

**THE ROLE OF TRADITIONAL LEADERS IN SERVICE DELIVERY WITH
REFERENCE TO MAKHADO LOCAL MUNICIPALITY**

by

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ABSTRACT

The study focused on the role of traditional leaders in service with reference to the Makhado Local Municipality. The study was carried to find out about the roles and functions of traditional leaders within the local municipality. In order to come up with the intended results a mixed approach method was used in which both quantitative and qualitative methodology was utilized simultaneously. This was done in order for the results of the two methods to complement each other.

The researcher used a non-probability and its subtype purposive sampling method in which participants were selected purposively based on certain characteristics set by the researcher. Data collection was done using two instruments namely, the structured questionnaire and an interview guide. The data collected by the questionnaire was analyzed using the SPSS while data collected using the interview was analyzed thematically.

The majority of the participants revealed that traditional leaders are true representatives of the local people. The study indicated that indeed traditional leaders have a role to play in their areas of jurisdiction. Moreover, the research findings revealed that traditional leaders consult community for any developmental initiative to take place in the community. This entails that there is effective consultation and communication between the traditional leaders and community members within Makhado Local Municipality. The research findings indicated that the majority disagreed with the notion that traditional leaders have enough resources necessary to capacitate community members to effectively participate in community development. This entails that traditional leaders are failing to deliver their roles and functions because there are no enough resources. The majority participants of the study also revealed that the community leaders do not have enough financial resources to run development initiatives in their areas. In addition, that majority of the participants revealed that community leaders do not have a strong partnership with the local municipality.

The recommendations of the study are:

The study recommended traditional leaders in South Africa should be afforded the resources necessary to carry out their roles and functions in the communities they belong. This will allow them to provide the services that lack in their areas for example schools, shops, roads and water. Traditional leaders should also be granted the platform to alert the government challenges facing the people within their areas of jurisdiction. The position of traditional leaders in society should be buttressed by proper legislation that creates a conducive environment for the traditional leaders to deliver their services to the community members. The study also recommends that traditional leaders should be trained in order that they become skilled with the financial skills, planning and management. This will ensure that they utilise the resources they have adequately. The municipality should also include traditional leaders in their workshops and training sessions to equip them with the necessary leadership skills vital for ensuring community participation.