the PHP program attempts to help community endeavours, encourage access to appropriations, advance the financially savvy utilisation of assets, cultivate associations between government circles, common civil society and the public sector, regularise settlements, manufacture limit and aptitudes, encourage abilities exchange for monetary strengthening and work and apply state subsidising to accomplish the greatest influence of non-governmental assets. The dimension and sort of community participation in this way should be plainly characterised in both strategy and program arranging.

Mafukidze (2009:12) states that participation has the potential for negative results, for example, the entrenchment of question for the government, bafflement, struggle, and fracture. Folz (2004:222) shows that to battle these potential negative results network investments ought to be considered as one of focal segments to any improvement approach, rather than being incorporated into the procedure as an addition. Engaging groups of people ought to turn into a key result in its very own right.

Thornhill (2008:502) argues that participation has become extremely fashionable but has been so widely expressed that it does not seem to mean anything clear anymore. According to De Visser (2010:99), participation has thus become a catchphrase and a box to tick for developers wishing to receive governmental approval of their plans. Thornhill (2008:502) furthermore argues that political and administrative barriers delay community-based projects when project objectives and outcomes do not sit well with authorities, leaving the needs of the community as secondary. De Villiers (2001:73) argues that the public/private partnerships promoted by government can often reduce the level of participation by communities by transferring large stakes in projects to non-governmental organisations. Moreover, Koma (2010:191) mentions that a balance between the inputs and interests of all stakeholders will facilitate the highest success rate. In this regard one should not place too much focus on either the community or on development agencies.

According to Mogale (2003:227), a preoccupation with community participation and a bottom-up approach could imply a disregard for planning at the top which remains a critical institutional mechanism for initiating change. Furthermore, Mogale (2003:227) points out that institutions commonly associated with planning from the top, such as political parties, labour unions, and private enterprises, are significant players that can facilitate or obstruct development trajectories. Imparato and Ruster (2003:16) reveal that the risks associated with community participation can be largely associated with poorly planned, structured, and managed participatory initiatives. Furthermore, Imparato and Ruster (2003:16) point at where incompetent planners are at the helm conflict intermediation may lack effectiveness, credibility may be lost, discussions may lack focus and projects may be susceptible to be commandeered by political parties for their own gain.

De Villiers (2001:73) stresses that participation processes can be costly to undertake and depend heavily on political will, time investments and resources. Given the extensive demands on governmental resources and the strained nature of delivery, the justification of a commitment to participatory programmes, is often an issue. De Villiers (2001:73) also argues that money could be better spent on more pressing needs such as physical housing and service delivery.

2.18 CONSTRAINTS TO PARTICIPATORY PROCESSES IN THE DELIVERY OF BASIC SERVICES

De Villiers (2001:13) is of the view that in South Africa, a significant constraint is lack of capacity amongst the underprivileged in terms of access to education and mediums of communication. De Villiers (2001:13) furthermore shows that whilst community participation is viewed as a form of empowerment, it often benefits those who are better equipped to harness its potential. Thornhill (2008:523) states that communities should be fully educated about newly planned developments and changes in government policy with sufficient and in-depth information. Only when fully equipped with information and an understanding of said information, can community participation be of true value. Koma (2010:192) argues that with this in mind serious consideration needs to be given to the level of education and the ability of the community to understand planning principles and elementary planning tools such as maps and planning terminology.

Hart (2013:109) reveals that the difference in education levels between people in urban and rural areas has shown that community participation is necessary in a more in-depth manner in rural areas. In most cases the need for development is strongest in rural locations. Imparato and Ruster (2003:3) accede that there is a potential within low-income

communities to manage their own affairs and financial matters and to produce sustainable infrastructure and shelter assets. With an appropriate enabling environment, which includes a commitment to participation processes, this potential can be realised.

Bertot and Jaeger (2012:35) emphasise that it is of extreme importance to establish new and innovative ways of accommodating community participation through the education of especially rural communities and communities in informal settlements. Bertot and Jaeger (2012:35) furthermore indicate that participation at a broader scale is much more difficult given the sheer number and often diversity of larger areas, thus participatory processes have shown to be much more successful at a project scale. Furthermore, Bertot and Jaeger (2012:35) suggest that measures should be taken to reduce project size and the potential for negative outcomes associated with large scale development. Koma (2010:195) mentions that the local context and area-specific conditions should guide the approach followed when striving for successful participation. Furthermore, Koma (2010:195) indicates that methods which are flexible and supportive to local circumstances need to be adopted. In this regard it is important that communication processes are focussed on imparting the merits and benefits of proposed development approaches, especially where alternative concepts are advocated.

2.19 ADVANTAGES AND DISADVANTAGES OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES

Community participation has several advantages and disadvantages in the process of the delivery of basic services. The discussion of the advantages and disadvantages of community participation follows.

2.19.1 Advantages of community participation

Community participation increases people's sense of control over issues that affect their lives and promotes self-confidence and self-awareness (Aref, 2011:20). Carver (2003:179) states that this heightened consciousness makes people continuously aware of the reality about them and of their own capacity to transform it. When people have the freedom to participate in activities, it gives them dignity and self-respect (McKinnon, 2000:491). Another advantage of community participation is that it empowers the individual (Kelsall & Mercer, 2003:293).

Community participation ensures that projects are developed according to the needs of the people (Raniga & Simpson, 2002:182). This can improve the outcomes of projects through cost sharing, increased efficiency, and effectiveness (Theron, 2005:116-118). Through

community participation, resources available for development projects are used more efficiently and fewer costs are incurred if the people themselves are responsible for the project (Sebele, 2010:136). When benefiting communities participate in the process of their own development, their personal interest is raised, and continued participation in the development project is ensured (Hippel & Krogh, 2003:209). Community participation encourages community responsibility for projects and individuals are more likely to be committed to plans if they have been participating in the preparation of these plans (Schulenkorf, 2012:11).

Community participation teaches communities how to resolve conflict and allows for different perspectives to be heard. In this way, learning is promoted, and people will be able to help themselves (Eyler, 2002:517). Furthermore, Eyler (2002:517) indicates that communities can assess their own situation, organise themselves as a powerful group and work creatively towards changing society and building up a new world. This increased capacity of individuals allows communities to mobilise and help themselves minimise dependence on the state and leads to a bottom-up approach. Greenwood and Levin (2006:258) attest that community participation contributes to the development of appropriate policy, legislation and regulations while also promoting democracy, as it is applied through the *Batho Pele* principles employed in South Africa. When people participate, it assists them in identifying key issues of concern that need to be considered. Due to a diversity of opinions and perspectives from different role players, community participation helps to achieve a balanced perspective of key issues and to identify creative solutions to problems, such as, the partnership-in-planning approach – Swilling's point previously (Nampila, 2005:96).

2.19.2 Disadvantages of community participation

Hippel and Krogh (2003:212) stress that community participation does not guarantee success and there is no clear methodology of community participation. That is why it lacks clear goals and objectives, and it is usually approached on an ad hoc and unsystematic manner. The result is that evaluating participatory processes becomes difficult, while cynicism and a lack of accountability among practitioners are taking place (Emmett, 2000:25). Community participation is time-consuming, and it is difficult to judge to what extent projects are participatory (Greenwood & Levin, 2006:258). Eyler (2002:520) states that community participation can be costly in terms of time, money, and skills. However, it should be remembered that obstacles to community participation are directly related to one's perspective of community participation (Raniga & Simpson, 2002:189).

Community participation can bring about latent conflicts to the surface and it can also delay project start-up, while increasing the demands on project personnel and managers (Kelsall & Mercer, 2003:295). Illiteracy is an inhibiting factor in community participation. This is because illiterate people may be marginalised by professional and technical communication during the community-participation process (Meyer, Cupido & Theron, 2002:65). It is not clear what constitutes a good decision when it comes to community participation. It is, therefore, difficult to assess the attainment of a good decision. Although there are attempts to classify a good decision according to the level of satisfaction and willingness to participate, for example, the literature does not state what the criteria for good decisions are. In other words, research on community participation is lacking as to whether there are legitimate factors for a good decision (Meyer, 2002:66-67).

Meyer (2002:65) show that it is sometimes the case that participants communicate a wrong interpretation because of a diversity of languages in a community. This can be problematic because findings can be interpreted wrongly. Furthermore, Meyer (2002:65) argue that empowering community participation can slow down the planning and implementation of a project and local authorities can become impatient. This may prompt them to ignore the processes underlying community participation. Emmet (2000:17) reveals that community participation is not a legislated requirement in all countries. Many countries, therefore, lack supporting legislation and an institutional framework to ensure that stakeholders are effectively and efficiently engaged in the decision-making process.

Community participation leads to confusion and disillusionment in the process as the rights and responsibilities of different stakeholders may not be clarified (Integrated Environmental Management Information, 2002:16). Countries that have a history of repression are often challenged by mistrust between different sectors of society (Emmet, 2000:18). This remains to be the case despite various attempts that are being made for higher levels of community participation. People may still fear adverse consequences if they openly express a difference of opinion (Integrated Environmental Management Information, 2002:17). These disadvantages must be considered whenever a development project is to be implemented in a particular community. This can contribute to the sustainability of the project. Being aware of the disadvantages can help people to find ways to deal with such disadvantages and to minimise them in the future.

2.20 PRINCIPLES OF *BATHO PELE* IN THE DELIVERY OF BASIC SERVICES

The White Paper on transforming public services delivery (1997:8) outlines eight principles to be observed in service delivery. These principles are known as *Batho Pele* (people first) principles, which are discussed below:

2.20.1 Consulting users of the services

In terms of the White Paper on Transforming Public Service Delivery (1997:9) all government departments must regularly and systematically, consult not only about services currently provided but also about the provision of basic services to those who lack them. Consultation gives the communities the opportunity to influence decisions about services required by providing objective evidence which will determine service delivery priorities. Consultation helps to foster more participative and cooperative relationship between the providers and users of public services. In the consultation process, service users can say how they need services to be delivered to them. It is the process that motivates people in general to feel that they are part of democracy and their valuable inputs are recognised (Kroukamp, 1999:327).

Sekoto and Staanten (1999:104) are of the view that there are many ways to consult the users of services which includes, customer survey, interviews with individual users and consulting the group. Sekoto and Staanten (1999:104) furthermore indicate that the method or methods adopted must be chosen to suit the characteristics of the communities. It should also be adapted to the context within which communities are located. It is essential that consultation should include the views of those who have previously been denied access to public services. The result of the consultation process should be widely published within the organisation so that all staff is aware of how services are perceived. The result must be then considered when decision is made about what basic services are to be provided, and at what level.

2.20.2 Setting service standards

In terms of the White Paper on Transforming Public Service Delivery (1997:9) public organisations must set and publish standards for the level and quality of services they will provide, including the introduction of services to those who have previously been denied access to them. The Department of Cooperative Governance (2010:97) states that standards must also be precise and measurable, so that users can evaluate for themselves whether they are receiving what was promised. It is important that standards should also be realistic taking into consideration the huge disparities incurred because of the realms of apartheid and segregation policies of the past.

The Department of Cooperative Governance (2010:101) furthermore points out that the standards must be set at the level that is demanding but realistic. These standards must also display the point of delivery and communicated as widely as possible to all potential users so that they know what level of service delivery they were entitled to and could complain if they do not receive it. Furthermore, the Department of Cooperative Governance (2010:102) contends that performance against standards must be regularly measurable and results published at least once a year, and more frequently, where appropriate. The standards and measurements must be widely displayed so that everyone could see and be able to detect underperformance by the organisations and municipalities.

2.20.3 Increasing access

Rapea (2004:209) states that while some South Africans enjoy public services of first world quality, many rural areas still live in the Third World conditions. This scenario has been created by the legacy of apartheid. One of the prime aims of *Batho Pele* is to provide a framework for making decisions about delivering public services to many South Africans who were and are still subjected to inequalities of distribution in existing services. Rapea (2004:209) furthermore indicates that all public organisations are required to specify and set targets for progressively increasing access to their service for those who have not previously received them. One significant factor affecting access is geography. Many people who live in remote areas must travel long distances to get public services. Another significant factor is the lack of infrastructure, which exacerbates the difficulties of communication in remote areas.

2.20.4 Ensuring courtesy

The code of conduct for Public Servants, issued by the Public Service Commission, makes it clear that courtesy and regard for the communities is one of the fundamental duties of public servants, by specifying that public servants treat members of the public as customers who are entitled to receive the highest standard of service (Kroukamp, 1999:327). The treatment of communities as customers means that they are treated with more politeness than they just deserve. The White Paper on transforming Public Service Delivery (1997:11) spells out that community organisations must specify the standards for the way in which customers should be treated. These standards should cover:

- Greeting and addressing customers.
- The identification of staff by when dealing with the customers, whether in person, on the telephone or in writing.
- The style and tone of written communication.

- 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; and
- Dealing with people who have special needs such as the elderly and disabled.

The performance of staff who deals with communities must be monitored, and performance which falls below the specified standards should not be tolerated. The organisation should, therefore, ensure that underperformance is eliminated. Service delivery and customer care must be included in all future training programmes, and additional training should be given to all those who deal directly with the communities, whether face-to-face, in writing or on the telephone. All managers have a duty to ensure that the values and behavioural norms of their organisation are in line with the principles of *Batho Pele* (Arko-cobbah, 2002:55).

2.20.5 Providing more and better information

Arko-cobbah (2002:58) states that information is one of the most powerful tools at the communities' disposal in exercising the right to receiving services of acceptable quality. Organisations must provide full account and up-to date information about the services they provide, and who is entitled to them. Arko-cobbah (2002:58) further points out that this must be done actively, to ensure that information is received by all those who need it, especially those who have previously been excluded from the provision of basic services. The consultation process should also be used to find out what community members need to know, and then to work out how, where and when the information can best be provided.

2.20.6 Openness and transparency

Sekoto and Staaten (1999:115) state that It is very important for the Public Service and administration to be run as an open book. The Public Service is there to serve the people and they have a right to the services it offers. Many people, especially poor people, do not yet have access to things like free basic services, or social grants, simply because they do not have the information on how to access it (Rapea, 2004:247). The people also have the right to know how decisions are made, how a department works, who is in charge and what its plans and budgets are.

2.20.7 Redress

Kroukamp (1999:336) contends that if the promised standard of service is not delivered, communities should be offered an apology, a full explanation, and a speedy and effective remedy, and when complaints are made, communities should receive a sympathetic, positive response. When communities do not get what they are entitled to from the public service, they have a right to redress. This means that the public servant should immediately apologise to them and tell them what solution they are offering to their problem. If the public servant has none, they should speak to their manager or supervisor and make sure that the problem is sorted out. The Public Service's success and image is built on its ability to deliver what people expect from them. The Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) allows for citizens to ask for reasons for any decision taken by government that affects them. The Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) ensures that citizens have a right to administrative decisions that are lawful, reasonable, and procedurally fair. Where citizens are dissatisfied with the reasons given, the Act allows people to appeal the decision or ask for the review of the administrative action by a court or, where appropriate, an independent and impartial tribunal.

2.20.8 Value for money

Arko-cobbah (2002:67) indicates that public services should be provided economically and efficiently to give communities the best possible value for money. It is very important that public servants do not waste the scarce resources of government and that they deliver a basic service that is as cost-effective and efficient as possible. It is their duty to inform management of any wastage of resources and to look for ways of saving money and time, without compromising the quality of the service delivered to people. Finance Minister Nirmala Sitharaman presented the longest-ever Union Budget 2020 speech in parliament, with promises to boost people's income and purchasing power. Nirmala Sitharaman stressed that the economy's fundamentals were strong, and inflation was well contained. The Finance Minister said the three major themes of the Budget are aspirational India, a caring society and economic development for all.

2.21 STRATEGIES TO IMPROVE COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES

Vernon and Qureshi (2000:255) contend that the community should be empowered to take control over how things are done. Limsila and Ogunlana (2008:164) attest that people should feel that they can influence the outcome of the project for them to participate. They should be mobilised to take collective action aimed at sustainable development. Furthermore, Limsila and Ogunlana (2008:164) argue that ignorance can be overcome by disseminating the appropriate information and change agents should make sure that they are trusted by the community. Moreover, Limsila and Ogunlana (2008:164) indicate that people should also be made aware of their individual rights and be informed about issues affecting them directly. For example, local authorities could invest in public education initiatives. When people are informed and educated, they are an asset in promoting democratic accountability and administrative responsibility.

Miraftab (2004:239) is of the view that community participation should become a philosophy and responsibility of all municipal employees and everyone working for any public or private institution. This kind of participation should become part of the organisation's vision, mission, work ethic and culture. Miraftab (2004:239) furthermore points out conditions that should be created under which collaborative dialogue can occur around issues that are critical to the community. Furthermore, Miraftab (2004:239) views that all viewpoints should be heard, and all communities should have an equal chance to participate in the decision-making process. Bryant and Pimbert (2007:333) advise that community participation should seek to give a voice to those normally excluded from the process. In addition, Bryant and Pimbert (2007:333) accede that community participation needs to be an ongoing commitment with preparedness to begin with where people are.

Wiggins (2011:356) suggests that developing critical consciousness about sustainability can provide a platform for community participation. Diprose (2012:186) argue that stakeholder education for sustainability becomes a key component in facilitating community empowerment within the participatory development process. For this reason, community participation cannot be proclaimed but should be developed. According to Spaaij and Jeanes (2013:442), many municipalities work with a commitment to participation but with only limited guidance on how to put such commitment into practice. When communities are aware of the issues at stake, they will be more willing to participate.

Sibiya (2010:78) mentions that a way to strengthen community participation is through the welding of public/community/private partnerships built on existing organisational strengths. Kyessi (2005:24) points out that community groups need to be remunerated for undertaking

tasks of infrastructure management and maintenance in partnership or under contract to local government. Furthermore, Kyessi (2005:24) states that only if communities and beneficiary groups participate in project operation and maintenance will sustainability be assured. Moreover, Kyessi (2005:24) emphasises that if communities are to enter partnerships with local government for the implementation and management of local economic development and infrastructure projects, the capacity to sustain these partnerships will need to be created.

2.22 EMPIRICAL EVIDENCE ON COMMUNITY PARTICIPATION

The current salience in the research literature of conceptual and empirical interest in understanding participation and development is illustrated by some recent studies that attempt to summarise large bodies of evidence about the effects of community participation. Kumar (2002:169) states that understanding what difference community participation and engagement make to development, and to accountable and responsive governance, has become a key preoccupation in the development field. It has been over a decade since participation moved toward the mainstream in development debates and a strategy for achieving good governance and human rights (Mogale, 2003:354). Thornhill (2008:510) stipulates that a large gap still exists between normative positions promoting community engagement and the empirical evidence and understanding of what difference community engagement makes to achieve the stated goals.

Imparato and Ruster (2003:426) have reviewed the experiences of participatory governance mechanisms as a strategy for increasing government responsiveness and improving public services. Furthermore, Imparato and Ruster (2003:426) characterise these mechanisms as follows: they involve communities in decision-making over the distribution of public funds between communities and the design of public policies, as well as in monitoring and evaluating government spending. Thus, they differ from community-based development schemes in which community members participate in the planning, implementation and monitoring of a particular development project within their community.

Kukumba and Nsingo (2008:120) examine examples of interventions, such as provincial intervention, which have sought to induce community participation, including the World Bank's substantial effort to support participatory development. Mafikidze (2009:285) notes that over the past decade, the World Bank has allocated almost \$85 billion to local participatory development. Driving this massive injection of funding has been the underlying belief that involving communities in at least some aspects of project design and implementation creates a closer connection between development aid and its intended beneficiaries. Community participation is proposed as a method to achieve a variety of

goals, including sharpening poverty targeting, improving service delivery, expanding livelihood opportunities, and strengthening demand for good governance (sitorus, 2017:30).

Sharma and Deepak (2001:357) state that people, who benefit most in the results of community participation, are the literate and the most politically well-connected. Sharma and Deepak (2001:357) found little evidence that induced participation builds long-lasting cohesion, even at the community level and that group formation tends to be both parochial and unequal. Sharma and Deepak (2001:357) also note that community participation often tends to be driven by project-related incentives: people get together to derive benefits from project funds. Furthermore, Sharma and Deepak (2001:357) show that it is very difficult to know whether these effects will last beyond the tenure of the project and the limited evidence indicates that it usually does not. There is some heartening evidence, though, that participation may have intrinsic value (Slater, 2006:737). Communities tend to express greater satisfaction with decisions in which they participate, even when participation does not change the outcome or when outcomes are not consistent with their expressed preferences (Carley, 2000:297).

2.22.1 The status of basic service delivery in Thulamela Local Municipality

The basic tool for achieving objectives is planning. It is, therefore, imperative for every municipality to plan. The Integrated Development Plan (IDP) is the leading instrument of local planning in South Africa (Harrison, Donk, Swilling, Pieterse & Parnell, 2008:125). The IDP provides municipalities with a tool for aligning budgeting and project implementation with strategic priorities and to link across and coordinate the growing number of sectorial plans, programmes and projects that impact on activities of municipal government. All transitional local councils were required to prepare IDPs. The African National Congress (ANC) government has shifted firmly from the reconstruction of national and provincial government to the creation of a new system of local government (Kukumba & Nsingo, 2008:125).

The Integrated Development Plan IDP is the instrument which assists newly constituted municipalities, in performing their functions in a coordinated, strategic, developmental, and fiscal responsible way. The introduction of the IDP creates some confusion as it competes with other planning instruments. However, the White Paper on Local Government, 1998 clarified the role of the IDP as the lead instrument of local planning. The provincial government therefore aligned their planning with the IDP.

The Heads of Departments (HODs) in the Thulamela Local Municipality prefer to centralise municipal official's performance, to improve the delivery of basic services to the communities (Thornhill, 2008:510). Sometimes contracting out of functions and service is a way in which

governments ensure participation from the private sector and the community in general (Van Donk, 2008:153). There are some good reasons why HODs prefer to contract out certain activities. Van Donk (2008:153) concurs that in South Africa there has been a fair increase in the number of contracts signed with private entrepreneurs. Outsourcing or contracting is a viable alternative to bureaucratic performance as a means of promoting economy, efficiency, completion, variety, choice, and flexibility to improve the provision of basic services.

According to Van Donk (2008:186), the main objective of the Thulamela Local Municipality is restructuring, to ensure that services are delivered in a way that is sustainable, equitable, efficient, effective, and affordable, and consistent with the principles of service delivery. Van Donk (2008:186) also states that municipal services are services that the local government is responsible for and other services which the national or provincial government may delegate to local governments. The Thulamela Local Municipality has the responsibility of ensuring that all people living in its area have access to adequate and affordable infrastructure services on a sustainable basis.

Mogale (2001:63) asserts that service delivery has improved considerably in municipalities and assumes that protests may primarily be due to political conflicts. Furthermore, Mogale (2001:63) maintains that pre-1994, health services were efficient in as far as drug and staffing, Ambulances were also available and staff members were professional. The challenges were corruption and lack of care for African people by service providers. Sitorus (2017:30) states that in the post-2000 period, the service is unreliable, and ambulance arrive late, staff has poor attitude, corruption is rife, and long waiting hours are common. Home-based care and related community-based services are found to be satisfactory.

A review of the Thulamela Local Municipality Integrated Development Plan (IDP) (2009/10 - 2011/12) shows that, since the adoption of the first-five-year plan (IDP) in 2000, more citizens have access to basic services, such as water, electricity, good roads, and housing. Increased opportunities for economic development are also brought by the new dispensation. The government has focused on transforming the system of local government created by South Africa's apartheid legacy of poverty and under development. In 1995, the transitional structures of local governance, known as Transitional Local Councils (TLCs) were established. Some of the major legislation framework, apart from the constitution that guided development for the TLCs, was the Development Facilitation Act and the Reconstruction and Development Programme.

2.23 CONCLUSION

The preceding chapter provides a literature review to put into context the role of community participation in the delivery of basic services. The literature review focused on the research provided by various scholars on the role played by community participation in the delivery of basic services. The chapter also provided, the theoretical framework and the legislative framework supporting community participation in the delivery of basic services. The role of community participation in the delivery of basic services was derived from completed dissertations, books, and journals.

The chapter also provides the importance of community participation in the delivery of basic services. The study shows the relationship between the municipality and communities in the delivery of basic services. This chapter further revealed the status of basic services in Thulamela Local Municipality and the initiatives that Thulamela Local Municipality has adopted to improve the delivery of basic services to the communities.

Improving community participation in the delivery of basic service can only be achieved through letting the communities understand the benefits through participation. The advantages and disadvantages of community participation in the delivery of basic services were also provided in this chapter. The researcher focused mostly on providing the strategies to improve community participation in the delivery of basic services to the communities. Empirical evidence of other schoolers on community participation in the delivery of basic services is also provided in this chapter.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This aim of chapter is to provide information on the research methodology used in the study on the role of community participation in the delivery of basic services. Research is a systematic process of collecting, analysing, and interpreting information (data) to increase our understanding of the phenomenon about which we are interested or concerned (Leedy & Ormrod, 2005:2).

This chapter presents the research design and methodology that the researcher followed when conducting research. This chapter also presents the study area, population of the study, sampling method and sampling size, data collection methods, pilot study, data analysis and ethical consideration.

3.2 Research paradigm

Littlejohn and Foss (2010:78) define a research paradigm as a simple belief system that guides the way things are done, or more formally establishes a set of practices, while Antwi and Hamza (2015:217) define a research paradigm as an all-encompassing system of interrelated practice and thinking that defines the nature of enquiry along these three dimensions. In the research paradigms consist of Positivism, Post positivism, Critical Theory and Constructivism. To this study, the researcher chose the pragmatism research paradigm.

Denzin (2012:103) defines Pragmatism as a deconstructive paradigm that advocates the use of mixed methods in research, sidesteps the contentious issues of truth and reality, and focuses instead on what works as the truth regarding the research questions under investigation, on the other hand, Biesta (2010:87) defines pragmatism as an outcome-oriented and interested in determining the meaning of things or focusing on the product of the research. Pragmatism was chosen in this study because it offers several ways to bridge dichotomies that exist in mixed methods approaches to social science. Pragmatism was also chosen because it breaks down the hierarchies between positivist and constructivist ways of knowing to look at what is meaningful from both.

3.3 Research design

MacMillan and Schumacher (2010:166) define research design as a plan for selecting subjects, research sites, and data collection procedures to answer the research question, while on the other hand, Durrheim (2010:29) defines a research design as a strategic framework for action that serves as a bridge between research questions and the execution or implementation of the research strategy. The present study used the descriptive research design, exploratory 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. The descriptive research design is also defined by Polit and Hungler (2013:72) as research studies that have the accurate portrayal of the characteristics of persons, situations, or groups as their main objective. Descriptive research design is used in this study because it is pre-cursor to future research as it can be helpful in identifying variables that can be tested. A descriptive research design is also used to collect accurate data and provide a clear picture of the phenomenon under the study.

The second research design is Explorative Research Design. According to Polit (2013:19), explorative research design is the design that is undertaken when a new area is being investigated or when little is known about an area of interest. Explorative research design is also defined by Burns and Grove (2010:313) as a research conducted to gain new insights, discover new ideas and/or increase knowledge of a phenomenon. Exploratory research design is used in this study to assist in finding potential causes to the signs or symptoms conveyed by decision makers. Exploratory research design is also used because it uses secondary sources, such as, published literature.

The last research design that was also used in this study is contextual research design. Burns and Grove (2010:32) define contextual research design as the design that focuses on the specific events in naturalistic settings while on the other hand, Streubert and Carpenter (2011:363) define contextual research design as research done in a natural setting refers to an enquiry done in a setting free from manipulation. Contextual research design was used in this study to consider the respondent's 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 was also used to describe and understand events within the concrete, natural context in which they occur.

3.4 Research method

According to Leedy and Ormrod (2010:12), a research methodology is the researcher's general approach in carrying out the research project, while on the other hand, 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 mixed method in the research methodology.

Creswell and Plano (2011:23) define the mixed method as collecting, analysing, and mixing both quantitative and qualitative data in a single study or series of studies. Mixed method is also defined by Cameron (2011:98) 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 another. Mixed method is 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. Mixed method was also used to help in answering the research questions that cannot be answered by quantitative or qualitative methods alone. The researcher will use both the quantitative and qualitative method.

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 is used in this study because the findings are likely to be generalised to the whole population or a sub-population as it involves the larger sample which is randomly selected. The quantitative method was also used to investigate the answers to the questions starting with how many, how much, and to what extent.

Burns and Grove (2013:19) define the qualitative method as a systematic subjective approach used to describe life experiences and situations, to give the meaning of such experience. On the other hand, 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 current study to explore the behaviour, perspectives, experiences, and feelings of people and emphasise the understanding of these elements. The qualitative method is also used because it is 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 a geographical area for which data is analysed in a report and/or map (Du Plessis and Van Niekerk, 2014:12). Nilsson (2011:54) defines study area as previously mapped Palaeozoic sedimentary basins in the Baltic Sea Area. This study is conducted at the Thulamela Local Municipality. The Thulamela Local Municipality is one of the four local municipalities comprising the Vhembe District Municipality. The Thulamela Local Municipality is situated 70 km east of Makhado and 180 km north east of Polokwane, the capital city of Limpopo Province. It is the gateway to the Kruger National Park, which is the second largest national park in the world.

3.6 Population of the study

A population is defined by De Vos (2014:193) as the term that sets boundaries on the study units, while on the other hand; Kumar (2011:13) defines population of the study as the aggregation of elements from which the sample is selected. Study population was drawn from the Thulamela Local Municipality. The population of Thulamela Local Municipality is about 618462 people. There are about 156594 households falling under Thulamela Local Municipality.

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). Kessio and Boit (2012:317) on the other hand 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 sampled group of the study were the Municipal Manager; Integrated Development Plan (IDP) officials; Local Economic Development (LED) officials; community Development Worker (CDW); manager of communication; Traditional leaders and headmen/women; members of SANCO; selected community members; and ward councillors.

3.7.1 Sampling method

The researcher used the non-probability sampling method. The non-probability sampling method, according to Etikan and Alkassim (2016:4), is sampling that represents a group of sampling techniques that help researchers to select units from a population that they are interested in studying. Ritchie and Elam (2013:111) define non-probability sampling method

as a sampling technique where the odds of any member being selected for a sample cannot be calculated. The researcher used purposive sampling method.

Babbie (2010:179) defines purposive sampling as the process in which participants are selected based on the researcher's judgement about which ones will be most appropriate of the broader population. 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 is used in this study to allow the researcher to choose participants arbitrarily for their unique characteristics or experience and attitudes or perceptions. Purposive sampling is also used to select sample members to confirm the criterion.

3.7.2 Sampling size

The sampling size of the study was 120 respondents, which were categorized as follows: 01 Municipal Manager; 06 Integrated Development Plan (IDP) officials; 06 Local Economic Development (LED) officials; 01 manager of communication; 10 Community Development Workers (CDW); 10 traditional leaders and headman/woman; 10 ward councillors; 10 members of SANCO; and 66 community members.

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) also 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 questionnaire and interview to collect data.

A questionnaire is a research instrument consisting of a series of questions (or other types of prompts) for gathering information from respondents (Zohrabi, 2013:254). A questionnaire is also defined by Fink (2012:372) as a structured form, either written or printed, that consists of a formalized set of questions designed to collect information on some subject or subjects from one or more respondents. The researcher used structured questionnaires because it enables the researcher to contact large number of people quickly, easily, and efficiently using postal questionnaires. The researcher made appointment before collecting data. One-hundred and twenty (120) respondents were given the questionnaires to respond. The questionnaire consisted of Five (5) Likert scale, which comprised of Strongly Agree, Agree, Not Sure, Disagree and Strongly Disagree.

For qualitative purposes, an interview was conducted. An interview is defined by Fink (2012:374) as the process that involves an interviewer, who coordinates the process of the conversation and asks questions, and an interviewee, who responds to those questions while on the other hand, Rubin (2011:65) defines 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 because it allows the respondents to include more information, including feelings, attitudes and understanding of the subject. Ten (10) participants were interviewed face-to-face, asking them open-ended questions. The researcher made appointments to interview participants.

3.9 Pilot study

A pilot study was concluded before the full-scale study was done, to test the research instruments that were used to collect data. 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. Three respondents were given the questionnaires and two participants were interviewed. These respondents and participants were not part of this study because their participation was only used to test the instrument of collecting data in the study.

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 on the other hand, 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 a measure to determine whether any differences observed between groups being studied are real or they are simply due to chance. Statistical analysis is defined by Urdan (2011:264) as a measure of whether the research findings are meaningful. The data collected through questionnaire was analysed through International Business Machinery (IBM): Statistical Product and Service Solutions (SPSS) the latest version 25.0 and the information was presented in the form of tables, followed by frequencies and percentages. After the presentation of the data, the researcher provided the synthesis of the data.

Thematic analysis is defined by Turunen and Bondas (2013:398) as a method for identifying, analysing, and reporting patterns (themes) within the 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. Information collected through interview was presented in a narrative form and grouped in the themes using eight Creswell's steps (2014:334) of data analysis which are presented below:

- **Step 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.

- **Step 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.

- **Step 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. 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 in the actual language of the participant (called an in vivo term).

- **Step 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. They should display multiple perspectives from individuals and be supported by diverse quotations and specific evidence.

- **Step 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).

- **Step 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 should search for other possible explanations for those data and the linkage among them.

- **Step 7: Testing Emergent Understanding**

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

- **Step 8: Interpretation**

This step also includes asking, what were the lessons learned and captures the essence of the idea. 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 organised and prepared data analysis to collect data from the respondents. In the second step, the researcher read through all the data collected from the respondents. In the third step, the researcher began detailed analysis with a coding process. In the fifth step, the researcher inter-relates themes to convey the findings of the analysis. The eighth step is that the data was interpreted to see if the literature contradicts with other researchers' findings.

3.11 Ethical considerations

Daly and Farley (2011:87) define ethical considerations 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. Ethical issues were strictly adhered to when conducting this study. The ethical issues that were respected are as follow:

3.11.1 Permission to conduct the study

The researcher was granted the letter by the University of Venda to request permitting him to conduct the study at the Thulamela Local Municipality. The researcher submitted the letter from the University of Venda to conduct the study at the Thulamela Local Municipality. The researcher attached the letter of request for permission to collect information for study from the University of Venda as an annexure. When the researcher gets permission to conduct the study at the Thulamela Local Municipality, the researcher attached the letter of permission 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 research. Under informed consent, research participants have got the right to know the purpose of the study, the right to be informed about the nature of the research and the right to withdraw their participation at any time if they wish.

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 will inform the participants that participation is entirely voluntary and that participants have the right to withdraw 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 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 ethical requirement in which respondents 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 they 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 except the researcher and they must not be afraid when providing information.

3.11.5 No Harm to participants

Bankert (2010:312) defines No harm as a 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.

3.12 CONCLUSION

This chapter described the research design and the sub-divisions which are descriptive research design, explorative research design and contextual research design. The chapter also provides the research methodologies wherein the researcher used mixed method for collecting and analysing data. The researcher also provides the reasons for using mixed method of collecting and analysing data. This chapter provides the study area which was based on the Thulamela Local Municipality. Population of the study were community members of different villages and the officials of the Thulamela Local Municipality. The chapter provides the sampling of targeted members to participate in this study. The researcher used 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 provides the data collection in which the researcher used both questionnaires and interview questions. The questionnaire consisted of Five 5 Likert scales which are, strongly agree, agree, not sure, disagree and strongly disagree. The researcher used Open-ended questions to interview the participants. The researcher also provides pilot study in which 03 respondents were given questionnaires and 02 participants were interviewed but they were not part of the data collected for this study. The chapter provides data analysis which consisted of statistical analysis and thematic analysis. Ethical consideration which includes permission to conduct the study, informed consent, voluntary

participation, confidentiality and anonymity, and no harm to participants were also provided in this chapter.

CHAPTER 4

DATA PRESENTATION, ANALYSIS, AND INTERPRETATION

4.1 INTRODUCTION

This chapter presents the opinions and an understanding on the role of community participation in the delivery of basic services: the case of the Thulamela Local Municipality. The information regarding the role of community participation was collected through both qualitative and quantitative methods. Through these two mentioned methods, the researcher applied the use of questionnaires and interviews to collect data. Responds to the questionnaire items are presented in a graphical tabular form and followed by a brief explanation of the findings. On the other side, responds to the interview schedules are presented in a narrative form and are followed by a brief interpretation of findings.

4.2 PRESENTATION, INTERPRETATION AND ANALYSIS OF DATA COLLECTED THROUGH QUESTIONNAIRE

This section presents, interprets, and analyses the data collected through questionnaires and consists of two sub-sections; namely, section A and B. In the first sub-section A, the study presents the biographical details of the respondents. In the second sub-section B, the researcher presents data which was developed from the questionnaire items distributed to and collected from the respondents by the researcher. A sample of 120 respondents was targeted and a 100% response was attained. Respondents took longer than expected. However, the researcher had to be patient until all the questionnaires were returned. The researcher used graphical tabular format, frequencies, and percentages to present the data. Each table is followed by a brief discussion of the findings.

4.2.1 Section A: Biographical details of the respondents

Section A comprises questions that seek to establish the biographical information of respondents. This information is critical to determine the kind of respondents in terms of their gender, age, category, and qualification. The information or data in this sub-section is presented in a graphical tabular form and followed by a brief explanation of the findings.

Table 4:1 Gender of the respondents

| | Response | Frequencies | Percentage |
|---|-----------------|--------------------|-------------------|
| 1 | Male | 68 | 56.7% |
| 2 | Female | 52 | 43.3% |
| | TOTAL | 120 | 100% |

The table above indicates the respondent's biographical data in terms of gender. From the 120 respondents who took part in this study, 68 (56.7%) were males while 52 (43.3%) were females. This shows that most of the respondents were male with female respondents in the minority. It can be concluded that most of the respondents in this study were males.

Table 4.2: Age of the respondents

| | Response | Frequencies | Percentage |
|---|--------------------|--------------------|-------------------|
| 1 | Less than 21 years | 05 | 4.2% |
| 2 | 22 to 30 years | 41 | 34.2% |
| 3 | 31 to 40 years | 34 | 28.3% |
| 4 | 41 to 50 years | 28 | 23.3% |
| 5 | 51 years and older | 12 | 10% |
| | TOTAL | 120 | 100% |

Table 4.2 presents the age of the respondents wherein the data shows that, the majority, at 41 (34.2%) were aged 22 to 30 years. As shown in the above table, 34 (28.3%) were aged 31 to 40 years and 28 (23.3%) were aged 41 to 50 years. The table further indicates that 12 (10%) of the respondents were aged 51 years and above; hence 5 (4.2%) respondents were less than 21 years. The conclusion can be made in this study that participation of the middle aged and old respondents was lower compared to participation of the youth. The reason could be that young people are more eager to participate and understand the purpose of the study.

Table 4.3: Category of the respondents

| | Response | Frequencies | Percentage |
|---|---------------------------------------|--------------------|-------------------|
| 1 | Municipal Manager | 01 | 0.8% |
| 2 | Integrated Development Plan officials | 06 | 5% |
| 3 | Local Economic Development officials | 06 | 5% |
| 4 | Manager of Communication | 01 | 0.8% |
| 5 | Community Development Workers | 10 | 8.3% |
| 6 | Traditional leaders | 10 | 8.3% |
| 7 | Ward councilors | 10 | 8.3% |
| 8 | SANCO Member | 10 | 8.3% |
| 9 | Community members | 66 | 55% |
| | TOTAL | 120 | 100% |

Table 4.3 indicates the category of the respondents who took part in this study, by providing information through the questionnaire items. From the 120 respondents, the majority at 66 (55%) were community members. This was because the study was focused on the role of community participation in the delivery of basic services. The data also indicates that within the targeted number of the respondents, 01 (0.8%) was a Municipal Manager, 06 (5%) of the respondents were the Integrated Development Plan officials, 06 (5%) were Local Economic Development Plan officials, 01 (0.8%) was a Manager of Communication, 10 (8.3%) were Community Development Workers, 10 (8.3%) of the respondents were the Traditional Leaders, 10 (8.3%) were the Ward councillors, and lastly 10 (8.3%) were members of SANCO.

Table 4.4: Qualification of the respondents

| | Response | Frequencies | Percentage |
|---|----------------------------|--------------------|-------------------|
| 1 | Grade 12 and below | 60 | 50% |
| 2 | Bachelor's degree/ Diploma | 46 | 38.3% |
| 3 | Honours degree/ B. Tech | 09 | 7.5% |
| 4 | Masters degree/ M. Tech | 05 | 4.2% |
| 5 | PhD/ D. Tech | 0 | 0% |
| | TOTAL | 120 | 100% |

Table 4.4 shows the qualification of the respondents, wherein the majority at 60 (50%) of the respondents are holders of the National Senior Certificate (NSC) and lower. Forty-six (38.3%) were holders of a bachelor's degree or a national diploma and 09 (7.5%) had an Honours degree or a B. Tech degree. Five (4.2%) held a Masters degree and none had a PhD degree. Therefore, a conclusion can be made that most of the Thulamela Local Municipality officials and community members have grade 12 and a bachelor's degree or diploma as the highest level of education.

4.2.2 Section B: The role of community participation in the delivery of basic services

In this section, information is presented, analysed and interpreted in a tabular format, which was developed from the questionnaire items. The sub-section will be divided into five themes, which are, the role of community participation in the delivery of basic service; the status of basic service delivery in the municipality; Initiatives to enhance the delivery of basic service; relationship between communities and the municipality in the delivery of basic service; and strategies to promote community participation in the delivery of basic service.

4.2.2.1 The role of community participation in the delivery of basic services

This sub-section presents the data regarding the role of community participation in the delivery of basic services. The data is presented in tabular form followed by the short interpretation of findings.

Table 4.5: Involving community in basic service delivery and empowering them has the potential to boost their livelihood and foster development

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 57 | 47.5% |
| 2 | Agree | 55 | 45.8% |
| 3 | Not sure | 04 | 3.3% |
| 4 | Disagree | 04 | 3.3% |
| 5 | Strongly disagree | 0 | 0% |
| | TOTAL | 120 | 100% |

Data collected shows that the majority at 57 (47.5%) of respondents strongly agreed with the statement while, 55 (45.8%) agreed. This table also shows that 04 (3.3%) were not sure, while 04 (3.3%) disagreed with the statement. None of the respondents strongly disagreed with the statement. A conclusion can be made that majority of the respondents agreed with the statement that involving community in basic service delivery and community empowerment them have the potential to boost their livelihoods and foster development. This shows that the community should be involved in all matters related to the delivery of basic service, to improve their standard of living.

Table 4.6: Community participation empowers the primary beneficiaries of basic service by helping them to break away from the dependency mentality

| | Response | Frequencies | Percentage |
|---|-------------------|-------------|-------------|
| 1 | Strongly agree | 39 | 32.5% |
| 2 | Agreed | 72 | 60% |
| 3 | Not sure | 07 | 5.8% |
| 4 | Disagree | 02 | 1.7% |
| 5 | Strongly disagree | 0 | 0% |
| | TOTAL | 120 | 100% |

Table 4.6 shows that 39 (32.5%) of the respondents strongly agreed while the majority, at 72 (60%) agreed. Furthermore 07 (5.8%) of the respondents were not sure, while 02 (1.7%) disagreed with the statement. None of the respondents strongly disagreed with the statement. It can therefore be concluded that most of the respondents agreed that community participation empowers the primary beneficiaries of basic service, by helping them to break away from the dependency mentality. Community participation should always be fostered to improve the delivery of basic services and to help community members to break away from the dependency mentality.

Table 4.7: Community participation promotes self-confidence and self-awareness in matters related to the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 62 | 51.2% |
| 2 | Agree | 45 | 37.5% |
| 3 | Not sure | 12 | 10% |
| 4 | Disagree | 01 | 0.8% |
| 5 | Strongly disagree | 0 | 0% |
| | TOTAL | 120 | 100% |

Table 4.7 above, indicates that 62 (51.2%) of the respondents strongly agreed that community participation promotes self-confidence and self-awareness in matters related to the delivery of basic services; 45 (37.5%) agreed; 12 (10%) were not sure, while 01 (0.8%) disagreed. Most of the respondents agreed that community participation promotes self-confidence and self-awareness in matters related to the delivery of basic services. This can be seen through the large number of respondents supporting the statement. It can be concluded that community participation should always be enhanced to promote self-confidence and self-awareness in the delivery of basic services.

Table 4.8: Through community participation, resources available for basic service delivery are used more efficiently

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 41 | 34.2% |
| 2 | Agree | 53 | 44.2% |
| 3 | Not sure | 17 | 14.2% |
| 4 | Disagree | 07 | 5.8% |
| 5 | Strongly disagree | 02 | 1.6% |
| | TOTAL | 120 | 100% |

Table 4.8 indicates that 41 (34.2) of the respondents strongly agreed that through community participation, resources available for basic service delivery are used more efficiently and the majority at 53 (44.2%) agreed. Furthermore, 17 (14.2%) were not sure; 07 (5.8%) disagreed and 02 (1.6%) strongly disagreed with the statement. Therefore, a conclusion can be drawn that majority of the respondents agreed that through community participation, resources available for basic service delivery are used more efficiently. This shows that community members should always be involved in the delivery of basic services, to ensure proper utilisation of the available resources. Therefore, community participation improves effectiveness and efficiency in the delivery of basic services.

Table 4.9: Community participation helps to obtain a balanced perspective and identify creative solutions to basic service delivery

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 48 | 40% |
| 2 | Agree | 48 | 40% |
| 3 | Not sure | 17 | 14.2% |
| 4 | Disagree | 06 | 5% |
| 5 | Strongly disagree | 01 | 0.8% |
| | TOTAL | 120 | 100% |

Table 4.9 indicates that the majority at 48 (40%), strongly agreed that community participation helps to obtain a balanced perspective and identify creative solutions to basic service delivery; 48 (40%) agreed; 17 (14.2%) were not sure; 06 (5%) disagreed while 01 (0.8%) strongly disagreed with the statement. A conclusion can be made that most of the respondents agreed that community participation helps to obtain a balanced perspective and identify creative solutions to basic service delivery. This approach should be made clear to all the community stakeholders, to be aware of the importance of the community participation in the delivery of basic services.

4.2.2.2 The status of basic service delivery in the Municipality

This section seeks to describe the status of basic service delivery in the Municipality. Information provided in this sub-section is presented in tabular form, followed by a brief interpretation.

Table 4.10: The Municipality has an annual financial budget to deliver basic services

| | Responses | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 44 | 36.7% |
| 2 | Agree | 55 | 45.8% |
| 3 | Not sure | 17 | 14.2% |
| 4 | Disagree | 04 | 3.3% |
| 5 | Strongly disagree | 0 | 0% |
| | TOTAL | 120 | 100% |

Table 4.10 indicates that 44 (36.7%) of the respondents strongly agreed that the municipality has an annual financial budget to deliver basic services; the majority at 55 (45.8%), agreed with the statement, while 17 (14.2%) were not sure. It is clear in the above table that 04 (3.3%) disagreed with the statement. None of the respondents strongly disagreed with the statement. It can be concluded that most of the respondents agreed that the Municipality has an annual financial budget to deliver basic services. This indicates that the Municipality delivers basic services according to its annual financial budget.

Table 4.11: There is a healthy relationship between the municipality and the communities

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 24 | 20% |
| 2 | Agree | 48 | 40% |
| 3 | Not sure | 17 | 14.2% |
| 4 | Disagree | 25 | 20.8% |
| 5 | Strongly disagree | 06 | 5% |
| | TOTAL | 120 | 100% |

Table 4.11 indicates that 24 (20%) strongly agreed that there is a healthy relationship between the municipality and the communities; the majority at 48 (40%), agreed with the statement; 17 (14.2%) were not sure; 25 (20.8%) disagreed, while 06 (5%) strongly disagreed with the statement. A conclusion can be made that majority of the respondents agree that there is a healthy relationship between the Municipality and the communities. This indicates that in everything that the municipality does, it considers the inputs of the communities.

Table 4.12: Planning is the basic tool for the municipality to achieve the objectives of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 46 | 38.3% |
| 2 | Agree | 55 | 45.8% |
| 3 | Not sure | 17 | 14.2% |
| 4 | Disagree | 01 | 0.8% |
| 5 | Strongly disagree | 01 | 0.8% |
| | TOTAL | 120 | 100% |

The above data indicates that 46 (38.3%) strongly agreed that planning is the basic tool for the Municipality to achieve objectives of basic services; the majority at 55 (45.8%) agreed; 17 (14.2%) were not sure; 01 (0.8%) disagreed and 01 (0.8%) strongly disagreed with the statement. Therefore, it can be concluded that majority of the respondents agreed that planning is the basic tool for the municipality to achieve objectives of basic services. The Municipality therefore considers planning as its strategy to improve the delivery of basic services to the communities.

Table 4.13: The Municipality outsources financial resources to improve the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 25 | 20.8% |
| 2 | Agree | 52 | 43.3% |
| 3 | Not sure | 31 | 25.8% |
| 4 | Disagree | 09 | 7.5% |
| 5 | Strongly disagree | 03 | 2.5% |
| | TOTAL | 120 | 100% |

Table 4.13 indicates that 25 (20.8%) strongly agreed that the municipality outsources financial resources to improve the delivery of basic services; the majority at 52 (43.3%), agreed; 31 (25.8%) were not sure; 09 (7.5%) disagreed and 03 (2.5%) strongly disagreed with the statement. It can be concluded that majority of the respondents agreed with the statement that the Municipality outsources financial resources to improve the delivery of basic services. This shows that the Municipality give tenders to qualifying entities that are responsible for delivering basic services to the communities.

Table 4.14: Basic services are delivered to the communities in a sustainable manner

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 17 | 14.2% |
| 2 | Agree | 49 | 40.8% |
| 3 | Not sure | 13 | 10.8% |
| 4 | Disagree | 25 | 20.8% |
| 5 | Strongly disagree | 16 | 13.3% |
| | TOTAL | 120 | 100% |

Based on the above information, seventeen (14.2%) respondents strongly agreed that basic services are delivered to the communities in a sustainable manner; the majority at 49 (40.8%) agreed; 13 (10.8%) were not sure; 25 (20.8%) disagreed and 16 (13.3%) strongly disagreed with the statement. Therefore, a conclusion can be made that most of the respondents agreed that basic services are delivered to the communities in a sustainable manner. This indicates that the Municipality always delivery to the communities each time the communities need basic service delivery.

4.2.2.3 Initiatives to enhance the delivery of basic services

This section presents the data collected through questionnaire on the initiative to enhance the delivery of basic service delivery. The data is presented in tabular form and a brief interpretation of findings follows.

Table 4.15: The Municipality decentralizes services to improve the delivery of basic services to the communities

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 30 | 25% |
| 2 | Agree | 55 | 45.8% |
| 3 | Not sure | 23 | 19.2% |
| 4 | Disagree | 10 | 8.3% |
| 5 | Strongly disagree | 02 | 1.7% |
| | TOTAL | 120 | 100% |

In terms of data presented in Table 4.15, 30 (25%) respondents strongly agreed that the Municipality decentralizes services to improve the delivery of basic services to the communities; the majority at 55 (45.8%), agreed; 23 (19.2%) were not sure; 10 (8.3%) disagreed and 02 (1.7%) strongly disagreed with the statement. From the information above, it can be concluded that many of the respondents agreed that the Municipality decentralizes services to improve the delivery of basic services to the communities. This reveals that some of communities might not be aware of the processes that take place in the Municipality.

Table 4.16: Non-Government Organizations (NGOs) can participate in enhancing the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 34 | 28.3% |
| 2 | Agree | 49 | 40.8% |
| 3 | Not sure | 28 | 23.3% |
| 4 | Disagree | 08 | 6.7% |
| 5 | Strongly disagree | 01 | 0.8% |
| | TOTAL | 120 | 100% |

Regarding the statement that Non-Government Organizations (NGOs) can participate in enhancing the delivery of basic services, 34 (28.4%) strongly agreed; the majority at 49 (40.8%), agreed; 28 (23.3%) were not sure; 08 (6.7%) disagreed and 01 (0.8%) strongly disagreed with the statement. One can make the conclusion that majority of the respondents agreed that Non-Government Organizations (NGOs) can participate in enhancing the delivery of basic services. This suggests that NGOs can donate funds that will be utilised to deliver basic services to the communities.

Table 4.17: Municipal service partnerships address the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 37 | 30.8% |
| 2 | Agree | 52 | 43.3% |
| 3 | Not sure | 18 | 15% |
| 4 | Disagree | 12 | 10% |
| 5 | Strongly disagree | 01 | 0.8% |
| | TOTAL | 120 | 100% |

Table 4.17 shows that 37 (30.8%) respondents strongly agreed that municipal service partnerships address the delivery of basic services; 52 (43.3%) agreed; 18 (15%) were not sure. Twelve (10%) disagreed and 01 (0.8%) strongly disagreed with the statement. Most of the respondents agreed that municipal service partnerships address the delivery of basic services and this simple means that the Municipality partners with private organisation to address basic service delivery backlog.

Table 4.18: Community-Based Organizations (CBOs) work with the Municipality to provide basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 30 | 25% |
| 2 | Agree | 47 | 39.2% |
| 3 | Not sure | 29 | 24.2% |
| 4 | Disagree | 12 | 10% |
| 5 | Strongly disagree | 02 | 1.7% |
| | TOTAL | 120 | 100% |

Table 4.18 indicates that 30 (25%) respondents strongly agreed that Community-Based Organizations (CBOs) work with the Municipality to provide basic services; the majority at 47 (39.2%) agreed; 29 (24.2%) were not sure; 12 (10%) disagreed; and 02 (1.7%) strongly disagreed with the statement. It can be concluded that majority of the respondents agreed that Community-Based Organizations (CBOs) work with the Municipality in the process of basic service delivery to the communities. This indicates that CBOs assist the Municipality to come with the mechanisms that can be used to deliver basic services to the communities. This is because CBOs understand all the communities' challenges.

Table 4.19: Voluntarism by community members is allowed by the municipality to enhance the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 38 | 31.7% |
| 2 | Agree | 57 | 47.5% |
| 3 | Not sure | 19 | 15.8% |
| 4 | Disagree | 06 | 5% |
| 5 | Strongly disagree | 0 | 0% |
| | TOTAL | 120 | 100% |

Data collected on table 4.19 indicates that 38 (31.7%) respondents strongly agreed that voluntarism by community members is allowed by the municipality to enhance the delivery of basic services; the majority at 57 (47.5%), agreed with the statement; 19 (15.8%) were not sure, while 06 (5%) disagreed. None of the respondents strongly disagree with the statement. A conclusion can be made that most of the respondents agreed that voluntarism by community members is allowed by the Municipality, to enhance the delivery of basic services. This means that community members who are interested to work with the Municipality can volunteer to gain work experience and assist in delivering basic services.

4.2.2.4 Relationship between communities and the Municipality in the delivery of basic services

This section presents the data collected through a questionnaire on the relationship between communities and the Municipality in the delivery of basic service. The data is presented in tabular form and a brief interpretation of findings will follows.

Table 4.20: The Municipality provides actual basic services to the communities

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 22 | 18.3% |
| 2 | Agree | 68 | 56.7% |
| 3 | Not sure | 09 | 7.5% |
| 4 | Disagree | 15 | 12.5% |
| 5 | Strongly disagree | 06 | 5% |
| | TOTAL | 120 | 100% |

Table 4.20 indicates that 22 (18.3%) respondents strongly agreed that the municipality provides actual basic services to the communities; 68 (56.7%) agreed with the statement; 09 (7.5%) were not sure; 15 (12.5%) disagreed and 06 (5%) strongly disagreed with the statement. It can be concluded that most of the respondents agreed that the Municipality provides actual basic services to the communities. This suggests that the Municipality does always deliver actual basic services to the communities.

Table 4.21: The Municipality consults the communities regarding the basic services to be delivered

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 22 | 18.3% |
| 2 | Agree | 63 | 52.5% |
| 3 | Not sure | 17 | 14.2% |
| 4 | Disagree | 11 | 9.2% |
| 5 | Strongly disagree | 07 | 5.8% |
| | TOTAL | 120 | 100% |

According to the data in Table 4.21 above, 22 (18.3%) respondents strongly agreed that the Municipality consults the communities regarding the basic services to be delivered; the majority at 63 (52.5%) agreed; 17 (14.2%) were not sure; 11 (9.2%) disagreed and 07 (5.8%) strongly disagreed with the statement. A conclusion can be drawn that the majority at 85 (70.8) revealed that the municipality consults with the communities regarding the basic services to be delivered. This suggests that the Municipality is ready to consult communities regarding the delivery of basic services.

Table 4.22: Community members are involved in the municipal decision making on the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 16 | 13.3% |
| 2 | Agree | 52 | 43.3% |
| 3 | Not sure | 12 | 10% |
| 4 | Disagree | 25 | 20.8% |
| 5 | Strongly disagree | 15 | 12.5% |
| | TOTAL | 120 | 100% |

The data presented in Table 4.22 indicates that 16 (13.3%) respondents strongly agreed that community members are involved in the municipal decision-making on the delivery of basic services and the majority at 52 (43.3%), agreed with the statement; 12 (20.8%) were not sure; 25 (10%) disagreed and 15 (12.5%) strongly disagreed with the statement. The above data concur that community members are involved in the municipal decision making on the delivery of basic services, because 68 (56.6%) of the respondents agreed with the statement. This indicates that community members provide series of alternatives that they wish the Municipality to do, and the Municipality can choose the best alternatives that will improve the delivery of basic services to the communities.

Table 4.23: Community members are treated as customers of the Municipality

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 14 | 11.7% |
| 2 | Agree | 58 | 48.3% |
| 3 | Not sure | 15 | 12.5% |
| 4 | Disagree | 19 | 15.8% |
| 5 | Strongly disagree | 14 | 11.7% |
| | TOTAL | 120 | 100% |

Table 4.23 shows that 14 (11.7%) respondents strongly disagreed that community members are treated as customers of the Municipality; the majority at 58 (48.3%), agreed with the statement, 15 (12.5%) were not sure; 19 (15.8%) disagreed with the statement and 14 (11.7%) strongly disagreed with the statement. A conclusion can be made that most of the respondents agreed that community members are treated as customers of the Municipality. This shows that communities feel welcome at the Municipality and can raise any suggestion that will speed up the delivery of basic services.

Table 4.24: Municipal revenues are collected to promote the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 28 | 23.3% |
| 2 | Agree | 44 | 36.7% |
| 3 | Not sure | 36 | 30% |
| 4 | Disagree | 07 | 5.8% |
| 5 | Strongly disagree | 05 | 4.2% |
| | TOTAL | 120 | 100% |

The data shows that 28 (23.3%) respondents strongly agreed that municipal revenues are collected to promote the delivery of basic services, 44 (36.7%) agreed; 36 (30%) were not sure; 07 (5.8%) disagreed and 05 (4.2%) strongly disagreed with the statement. The statistics show that most of the respondents agreed that municipal revenues are collected to promote the delivery of basic services. This suggests that the Municipality is transparent to the community members about its source of income and how funds are utilised when delivering basic services to the communities.

4.2.2.5 Strategies to promote community participation in the delivery of basic services

under this theme, the researcher presents the data regarding the strategies to promote community participation in the delivery of basic services. The data is presented on a graph with frequencies and percentage, followed by a brief synthesis.

Table 4.25: The Municipality fully interacts with the community for effective service delivery

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 20 | 16.7% |
| 2 | Agree | 57 | 47.5% |
| 3 | Not sure | 19 | 15.8% |
| 4 | Disagree | 18 | 15% |
| 5 | Strongly disagree | 06 | 5% |
| | TOTAL | 120 | 100% |

The data presented in Table 4.25 indicates that 20 (16.7%) strongly agreed; the majority at 57 (47.5%), agreed with the statement; 19 (15.8%) were not sure; 18 (15%) disagreed and 06 (5%) strongly disagreed with the statement. The data indicates that majority of the respondents agreed that the Municipality fully interacts with the community for effective service delivery. This indicates that the Municipality informs communities about the basic services to be delivered.

Table 4.26: There are policies that regulate community participation in the delivery of basic services

| | Responses | Frequencies | Percentages |
|---|-------------------|--------------------|--------------------|
| 1 | Strongly agree | 24 | 20% |
| 2 | Agree | 64 | 53.3% |
| 3 | Not sure | 26 | 21.7% |
| 4 | Disagree | 05 | 4.2% |
| 5 | Strongly disagree | 01 | 0.8% |
| | TOTAL | 120 | 100% |

Regarding the above statement, which states that there are policies that regulate community participation in the delivery of basic services, the researcher found that 24 (20%) strongly agreed; 64 (53.3%) agreed; 26 (21.7%) were not sure; 05 (4.2%) disagreed and 01 (0.8%) strongly disagreed with the statement. One can make conclusion that most of the respondents agreed that there are policies that regulate community participation in the delivery of basic services. This shows that there are policies that influence community participation in the delivery of basic services.

Table 4.27: The Municipality has clear channels of communication to lodge complaints related to the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 32 | 26.7% |
| 2 | Agree | 47 | 39.2% |
| 3 | Not sure | 25 | 20.8% |
| 4 | Disagree | 14 | 11.6% |
| 5 | Strongly disagree | 02 | 1.7% |
| | TOTAL | 120 | 100% |

Table 4.36 above shows that 32 (26.7%) respondents strongly agreed that the Municipality has clear channels of communication to lodge complaints related to the delivery of basic services; the majority at 47 (39.2) agreed; 27 (20.8) were not sure, 14 (11.6%) disagreed and 02 (1.7%) strongly disagreed with the statement. It can be concluded that many of the respondents agreed that the Municipality has clear channels of communication to lodge complaints related to the delivery of basic services. This suggests that the community knows where to report challenges affecting their daily lives at the Municipality.

Table 4.28: Ward councillors ensure that community members are aware of matters related to the delivery of basic services in the Municipality

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 34 | 28.3% |
| 2 | Agree | 52 | 43.3% |
| 3 | Not sure | 11 | 9.2% |
| 4 | Disagree | 11 | 9.2% |
| 5 | Strongly disagree | 12 | 10% |
| | TOTAL | 120 | 100% |

According to the above information, 34 (28.3%) strongly agreed that ward councillors ensure that community members are aware of matters related to the delivery of basic services in the Municipality; the majority at 52 (43.3%) agreed; 11 (9.2%) were not sure; 11 (9.2%) disagreed and 12 (10%) strongly disagreed with the statement. The conclusion can be drawn that most of the respondents agreed that ward councillors ensure that community members are aware of matters related to the delivery of basic services in the Municipality. This means that the ward councillors understand that they are the ones who function closest to the communities and should inform the community members about the challenges that the Municipality is facing related to the delivery of basic services.

Table 4.29: There is openness and transparency in the Municipality regarding the delivery of basic services

| | Response | Frequencies | Percentage |
|---|-------------------|--------------------|-------------------|
| 1 | Strongly agree | 24 | 20% |
| 2 | Agree | 47 | 39.2 |
| 3 | Not sure | 24 | 20% |
| 4 | Disagree | 12 | 10% |
| 5 | Strongly disagree | 13 | 10.8% |
| | TOTAL | 120 | 100% |

Table 4.29 indicates that 24 (20%) strongly agree; the majority at 47 (39.2%) agreed; 24 (20%) were not sure; 12 (10%) disagreed and 13 (10.8%) strongly disagreed with the statement. A conclusion can be made that most of the respondents agreed that there is openness and transparency in the Municipality regarding the delivery of basic services. This suggests that communities can consult on any business day about the delivery of basic services and get accurate information.

4.3 AN ANALYSIS OF THE DATA COLLECTED THROUGH THE INTERVIEW

This section presents the data collected through interviews. This study was conducted to answer the research questions that arose from the role of community participation in the delivery of basic services; the status of basic service delivery in the Thulamela Local Municipality; initiatives to enhance the delivery of basic services; the relationship between communities and the Municipality in the delivery of basic service; and strategies to promote community participation in the delivery of basic services. The data is presented in narrative form, followed by a brief synthesis.

4.3.1 Question 1: what is the role of community participation in the delivery of basic services?

The first question sought to find out the role of community participation in the delivery of basic services. In this question, participants mentioned the roles that community participation play in the delivery of basic services. The way that participants expressed their views is presented below:

Participant A:

Participation is important to make sure that the government addresses the real needs of communities in the most appropriate way. Community participation also helps to build informed and responsible community members with a sense of ownership of government developments and projects.

Participant B:

The role of community participation in the delivery of basic services is to involve communities on how effective basic services can be delivered to their community areas. Community participation is also a way in which communities and the municipality can discuss the ways and methods that can be used to address basic service delivery backlog

Participant C:

Communities raise their needs related to the delivery of basic services to the ward councillors and thereafter, the ward councillors submit the needs of the communities to the municipality. Community stakeholders provide inputs related to the delivery of basic services to the communities.

Participant D:

Communities have a role to play in all matters related to the delivery of basic services that affect their daily lives. Communities inform the municipality about the basic services they need to be delivered through the ward councillors.

Participant E:

The role of community participation is to inform what basic services communities need from the municipality through the ward councillors.

Participant F:

Community participation is the integrated part of community development and basic service delivery to the communities. Communities notify the municipality about the basic services they want to be rendered to them through the ward councillors.

Participant G:

The role of community participation in the delivery of basic services is to express the needs by informing the municipality about the kind of basic services they want through the ward councillors.

Participant H:

Communities place their needs on the IDP portfolio through the ward councillors, so that the municipality can plan according to what they need.

Participant I:

Participant I indicated that community participation enhances participatory democracy.

Participant J:

Community participation educates community members on how the municipality operates on the process of the delivery of basic services.

Participants A and B indicated that community participation is important, to ensure that local government addresses the needs of communities through discussing the ways and methods that can be used to address basic service delivery backlog. Participant A added that community participation also helps to build informed and responsible community members, with a sense of ownership of local government developments and projects related to the delivery of basic services. Furthermore, participant B mentioned that community participation

involves communities on how effective basic services can be delivered to the communities. Participants C, D, E, F, G, and H stated that community participation helps communities to notify the municipality about the basic services they want to be delivered to them through meetings with the ward councillors. Participant C also revealed that community stakeholders provide inputs related to the delivery of basic services at meetings with the IDP representatives. Participant D further stated that community participation enables communities to contribute to all matters related to the delivery of basic services which affect their daily lives. Participant F indicated that community participation is part of community development and basic service delivery to the communities. Participant I indicated that community participation enhances participatory democracy in which all members of the community can participate in the delivery of basic services.

The study findings confirmed that community participation educates community members on how the municipality operates in the process of basic service delivery. Regarding the role of community participation in the delivery of basic services, it can be concluded that through community participation, communities can notify the municipality about the basic services they want delivered to them through the representation of their ward councillors. It was also stated that community participation promotes participatory democracy in which all members of the community can have an input in matters related to the delivery of basic services. This suggests that the municipality should always consider community participation, to allow communities to have an input in the process of basic service delivery.

4.3.2 Question 2: What is the status of basic service delivery in the Thulamela Local Municipality?

The second question sought to find out the status of basic service delivery in the Thulamela Local Municipality, and participants revealed the following.

Participant A:

There is balanced basic service delivery, wherein most of the basic services are being rendered to the communities.

Participant B:

The delivery of services is poor as refuse is removed twice per month. It also takes a long time for the Municipality to repair gravel roads, except when there is a funeral. The bridges around community area are also in a bad condition, as they overflow when it rains.

Participant C:

There is a backlog in the provision of water, sanitation, housing, electricity, and roads. Furthermore, most backlogs in the delivery of basic services in rural areas.

Participant D:

Communities around the Thulamela Local Municipality are being provided with the basic services on a continuous basis, depending on their different needs.

Participant E:

Many communities have been provided with roads and housing while have not yet accessed some of these basic services.

Participant F:

The Thulamela Local Municipality is one of the best service providers in Vhembe District as it falls under few municipalities with a health annual audit report. The audit report shows that the Thulamela Local Municipality has a good rate of basic service delivery to the communities.

Participant G:

The status of basic service delivery in the Thulamela Local Municipality is satisfactory, as all the wards are provided with roads, waste removal, sanitation, and electricity.

Participant H:

The status of the Thulamela Local Municipality is satisfactory as many communities have been provided with electricity. However, the gravel roads are not repaired on time.

Participant I:

Participant I stated that the status of basic service delivery is satisfactory, as most communities have been provided with electricity and sanitation.

Participant J:

Most communities have been provided with adequate basic services, while few have not yet accessed basic services, such as roads and housing.

Participants B and C indicated that the status of basic services at the Thulamela Local Municipality is poor, as there is a backlog in the delivery of water, sanitation, housing, electricity, and roads, while refuse removal is done twice per month, and it takes too long for the Municipality to repair gravel roads, except when there was a funeral. Participant B also indicated that the bridges around community areas are in a very bad condition and they overflow when it rains. Participant C complained that the status of basic services is bad in rural areas. Participants G, H, and I revealed that the status of basic service delivery is satisfactory, as roads, waste removal, sanitation, and electricity have been accessed by the communities. Participant H also revealed that despite of the good status at the Thulamela Local Municipality, gravel roads are not repaired on time. Participant A mentioned that there is balanced basic service delivery in which most of the basic services are being delivered to the communities, while some have not yet delivered.

Participant D indicated that communities around the Thulamela Local Municipality are being provided with the basic services on a continuous basis, depending on their different needs. Participant E pointed out that many communities have been provided with roads and housing, while some of those communities have not yet accessed some of the basic services. Participant F indicated that the Thulamela Local Municipality is one of the best service providers as it falls under the few local municipalities with a healthy annual audit report. Participant F further indicated that the audit report shows that the Thulamela Local Municipality has a satisfactory rate of basic service delivery to the communities.

Participant J pointed out that most communities have been provided with adequate basic services, while few have not yet accessed those basic services, such as roads and housing. From the above information, a conclusion can be drawn that there are communities which have been delivered adequate basic services, while other communities have not yet accessed adequate basic service delivery. It was found that communities with gravel roads and small bridges experience challenges when it rains because the Municipality mostly repairs gravel roads if there is a funeral. Therefore, it is suggested that the Municipality should ensure that gravel roads are always in a good condition and always remove refuse around the communities at reasonable time intervals. The Municipality should deliver adequate basic services in both rural and urban areas.

Question 3: What are the initiatives in place to enhance the delivery of basic services?

The third question sought to find out what initiatives are in place to enhance the delivery of basic services and participants revealed the following.

Participant A:

The Thulamela Local Municipality works with the ward councillors, ward committees, and traditional leaders to improve the delivery of basic services to the communities.

Participant B:

As a member of SANCO, we have been working with the Municipality to provide water tanks around the communities so that they can access water. The Municipality is also engaging with Non-Government Organisations to upgrade dams that provide water to the communities.

Participant C:

The Municipality works with the ward committees and traditional leaders to improve the delivery of basic services to the communities.

Participant D:

The Municipality works with community organisations such as ward committees, members of SANCO and traditional leaders to enhance the delivery of basic services to the communities.

Participant E:

The Municipality works with the community structure such as ward committee and traditional leaders. The Municipality also has partnership with Non-Government Organisations to improve the delivery of basic services to the communities. Participant E also mentioned that the Municipality makes an annual budget to improve the delivery of basic services to the communities.

Participant F:

The Municipality works with community stakeholders such as ward committee, Community Development Workers, traditional leaders, and community members to improve the delivery of basic services to the communities.

Participant G

As one of the ward councillors, we are encouraging residents living around the Thulamela Local Municipality to pay their debts, so that the money can be used by the Municipality to provide services to them.

Participant H:

The Municipality has come up with the initiative of a rapid response committee team, to speed up service delivery backlog.

Participant I:

The Municipality encourages community members to pay their debts so that the money can be used to improve the delivery of basic services to the communities.

Participant J:

Communities arrange meetings with the Municipality to announce what they want the Municipality to provide a five-year program through the IDP process.

Regarding the initiatives in place to enhance the delivery of basic services, participants A, C, D, E, F and J indicated that the Municipality work with ward committees, traditional leaders, ward councillors, SANCO, community members, and Community Development Workers to improve the delivery of basic services to the communities. Participant J further pointed out that the communities arrange meetings with the Municipality to announce what they want the Municipality to provide in a five-year program through IDP processes. Participant B and E indicated that the Municipality has a partnership with the Non-government Organisation (NGOs) to improve the delivery of basic services to the communities. Participant B also showed that SANCO has been working with the Municipality to provide tanks around the communities so that they can have access to water. Furthermore, Participant E indicated that the Municipality makes an annual budget to improve the delivery of basic services to the communities.

Participants G and I pointed that the Municipality is encouraging community members who owe municipal services to pay their debts so that money can be utilised by the Municipality to improve the delivery of basic services to the communities. Participant H revealed that the Municipality has developed a rapid response committee team, to speed up service delivery backlog. It can therefore be revealed that the municipal work with the ward committees, traditional leaders, ward councillors, SANCO, community members, and Community Development Workers (CDW) to improve the delivery of basic services to the communities. It

was also shown that the Municipality has a partnership with Non-Government Organisations to improve the delivery of basic services to the communities. This suggests that community members who owe to pay municipal services must pay so that the Municipality can have extra cash that can be used to improve the delivery of basic services to the communities.

Question 4: What is the relationship between the communities and the Municipality in the delivery of basic services?

The fourth question sought to find the relationship between the communities and the Municipality in the delivery of basic services delivery in the Thulamela Local Municipality and participants revealed the following.

Participant A:

There is a bad relationship between the communities and the Municipality due to lack of basic service delivery, lack of communication and accountability by the municipal officials.

Participant B:

It is not good, as there is poor communication between the municipal officials and the communities. The absence of infrastructure, such as roads and proper bridges, hinder the relationship between the Municipality and the communities.

Participant C:

There is a good relationship between the Municipality and the communities, as the ward councillors act as faithful messengers between the communities and the Municipality.

Participant D:

There is a good relationship, as communities have representatives such as ward committee and ward councillors, who represent them in the Municipality and provide feedback.

Participant E:

The relationship is good, as the Municipality holds IDP meetings with the communities, to hear the basic services they need and budget to deliver those basic services.

Participant F:

The relationship is good as the communities can lodge complaints in the Municipality and the Municipality listens to those complaints and come up with solutions to address challenges faced by the communities.

Participant G:

As an IDP manager, the relationship between the Municipality and the communities in the delivery of basic services is good because through IDP consultative meetings, we identify the service needed and implement according to the budget.

Participant H:

It is good because the Municipality engages with communities through IDP forums and community meetings.

Participant I:

The relationship between the Municipality and the communities is good, as the Municipality consults the communities about the challenges, they are facing regarding the delivery of basic services and the Municipality tries to address those challenges.

Participant J:

In my opinion, the relationship between the Municipality and the communities is not that good because there is still poor communication between the two parties.

Participants B and J indicated that the relationship between the Municipality and the communities is not good because there is poor communication between the two groups. Participant B also revealed that the absence of infrastructure, such as roads and proper bridges, hinders a good working relationship between the Municipality and the communities. Participants C and D indicated that the relationship is good, as communities have representatives such as ward committees and ward councillors who act as messengers between the Municipality and the communities and represent the interests of the communities in the Municipality. Participants E, F and G revealed that the relationship is good as the Municipality arranges IDP meetings with the communities to hear the basic services they need and create budgets to deliver those basic services.

Participant A pointed out that there is a bad relationship between the communities and the Municipality due to lack of basic service delivery, lack of communication and accountability by the municipal officials. Participant F indicated that the relationship is good, as the communities can lodge complaints in the Municipality for the Municipality to come up with the solutions to address challenges face by the communities. Participant I mentioned that the relationship is good because the Municipality consult the communities about the challenges, they are facing related to the delivery of basic services. Conclusion can be drawn that the relationship is good between the Municipality and the communities while not

every community has a good relationship with the Municipality. It can be pointed that the Municipality has a good relationship with the communities that have access to basic services than communities with the least access of basic services. This suggests that the Municipality should ensure that it has a good relationship with all the communities through delivering adequate basic services to all communities that are in a needy of basic services.

Question 5: What are the strategies that can be used to promote community participation in the delivery of basic services?

The fifth question sought to find out the strategies that can be used to promote community participation in the delivery of basic services and participants revealed the following.

Participant A:

The communities must always be involved in the IDP meetings. There must be proper communication, transparency, and accountability by the Municipality to the communities.

Participant B:

The Municipality should improve communication through the development of database of each community with a cell number to ensure that the information can reach each household. Each community has its preferred time for meetings and should be considered instead of meetings during the week. There is apathy in some communities due to poor basic service delivery as people are no longer interested to attend IDP meetings. In this regard the Municipality should have tangible project to motivate people to attend the IDP meetings related to the delivery of basic services. The Municipality must avoid empty promises as community members lose trust and feel not to participate anymore in the meetings related to the delivery of basic services.

Participant C:

The Municipality must train ward councillors, community development workers, and ward committees through workshops, so that they can understand the role and responsibility as the representatives of the communities.

Participant D:

The Municipality must have an extra budget and hold consultative sessions with the communities, to address the challenges related to the delivery of the basic services to the communities.

Participant E:

The Municipality must ensure that LED and IDP have enough budgets to provide development projects that will deliver the basic services to communities.

Participant F

The Municipality must make sure that structure that led communities, such as ward committees, community development workers and ward councillors, always represent the needs of the community not their interests. The Municipality must deal with the corrupt municipal officials who steal money for basic service delivery.

Participant G:

Councillors must always meet with communities to update them on when they should expect for basic service delivery.

Participant H:

The Municipality must improve the use of IDP forums (*imbizo*) to promote community participation in the delivery of basic services to the communities.

Participant I:

The Municipality should use the (*imbizo*) to call for meetings to promote community participation in the delivery of basic services to the communities.

Participant J:

Community members must be educated on how the Municipality operates. The Municipality should also try to fulfil what it promised to the communities.

Participants A and B are of the view that the Municipality should improve communication through the development of database of each community with to ensure that the information related to the delivery of basic services can be accessible to the communities. Participant A also views that municipal information related to the delivery of basic services is transparent and municipal officials should always be accountable to the communities when they fail to deliver basic services. Participant B and J are of the opinion that the municipality should avoid empty promises because community members lose trust and feel not to participate anymore in the meetings related to the delivery of basic services. Participant J is also of the opinion that community members should be educated on how the Municipality operates. Participant B indicated that time for meetings between the Municipality and the communities

should be decided by the community members, so that everyone can be accommodated. Participant B further believes that there is apathy in some communities due to poor basic service delivery, as communities are no longer interested in attending IDP meetings. Thus, the Municipality should have tangible projects to motivate community members to attend IDP meetings related to the delivery of basic services.

Participants C and F are of the view that workshops must be held to train ward councillors, community development workers and ward committees to understand their role and responsibilities as the representatives of the communities. Participants F further indicated that there must be strict rules to deal with the corrupt officials who steal the money for basic service delivery to the communities. Participants D and E view that the Municipality should ensure that the LED and IDP have enough budgets to provide development projects that will deliver basic services to the communities. Participants H and I are of the view that the Municipality should use IDP forums *imbizo* to call for a meeting to promote community participation in the delivery of basic services.

Participant G is of the view that ward councillors must always meet with communities to update them on when they should expect basic service delivery and to redress when the Municipality fails to deliver what it promised. From the above data, the Municipality should improve communication with the communities. The Municipality should develop tangible project to motivate communities to participate in the delivery of basic services. It was revealed that municipal officials must attend workshop so that they can know what is expected from the as the representatives of the communities. This suggests that the Municipality should ensure that each meeting with the communities is known by all members of community and that community members must feel free to comment on the matters discussed which are related to the delivery of basic services.

4.4 CONCLUSION

This chapter provided the data collected through questionnaires and interviews. This was followed by a discussion, analysis, and interpretation of the data. This was done based on the responses from study participants, as a way of providing an understanding the role of community participation in the delivery of basic services. The data regarding the role of community participation and the delivery of basic services was collected using quantitative and qualitative methods, which involved the use of a questionnaire, and analysis of data collected through interviews. In this chapter, data obtained from the respondents was presented, analysed, and interpreted in graphical form and narrative form, on the role of community participation in the delivery of basic services.

CHAPTER 5

FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

5.1 INTRODUCTION

The previous chapter presented, analysed, and interpreted the collected data by discussing the data collected as a way of providing an understanding the role of community participation in the delivery of basic services. In this chapter, the researcher presents a synthesised discussion of findings, makes a recommendation on the role of community participation in the delivery of basic services, as well as recommendations for future research on a related subject.

5.2 OVERVIEW OF THE STUDY

This study was about the role of community participation in the delivery of basic services. This study was conducted to answer the research question on the role of community participation in the delivery of basic services; the status of basic service delivery in the Thulamela Local Municipality; Initiatives to enhance the delivery of basic services; relationship between communities and the Municipality in the delivery of basic service; and strategies to promote community participation in the delivery of basic services. The researcher reviewed literature relevant to the roles of community participation in the delivery of basic services. The researcher used mixed methods approach, where quantitative and qualitative research methodologies were both used. The main aim of the study was to investigate the role of community participation in the delivery of basic services. Non-probability sampling technique and its sub-type's purposive sampling method were used. The researcher used questionnaires and open-ended interview to collect the data. Data was analysed with the aid of two data analysis methods; namely, statistical analysis and thematic analysis, the data was presented in graphical tables to present respondents' perception in terms of frequencies and percentages, as well as narrative form followed by a brief synthesis. The specific objectives of the study were:

- To determine the role of community participation in the delivery of basic services.
- An overview of the status of basic service delivery in the Thulamela Local Municipality.
- To describe the initiatives in place to enhance the delivery of basic services.
- To investigate the relationship between communities and the Municipality in the delivery of basic services.

- To recommend strategies that can be used to promote community participation in the delivery of basic services.

5.3 MAJOR FINDINGS OF THE STUDY

In this section, the researcher presents the major findings of the study which focused on the specific objectives of the study.

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In this section, the researcher presents the major findings of the study which focused on the specific objectives of the study. The following specific objectives of the study benchmarked the realisation of the main aim of the study and they sought to determine the role of community participation in the delivery of basic services; the status of basic service delivery in the Thulamela Local Municipality; Initiatives to enhance the delivery of basic services; relationship between communities and the Municipality in the delivery of basic service; and strategies to promote community participation in the delivery of basic services. From the interview schedule, the researcher decided to add a posing question which addresses community participation in the delivery of basic services.

5.3.1 Major findings on the role of community participation in the delivery of basic services

The first study objective was to determine the role of community participation in the delivery of basic services. The study found that the majority at 57 (47.5%) of respondents confirmed that involving community in basic service delivery and empowering them have the potential to boost their livelihood and foster development. This shows that communities should always be involved in all matters related to basic service delivery, to improve their standard of living. The researcher also found that the majority at 72 (60%) of respondents believed that community participation empowers the primary beneficiaries of basic service by helping them to break away from the dependency mentality. The study findings further revealed that 62 (51.2%) of the respondents agreed that community participation promotes self-confidence and self-awareness in matters related to the delivery of basic services. Community participation improves the moral of communities by allowing them to have inputs in matters related to the delivery of basic services. Furthermore, the findings showed that the majority at 94 (78.4%) of respondents agreed that through community participation, resources available for basic service delivery are used more efficiently. This is an indication that community participation improves proper utilisation of the available resources. In addition, the study found that the majority at 96 (80%) of respondents concurred that community

participation helps to obtain a balanced perspective and identify creative solutions to basic service delivery.

From the interview conducted to determine the role of community participation in the delivery of basic services, it was found that Participants believed that community participation is important. This was important to ensure that the local government addresses the real needs of communities through discussing the ways and methods. This knowledge can be used to address basic service delivery backlogs. The study also revealed that community participation helps to build informed and responsible community members, with a sense of ownership of local government developments and projects related to the delivery of basic services. The study also found that community participation involves communities on how effective basic services can be delivered to the communities. The researcher found that participants believed that community participation helps communities to notify the municipality about the basic services they want delivered to them through meetings with the ward councillors.

It was also found that community stakeholders provide inputs related to the delivery of basic services in the meetings with IDP representatives. The findings also showed that community participation enables communities to be involved in all matters related to the delivery of basic service. Furthermore, the findings revealed that community participation forms an integral part of community development and basic service delivery to the communities. The findings also revealed that community participation enhances participatory democracy in which all members of community can participate in the delivery of basic services. Finally, the researcher found that community participation educates community members on how the municipality operate on the process of the delivery of basic services.

5.3.2 Major findings on the status of basic service delivery in Thulamela Local Municipality

The second objective of the study was to get an overview of basic service delivery in the Thulamela Local Municipality. The data collected revealed that the majority at 55 (45.8%) of the respondents believe that the Municipality has an annual financial budget to deliver basic services. This indicates that the Municipality must improve its annual budget to promote the delivery of basic services to the communities. The findings also show that the majority at 48 (40%) of the respondents agreed that there is a healthy relationship between the Municipality and the communities. The Municipality must always maintain a good relationship with the communities in matters related to the delivery of basic services. The study also found that the majority at 55 (45.8%) of the respondents agreed that planning is the basic tool for the Municipality to achieve objectives of basic services. The Municipality

must therefore have an annual plan related to the delivery of basic services to the communities. The study showed that most of the respondents at 52 (43.3%), are aware that the Municipality outsources financial resources to improve the delivery of basic services. In addition, the study findings revealed that the majority at 49 (40.8%) of the respondents agreed that basic services are delivered to the communities in a sustainable manner.

From the interview that were carried out on the status of basic service delivery in the Thulamela Local Municipality, the findings revealed that the status of basic services at the Thulamela Local Municipality is poor, as there is a backlog in the delivery of water, sanitation, housing, electricity, and roads, while refuse is only removed twice a month and it takes a long time for the municipality to repair gravel roads, expect when there is a funeral. The Findings also indicated that bridges around community areas are in a very bad condition and they overflow when it rains. The respondents indicated that the status of basic services is bad in rural areas. It was also revealed that basic service delivery is good as roads, waste removal, sanitation, and electricity are available to the communities. The further findings revealed that despite the good status of service delivery of the Thulamela Local Municipality; gravel roads are not repaired on time. The study findings confirmed that there is a balanced basic service delivery in which most of the basic services delivered to the communities, however, some have not yet been delivered.

The study also showed that communities around the Thulamela Local Municipality are being provided with basic services on a continuous basis, depending on their different needs. The researcher also found discovered that many communities have been provided with roads, housing, although some of these communities do not have access yet to some of the basic services. In additional, the findings showed that the Thulamela Local Municipality is one of the best service providers, as it falls under the few local municipalities with a satisfactory annual audit report. It was found that the audit report shows that the Thulamela Local Municipality has a good rate of basic service delivery to the communities. Lastly, the study found that most communities have been provided with adequate basic services, although few have not yet had access to basic services, such as roads and housing.

5.3.3 Major findings on the initiatives in place to enhance basic service delivery

The third objective of the study was to describe the initiatives to enhance basic service delivery. From the questionnaires distributed, it was found that the majority at 55 (45.8%) of the respondents confirmed that the Municipality decentralizes services, to improve the delivery of basic services to the communities. The study also found that the majority at 49 (40.8%) of the respondents agreed that Non-Government Organizations (NGOs) can participate, to enhance the delivery of basic services. This indicates that interested Non-

Government Organisations can contribute by donating funds that will assist in the delivery of basic services to the communities.

It was also found that 52 (43.3%) of the respondents agreed that municipal service partnerships address the delivery of basic services. In this regard, the study revealed that the majority at 47 (39.2%) of the respondents agreed that Community-Based Organizations (CBOs) work with the Municipality to provide basic services. The researcher also found that the majority at 57 (47.5%) of the respondents agreed that voluntarism by community members is allowed by the Municipality to enhance the delivery of basic services. This is an indication that community members can volunteer to gain work experience through the process of basic service delivery.

From the interview on the initiatives to enhance basic service delivery, the researcher discovered that the Municipality work with ward committees, traditional leaders, ward councillors, civic, SANCO, community members, and Community Development Workers (CDW) to improve the delivery of basic services to the communities. Furthermore, the study found that communities could arrange meetings with the Municipality to report what they want on a five-years program through IDP processes. The findings also affirmed that the Municipality has a partnership with Non-government Organisation (NGOs) to improve the delivery of basic services to the communities. The findings further revealed that SANCO has been working with the Municipality to provide tanks around the communities so that they can have access to water. The findings also confirmed that the Municipality makes an annual budget available to improve the delivery of basic services to the communities. The study found that the Municipality encourages community members who owe the municipality to pay their debts, so that the money can be utilised by the Municipality to improve the delivery of basic services to the communities. It was also found that the Municipality has developed a rapid committee response team, to speed up service delivery backlogs.

5.3.4 Major findings on the relationship between communities and the municipality in the delivery of basic service

The fourth objective sought to investigate the relationship between communities and the Municipality in the delivery of basic services, and the data collected revealed that 68 which constitute 56.7% of the respondents agreed with the idea that the municipality provides actual basic services to the communities. The study found that 63 (52.5%) of the respondents agreed that the Municipality consults the communities regarding the delivery of basic services. This shows that the Municipality first considers the inputs of community members before deciding to deliver basic services. The study also revealed that most of the respondents at 52 (43.3%) confirmed that community members are involved in municipal

decision-making on the delivery of basic services. The findings also revealed that 58 (48.3%) of the respondents agreed that community members are treated as customers of the Municipality. The researcher found that 28 (23.3%) of the respondents agreed that municipal revenues are collected to promote the delivery of basic services.

From the interview on the relationship between communities and the Municipality in the delivery of basic services, the researcher found that the relationship is not good because there is poor communication between municipal officials and the communities. The findings further revealed that absence of infrastructure, such as roads and proper bridges, hinders a good relationship between the Municipality and the communities. The study revealed that there is a bad relationship between the communities and the Municipality due to the lack of basic service delivery, lack of communication and accountability by the municipal officials. Furthermore, the study found that the relationship is good, as communities have representatives, such as ward committees and ward councillors, who act as messengers between the Municipality and the communities and represent the interests of the communities at the Municipality. The study also revealed that the relationship is good, as the Municipality arranges IDP meetings with the communities to hear the basic services they need and budget to deliver those basic services.

It was also found that the relationship between communities and the Municipality is good as the communities can lodge complaints at the Municipality for the Municipality to come up with solutions to challenges faced by the communities. The researcher also found that the relationship is good because the Municipality consults the communities regarding the challenges, they were facing regarding to the delivery of basic services. The study concluded that the relationship between the Municipality and the communities is good, although not every community has a good relationship with the Municipality. Lastly, the study showed that the municipality has a good relationship with the communities as they have access to basic services.

5.3.5 Major findings on the strategies to promote community participation in the delivery of basic services

The fifth objective of the study was to recommend strategies that can be used to promote community participation in the delivery of basic services. The findings revealed that most of the respondents at 57 (47.5%), agreed that the Municipality interacts with the community for effective service delivery. The study found that 64 (53.3%) agreed that there are policies that regulate community participation in the delivery of basic services. The study revealed that the majority at 47 (39.2) of the respondents agreed that the Municipality has clear channels of communication to lodge complaints related to the delivery of basic services. It was also

found that the majority at 52 (43.3%) of the respondents agreed that ward councillors ensure that community members are aware of matters related to the delivery of basic services in the Municipality. The researcher also found that most of the respondents at 47 (39.2%) confirmed that there is openness and transparency in the Municipality regarding the delivery of basic services.

From the interview on the strategies that can be used to promote community participation in the delivery of basic services, the findings revealed that the Municipality should improve communication through the development of a database for each community, with a cell phone number, to ensure that the information related to the delivery of basic services can reach all households. The findings also affirmed that municipal information related to the delivery of basic services should be transparent and municipal officials should always be accountable to the communities when they fail to deliver basic services. The study findings revealed that the Municipality should avoid making empty promises because when that happens, community members lose trust and feel not to participate anymore in the meetings related to the delivery of basic services. The findings showed that community members should be educated on how the Municipality operates. The researcher also found that the time for meetings between the Municipality and the communities should be decided by the community members, so that everyone can be accommodated. The findings also found that there is apathy among some communities due to poor basic service delivery as communities are no longer interested in attending IDP meetings. In this regard, the Municipality should have tangible project to motivate community members to attend IDP meetings related to the delivery of basic services.

It was also found that workshops must be held to train ward councillors, Community Development Workers, and ward committees to understand their roles and responsibilities, as the representatives of the communities. Furthermore, the study findings revealed that there must be strict rules to deal with corrupt officials who steal money of delivering basic services to the communities. In addition, the study confirmed that the Municipality should ensure that LED and IDP have adequate budgets to provide development projects that will deliver basic services to the communities. The findings further showed that the Municipality should use IDP forums *imbizo* to call for meetings to promote community participation in the delivery of basic services. Finally, the researcher found that ward councillors must always meet with communities to update the communities on when they should expect basic service delivery and to redress when the Municipality fails to deliver what it promised.

5.4 SYNTHESIS OF THE STUDY

This section presents the synthesis of the study on the role of community participation in service delivery. From the information analysed in questionnaire, the following is the synthesis of the study:

- Involving the community in basic service delivery and empowering them has the potential to boost their livelihood and foster development.
- Community participation empowers the primary beneficiaries of basic service by helping them to break away from the dependency mentality.
- Community participation promotes self-confidence and self-awareness in matters related to the delivery of basic services.
- Through community participation, resources available for basic service delivery are used more efficiently.
- Community participation helps to obtain a balanced perspective and identify creative solutions to basic service delivery.
- The Municipality has an annual financial budget to deliver basic services.
- There is a healthy relationship between the Municipality and the communities.
- Planning is the basic tool for the Municipality to achieve objectives of basic services.
- The Municipality outsources financial resources to improve the delivery of basic services.
- Basic services are delivered to the communities in a sustainable manner.
- The Municipality decentralizes services to improve the delivery of basic services to the communities.
- Non-Government Organizations (NGOs) can participate in enhancing the delivery of basic services.
- Municipal service partnerships address the delivery of basic services.
- Community-Based Organizations (CBOs) work with the Municipality to provide basic services.
- Voluntarism by community members is allowed by the Municipality to enhance the delivery of basic services.
- The Municipality provides actual basic services to the communities.
- The Municipality consults the communities regarding the basic services to be delivered.
- Community members are involved in the municipal decision making on the delivery of basic services.
- Community members are treated as customers of the Municipality

- Municipal revenues are collected to promote the delivery of basic services.
- The Municipality fully interacts with the community for effective service delivery.
- There are policies that regulate community participation in the delivery of basic services.
- The Municipality has clear channels of communication to lodge complaints related to the delivery of basic services.
- Ward councillors ensure that community members are aware of matters related to the delivery of basic services in the Municipality.
- There is openness and transparency in the Municipality regarding the delivery of basic services.

From the data collected through the interview, the following is the synthesis of the study:

- Community participation is important to ensure that the local government addresses the real needs of communities through discussing the ways and methods that can be used to address basic service delivery backlog.
- Many communities have been provided with roads and housing while some of those communities have not yet access some of the basic services.
- The municipality work with ward committees, traditional leaders, ward councillors, civic, SANCO, community members, and Community Development Workers (CDW) to improve the delivery of basic services to the communities.
- The relationship is good between the municipality and the communities while not every community has a good relationship with the municipality.
- Municipal officials must attend workshop so that they can understand what is expected from the as the representatives of the communities.

5.5 RECOMMENDATIONS OF THE STUDY

This section presents recommendations of the study. The recommendations emanated from the major findings on the role of community participation in the delivery of basic services, the status of basic service delivery at Thulamela Local Municipality, initiatives to enhance the delivery of basic services, and strategies to promote community participation in the delivery of basic services.

5.5.1 Recommendation on the role of community participation in the delivery of basic services

The study recommends that the Municipality should involve community in basic service delivery and empower them to have potential to boost their livelihood and foster development. This indicate that communities should always be involved in all matter related to basic service delivery to improve their standard of living. The researcher recommends that community participation should empower the primary beneficiaries of basic service by helping them to break away from the dependency mentality. It is recommended in this study that community participation should be aimed at promoting self-confidence and self-awareness in matters related to the delivery of basic services. Community participation should be fostered to improve the moral of communities by allowing them to have inputs in matters related to the delivery of basic services. It is recommended that community participation should be aimed at improving proper utilisation of the available resources. Community participation should be maintained to help to obtain a balanced perspective and identify creative solutions to basic service delivery.

The study recommends that community participation should be regarded as an important aspect, to ensure that the local government addresses the real needs of communities through discussing the ways and methods that can be used to address basic service delivery backlog. Findings of the study recommends that community participation should be considered to help in building informed and responsible community members with a sense of ownership of local government developments and projects related to the delivery of basic services. The Municipality should grant community participation to involve communities on how effective basic services can be delivered to the communities. The researcher recommends community participation helps communities to notify the Municipality about the basic services they want to be delivered to them through the meeting with the ward councillors.

Community stakeholders should provide inputs related to the delivery of basic services at the meetings with the IDP representatives. The Municipality should consider community participation to enable communities to have concern in all matters related to the delivery of basic services which affect their daily lives. Community participation should be an integrated part of community development and basic service delivery to the communities. Democratic participatory should be enhanced through community participation in which all members of community can participate in the delivery of basic services. Community participation should be granted to educate community members on how the municipality operate on the process of the delivery of basic services.

5.5.2 Recommendation on the status of basic service delivery in the Municipality

The study recommends that the Municipality should have an annual financial budget to deliver basic services. The Municipality should always maintain good relationship with the communities in matter related to the delivery of basic services. Planning should be a basic tool for the Municipality to achieve objectives of basic services. The Municipality should have an annual plan related to the delivery of basic services to the communities. The researcher recommends that the Municipality should outsource financial resources to improve the delivery of basic services. The Municipality should grant the delivery of basic services to the communities in a sustainable manner.

The Municipality should improve the delivery of water, sanitation, housing, electricity, and roads to the communities. The study recommends that the removal of refuse should be done in a reasonable timeframe. The gravel roads should be repaired on a continuous basis to allow ease flow of traffic. Re-infrastructure of bridges around the community areas should be done as they overflow when it rains. The study recommends that the Municipality should also prioritise rural areas in basic service delivery. The Municipality should ensure that all communities that falls under its jurisdiction have access to adequate basic service delivery. Communities should be provided with basic services on a continuous basis depending on their different needs. The Municipality should have a vision of being the best service provider with a better annual audit report.

5.5.3 Recommendation on the initiatives to enhance the delivery of basic services

The study recommends that the Municipality should decentralise services to improve the delivery of basic services to the communities. It is recommended that Non-Government Organizations (NGOs) should be allowed to participate in enhancing the delivery of basic services. This indicates that interested Non-Government Organisation can contribute by donating funds that will assist in delivering basic services to the communities. The

researcher confirms that municipal service partnerships should address the delivery of basic services. Community-Based Organizations (CBOs) should work with the Municipality to provide basic services. Voluntarism by community members should be allowed by the municipality to enhance the delivery of basic services. This is an indication that community members should volunteer to gain work experience through the process of basic service delivery.

The researcher recommends that the Municipality should work with the ward committees, traditional leaders, ward councillors, SANCO, community members, and Community Development Workers (CDW) to improve the delivery of basic services to the communities. Communities should arrange the meeting with the Municipality to express what they want the Municipality to provide for a five-years program through IDP processes. The Municipality should partner with the Non-government Organisation (NGOs) to improve the delivery of basic services to the communities. Members of SANCO should work with the Municipality to provide tanks around the communities so that communities that lack water delivery can have access to water. The Municipality should encourage community members who owe municipal services, to pay their debts so that money can be utilised by the Municipality to improve the delivery of basic services to the communities. It is recommended that the Municipality should develop a committee of rapid response team to speed up service delivery backlog.

5.5.4 Recommendation on the relationship between communities and the Municipality in the delivery of basic services

The study recommends that the Municipality should provide actual basic services to the communities. The Municipality should consult the communities regarding the delivery of basic services. This attests that the Municipality should first consider the inputs of community members before deciding to deliver basic services. Community members should be involved in the municipal decision making on the delivery of basic services. The researcher recommends that community members should be treated as customers of the Municipality. It is recommended that municipal revenues are collected to promote the delivery of basic services.

The study recommends that the Municipality should have a good relationship with the communities through improving communication between the municipal officials and the communities. Infrastructure such as roads and proper bridges should be maintained to sustain the relationship between the Municipality and the communities. Lack of basic service delivery, lack of communication, and accountability by the municipal officials should be dealt with to promote the standard of relationship between the Municipality and the communities.

The Municipality should ensure that communities have representatives such as ward committees and ward councillors to act as the messengers between the Municipality and the communities and represent the interest of the communities in the Municipality. The Municipality should arrange IDP meetings with the communities to hear the basic services communities need and budget to deliver those basic services. The Municipality should inspire communities to lodge complaints about the Municipality to come up with the solutions to address challenges face by the communities. The researcher recommends that the Municipality should ensure that it has a good relationship with all communities that fall under its jurisdiction.

5.5.5 Recommendation on the strategies to promote community participation in the delivery of basic services

The researcher recommends that the Municipality should fully interact with the community for effective service delivery. There should be the policies that regulate community participation in the delivery of basic services. The Municipality should have clear channels of communication to lodge complaints related to the delivery of basic services. Ward councillors should ensure that community members are aware of matters related to the delivery of basic services in the Municipality. The researcher recommends that there should be openness and transparency in the Municipality regarding the delivery of basic services.

The findings of the study affirm that municipal information related to the delivery of basic services should be transparent and municipal officials should always be accountable to the communities when they fail to deliver basic services. The researcher recommends that the Municipality should avoid empty promises because community members lose trust and feel not to participate anymore in the meetings related to the delivery of basic services. Community members should be educated on how the Municipality operates. The Municipality should have tangible project to motivate community members to attend IDP meetings related to the delivery of basic services. Workshops must be available to train the ward councillors, community development workers and ward committees to understand their role and responsibilities as the representatives of the communities.

The Municipality should have strict rules to deal with the corrupt officials who steal money of delivering basic services to the communities. It is recommended that Municipality should ensure that LED and IDP have enough budgets to provide development projects that will deliver basic services to the communities. The study findings discovered that the Municipality should use IDP forums *imbizo* to call for a meeting to promote community participation in the delivery of basic services. The researcher discovered that the ward

councillors must always meet with communities to update them on when they should expect basic service delivery and to redress when the Municipality fails to deliver what it promised.

5.6 RECOMMENDATION ON THE PRINCIPLES OF PUBLIC ADMINISTRATION

This section present the recommendation of the generic functions of Public Administration and such recommendation arose from the findings on the role of community participation in the delivery of basic services; the status of basic service delivery in the Thulamela Local Municipality; initiatives to enhance the delivery of basic services; relationship between communities and the municipality in the delivery of basic service; and strategies to promote community participation in the delivery of basic services.

5.6.1 Recommendation on policy and policy making

The researcher recommends that the Municipality should make strict policies to fight against corruption so that each official who misuse public funds or who use public funds on his/her own interest must be punishment and dismissed from the workplace. The study findings recommend that the Municipality must also take into consideration the views of the community members when making the policy. The policy maker should be aware of the challenges faced by the communities before making the policy so that the policy made will be of improving the standard of living to the communities at large.

5.6.2 Recommendation on organising

Organising entails the establishment of institutions to achieve pre-determined objectives. The study recommends that there must be grouping and classification of the functions as well as allocating these functions and officials in an orderly pattern. The researcher recommends that the officials must be grouped based on the position they hold in the workplace. Officials must be given position based on the qualification and experience they have. The researcher also recommends that channels of communication in the municipality must be arranged to ensure that functionaries are kept informed about the activities taking place and progress made towards achieving pre-determined objectives.

5.6.3 Recommendation on financing

The researcher recommends that the municipality should have a year financial budget to deliver basic services. The researcher recommends that the municipality must work with the Non-Government Organisation so that they can donate funds in assist in the delivery of basic services. The study recommends that municipal officials who are responsible with the engagement of community members such as ward councillor and community development worker must encourage community members who can afford municipal service to pay so

that municipality can have extra income to deliver basic services. The researcher recommends that municipality must outsource financial resources to improve the delivery of basic services.

5.6.4 Recommendation on personnel administration

The researcher recommends that the Municipality should employ qualified and skilled officials to deliver basic services to the communities. The study recommends that creation of posts must consist of the qualification required and successful candidates must meet all the requirements of the post. The researcher recommends that promotion in the Municipality must be based on the merit and qualities of official. The researcher recommends that Municipality must recruit qualified candidates in the provision of basic services and should always transfer these officials from one section or division to another so that they do not get used to their work and get advantage of it.

5.6.5 Recommendation on work method and procedure

The researcher recommends that there must be the means and ways to be followed in obeying the job to achieve the objectives of the Municipality. The researcher recommends that private entities should serve as a guide to the municipal officials on how they should go about doing their work to achieve pre-determined objectives. The study findings recommends that the methods and procedure of doing the job should always be changed so that officials may not get used to single system of doing the job.

5.6.6 Recommendation on control

The researcher recommends that the policy maker must ensure that policies and plans of the Municipality are implemented. The study recommends that Municipality should measure and correct the performance of officials to ensure that pre-determined objectives of the Municipality are achieved. The researcher recommends that the Municipality should have standards that represent the desired performance and comparison of actual results with the desired standards.

5.7 RECOMMENDATIONS OF FUTURE STUDIES

The main aim of the study was to investigate the role of community participation in the delivery of basic services: the case of the Thulamela Local Municipality. This research focused only on Thulamela Local Municipality and not on the other municipalities in Vhembe District or municipalities in the Limpopo province. The researcher recommends that the research like this one should be conducted in all municipalities within South Africa to detect problems and challenges of poor service delivery to the communities. The findings in the

studies that must be conducted will assist the municipality to improve the delivery of basic services to the communities. Community members and municipal officials should provide accurate information to the future researchers to help them find ways to promote the delivery of basic services and give recommendation on those who will conduct studies after them. The future researchers must keep and protect the confidentiality of the participants.

5.8 LIMITATIONS OF THE STUDY

The limitation for this study was the problem of taking time for the municipal officials who participated in this study to return the questionnaires and interview schedules to the researcher because they are not always found at the offices. It also took time for the researcher to convince community members about the importance of the study so that they can provide the relevant information regarding the purpose of the study. It took about two weeks for the researcher to distribute questionnaires to the selected community members, members of SANCO, and traditional leaders. The other challenge was that some of the participants were not found in the offices as agreed during appointment, but the researcher managed to find them at a later stage of data collection.

5.9 CONCLUSION

This study was about the role of community participation in the delivery of delivery of basic services. In the first chapter the study presented the introduction, historical background, problem statement, aim of the study, specific objectives of the study, critical research question, significance of the study, delimitation of the study, and definition of operational concepts and organisation of the study. The objectives of this study were to determine the role of community participation in the delivery of basic services; to overview the status of basic service delivery in the Thulamela Local Municipality; to describe initiatives to enhance the delivery of basic services; to investigate the relationship between communities and the municipality in the delivery of basic service; and recommend strategies to promote community participation in the delivery of basic services. This study was conducted to benefit the Thulamela Local Municipality and the communities of the Thulamela especially through the delivery of basic services. The benefits include among others the advancement of strategies that can be used to improve the delivery of basic services to the communities.

In chapter two, the researcher discussed literature review on the role of community participation in the delivery of basic services. Chapter two discussed theoretical framework on community participation, the legislative framework on the role of community participation in services delivery, importance of community participation in the delivery of basic services, initiatives to enhance basic service delivery, the relationship between communities and the

municipality in the delivery of basic services, conceptualisation of community participation, characteristics of community participation in the delivery of basic services, levels of community participation, forms of community participation, approaches to community participation, philosophy of community participation, encouraging community participation, types of community participation, the consequences of participatory processes in the delivery of basic services, constraints to participatory processes in the delivery of basic services, advantages and disadvantages of community participation in the delivery of basic services, principles of *batho pele* in the delivery of basic services, strategies to improve community participation in the delivery of basic services, and empirical evidence on community participation.

The researcher on chapter three applied research paradigm wherein the researcher chose pragmatism research paradigm. Chapter three presented research methodology in which mixed method (integrating quantitative and qualitative research methods) was applied to collect data. This study focused on the Thulamela Local Municipality. The researcher chose to conduct the study at the Thulamela Local Municipality looking at 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 the researcher wanted to study. The researcher used two methods of collecting data which are questionnaire and interview. For this study, the 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 of humankind.

The researcher indicated that descriptive research method was used. Municipal manager, Integrated Development Plan officials, Local Economic Development officials, ward councillors, community development workers, SANCO members, traditional leaders, and community members were sampled in this chapter. On this chapter the researcher presented study area, population of the study, sampling, data collection, pilot study and data analysis. Ethical consideration was also indicated in this chapter to inform the participants about the safety of their contribution in this study.

Chapter four in this research study 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 role of community participation in the delivery of basic services. It has been indicated that analysis of data involves what has been seen, heard, and read to use the data collected. The chapter focused on reporting the

empirical investigation by providing answers to the perceptions and understanding of the role of community participation in the delivery of basic services. The data regarding the role of community participation was collected by using quantitative and qualitative methods which involved the application of questionnaires and interview from the respondents. The response to the questionnaire items is presented in a tabular form followed by a brief synthesis of the findings and the responses to the interview items are presented in a narrative form followed by a brief synthesis of the findings. The chapter was divided into two sections, namely: the analysis of data collected through questionnaire and the analysis of data collected through interview.

The final chapter, the study presents findings, recommendation, and conclusion. The major findings of the study that arose from the research objectives of the study which are, role of community participation in the delivery of basic services; to overview the status of basic service delivery in Thulamela Local Municipality; to describe initiatives to enhance the delivery of basic services; to investigate the relationship between communities and the municipality in the delivery of basic service; and recommend strategies to promote community participation in the delivery of basic services. The recommendation of the study also arose from the research objectives of the study. This study 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 role of community participation in the delivery of basic services.

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UNIVERSITY OF VENDA

OFFICE OF THE DEPUTY VICE-CHANCELLOR: ACADEMIC

TO : MR/MS E. MAEMU
SCHOOL OF MANAGEMENT SCIENCES

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

DATE : 21 JANUARY 2020

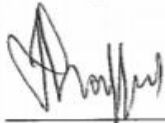
DECISIONS TAKEN BY UHDC OF 21st JANUARY 2020

Application for approval of Masters Proposal Report in Management Sciences:
E. Maemu (14014756)

Topic: "The role of Community Participation in the delivery of Basic Services:
The case of Thulamela Local 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

RESSC Ethics Certificate Mr E Maemu April 2021.PDF ✓

ETHICS APPROVAL CERTIFICATE

RESEARCH AND INNOVATION
OFFICE OF THE DIRECTOR

NAME OF RESEARCHER/INVESTIGATOR:

Mr E Maemu

STUDENT NO:

14014756

PROJECT TITLE: **The role of community participation in the delivery of basic services: The case of Thulamela local municipality.**

ETHICAL CLEARANCE NO: SMS/21/PDN/19/0904

SUPERVISORS/ CO-RESEARCHERS/ CO-INVESTIGATORS

| NAME | INSTITUTION & DEPARTMENT | ROLE |
|--------------------|--------------------------|------------------------|
| Dr. MM Nekhavhambé | University of Venda | Supervisor |
| Dr E Mahole | University of Venda | Co - Supervisor |
| Mr E Maemu | University of Venda | Investigator – Student |

Type: Masters Research

Risk: Straightforward research without ethical problems (Category 1)

Approval Period: March 2021 – March 2023

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 (principal 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: March 2021

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



Signature:

| |
|---|
| UNIVERSITY OF VENDA OFFICE OF THE DIRECTOR RESEARCH AND INNOVATION 2021-04-09 Private Bag X5050 Thohoyandou 0950 |
|---|

Annexure C

LETTER TO THE RESPONDENTS

Enquiry: Maemu E

Cell : 0796008634

Email : maemuemmanuel@gmail.com

P.O. Box 623

Lwamondo

0985

01 October 2019

Dear Sir or Madam

I, Maemu Emmanuel, am a student at the University of Venda, registered for Master of Administration (MADMIN), Department of Public and Development Administration, School of Management Sciences. I am conducting research on “The role of community participation in the delivery of basic services: The case of Thulamela Local Municipality”.

I humbly request that you be part of the study by in providing your understanding of the research topic as written above. The information that you will provide will be used for the purpose of this study.

Thanking you in anticipation.

Yours sincerely

.....

Maemu E

Student Number: 14014756

INFORMED CONSENT

I, Maemu Emmanuel, am a registered student at the University of Venda, School of Management Sciences. I am conducting research on “The role of community participation in the delivery of basic services: The case of Thulamela Local Municipality. In this study, the research will provide informed consent to the respondents for them to have adequate information regarding the research. This will help the respondents to understand the study and be free to decide to participate in it or decline participation voluntary. Identities of participation will be kept secret during and after the research study. In additional, participants have the right to remain anonymous.

Participation in the study 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. Participants can refuse to answer certain questions if they feel uncomfortable during the process of collecting data. Furthermore, respondents will not be exposed to harmful situations or positions where they would be comprised. The respondents will be informed that they will 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 comprises. Any questions or any further clarification concerning the study can be directed to:

.....

.....

Maemu E (Mr.)

Date

Cell: 0796008634

Email: maemuemanuel@gmail.com

INSTRUMENT - QUESTIONNAIRE
**THE ROLE OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES:
 THE CASE OF THULAMELA LOCAL MUNICIPALITY**

This study is on the role of community participation in the delivery of basic services and the study area is Thulamela Local Municipality. I humbly request you to be part of the study, by providing your perspective on the role of community participation in the delivery of basic services. Note that there is no right or wrong answer. Please put a cross (X) where you fill it is appropriate.

SECTION A: BIOGRAPHICAL INFORMATION OF RESPONDENT
1. Gender of respondent

| | |
|--------|----------|
| Male | 1 |
| Female | 2 |

2. Age of respondent

| | |
|--------------------|----------|
| Less than 21 years | 1 |
| 22 to 30 years | 2 |
| 31 to 40 years | 3 |
| 41 to 50 years | 4 |
| 51 years and above | 5 |

3. Category of respondent

| | | |
|---|---|----------|
| 1 | Municipal Manager | 1 |
| 2 | Integrated Development Plan (IDP) officials | 2 |
| 3 | Local Economic Development (LED) officials | 3 |
| 4 | Communication Manager | 4 |
| 5 | Community Development Workers-(CDW) | 5 |
| 6 | Traditional leaders | 6 |
| 7 | Ward councilors | 7 |
| 8 | SANCO Member | 8 |
| 9 | Community members | 9 |

4. Qualification of the respondent

| | |
|--|---|
| National senior certificate (Grade 12) and below | 1 |
| Bachelor's degree/ National diploma | 2 |
| Honors degree/ B-Tech | 3 |
| Master's degree/ M-Tech | 4 |
| Doctoral degree/ D-Tech | 5 |

SECTION B: THE ROLE OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES

| Item No. 1 | The role of community participation in the delivery of basic services | Strong Agree | Agree | Not sure | Disagree | Strongly Disagree |
|------------|--|--------------|-------|----------|----------|-------------------|
| 5. | Involving community in basic service delivery and empowering them has the potential to boost their livelihood and foster development. | 1 | 2 | 3 | 4 | 5 |
| 6. | Community participation empowers the primary beneficiaries of basic service by helping them to break away from the dependency mentality. | 1 | 2 | 3 | 4 | 5 |
| 7. | Community participation promotes self-confidence and self-awareness in matters related to the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |
| 8. | Through community participation, resources available for basic service delivery are used more efficiently. | 1 | 2 | 3 | 4 | 5 |
| 9. | Community participation helps to obtain a balanced perspective and identify creative solutions to basic service delivery. | 1 | 2 | 3 | 4 | 5 |

| Item No. 2 | The status of basic service delivery in Thulamela Local Municipality | Strongly Agree | Agree | Not sure | Disagree | Strongly Disagree |
|------------|--|----------------|-------|----------|----------|-------------------|
| 10. | The municipality has an annual financial budget to deliver basic services. | 1 | 2 | 3 | 4 | 5 |
| 11. | There is a healthy relationship between the municipality and the communities. | 1 | 2 | 3 | 4 | 5 |
| 12. | Planning is the basic tool for the municipality to achieve objectives of basic services. | 1 | 2 | 3 | 4 | 5 |
| 13. | The municipality outsources financial resources to improve the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |
| 14. | Basic services are delivered to the communities in a sustainable manner. | 1 | 2 | 3 | 4 | 5 |

| Item No. 3 | Initiatives to enhance the delivery of basic services | Strongly Agree | Agree | Not sure | Disagree | Strongly Disagree |
|------------|---|----------------|-------|----------|----------|-------------------|
| 15. | The municipality decentralizes services to improve the delivery of basic services to the communities. | 1 | 2 | 3 | 4 | 5 |
| 16. | Non-Government Organizations (NGOs) are allowed to participate in enhancing the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |
| 17. | Municipal service partnerships address the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |
| 18. | Community-Based Organizations (CBOs) work with the Municipality to provide basic services. | 1 | 2 | 3 | 4 | 5 |
| 19. | Voluntarism by community members is allowed by the municipality to enhance the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |

| Item No. 4 | Relationship between communities and the municipality in the delivery of basic service | Strongly Agree | Agree | Not sure | Disagree | Strongly Disagree |
|------------|--|----------------|-------|----------|----------|-------------------|
| 20. | The Municipality provides actual basic services to the communities. | 1 | 2 | 3 | 4 | 5 |
| 21. | The municipality consults the communities regarding the basic services to be delivered. | 1 | 2 | 3 | 4 | 5 |
| 22. | Community members are involved in the municipal decision making on the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |
| 23. | There is a healthy relationship between the municipalities and the community stakeholders. | 1 | 2 | 3 | 4 | 5 |
| 24. | Municipal revenues are collected in order to promote the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |

| Item No. 4 | Strategies to promote community participation in the delivery of basic services | Strongly Agree | Agree | Not sure | Disagree | Strongly Disagree |
|------------|---|----------------|-------|----------|----------|-------------------|
| 25. | The Municipality fully interacts with the community for effective service delivery. | 1 | 2 | 3 | 4 | 5 |
| 26. | There are policies that regulate community participation in the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |
| 27. | The Municipality has clear channels of communication to lodge complaints related to the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |
| 28. | Ward councilors ensure that community members are aware of matters related to the delivery of basic services in the Municipality. | 1 | 2 | 3 | 4 | 5 |
| 29. | There is openness and transparency in the municipality regarding the delivery of basic services. | 1 | 2 | 3 | 4 | 5 |

“THANK YOU FOR YOUR PARTICIPATION”

INSTRUMENT - INTERVIEW-SCHEDULE
**THE ROLE OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES:
 THE CASE OF THULAMELA LOCAL MUNICIPALITY**

This study focusses on the role of community participation in the delivery of basic services: the case of Thulamela Local Municipality. I humbly request you to be part of the study by providing your perspective on the role of community participation in the delivery of basic services in Thulamela Municipality. Note that there is no right or wrong answer. Please put a cross (X) where you fill it is appropriate and answer the questions that follows:

SECTION A: PERSONAL INFORMATION OF PARTICIPANT
1. Gender of participant

| | |
|--------|----------|
| Male | 1 |
| Female | 2 |

2. Age of participant

| | |
|--------------------|----------|
| Less than 21 years | 1 |
| 22 to 30 years | 2 |
| 31 to 40 years | 3 |
| 41 to 50 years | 4 |
| 51 years and above | 5 |

3. Category of participant

| | | |
|---|---|----------|
| 1 | Municipal Manager | 1 |
| 2 | Integrated Development Plan (IDP) officials | 2 |
| 3 | Local Economic Development (LED) officials | 3 |
| 4 | Communication Manager | 4 |
| 5 | Community Development Workers-(CDW) | 5 |
| 6 | Traditional leaders | 6 |
| 7 | Ward councilors | 7 |
| 8 | SANCO Member | 8 |
| 9 | Community members | 9 |

4. Qualification of the participant

| | |
|--|----------|
| National senior certificate (Grade 12) and below | 1 |
| Bachelor's degree/ National diploma | 2 |
| Honors degree/ B-Tech | 3 |
| Master's degree/ M-Tech | 4 |
| Doctoral degree/ D-Tech | 5 |

SECTION B: THE ROLE OF COMMUNITY PARTICIPATION IN THE DELIVERY OF BASIC SERVICES

5. In your view, what is the role of community participation in the delivery of basic services?

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6. What is the status of basic service delivery in Thulamela Local Municipality?

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7. What are the initiatives in place to enhance the delivery of basic services?

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8. What is the relationship between the communities and the Municipality in the delivery of basic services?

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9. What are the strategies that can be used to promote community participation in the delivery of basic services?

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“THANK YOU FOR YOUR CONTRIBUTION”

SCHOOL OF HUMAN AND SOCIAL SCIENCES

2 March 2021

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

Dear sir/madam

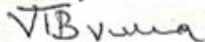
This letter serves to certify that I have proof-read Mr. E Maemu's dissertation, titled, "The Role of Community Participation in the Delivery of Basic Services: The Case of Thulamela Municipality".

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
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